staunton school of cosmetolosy cosmetolosy



Student Handbook

22/23

STAUNTON SCHOOL OF COSMETOLOGY

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History of

Staunton School of Cosmetology



128 East Beverley Street Staunton, VA 24401 (540) 885-0808

http://www.hairstylingschool.com

Boyd W. and Rose S. Thompson established the **STAUNTON SCHOOL OF COSMETOLOGY** in June of 1956. The SCHOOL became incorporated in 1967. **The National Accrediting Commission of Career Arts and Sciences, 3015 Colvin Street, Alexandria, VA 22314** is the accrediting agency for **STAUNTON SCHOOL OF COSMETOLOGY.**

Boyd Thompson was licensed as an instructor and a cosmetologist by the Virginia State Board of Cosmetology. He served as President of Staunton School of Cosmetology in Staunton, VA and Virginia School of Cosmetology located in Richmond, VA.

In addition to being a licensed instructor, Mr. Thompson received the following:

- •Dale Carnegie course in Effective Speaking, Leadership Training & Human Resources. Received certificate March 19, 1957
- •Charles of the Ritz School of Advanced Hair Fashion in New York. Received certificate October 31, 1958.
- •Revlon Hair Color Certificate of Achievement for Study & Training. Received certificate on January 25, 1963
- •Received certificate from Roffler Institute for Biochimie Esthetique Capilo in Paris, France on June 29, 1969.
- •Certificate from Advanced Institute Development in Richmond, VA on November 8, 1971.
- •Rufus V. Hays Cosmetology Instructor Training. Certificate on May 22, 1972
- •Medical Electrolysis Institute Required Instructor. Diploma on June 7, 1977
- •Certificate from The Cosmetology Commission as a licensed examiner on December 12, 1977
- •Received a diploma in Art of Advanced Hairstyling from the Institute of Professional Hairstyling in Richmond, VA.

Mr. Thompson was also a member of the Virginia Hairdresser's Association for many years and also served as President of the Association.

Rose Thompson served as the Secretary/Treasurer of the Staunton School of Cosmetology Incorporated and was also a licensed instructor and member of the Virginia Hairdresser's Association. She also sometimes helped as an instructor at the Virginia School of Cosmetology in Richmond, VA.

Mr. and Mrs. Thompson taught at the school and were members of many renowned associations.

Upon their retirement in 1994, new officers and directors were elected and the school continued on under the leadership of Mrs. Bonnie Traylor-Bender as the new President. Mr. Thompson continued with the Corporation in an advisory role until 2016. Mrs. Bender remained as the President until 2016 when Mrs. Linda Ingram became the Corporate President.

Mrs. Rose Thompson passed away in 2010, Mr. Boyd Thompson passed in 2016 and Mrs. Bender passed in 2018.

Today, the **STAUNTON SCHOOL OF COSMETOLOGY** is owned by **STAUNTON SCHOOL OF COSMETOLOGY INCORPORATED**. The Corporation consists of two Officers, a Board of Directors and an Advisory Committee. School Staff consists of two full-time instructors, three licensed instructors on staff, two part-time instructors, the President, the School Director, the Chief Fiscal Officer, the Director of Admissions, Financial Aid Officer, and a Receptionist.

The Campus of **STAUNTON SCHOOL OF COSMETOLOGY** is located at 128 East Beverley Street in the downtown area of Staunton, Virginia. There are approximately six thousand square feet of floor space occupying two floors. The facility consists of three major clinic areas with, two (2) regular classrooms, restroom facilities, library and administrative and counseling offices and can accommodate sixty (60) students and thirty-three (33) workstations. The School is considered very prestigious, well established and has a high standard of teaching an exceptional cosmetology course. The course contains all facets of cosmetology such as hair, nails and makeup.

STAUNTON SCHOOL OF COSMETOLOGY can be found on Facebook and also on the internet at their website www.hairstylingschool.com.









Staunton School of Cosmetology Incorporated Officers

Linda Ingram graduated from the Staunton School of Cosmetology in 1979. She became a licensed cosmetologist soon after graduating and began working for the Staunton School of Cosmetology Incorporated as a hairstylist in their Boyd's Hairdressers Salon. In 1981 she became an instructor at the school. She became the Vice-President of the corporation and Director of Education in 1994. In 2011 she became the Director of the school. Linda has over 42 years of experience in cosmetology. In 2016 Linda became the President of the Corporation. She also serves on the Board of Directors.

Nellie Hart had previously worked in bookkeeping and collections before joining the staff of Staunton School of Cosmetology in 1987. She works in bookkeeping, payroll, accounts payable and receivables. In 1994 she became the Treasurer of the corporation. Along with being the Treasurer she also oversees and works with the Financial Aid and the Director of Admissions. Nellie has over 35 years of experience with the Staunton School of Cosmetology. She also serves on the Board of Directors.

Staunton School of Cosmetology Inc. Board of Directors

Linda Ingram and Nellie Hart also serve as Officers of the Corporation as well as on the Board of Directors.

Staunton School of Cosmetology Advisory Committee

The Advisory Committee for Staunton School of Cosmetology tours the school and confers with school staff members about the school and students. The Director of the school reviews the Curriculum, Graduate Student Surveys, Current Student Surveys and Employer Surveys with the Advisors. Feedback on changes that can be made to improve the school's future outlook for the program is provided to ensure the school is consistent with the mission of the school.

Angie Dinkle graduated from Staunton School of Cosmetology. She became a licensed hairdresser in 1990. Angie worked for Boyd's Hairdressers as a hairstylist until she opened her own salon.

Diana Davis graduated from Staunton School of Cosmetology . She became a licensed hairdresser and then opened her own beauty salon, The Cutting Edge in 2004.

Lamura Ramsey became a licensed hairstylist on 1999. She was a booth rental stylist at Shear Heaven Salon for 13 years before purchasing the salon.

Staunton School of Cosmetology School Staff

Gail Lyle is the Director of Admissions. She graduated from Staunton School of Cosmetology in 2004. She took the teacher training program at Staunton School of Cosmetology and became a licensed instructor in 2005. Gail previously worked for American Safety Razor for 20 years, took courses in interior design at Blue Ridge Community College, received a private investigator's license from Central Training Academy and graduated from the nail course at Blackthorne Nail Academy before coming to the Staunton School of Cosmetology. Gail also assists as a part-time instructor when necessary

Maria Guertler graduated from Staunton School of Cosmetology in April 1991. She became a licensed cosmetologist in 1991 and began employment with Staunton School of Cosmetology Incorporated at their Hair Mates Salon. Maria left in 1996 to join the staff of Scarlett O'Haira's Beauty Salon in Sterling, VA where she was employed as a hairstylist until 2005. She returned to work at Staunton School of Cosmetology in 2006 where she took the teacher training program. She became a licensed instructor in 2007.

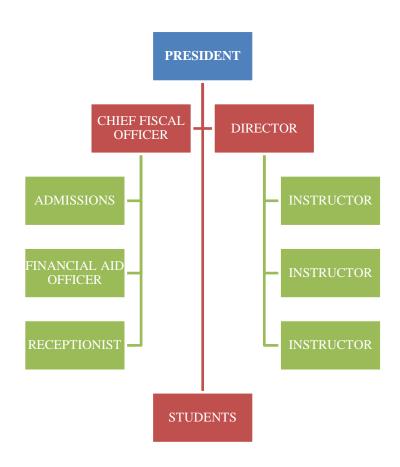
Beverley Davidson graduated from Staunton School of Cosmetology in 1978. She became a licensed cosmetologist in 1978 and was employed by the Corporation as a hairstylist at their Boyd's Hairdressers Salon in 1/1979. Beverley worked there until 2005 then took the teacher training program at Staunton School of Cosmetology and became a licensed instructor in 3/2006.

Misty Lawrence graduated from Staunton School of Cosmetology in March 2018. She became licensed in 2018. Misty worked as a hairstylist at Boyd's Hairdressers Salon until 2021 when she applied to become an instructor trainee.

Nellie Hart is serving as the Financial Aid Officer.

Tanya Lumsden became employed at Staunton School of Cosmetology in January 2022. She served as the receptionist until May 2022 and then was transferred to the Admissions Office. She attended Brandt's School of Business where she took course in business and accounting. She previously worked at Check Into Cash where she was a Customer Service Representative. She also served as a Customer Service Manager at Walmart.

Jessica Hurt became an employee of Staunton School of Cosmetology in May 2022 where she is the receptionist. Jessica was previously employed by Check Into Cash as the manager.



Admissions

Guidelines & Requirements



ENROLLMENT INFORMATION

The Cosmetology course of study at **STAUNTON SCHOOL OF COSMETOLOGY** is designed to prepare students for the Virginia State licensing examination and profitable employment. The course is taught in English only. The knowledge and skills students acquire will prepare them for a position in one of the following fields:

- 1. BEAUTY SALON
- 2. COSMETOLOGY INDUSTRY
- 3. EDUCATIONAL FIELD

Enrollment may be made any day of the School calendar year with classes starting monthly. Classes are held Tuesday through Friday from 8:30 a.m. to 4:30 p.m. and from 8:30 a.m. to 1:30 p.m. on Saturday. The School is not in session during the following holidays: January 1, July 4, Thanksgiving Day and Christmas Day. If inclement weather occurs the School advises Students by local radio and television stations, by Facebook and a voice message on the school telephone.

A committee consisting of the school Director, Chief Fiscal Officer, Director of Admissions and Financial Aid Officer review all applications before enrollment. Students that are accepted are notified by mail of their acceptance.

REGISTRATION

Registration and enrollment should be made in advance of the date of entrance and may be made at any time of the year. The beginning class schedule is Tuesday through Saturday and is organized to start every five weeks.

ENTRANCE/ADMISSIONS REQUIREMENTS

High School Diploma or GED or

Transcripts showing legal evidence of high school completion

Homeschooled students must have a GED or official transcript

Birth Certificate or

Social Security Card

Driver's License or Legal Photo ID

Completed Registration Application

We do not accept Ability to Benefit Students

CLASS SCHEDULES

FULL TIME SCHEDULE

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
CLOSED	CLOSED	8:30 am –				
		4:30 pm	4:30 pm	4:30 pm	4:30 pm	1:30 pm

MORNING PART-TIME SCHEDULE

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
CLOSED	CLOSED	8:30 am –				
		1:30 pm				

^{**}Foreign students who enroll in the school must have their diplomas verified by an accredited agency that can verify their diplomas are equal to or greater than a U.S. high school diploma

AFTERNOON PART-TIME SCHEDULE

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
CLOSED	CLOSED	11:30 am –	11:30 am –	11:30 am –	11:30 am –	8:30 am –
		4:30 pm	4:30 pm	4:30 pm	4:30 pm	1:30 pm

STUDENT ORIENTATION

Orientation is done beforethe first day of attendance. Students do not receive clock hours for orientation. During orientation the Student Catalog containing all of the requirements, procedures and policies are discussed and explained to the student. The student is also given a tour of the school and shown the time clock and the evacuation plans posted throughout the school.

TUITION

1500-HOUR COURSE TAUGHT IN ENGLISH ONLY

Tuition	\$15,750.00
Parking & State Board Fees	575.00
Admissions Fee	100.00
Kit & Books	885.00
Supplies	<u>715.00</u>
Total	\$18,025.00

STUDENT RIGHT TO KNOW & CAMPUS SECURITY ACT

Students must sign and are given copies of the <u>Campus Security Act</u> and <u>The Student Right to Know</u> when they are enrolled in the school.

GRADUATION REQUIREMENTS

To graduate, the Student must have finished the School's curriculum requirements with a 75% average, have met the School's requirements regarding practical skills, made arrangements to satisfy all financial obligations to the School, and have successfully passed the School's comprehensive final examination in both theory and practical skills. When all the above have been completed and the 1500 clock hours have been fulfilled the student will be awarded a diploma.

OUTCOMES ASSESSMENT

REQUIRED BY NACCAS STAUNTON SCHOOL OF COSMETOLOGY

50% Completion78.57% Completion in 202070% Licensure100.00% Licensure in 202060 % Placement72.73% Placement in 2020

STATEMENTS

STAUNTON SCHOOL OF COSMETOLOGY DOES NOT DISCRIMINATE DUE TO RACE, SEX, COLOR, RELIGION, ETHNIC ORIGIN OR AGE.

We are required to notify any applicant who has been convicted of a Class 1 through Class 6 felony that according to the regulations of the Commonwealth of Virginia you may be denied licensure and be unable to practice in the state. A ruling will not be made on this matter until the student actually graduates and applies to Virginia State Board for licensing.

CURRICULUM

The curriculum of the **Staunton School of Cosmetology** provides a complete course of study in cosmetology. Theory instruction includes audio-visual aids, lectures, platform demonstrations and textbook assignments. Hair color technicians, hair-cutting artists and product representatives at different times will give special classes for the students' training program. In all classes, the principles are tested and practiced by the student in classroom activities. Practical training includes teacher-supervised performances on clinic patrons and manikins.

LIBRARY AND LEARNING RESOURCES

Staunton School of Cosmetology provides a Library containing resources for the student. These resources are available for use in school or they can be checked out by their immediate instructor. These resources are used to help the student keep up-to-date on current trends and practices in the cosmetology industry.

DIPLOMA AND AWARDS

After the completion of the 1500 Hour program, the graduate receives a diploma.

REQUIRED LEVELS OF ACHIEVEMENT

Students must achieve a 75% grade average in each monthly grading period, or be able to achieve that average at the end of a sixty-day warning period.

TEXT AND WORK BOOKS

<u>Standard Textbook of Cosmetology</u> - Milady Publishing Company <u>Situational Problems</u> - Milady Publishing Company <u>Standard Cosmetology Dictionary</u> - Milady Publishing Company

GRADING SYSTEM

The following grading system will be used to determine academic progress:

- 1. Theory by written test.
- 2. Practical training by practical test.
- 3. Clinic training by practical test.

All theory and practical training will be graded according to the following scale:

93 - 100	A	Excellent
85 - 92	В	Good
75 - 84	C	Satisfactory
00 - 74	D	Needs Improvement: Does not meet standards.

Students must maintain an cumulative total of 75% or above in Theory and Practical tests to be considered making satisfactory progress.

MAKE-UP WORK

If a student is absent from class and miss their assignments, notes and etc., it is their responsibility to go to their instructor and make arrangement to get notes and set up a time to complete assignments.

REMEDIAL HELP

Remedial help is available to all students and is given according to the individual requirements of the student. Instructors are available from 8:15 am to 8:30 am and 4:30 pm to 4:45 pm if a student needs help.

HOUSING ACCOMMODATIONS

Staunton School of Cosmetology does not have housing or dormitories for students. The Admissions Office may be able to assist the student in their efforts to find housing.

EMPLOYMENT ASSISTANCE

The School does not guarantee employment to students. A list of employment opportunities is available in the school office. Learning to apply for a job is included in the curriculum under Salon Management.

RE-ADMITTANCE

Students who have dropped and students who have been dismissed from school for unsatisfactory attendance, probation or termination will be re-admitted only after the following:

- 1. Must wait a reasonable amount of time until they are able to determine that they no longer have any impediments or deterrents that would keep them from becoming satisfactory.
- 2. They must be reevaluated to determine how much instruction they have retained and how many hours of training they will need to complete the course.
- 3. They must then schedule a meeting with the Director of the school and discuss their situation.
- 4. After the meeting the Director will meet with the Staff and a decision will be made.
- 5. The student will be notified by either telephone or by mail of the school's decision.
- 6. If the student is approved to re-enroll in the school he must re-enter in the same status as when he left the school. For example: If a student was terminated because of being unsatisfactory, he will upon re-admittance be re-enrolled in the unsatisfactory status and must work to make himself/herself satisfactory.

CREDIT FOR PREVIOUS TRAINING

Students discontinuing their training and re-enrolling within three (3) years and upon assessment may receive credit for their previous hours and performances.

Students transferring from another school will need to provide satisfactory evidence of the following. Both the new and former school must be licensed by the appropriate state licensing entity while the student is enrolled. The schools' current curriculum must be approved by that entity. The hours earned at the originating school must have been earned not more than two (2) years prior to enrolling in the new school. Both the new and former school must be accredited by an accrediting agency recognized by the U. S. Department of Education. The new school may only credit completed content and must substantiate based on the student's transcript how hours were awarded towards each content area. If the student is transferring from Staunton School of Cosmetology to another school, it is up to the receiving school whether they will accept our hours and transcript.

STUDENT FILE ACCESSIBILITY

Students and/or parents or guardians of dependent minor students are guaranteed the right of access to all information in their permanent records. Students wishing to examine their records must request a time convenient to their instructor and arrange time through the Director of Admissions' Office. The members of the faculty are accessible 15 minutes before the student is scheduled to clock in the morning and 15 minutes after the student clocks out in the afternoon.

Student records must be provided and must be permitted access for any accreditation process initiated by the institution or by the National Accrediting Commission of Career Arts and Sciences or in response to a directive of the Commission.

Students and parents or guardians of dependent minor students are also guaranteed the right of privacy of their files unless the student signs the "Right of Privacy Release" statement available in the Director of Admissions' Office. Any information pertaining to the student's cumulative record will be released only with the written instructions or written permission each time from the student and/or parents or guardians of dependent minor student. The admission records of student will be maintained for a minimum of three (3) years after the student's last date of attendance. Fiscal records of financial transactions will be maintained for a minimum of three (3) years after the student's last day of attendance. Written records of hours and performances showing the instruction a student has received will be maintained for a period of five (5) years after the student terminates or completes the curriculum of the school. Transcripts of all students (both graduate and dropped/terminated) are retained permanently either in hard copy forms or electronic database with backup by the school. The student academic/course record showing programs of study, grades, dates of enrollment and student's current status (graduated, probation, terminated, etc.) will be retained permanently.

While in attendance, a student's folder will contain the following: a copy of the enrollment agreement and any addendum, student payment ledgers, admissions documentation, counseling and academic advising, report cards, time sheets, absent/excuses, correspondence to/from student, leave of absence forms, probation notices, evidence of withdrawal, refund calculation (if applicable) and evidence of graduation and graduation requirements.

All student records and information are kept in locked fire proof file cabinets, computers are password protected and have secure backups. This also protects student confidentiality.

DEMANDS AND HAZARDS OF COSMETOLOGY

Cosmetologists may be exposed to a variety of potential health and safety hazards. Because of the close contact with clients they may receive communicable diseases. Slippery floors from spills, eye splashes from chemicals, cuts from sharp instruments such as razors and scissors and also burns from chemicals, blow dryers and curling irons are also hazards of the profession. Sanitation and sterilization are strongly emphasized in the curriculum.

The physical demands for this profession require the cosmetologist to stand on his/her feet during working hours. Comfortable professional shoes and support hose/stockings are recommended. The repetitive motions the stylist uses can result in muscular/skeletal disorders

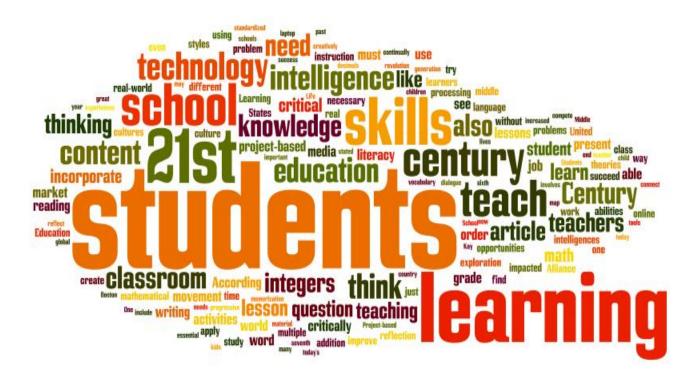
Start Date	Projected Full-Time Completion Date	Projected Part-Time Completion Date
September 21, 2021	07/27/2022	11/15/2022
October 26, 2021	08/31/2022	12/20/2022
November 30, 2021	10/04/2022	01/24/2023
January 4, 2022	11/09/2022	02/28/2023
February 8, 2022	12/14/2022	04/04/2023
March 15, 2022	01/18/2023	05/09/2023
April 19, 2022	02/22/2023	06/13/2023
May 24, 2022	03/29/2023	07/18/2023
June 28, 2022	05/03/2023	08/22/2023
August 2, 2022	06/07/2023	09/26/2023
September 6, 2022	07/12/2023	10/31/2023
October 11, 2022	08/16/2023	12/05/2023
November 15, 2022	09/21/2023	01/10/2024
December 20, 2022	10/25/2023	02/13/2024

Staunton School of Cosmetology will be closed for the following holidays: New Years, July 4^{th} , Thanksgiving, and Christmas.

**** All dates and closures are subject to change. The Admissions Office will notify students of any changes.

Staunton School of Cosmetology

Curriculum & Course of Study



STAUNTON SCHOOL OF COSMETOLOGY NAME OF COURSE: 1500 HOUR COSMETOLOGY - TAUGHT IN ENGLISH ONLY STANDARD OCCUPATIONAL CLASSIFICATION CODE: 39-5012

DESCRIPTION OF COURSE

Cosmetology is an individualized course of study designed to assist you in developing specific skills used by Cosmetologists in the processes of applying chemical preparations to beautify the complexion, the skin, the hair, and the nails. Cosmetologists use these skills to help their clients look as attractive as possible. The course is measured in clock hours. Your success in the profession will depend on your ability to incorporate the scientific aspects of beauty culture into the art and technique of applying appropriate measures to meet your client's individual needs. This is the reason for studying anatomy, physiology, and chemistry related to the techniques being used.

In Cosmetology, the scientific knowledge and artistic skills are taught in four groups, and they include:

- 1. The sanitation and sterilization procedures used in the beauty industry, and the contribution these procedures make to the efficient and successful operation of a beauty salon.
- 2. The treatment of normal conditions of the skin and its appendages.
- 3. The principles of hair design used to create individual hairstyles.
- 4. The techniques of altering hair structure to create different styling effects.

Completion of COSMETOLOGY leaves open to you the options of:

- 1. Entering into employment as a Cosmetologist.
- 2. Extending preparation and specialization in one or more aspects of the beauty culture field; for example hairstyling or color technician.
- 3. Entering an allied field of study or work within the beauty industry such as managing a salon or selling beauty products.
- 4. Electing a different field of work or study and utilizing cosmetology skills for your own personal beauty care.

The option you elect after you have completed Cosmetology will depend, in part, on the quality of your experience in taking the course. The benefits you get from the course will tend to be in direct ratio to:

- 1. Your reason (motivation) for taking the course.
- 2. The success you feel in applying your learning experiences.
- 3. Your understanding of the helpful features in Cosmetology.

Knowledge and experience in the scientific aspects of Cosmetology and the artistic techniques used in the care of the complexion, the nails, the skin and the hair can be useful to you either as occupational preparation or for the enhancement of your personal and aesthetic pursuits in the career you do select. Only you can determine

what your reasons are. If you think the course is worthwhile and important to your personal or career future, then your attitude will be such that you will tend to do the work of the course consistently and well.

It is important that the sense of satisfaction you feel in mastering a skill is extended with continued use of the skill. On-the-job experience, that is, continued practice, offers opportunities for you to refine and perfect your abilities. Since the Virginia State Laws forbid your practicing without a license, your "on-the-job" experience in the school clinic becomes very important. Continued practice may provide new insights into career opportunities in the field.

The authors of the materials you will use in Cosmetology have built in design features to support your acquisition of skills. In order that you get the most out of your study, these features are described in the paragraphs that follow.

In general, the student materials are designed and organized to permit your best individual development. The time you spend depends not only on the nature of the skill-tasks involved, but also on your learning style which includes your study habits, your ability to concentrate, your planning and your methods of work.

The materials are designed to allow you to adjust your learning style to the skill-tasks in your own way as much as possible. This is usually called "self-pacing". Self-pacing is not always a purely individual affair, as some activities require cooperation with others. You are already aware of the need to pace your work with classmates in the same way that groups of people combine talents to complete tasks in business and industry.

1500 HOUR COSMETOLOGY LAB(THEORY)/ CLINIC BREAKDOWN

The Freshman class receives 170 hours of class instruction, after this students receive 168 hours of weekly theory and 119.5 hours weekly chemical theory/video/additional theory testing/chemical & styling/quiz & review. This gives a total of 462.5 class/theory hours. The balance of clinic hours are 1037.5 hours which give a total of 1500 hours.

INSTRUCTIONAL METHODS USED TO TEACH THE COURSE

The instructors teach their techniques by utilizing audio-visual training, lectures and demonstrations. The principles as taught by these means are tested and perfected by the student in practical classroom and clinic activities. Practical training also includes supervised manikin practice and performance of services on live models.

Each student is evaluated monthly by their immediate instructor on theory, speed and accuracy of their work and procedures for safety precautions. Students are given a printed progress report at this time and counseled on their progress. The student's immediate instructor discusses attendance and scheduled classes according to the Standards of Academic Progress.

COURSE GOALS/OBJECTIVES

Based on skills and knowledge learned while attending school, the student should be able to complete the following:

- 1. A complete haircut, shampoo and wet set in 45 minutes or less before reaching 700 hours.
- 2. A complete normal permanent wave in 2 hours or less before reaching 650 hours.
- 3. A complete haircut, blow-dry with iron curl set in 40 minutes or less before reaching 750 hours.

Before the completion of the 1500 hour course a student should have their speed and accuracy up to the measurable performance objectives as discussed with them by their immediate instructor.

The intent of the program is to provide you, the student, with a program of study and with experience, which would provide you with the opportunity to:

- 1. Develop a basic understanding of the theory and technology used in the beauty industry.
- 2. Develop a professional attitude toward your career choice that enhances your own self-concept.
- 3. Develop a foundation from which you can adapt your own creative skills to keep abreast of the trends of the industry.
- 4. Complete all the requirements for licensing as required by the Virginia State Cosmetology Law.

If you use the materials, equipment and models provided for you while in attendance at the Staunton School of Cosmetology, under the direct supervision of your instructor, at the end of the course you will be able to:

- 1. Practice those sanitation and sterilization procedures that prevent the spread of disease and infection within the salon.
- 2. Select the shampoo needed to maintain or improve the existing condition of a model's hair and scalp.
- 3. Demonstrate the correct procedures for shampooing.
- 4. Give a complete shampoo treatment.
- 5. Manipulate the scalp muscles through massage.
- 6. Outline the correct sequence of steps in a scalp treatment for normal, dry, and oily scalp, a dandruff condition and alopecia.
- 7. Give the appropriate scalp treatment to improve or maintain the existing condition of a model's scalp.
- 8. Give a manicure.
- 9. Stimulate the hand and arm muscles through massage.
- 10. Give the appropriate manicuring treatment to improve or maintain the existing condition of a model's hands, arms and nails.
- 11. Demonstrate correct procedures for a plain facial treatment.
- 12. Demonstrate procedures used in giving a corrective facial treatment.
- 13. Give the appropriate facial treatment to preserve or improve the health and beauty of the skin.
- 14. Form the basic guideline to be used for cutting the hair.
- 15. Cut the length of the hair in the nape and crown sections as established by the guide angle.
- 16. Shape the hair on the sides and in the top area so as to individualize the hairstyle.
- 17. Give a complete haircut to a model to achieve a desired effect.
- 18. Fingerwave a model's hair so as to give line and form to the hairstyle.
- 19. Execute no-stem, half-stem and full-stem pin curls.
- 20. Execute no-stem, half-stem and full-stem cascade curls.
- 21. Execute on-base, half-base and no-base roller curls.
- 22. Execute a styling pattern that suits a model's face and head.
- 23. Straighten over curly hair on a model.
- 24. Form curls with a heated curling rod.
- 25. Use the essentials of hairstyling to design and create a hairstyle for a model.
- 26. Style a wig or hairpiece into a selected pattern.
- 27. Provide complete servicing of wigs and hairpieces.
- 28. Select the correct permanent wave solution for the existing condition of a model's hair.
- 29. Divide a model's hair into work areas for permanent wave application.
- 30. Wrap a model's hair for permanent wave application.
- 31. Demonstrate correct procedures for processing a permanent wave.
- 32. Execute properly all procedures required to give a permanent wave.
- 33. Apply chemical relaxer to a model's hair.

- 34. Chemically relax or straighten a model's hair.
- 35. Use aniline derivative hair colors to create various effects.
- 36. Use hair lighteners to create various effects.
- 37. Use temporary color rinses to tone down unwanted color or grey hair.
- 38. Use semi-permanent color to cover discoloration, unwanted color or grey hair.
- 39. Learn corrective hair color for models that have damaged and discolored their own hair with home products.
- 40. Give a pedicure.

GRADING PROCEDURES

93 - 100	A	Excellent
85 - 92	В	Good
75 - 84	C	Satisfactory
00 - 74	D	Needs Improvement: Does not meet standards.

STAUNTON SCHOOL OF COSMETOLOGY CONTENTS OF UNITS OF INSTRUCTION FOR 1500-HOUR COSMETOLOGY COURSE

This is a basic individualized course of Cosmetology that will be pursued while in attendance at the **Staunton School of Cosmetology**. The theory and practical performances are taught simultaneously. Theory is presented and a practical performance follows with the instructors' guidance. Each instructor will teach theory as well as the practical part.

DESCRIPTION OF COURSE CONTENT AND APPROXIMATE CLOCK HOURS OF STUDY IN EACH UNIT

ORIENTATION	190
Professional Development and Attitudes	
Hygiene, Good Grooming and Poise	
Personality Development and Salesmanship	
CHEMISTRY	30
Basic Chemistry Pertaining to Cosmetology	
ELECTRICITY AND LIGHT THERAPY	30
Fundamentals	
Safety Rules	
SHAMPOOING & RINSES	100
Procedures	
Chemistry	
Safety	
Fundamentals	
HAIR & SCALP	60
Analysis	
Sanitation	
Procedure	
Disease & Disorders	
HAIR SHAPING	170
Safety	
Procedures	
Fundamentals	
Implements and Uses	
Anatomy	
HAIR STYLING	250
Anatomy & Facial Shapes	
Finger waving, Shaping, Moldings & Pin curls	
Roller Sets, Comb outs, Brushing Techniques	
Thermal Sets, Waving and Pressing	
PERMANENT WAVING & CHEMICAL RELAXING	225

Analysis & Examination

Equipment & Use Product Knowled		
Record Keeping Safety		
HAIR COLORING & I	HAIR LIGHTENING	200
Analysis		
Color Theory		
Product Knowled	ge	
Equipment		
Chemistry		
Record Keeping		
Procedures & App	plications	
Safety		
MANICURING & PED	OICURING	20
Diseases & Disor	ders	
Anatomy & Physic	iology	
Sterilization & Sa	nitation	
Procedures		
Equipment & Use	es	
Health & Safety		
SKIN CARE & MAKE	-UP	70
Anatomy		
Analysis		
Health, Safety &	Sanitary Rules	
Nutrition	•	
Chemistry & Ligh	nt Therapy	
Procedures		
Lash & Brow Tin	ting	
Temporary Remo	val of Hair	
WIGS & HAIRPIECES	S	40
Types		
Sanitation & Steri	ilization	
Measure, How to	Fit & Style	
Types of Attachm	nents	
SALON MANAGEME	NT	115
Business Ethics		
Plans & Layouts		
	loyment Seeking Skills	
Equipment	-	
Business Adminis	stration	
Salaries		
State Law Require	ements	
TOTAL HOU	RS	1500

Chemistry Test Curls

WAGES AND COMPENSATIONS

Cosmetologist/Hairstylist What They Are and What They Do

According to the U. S. Bureau Occupational Outlook Handbook a <u>cosmetologist</u> is someone who provides hair and beauty services to enhance clients' appearance. Those who operate their own shop or salon have managerial duties that may include hiring, supervising and firing workers, as well as keeping business and inventory records, ordering supplies and arranging advertising.

A cosmetologist/hairstylist offers a diverse range of hair services. These services include shampooing, cutting, coloring and styling. They retain records of products and services provided to their clients, such as hair color, shampoo, conditioner and treatment used. They may also provide clean and style wigs and hairpieces, scalp and facial treatments and makeup analysis. They may also recommend salon and hair care products.

Tools that the cosmetologist/hairstylist may use include hairbrushes, scissors blow dryers and curling and flat irons.

Duties of the cosmetologist/hairstylist encompass:

- Inspect and analyze hair, skin and scalp to recommend treatment
- Discuss hairstyle options
- Wash, color, lighten and condition hair
- Chemically change hair textures
- Cut, dry and style hair
- Receive payments from clients
- Schedule appointments
- Clean and disinfect all tools and work areas

Numerous cosmetologist/hairstylist work full-time and many work on a part-time basis. Those who own their own business or salon usually have long work days. Their work schedule may include evenings and weekends as these are the times most salons are the busiest. Those that are self-employed usually determine their own schedules.

Most work in pleasant surroundings with good lighting. Because they are on their feet for most of their shift good physical stamina is very important. They must wear protective clothing, use disposable gloves or aprons because of the prolonged exposure to some of the chemicals that they use.

According to the U.S. Bureau of Labor Statistics, the cosmetologist/hairstylist median hourly wage in May 2018 was \$11.89 per hour. Many experienced stylist earn much higher wages once they have established their clientele. 75% earned \$16.79 per hour and 90% earned \$24.09 per hour. High quality service will usually contribute to greater tips for the stylist. Selling retail products may also raise the amount of wages they receive.

In the Commonwealth of Virginia the median hourly wage for cosmetologist/hairstylist was \$12.51 per hour. 75% of those employed earned \$19.84 and 90% earned \$28.77.

In 2018 the U.S. Bureau of Labor Statistics calculated there were 683,800 hairdressers/hairstylist/cosmetologist employed in the United State. They projected by 2028 there would be 741,700 employed which would be an 8% faster increase in employment for these positions.

The Commonwealth of Virginia requires you must successfully complete the course and pass the State Board Examinations to become licensed.

Most beauty salons in this immediate area pay minimum wage plus commission. When a cosmetologist works on commission they may earn as much as possible depending on their percentage.

Many stylists are now going to booth rental. Stylists rent their "chair" or "booth" from a salon owner and are considered to be self-employed or independent contractors. They are responsible for owning and making a success of their own business. They can set their own schedule and work as many or as few hours as they choose.

Independent contractors are responsible for their own supplies, insurance, taxes, accounts, and clientele and for making sure all their obligations are met on a timely basis. There is no limit on the amount of money they can earn.

OPPORTUNITIES IN COSMETOLOGY

There are endless career opportunities available in cosmetology. Listed below are just a few of the options:

Salon Owner Hairstylist

Hair color/Perm Specialist Platform Artist/Educator

Photo and Movie Stylist Image Consultant

Make-up Artist Day Spa Owner

Nail care Artist/Manicurist Director of Education

Cosmetology School Owner

Salon Manager Salon Sales Consultant

Beauty care Product Manufacturer's Sale

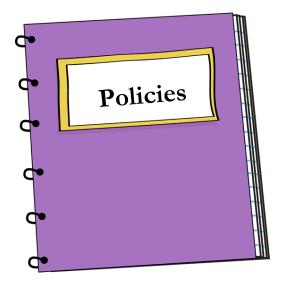
Distributor Representative

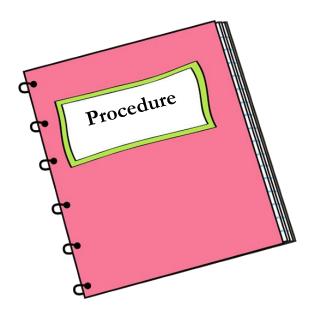
Beauty Magazine Beauty Care Research

Writer/Editor Chemist

Staunton School of Cosmetology

Policies & Procedures





Staunton School of

Cosmetology



MISSION STATEMENT

The **STAUNTON SCHOOL OF COSMETOLOGY** bases its operating philosophy on several significant forces exerting influence on students in the beauty industry today.

We believe the most important objective in our entire philosophy is the training and equipping of our students with skills necessary to secure a successful and financially rewarding career.

In today's business world, technological and product procedures change at an ever-increasing rate. As a leader in cosmetology training, the **STAUNTON SCHOOL OF COSMETOLOGY** is geared for immediate changes in its courses to keep pace with every change of the hair and fashion world.

This is our philosophy, and it is this philosophy that drives our objectives:

- 1. To present the most practical cosmetology training in the prescribed allotted time at a reasonable expense.
- 2. To develop a wholesome and ethical, social, business, professional and civic attitude in all students.
- 3. To provide to the cosmetology industry, employees who are well trained in the required skills, technologies and knowledge of hairstyling.
- 4. To teach business skills to those who plan to own their own business.

The **STAUNTON SCHOOL OF COSMETOLOGY** strives to produce a reasonable profit that will ensure constant educational growth of the staff, students, school training program, teaching methods and techniques and enable us to keep the latest professional equipment up to date.

STAUNTON SCHOOL OF COSMETOLOGY i

POLICIES & PROCEDURES

PROFESSIONALISM IS THE LEVEL OF CONDUCT EXPECTED OF EACH STUDENT. The following Policies and Procedures are important and, if not followed, may result in the student's suspension or dismissal from the school. The Policies are not arbitrary, but reflect the level of conduct that Cosmetologists are expected to maintain throughout their careers. They are planned to provide an atmosphere that is meant to encourage and motivate each student in their learning experience.

- 1. School hours for full-time students are 8:30 A.M. to 4:30 P.M. Tuesday through Friday and 8:30 A.M. through 1:30 P.M. on Saturday. Students must clock in and be ready for class promptly at 8:30 A.M. School hours for morning part-time students are 8:30 A.M. to 1:30 P.M. Tuesday through Saturday. School hours for afternoon part-time students are 11:30 A.M. to 4:30 P.M. Tuesday through Friday and from 8:30 A.M. to 1:30 P.M. on Saturday. Students are assigned to classes according to their ability and hours, and must follow this schedule. Full time students will not be admitted to class after 12:00 P.M. Part-time morning students will not be admitted after 10:00 A.M. Part-time afternoon students will not be admitted after 1:00 P.M. The only exception to these requirements would be in case of snow where the school follows the time and opening schedule of the Staunton City Schools.
- 2. Students will not leave the school premises or their assigned area without the permission of their immediate instructor. Students are to attend all theory classes and must have verification of these hours and grades to graduate.
- 3. Students must be well groomed at all times, including acceptable hairstyles. Conspicuous jewelry is not allowed. Students are not allowed to wear nose <u>rings</u> or eyebrow <u>rings</u>. Only small inconspicuous studs will be permitted in the nose and eyebrow.
- 4. Student visitors will remain in the reception area. Only emergency telephone calls will be relayed. A message will be taken for all other calls. Cell phones are to be turned off and used at break and lunch times ONLY! Cells phones are not to be used in the Clinic Areas.
- 5. Students who are too ill or are physically unable to perform their assignments for any reason will be dismissed for the day.
- 6. The use of illegal drugs, or alcohol in any form during the school day, on or off school premises, will not be tolerated, and any violators will be dismissed immediately.
- 7. No obscenity will be tolerated. Gum chewing, smoking, refreshments or eating are not allowed in the clinic area.
- 8. School staff and clients will be addressed in a respectful manner. Familiarity with students or clients will not be tolerated. Fraternization with staff or instructors is not permitted.
- 9. Students are responsible for the sanitation and care of their own equipment. All equipment must be properly marked for identification and cleaned and sanitized when not in use. Stations must be cleaned after each service, including the floor around the station. Hair clippings must be swept immediately after a haircut is completed. Water or any chemicals spilled on the floor must be wiped up immediately.
- 10. Any student in direct violation of an instructor's direction and refusing to perform a service on a clinic client will be suspended from school immediately.
- 11. Full-time students are allowed 45 minutes for lunch. Part-time students are not eligible for a lunch but will receive a 15 minute break.
- 12. Each student is assigned a general clean-up duty for the day as well as being held responsible for their training station. An instructor before the day's dismissal will check each chair and work area. The

- school has a reputation for cleanliness, and everyone is expected to cooperate in keeping up this reputation.
- 13. This school is not responsible for personal belongings, money or equipment. Therefore, borrowing or lending with other students is strictly prohibited. Any student caught taking supplies or equipment from the school or a fellow student will be dismissed immediately.
- 14. A library of professional materials is available for student use. All items must be signed out and in each day. No school equipment or materials including library media will be removed from the school premises without the prior written permission of a staff member.
- 15. All Practical performances must be checked by an instructor. Each student is responsible for their manikin work. Students may not use another manikin without permission from their immediate instructor.
- 16. Each student has a responsibility to give his or her full attention to each client. No loud talking or conversation with another student while servicing a client will be tolerated. Personal problems will not be discussed with the clients of this school.
- 17. Morning and afternoon breaks for students may be spent in the student lounge for ten minutes or less. All other time is spent pursuing cosmetology studies. Offices and instructors' lounge are off limits unless accompanied by a staff member. No student will go to any staff office without the permission of his or her immediate instructor.
- 18. Any student who does not attend school on a Friday or Saturday and if the absence does not comply with the criteria for an excused absence, may be subject to disciplinary action that may include suspension according to the Loss of Time Procedure.
- 19. All absences must be reported to an office staff member by telephone before 9:00 A.M. At enrollment, each student is given a starting date and a contract expiration date. There will be an additional charge for hours a student extends beyond the contract expiration date in the completion of graduation requirements. Any time a student is absent or late their missed time will be subtracted from the total of allotted absent hours.
- 20. The school reserves the right to interrupt training whenever a student is behind in the payment of tuition. All accounts with the school must be paid in full and all graduation requirements fulfilled prior to the graduation date. No hours or credits will be given or transferred until the financial obligation is satisfied.
- 21. It is understood that during the training period of this course each student will abide by these Policies and Procedures or be subject to reprimand, suspension or expulsion according to the Loss of Time Procedure.
- 22. At the discretion of the School Director, these Policies and Procedures may be changed and subsequently posted on the bulletin board. Copies of all reprimand letters are given to the student and a copy is placed in the student's permanent file.
- 23. We reserve the right to take appropriate measures for insubordination, refusal to cooperate with instructors and class schedules or in any case where we feel the student is not appearing or conducting him or herself in a professional manner that is a credit to this profession or this school.
- 24. A student may submit a complaint in writing to the School's Director. The ruling made by the Director will be the final decision.
- 25. Students discontinuing their training and re-enrolling within three (3) years and upon assessment may receive credit for their previous hours and performances.

26. Repetitions and non-credit courses do not generally apply to cosmetology schools.

TARDINESS

Students who clock in (1) one minute late in the morning or (1) one minute late at lunch will be considered tardy. These times are included in the student's absent hours and may affect their satisfactory progress. It also interferes with their class appointments.

TERMINATION

The STAUNTON SCHOOL OF COSMETOLOGY will terminate a student after the completion of fourteen (14) calendar days of absence (weekends & holidays included) after the student's last day of attendance or on the documented date of a leave of absence if the student fails to return. However if the student notifies the school within the fourteen (14) days or before their leave has ended to request more time and that they intend to return to school on a specified date, the school may at its discretion approve or extend their time. If at the specified date the student does not return they will be terminated.

A student may notify the school in writing of his/her withdrawal.

If a student is expelled by the school, their last day of attendance will be used as their termination date.

Within forty-five (45) days of formal cancellation by the student or formal cancellation by the School any monies due to the applicant or student will be refunded.

When situations of mitigating circumstances are in evidence, and after being reviewed by the Director, a refund to the student may exceed the foregoing minimum cancellation and settlement policy.

GROUNDS FOR SUSPENSION OR TERMINATION

- 1. Discourteous or disrespectful behavior toward Staff members, Clients or fellow Students.
- 2. Student found to be under the influence of alcohol or non-prescription drugs while on School premises.
- 3. Excessive tardiness or excessive absenteeism such as 5 or more un-excused absences within a 30-day period or failing to return from a leave of absence.
- 4. A student will be withdrawn after missing fourteen (14) calendar days (this includes weekends and holidays) after the student's last day of attendance and the student has not notified the school.
- 5. Any form of academic fraud. Any form of fraud involving practical or theory work.
- 6. Refusal of clinic assignments for any reasons.
- 7. Stealing from School or another Student's property. Borrowing without permission is considered theft.
- 8. Failing to resume satisfactory progress.
- 9. Conduct that disrupts the program or in any way reflects adversely upon the School.

CRITERIA FOR DOCUMENTED EXCUSED ABSENCES

An excused absence is when the student may be charged for the missed time but will not be suspended. These are excused absences:

- 1. A documented illness which means the student must bring a doctor's note stating the cause of or reason for the illness.
- 2. A documented death in the immediate family.
- 3. Court dates with documentation
- 4. In climate weather with documentation
- 5. Transportation issues with documentation
- 6. Child care issues with documentation

All absences must be documented or they may be considered unexcused. They must be reported to the Director of Admissions on the day that the student returns to school. Failure to bring documentation may result in an unexcused absence.

If the absence is unexcused you will lose the time missed plus you may also be suspended and with possible loss of time.

LOSS OF TIME PROCEDURE

PUNCTUAL ATTENDANCE IS EXPECTED OF ALL STUDENTS. The training in this school is designed to be the same as expected of one in a professional cosmetology salon. Students who are absent or tardy lose clinic experience and assignments; therefore, the loss of this training must be made up later in the course. The following disciplinary actions will be used to teach students self-discipline in guiding them in their professional careers.

- 1. Students not in correct uniform will be sent home to change. They are however, EXPECTED TO RETURN. If they do not return they may receive a suspension. So, PLEASE follow the uniform code.
- 2. Students using obscene or abusive language may be dismissed until reviewed by the Director and Staff.
- 3. Students leaving the school without permission may be dismissed until reviewed by the Director and Staff.
- 4. Un-excused absences on Friday and/or Saturday may be cause for a suspension, or expulsion.
- 5. Any student gossiping about clients, students or school personnel may be dismissed until reviewed by the Director and Staff.
- 6. Students not doing assigned duties may be suspended for one day.
- 7. Insubordination with Instructors or Staff is not tolerated. Students may be dismissed and may be suspended for one week, or expelled.

- 8. A student refusing to do clients may be dismissed and may be suspended for one week, or expelled.
- 9. Student hours are recorded in clock hours. Credit for all hours of attendance are given to the student thru a computerized facial recognition time clock. No hours are rounded and no time is added or deducted. Part-time students are to clock two (2) times a day
 - 1. They are to clock in when they arrive in the morning
 - 2. They are to clock out when they leave at the end of their shift.

Full-time students are to clock four (4) times a day

- 1. They are to clock in when they arrive in the morning.
- 2. They are to clock out when they go to lunch.
- 3. They are to clock in when they return from their lunch.
- 4. They are to clock out at the end of their shift.

Students who fail to clock in and out on the time clock during their day will not receive hours. Any student who may seek to dispute the hours for which they feel they have not been given credit must provide documentation to prove their attendance. This would include service tickets.

- 10. Any loss of time due to disciplinary action by the school will be classified as an un-excused absence.
- 11. Students who miss the scheduled day <u>before</u> or the scheduled return day <u>after</u> a holiday will be suspended for one day unless they have an excuse from physician, death in the immediate family or court (must bring documentation).

LEAVE OF ABSENCE POLICY

- 1. To receive a Leave of Absence a student must fill out, give the reason for and sign a Student Leave of Absence Request Form. This form <u>must be completed</u>, <u>approved BEFORE</u> the leave is taken and <u>signed by all parties before</u> the leave is granted. If the Leave is DENIED the student must abide by the LOSS OF TIME POLICY. However if unforeseen circumstances (for example: emergency surgery or auto accident) prevent the student from doing so before the leave is taken the institution must document the reasons for this decision and collect the request from the student at a later date. For approved leaves with unforeseen circumstances, the beginning date of the approved leave of absence would be determined by the institution to be the first date the student was unable to attend the institution. <u>HOWEVER ALL DOCUMENTATION MUST BE PRESENTED WITHIN THREE (3) DAYS OF THE STUDENT'S RETURN TO SCHOOL.</u>
- 2. A regular Leave of Absence from the Staunton School of Cosmetology will not be given to any student until after the first five (5) weeks of training have been completed.
- 3. Two regular thirty (30) day Leave of Absences will be given within a 1500 clock hour program. Each regular leave must be for the entire thirty (30) day period. The number of days cannot be divided. The reasons for a regular 30 day leave of absence are:
 - a. accident
 - b. acute or critical illness
 - c. hospitalization
 - d. homelessness

In an <u>extreme</u>, <u>approved and documented circumstance</u> an extended leave may be granted and extended for up to 120 days per calendar year.

4. A Leave of Absence will be given if the school is open and there is <u>SEVERE inclimate weather</u> in your area an approved leave may be considered and granted. Some of the possibilities are: heavy snow & ice, flooding or tornados. This leave may be for one (1) day only or if severe inclimate weather continues and the student is able to document more leave time may be given. This is separate and apart from the regular thirty (30) day Leave of Absence.

5.

- 6. A Leave of Absence will be given to a student who made Pre-Arrangements for a Leave before signing the contract. A copy of the Pre-Arranged Leave will be put in the student's file.
- 7. A Leave of Absence will extend the student's contract period and maximum time frame by the number of days in the leave. An addendum to the enrollment agreement must be signed by all parties and initialed.
- 8. During the student's leave the institution may not assess the student any additional institution charges as a result of the Leave of Absence.
- 9. While a student is on leave they are not considered to have withdrawn and no refund calculation is required at that time.
- 10. For students who do not return from an approved Leave of Absence (or a student takes an unapproved Leave of Absence), the student's withdrawal date is the student's last day of attendance. At an institution required to take attendance, the withdrawal date for the purpose of calculating a refund is always the student's last day of attendance.

STAUNTON SCHOOL OF COSMETOLOGY STUDENT PROFESSIONAL DRESS CODE

Trendsetting is set by the hairstylist in both the hair trends and fashion trends in the cosmetology industry. In choosing the clothing that you will be wearing, Staunton School of Cosmetology wants you (the student) to be professional, stylish and creative. This includes not only your clothing but your hairstyle also. **Tops must be in solid black or solid white, bottoms and footwear must be in all black. Accessorizing your outfit is encouraged.** Students must wear name badges.

Dress code is a requirement by the school. If you are out of dress code, you will be asked to clock out and clock back in when you return in proper dress code.

ACCEPTABLE	UNACCEPTABLE
Suits, Jackets	Athletic pants or Jogging suits
Solid black or solid white shirts only	Hoodies & sweatshirts
SSOC Endorsed Logo Wear	Logos, Slogans & Words
Skirts(no shorter than knee),	No Jeans, Cargo pants or Stretch pants
Slacks	
Capris(may worn May 1 thru October1)	
Leggings must be covered to the mid-thigh	
Footwear (must be closed-toe and all black only	Revealing Necklines
Hair properly styled <u>BEFORE ARRIVAL</u>	Flip-flops or Sandals
Make-up aptly applied <u>BEFORE ARRIVAL</u>	Work Out Apparel
Shirts must have sleeves and must cover midriff	Shorts
Student Name Tags	Hats or Scarves
Solid black socks	

SATISFACTORY ACADEMIC PROGRESS POLICY FOR ALL STUDENTS AT THE STAUNTON SCHOOL OF COSMETOLOGY

The Satisfactory Academic Policy is consistently applied to all students enrolled at the school. It is printed in the catalog to ensure that all students receive a copy prior to the first day of class. The policy complies with the guidelines established by the National Accrediting Commission of Career Arts and Sciences (NACCAS) and the federal regulations established by the United States Department of Education.

EVALUATION PERIODS

Students are evaluated for Satisfactory Academic Progress at the conclusion of each evaluation period. Staunton School of Cosmetology has two Academic Award years. The first Academic award year is for 900 clock hours and the second Academic award year is for 600 clock hours. Evaluations are done as follows:

<u>Full Time Cosmetology:</u>		<u>Part-Time Cosmetology:</u>	
450 A . 1 Cl 1 II	10 337 1	450 A 4 1 C1 1 II	

450 Actual Clock Hours or 13 Weeks450 Actual Clock Hours or 18 Weeks900 Actual Clock Hours or 27 Weeks900 Actual Clock Hours or 36 Weeks1200 Actual Clock Hours or 35 Weeks1200 Actual Clock Hours or 48 Weeks1500 Actual Clock Hours or 60 Weeks

Actual hours are used for evaluations to determine if the student has met the minimum requirements for satisfactory academic progress. The frequency of evaluations ensures that students have ample opportunity to meet both the attendance and academic progress requirements of at least one evaluation by midpoint in the course.

*Transfer Students- Midpoint of the contracted hours or the established evaluation periods, whichever comes first.

DETERMINATION OF PROGRESS STATUS

Students meeting the minimum requirements for academic and attendance at the evaluation point are considered to be making satisfactory academic progress until the next scheduled evaluation. Students deemed not maintaining Satisfactory Academic Progress may have their Title IV Funding interrupted unless the student is on warning.

WARNING

Students who fail to meet minimum requirements for attendance or academic progress are placed on warning and considered to be making satisfactory progress while during the warning period. The student will be advised in writing on the actions required to attain satisfactory progress by the next evaluation. If at the end of the warning period, the student has still not met both the attendance and academic requirements, he/she will be deemed ineligible to receive Title IV funds. Payment arrangements must be made in order to remain in school.

ATTENDANCE PROGRESS EVALUATIONS

Students are required to attend a minimum of 67% of the hours possible based on the applicable attendance schedule in order to be considered maintaining satisfactory attendance progress. Evaluations are conducted at the end of each evaluation period, to determine if the student has met the minimum requirements. The attendance percentage is determined by dividing the total hours accrued by the total number of hours scheduled. At the end of each evaluation period, the school will determine if the student has maintained at least 67% cumulative attendance since the beginning of the course which indicates that, given the same attendance rate, the student will graduate within the maximum time frame allowed.

MAXIMUM TIME FRAME

The maximum time (which does not exceed 150% of the course length) allowed for students to complete each course at satisfactory progress is stated below:

COURSE	MAXIMUM TIME ALLOWED		
	WEEKS	SCHEDULED HOURS	
Cosmetology (Full-time, 34 hrs/wk) 1500 Hours	66.18	2250	
Cosmetology (Part-time, 25 hrs/wk) 1500 Hours	90.00	2250	

The maximum time allowed for transfer students who need less than the full course requirements or part-time students will be determined based on 67% of the scheduled contracted hours.

The maximum time allowed for transfer students who need less than the full course requirements or part-time students will be determined based on 67% of the scheduled contracted hours. Students who have not completed the course within the maximum time frame of 2250 scheduled hours will be dropped. They may however reenroll and sign a new contract to continue the program as a cash paying student.

ACADEMIC PROGRESS EVALUATIONS

The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic learning. Students are assigned academic learning and a minimum number of practical experiences. Academic learning is evaluated after each unit of study. Practical assignments are evaluated as completed and counted toward course completion only when rated as satisfactory or better. If the performance does not meet satisfactory requirements, it is not counted and the performance must be repeated. At least two comprehensive practical skills evaluations will be conducted during the course of study. Practical skills are evaluated according to text procedures and set forth in practical skills evaluation criteria adopted by the school. Students must make up failed or missed tests and incomplete assignments during regularly scheduled hours. Numerical grades are considered according to the following scale:

GRADING PROCEDURES

93 - 100	A	Excellent
85 - 92	В	Good
75 - 84	C	Satisfactory
00 - 74	D	Needs Improvement: Does not meet standards.

DETERMINATION OF PROGRESS STATUS

Students meeting the minimum requirements for academic and attendance at the evaluation point are considered to be making satisfactory academic progress until the next scheduled evaluation. Students will receive a hard-copy of their Satisfactory Progress Determination at the time of each of the evaluations. Students deemed not maintaining Satisfactory Academic Progress may have their Title IV Funding interrupted unless the student is on warning.

RE-ESTABLISHMENT OF SATISFACTORY PROGRESS

Students may re-establish satisfactory progress and Title IV aid, as applicable, by meeting minimum attendance and academic requirements by the end of the warning period.

INTERRUPTIONS, COURSE INCOMPLETES, WITHDRAWALS

If enrollment is temporarily interrupted for a Leave of Absence, the student will return to school in the same progress status as prior to the leave of absence. Hours elapsed during a leave of absence will extend the student's contract period by the same number of days taken in the leave of absence and will not be included in the student's cumulative attendance percentage calculation. Students who withdraw prior to completion of the course and wish to re-enroll will return in the same satisfactory academic progress status as at the time of withdrawal.

Incompletes, repetitions, and non-credit remedial courses have no effect upon the institution's satisfactory academic progress standards if the institution has no such items or policies.

NONCREDIT AND REMEDIAL COURSES

Noncredit and remedial courses do not apply to this institution. Therefore, these items have no effect upon the school's satisfactory progress standards.

TRANSFER HOURS

With regard to Satisfactory Academic Progress, a student's transfer hours will be counted as both attempted and earned hours for purposes of maximum time frame. Satisfactory Academic Progress evaluation periods are based on actual contracted hours at the institution.

Students transferring from another school shall provide satisfactory evidence of the following:

- Both the new and former school must be licensed by the appropriate state licensing entity while the student is enrolled. The schools' current curriculum must be approved by that entity.
- Hours earned at the originating school must have been earned no more than two (2) years prior to enrolling in the new school.
- Both the new and former school must be accredited by an accrediting agency recognized by the U.S. Department of Education.
- The new school may only credit completed content and must substantiate based on the student's transcript how hours were awarded towards each content area

If the student is transferring from Staunton School of Cosmetology to another school, it is up to the receiving school whether they will accept our hours and transcript.

CLINIC REQUIREMENTS FOR 1500 HOURS:

Hair & Scalp Treatments	10	Bleaching & Frosting	10
Permanent Hair Color	15	Semi-Permanent Color	10
Temporary Rinses	10	Hair Shaping	50
Permanent Waving/Chem Relax	25	Finger Waving	30
Wig Styling	5	Facials	5
Shampoo & Hairstyling	320	Manicuring & Pedicure	15
		Sculptured Nails/Tips	20
		TOTAL	525

STAUNTON SCHOOL OF COSMETOLOGY INTERNAL COMPLAINT PROCESS

Students who have complaints or problems within the school may file them in the following order:

- 1. Student may speak with his/her instructor.
- 2. If student feels this was not sufficient, he/she may ask to speak with the Assistant Director of Education.
- 3. If the student still feels this was not sufficient, he/she may request a meeting with the school Director.

A student, teacher or interested party should follow this process and as a last resort may contact council staff to file a complaint about the School. It must be in writing to the Director. The complaint should outline the allegations or nature of the complaint. A school representative will meet with the complainant within ten (10) days of receipt of the written complaint. In writing, the school will document the meeting between the Director and the complainant and will provide the complainant a Xeroxed copy of this written record at the time of the meeting.

If after careful evaluation the problem cannot be resolved through discussion between the complainant and the Director, the complaint will be referred to the school's Complaint Committee comprised of the Director, an Instructor, and either a Student Representative, the Financial Aid Officer or an interested member of the public. If called upon, the Complaint Committee will meet within twenty-one (21) calendar days of receipt of the complaint to review the allegations. If more information from the complainant is needed, a letter should be written by the complainant to the Complaint Committee outlining the additional information. After receiving and reviewing all pertinent information, the Complaint Committee will act on the allegations and send a letter to the complainant within fifteen (15) calendar days after the meeting stating the steps taken to correct the problem or listing facts to prove that the allegations were not warranted.

Staunton School of Cosmetology ensures that students are not subject to adverse action or treatment by any school officials as a result of the initiation of a complaint. The school will maintain written records of all complaints filed through two (2) complete accreditation cycles.

The complainant is REQUIRED to try to solve the problem through the school's Internal Complaint Process. If, after exhausting this process, the complainant wishes to pursue the complaint further, an appeal may be made by the complainant to the State Council of Higher Education for Virginia or the school's accrediting agency by writing to the addresses below for a complaint form.

State Council of Higher Education for Virginia

Private & Out-of-State Postsecondary Education 101 N. 14th Street, 9th Floor James Monroe Building Richmond, VA 23219 National Accrediting Commission of Career Arts & Science 3015 Colvin Avenue Alexandria, VA 22314

EVACUATION & FIRE DRILL PROCEDURES

In the event of fire, notify either your immediate instructor or a staff member. Remain calm and exit the building according to the following routes:

1. UPSTAIRS CLASSROOMS

Exit down the steps and out the center doors onto the street or exit through the main offices and down the back steps.

2. BACK CLINIC ROOM

Exit out the back door.

3. SHAMPOO ROOM OR DISPENSARY

Exit out the door in that room or through the front center doors onto the street.

4. FRONT CLINIC ROOM

Exit out the door in that room or through the front center doors onto the street.

5. **SPA ROOM OR FRONT LOBBY**

Exit out the back door in the spa room or out the front door onto the street.

6. **STUDENT LOUNGE**

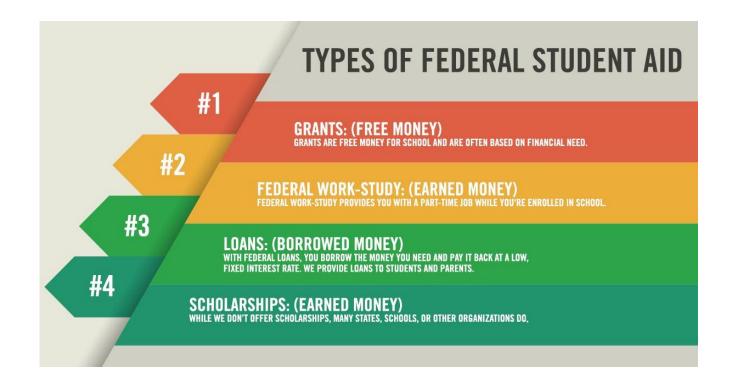
Exit up the stairs and out the center doors onto the street or through the louvered door beside the sink and out two more doors into the back alley. This exit is for **EMERGENCY USE ONLY!!!!**

If you have a patron at the time of an emergency, please help them exit safely!

Try to remain calm for your own safety as well as the safety of others.

Staunton School of Cosmetology

Financial Aid



Staunton School of Cosmetology Cost of Attendance

	Hours 1-450	Hours 450- 900	Hours 900- 1200	Hours 1200- 1500	Totals
Tuition					
	\$4,725.00	\$4,725.00	\$3,150.00	\$3,150.00	\$15,750.00
Admissions					
Fee	\$100.00				\$ 100.00
Kit & Books					
	\$885.00				\$ 885.00
Parking &					
State Board	\$575.00				\$ 575.00
Fees					
Supplies					
	\$715.00				\$ 715.00
Totals					
	\$7,000.00	\$4 <i>,</i> 725.00	\$3,150.00	\$3,150.00	\$18,025.00

^{***}Cost of Attendance is subject to change due to increase in costs and tuition

FINANCIAL AID

The Staunton School of Cosmetology is nationally accredited by the National Accrediting Commission of Career Arts and Sciences and certified by State Council of Higher Education for Virginia.

FINANCIAL AID FOR THOSE WHO QUALIFY is offered through the following programs.

Cash Payment: Cash payments will be accepted upon enrollment by the student.

<u>Personal or Cashier Checks:</u> The school will only accept checks made out to the school. We <u>will not accept</u> third party checks.

Credit or Debit Cards: The school will allow a maximum payment of \$200.00 per month on a credit or debit card.

<u>PELL Grants</u>: PELL Grants are funds that do not have to be repaid. They are awarded based on financial need and the school completes applications. A copy of the anticipated financial aid is provided prior to enrollment.

FSEOG Grants: The Federal Supplemental Educational Opportunity Grant is available to a student who demonstrates exceptional financial need and is intended to supplement the PELL Grant. The school advises students as to the availability of these funds. Like the PELL Grant, FSEOG funds do not have to be repaid.

<u>Direct Loans</u>: Direct Loans are available to students who may or may not otherwise qualify for a grant. The school completes all applications and forwards them to the lenders.

Monthly Payments: The school offers a monthly payment plan for those desiring to make payments for their education.

<u>Institutional Scholarships:</u> Institutional scholarships are limited. A limited amount of funds is set aside for these scholarships. These scholarships may be applied for online and students that qualify are awarded in their financial aid estimates.

The Financial Aid Department is highly qualified, experienced and knowledgeable in Federal and State Rules and Regulations. The school offers the best Financial Aid Package for the prospective student.

PELL GRANTS

The Federal Pell Grant Program provides need-based grants to low-income undergraduate and certain post-baccalaureate students to help with funding postsecondary education. A PELL Grant, unlike a loan, does not have to be repaid except under certain circumstances. These grants may be used at any participating member postsecondary institution. Grant amounts are based on: (a) the student's expected family contribution, (b) the cost of attendance (determined by the institution), (c) the student's enrollment status (full-time or part-time) and (d) the length the student attends for a full academic year or less.

Students may not receive Federal Pell Grants from more than one school at a time.

Financial need is controlled by the U. S. Department of Education using a standard formula, established by Congress. This financial need is determined by the student filling out the Free Application for Federal Student Aid (FAFSA). The information from this application along with the standard formula from the U. S. Department of Education then determines the family EFC (Expected Family Contribution).

The fundamental elements in this standard formula are: student's income (and resources if the student is independent), the parent's income and assets (if the student is dependent), the family's household size, and number of family members (excluding parents) also attending postsecondary institutions.

The EFC (Expected Family Contribution) is the sum of: (1) the percentage of net income remaining after subtracting allowance for basic living expenses and taxes and (2) a percentage of net assets that are remaining after subtracting an asset protection allowance. Different rates and allowances are used for dependent students, independent student without dependents and independent students with dependents.

After filing a FASFA, the student receives a Student Aid Report (SAR) or the institution receives an Institutional Student Information Record (ISIR) which notifies the student if he or she is eligible for a Federal Pell Grant and provides the student's EFC.

Federal Pell Grants are grants awarded through participating institutions to students with financial need who have not received their first bachelor's degree or who enrolled in certain post-baccalaureate programs that lead to teacher certification or licensure. Participating institutions either credit the Federal Pell Grant funds to the student's school account, pay the student directly (usually by check) or combine these methods. Students must be paid at least once per term (semester, trimester or quarter) and/or schools that do not use these formally defined terms must pay the student at least twice per academic year.

FEDERAL SUPPLEMENTAL EDUCATIONAL OPPORTUNITY GRANT (FSEOG)

The FSEOG Program provides need-based grants to help low-income undergraduate students finance the costs of postsecondary education. When making FSEOG awards, the institution must give priority to those students with "exceptional need" (those with the lowest Expected Family Contributions, or EFCs, at the institution) and those who are also Federal Pell Grant recipients

A participating institution applies each year for an FSEOG allocation by submitting a Fiscal Operations Report and Application to Participate (FISAP) to the U.S. Department of Education. Using a statutory formula, the Department allocates funds based on the institution's previous funding level and the aggregate need of eligible students in attendance in the prior year. Institutions must contribute 25 percent of the award amounts.

Students must file a *Free Application for Federal Student Aid (FAFSA)* as part of the application process for an FSEOG.

WILLIAM D. FORD FEDERAL DIRECT LOAN PROGRAM

A loan is money you borrow for your education and you must pay back with interest.

If you decide to take out a loan, make sure you understand who is making the loan and the terms and conditions of the loan. Student loans come from many organizations. They can come from private sources such as a bank or financial institution, from other organizations and from the federal government. Loans made by the federal government are called federal student loans. They usually have more benefits than loans from banks or private sources.

Federal student loans offer many benefits compared to other options you may consider when paying for your education.

The William D. Ford Federal Direct Loan Program is the federal government's federal student loan program. The U. S. Department of Education is the Lender for this program. There are four (4) types of Direct Loans that are available to the student.

- <u>Direct Subsidized Loans</u> are loans made to eligible undergraduate students who demonstrate financial need to help cover the costs of higher education at a college or career school.
- <u>Direct Unsubsidized Loans</u> are loans made to eligible undergraduate, graduate and professional students but eligibility is not based on financial need.
- <u>Direct PLUS Loans</u> are loans made to graduate or professional students and parents of dependent undergraduate students to help pay for education expenses not covered by other financial aid. Eligibility is not based on financial need, but a credit check is required. Borrowers who have an *adverse credit history* must meet additional requirements to qualify.
- <u>Direct Consolidation Loans</u> allow you to combine all of your eligible federal student loans into a single loan with a single *loan servicer*.

Some of the advantages to Federal Student Loans compared to other options the student may consider when paying for college are:

- The interest rate on federal student loans is fixed and usually lower than that on private loans and much lower than that on a credit card.
- You don't need a credit check or cosigner to get most federal loans.
- You don't have to begin repaying your federal student loans until after you leave college or drop below half-time.
- If you establish financial need, the government pays the interest on some loan types while you are in school and during some periods after school.
- Federal student loans offer flexible repayment plans and different options to postpone your loan payments if the student is having trouble making his/her payments.
- If you work in certain jobs, you may be eligible to have a portion of you federal student loans forgiven if you meet certain stipulations.

Before you take out a student loan think about the amount of you loans and how they will affect you finances and how much you can afford to repay.

When applying for a student loan you must complete a Free Application for Federal Student Aid (FASFA). Based on the results of the FASFA form, your college or career school will send you a financial aid offer that may also include federal student loans. Before you receive you loan funds, you will be required to complete *entrance counseling* and sign a *Master Promissory Note*, agreeing to the terms of the loan. The financial aid office of the school you planning to attend will provide you with details regarding the process at your school.

When taking out a student loan it is important to understand that a loan is a legal obligation that makes you responsible for repaying the amount you borrow plus the interest.

VERIFICATION

Sometimes after submitting the Free Application for Federal Student Aid (FASFA) you may be ask for a verification. This means the financial aid administrator will ask the applicant to supply copies of documentation, such as income tax returns, W-2 statements and 1099 forms to verify the data that was submitted on the FASFA.

Verification is intended to improve the accuracy of the information submitted on the FASFA. The financial aid administrator has the right to ask for any documentation they feel is necessary to complete the verification. If the student or family refuses to supply this document the school is prohibited from disbursing federal aid to the student. The verification process must be complete before any federal student aid is disbursed.

The data elements selected for verification may depend on different elements, such as; dependency status, household size, number in college, receipt of food stamps, child support paid, adjusted gross income, taxes paid and several untaxed income items(untaxed IRA, untaxed pensions, education credits, IRA deductions and tax exempt interest).

MONTHLY PAYMENTS

Staunton School of Cosmetology provides a monthly payment plan for students to pay for their education. This plan charges a one time interest rate and gives the student or parents the availability to pay monthly. The student or parent must sign a contract agreeing to the total amount and the monthly payment amount. Payments on this plan are due on the first day of attendance for the student and each following payment is due in advance. The financial aid office will explain the amount and the terms that are expected before the student or parent signs the contract.

ADDITIONAL CHARGES

It is not realistic to expect to receive an education for free. The student signs a written contract giving them their start date and their end date. A space, equipment and licensed instructors will then be reserved for that student during the course/program. When the student goes beyond their contract end date this is called OVERTIME or OVER THE CONTRACT FEES. If the student does not graduate within the contract period, they will be billed for the additional training. A grace period of 6% has been added to calculate the completion date for each program. If the student does not complete the course within the contracted period a fee of \$10.00 per hour will be charged for their additional training until they graduate. It will be the responsibility of the student to pay these charges. The student must make arrangements with the Admissions Office to pay these charges.

Transferring students will be charged a \$10.00 transcript fee.

REFUND AND CANCELLATION POLICY

- 1. All refund calculations are based on *scheduled* hours.
- 2. An applicant not accepted by the School will be entitled to a refund of all monies paid.
- 3. A student (or parent/guardian of a dependent minor, if the student is under 18 years of age) may cancel the Enrollment Contract (IN WRITING) within three (3) business days of signing the contract regardless of whether the student has actually started training. All monies collected by the School shall be refunded.
- 4. A student cancels his/her enrollment after three business days of signing the contract but prior to starting classes. In these cases he/she shall be entitled to a refund of all monies paid to the school.
- 5. Clock hours for students are monitored by the school weekly and at the end of every 30 days when they are given progress reports. If at any time a student is found to miss fourteen (14) calendar days (including weekends & holidays) after their last day of attendance, they will be terminated and the student's last day of attendance will be used as the drop date. All refunds are calculated based on the student's last day of attendance.
- 6. If the School is permanently closed and will no longer offer instruction after the Student has enrolled, the school will promptly notify the State Council of Higher Education of Virginia and participate in a Teach Our Agreement.
- 7. All refunds due the Student or Federal Assistance programs will be made within 45 days.
- 8. Students who do not return at the expiration of an approved Leave of Absence, the earlier of the scheduled date of return from the leave of absence or the date the student notifies the institution he/she will not be returning.
- 9. The official cancellation or withdrawal date will be determined by the postmark on written notification or the date the information was delivered to the school in person.
- 10. Fees and supplies used by the Student are prorated.
- 11. No diploma will be awarded and no official transcript will be given unless the total charge for tuition is paid in full.
- 12. The School will not be held liable for any lost or stolen items. Students will have no claim on items left in the school thirty (30) days from the last date of attendance.
- 13. For students who drop out after beginning classes, Title IV and Institutional Refund calculations are used.

STATE OF VIRGINIA REFUND CALCULATION

Tuition refunds will be determined as follows:

Proportion of Total Program	Tuition Refund	
Taught by Withdrawal Date		
Less than 25%	75% of program cost	
25% up to but less than 50%	50% of program cost	
50% up to but less than 75%	25% of program cost	
75% or more	No Refund	

REFUND POLICY & RETURN OF TITLE IV FUNDS

The return of Title IV funds as prescribed in Section 484B of the HEA Amendments determines the amount of Title IV aid a student has earned at the time a student withdraws. The amount of the Title IV aid a student has not earned is then returned to the Title IV programs. It is a proportional calculation based on the date of withdrawal through sixty-percent (60) of the payment period.

For students who enroll and begin classes, the following applies.

The Financial Aid Office is required by federal statute to recalculate federal financial aid eligibility for students who withdraw, drop out, are dismissed or take a leave of absence prior to completing 60% of a payment period or term. The federal Title IV financial Aid programs must be recalculated in these situations.

If a student leaves the institution prior to completing 60% of a payment period or term, the financial aid office recalculates eligibility for Title IV funds. Recalculation is based on the percentage of earned aid *The formula in brief is as follows:*

- 1. The institution will determine the date of withdrawal and then determine the percentage of time for the payment period.
- 2. The institution will determine the number of days completed up to the withdrawal date.
- 3. The number of days completed up to the withdrawal date is then divided by the total days in the payment period. This percentage is also the percentage of earned aid.
- 4. Funds are returned to the appropriate federal program based on the percentage of unearned aid using the following formula. Aid to be returned (100% of the aid that could be disbursed minus the percentage of earned aid) multiplied by the total amount of aid that could have been disbursed during the payment period or term.
- 5. If a student earned less aid than was disbursed, the institution would be required to return a portion of the funds and the student would be required to return a portion of the funds. Keep in mind that when Title IV funds are returned, the student borrower may owe a debit balance to the institution.
- 6. If a student earned more aid than was disbursed to him/her, the institution would owe the student a post-withdrawal disbursement which must be paid within 45 days of the student's withdrawal

- 7. The institution must return the amount of Title IV funds for which it is responsible no later than 45 days after the date of the determination of the date of the student's withdrawal.
- 8. No equipment will be released, no credit will be transferred and no credit given unless the total charge for tuition is paid in full. The equipment will remain as property of the school until tuition is paid.
- 9. Students wishing to transfer to another school will be charged a transcript fee of \$10.00.
- 10. The School will not be held liable for any lost or stolen items. Students will have no claim on items left in the school thirty (30) days from the last date of attendance.
- 11. Students who do not return at the expiration of an approved Leave of Absence, the date the student BEGAN the leave will be the withdrawal date.

Refunds are allocated in the following order:

- a. Unsubsidized Federal Stafford Loans
- b. Subsidized Federal Stafford Loans
- c. Unsubsidized Direct Stafford Loans (other than PLUS loans)
- d. Subsidized Direct Stafford Loans
- e. Federal Perkins Loans
- f. Federal Parents (PLUS) Loans
- g. Direct PLUS Loans
- h. Federal PELL Grants for which a Return of funds is required
- i. Federal Supplemental Opportunity Grants for which a Return of funds is required
- j. Other assistance under this Title for which a Return of funds is required (e.g., LEAP)

Enrollment time is defined as the time elapsed between the actual starting date and the date of the student's last day of physical attendance in School. However, students who do not return from a leave of absence, the day the student's leave began will be the documented date of withdrawal.

ORGANIZATIONS



STATE CERTIFICATION

State Council of Higher Education of Virginia
Private and Out-of-State Postsecondary Education
101 N. 14th Street, 9th Floor
James Monroe Building
Richmond, VA 23219



ACCREDITATION

National Accrediting Commission of Career Arts and Sciences 3015 Colvin Street Alexandria, VA 22314 (703) 600-7600



LICENSING

Virginia Department of Professional And Occupational Regulation Virginia Cosmetology Board 3600 W. Broad Street Richmond, VA 23230 (804) 367 8500