



STUDENT CATALOGUE

TONI & GUY.
HAIRDRESSING **ACADEMY**

6 PARK AVENUE, WORCESTER, MA 01605 | PHONE: (508) 756-6060 | WWW.TONIGUY.EDU

ACCREDITED BY THE NATIONAL ACCREDITING COMMISSION OF CAREER ARTS & SCIENCES, INC. (NACCAS)

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Date of Publication: May 15, 2017

This catalogue is a guideline of what TONI&GUY Hairdressing Academy expects of its students. TONI&GUY Hairdressing Academy reserves the right to modify its policies based on changes in accreditation requirements, state or federal laws, or for any other reason at the discretion of TONI&GUY Hairdressing Academy. Changes will be made with the approval of the appropriate state regulatory agency.

WELCOME

We're pleased to welcome you to TONI&GUY Hairdressing Academy, the first step toward your new career in one of the most exciting industries imaginable. Our Spotlight™ Culture helps us deliver outstanding educational experiences and the same legendary excellence in hairdressing education upon which our company has built a worldwide reputation. We are honored that you have chosen to start your career here, and we look forward to helping you reach your goals as a professional hairdresser.

Sincerely,

Bruno A. Mascolo
CEO
TONI&GUY USA, LLC

OUR STORY

More than four decades ago, the first TONI&GUY Salon opened in suburban London. With a focus on continuous education and a desire to elevate the industry, Bruno Mascolo and brothers Toni, Guy, and Anthony built the TONI&GUY name into a globally respected brand.

In 1990, the first TONI&GUY Hairdressing Academy opened offering future hairdressers an opportunity to study in an environment devoted to quality education and cutting-edge style.

Today the TONI&GUY network includes 36 salons, 24 academy locations, and several advanced academy locations, yet it remains very much a family affair. We look forward to welcoming new students into our family as we continue to grow and enhance our programs while constantly honoring our legacy and history of excellence and passion for this exciting industry.

THE SPOTLIGHT™ CULTURE

TONI&GUY Hairdressing Academy is committed to providing outstanding educational experiences for individuals who want to pursue the field of cosmetology. To help deliver this commitment, we have created the Spotlight™ Culture; a vibrant environment focused on our students. You experience the Spotlight™ Culture from your first point of contact with us, through graduation and beyond. Our goal is to train you in the technical and interpersonal skills that will help you reach your personal and professional goals.

During your time with us, we will place you in the Spotlight™, ensuring that we offer you a solid foundation for your career and an outstanding educational experience. You will see evidence of our Spotlight™ Culture in many ways, big and small, including:

- Instruction in TONI&GUY Hairdressing Academy methodology and terminology.
- Ongoing lessons in goal-setting and personal and professional development topics, including the interpersonal and non-technical skills required for success as a professional.
- Interactive, hands-on classes taught in a supportive, dynamic environment.
- State-of-the-art-facility.
- Professional quality tools in your student kit.
- Full-colour educational materials to supplement your State Board and cosmetology instruction.
- Participation in our annual student catwalk hair show and the TONI&GUY Hairdressing Academy Annual Photographic Awards. Both excellent opportunities to display your talent and education.
- Ample experience with clinic floor clients in a supportive, coaching environment.
- Reduced cost on services for you and your immediate family members while you are enrolled.
- Continual enhancements to our programs based on your feedback.

MISSION

The mission of TONI&GUY Hairdressing Academy is to educate and produce highly desirable and employable graduates, thereby cultivating the profession of hairdressing as a whole.

OBJECTIVE

The objective of the TONI&GUY Hairdressing Academy program is to surpass the criteria necessary for students to meet state guidelines and pass the state exam required to obtain a cosmetology license. Our goal is to have our students complete their program as skilled, confident professionals.

Programs at TONI&GUY Hairdressing Academy are designed to teach current theory and practical applications in a precise and exciting manner that will have relevance in the salon environment.

Thank you for selecting TONI&GUY Hairdressing Academy as the first step in your new profession.

APPROVING AGENCIES

TONI&GUY Hairdressing Academy is approved and regulated by the Massachusetts Board of Cosmetology, Division of Professional Licensure, 1000 Washington Street, Suite 710, Boston, MA 02118-6100, Telephone 617.727.3072, Fax 617.727.1627, <http://www.mass.gov/dpl>

TONI&GUY Hairdressing Academy is accredited by the National Accrediting Commission of Career Arts & Sciences (NACCAS). Located at 3015 Colvin St, Alexandria, VA 22314. Phone 703.600.7600.

TONI&GUY Hairdressing Academy is approved and regulated by the US Department of Education, 1999 Bryan Street, Suite 1410, Dallas, TX 75201. Phone 214.661.9484.

Copies of documents describing the school's accreditation and licensing may be reviewed by current or prospective students by contacting the TONI&GUY Hairdressing Academy Director.

THE FACILITY

Upon entering our large educational space, you are greeted by our receptionists at the expansive retail center that showcases TIGI hair care and cosmetic lines.

The clinic floor visually resembles a salon in its accessibility and accommodations for both students and clinic floor clients. There are dispensaries of shampoos, conditioners, styling products, hair colours, and developers. There is a student break room equipped with a refrigerator and microwave. The facility, restrooms and parking are handicapped accessible.

Full-Time Program: The classrooms are used to conduct theory every Tuesday through Saturday from 9:00am – 10:00am. The first two months of the program are held in two separate classrooms which each contain flat screen TV monitors to view educational videos for the ultimate educational experience.

3-Day Program (in Worcester): The classrooms are used to conduct theory Tuesday through Thursday from 9:00am – 10:00am.

ACADEMY LOCATIONS

Worcester Academy (Headquarters)
6 Park Avenue
Worcester, MA 01605
508.756.6060
Website: www.toniguy.edu

Braintree Academy
727A Granite Street
Braintree, MA 01284
781.428.3099
Website: www.toniguy.edu

FACULTY AND STAFF

TONI&GUY Hairdressing Academy instructors are talented, seasoned hairdressing professionals with remarkable experience. We choose instructors who love the profession and want to help us continue to raise the standards of the industry. All of our team members are dedicated to providing outstanding educational experiences to every student. TONI&GUY Hairdressing Academy team includes many full and part-time members who play an integral role in the Spotlight™ Experience for our students, including the following:

WORCESTER ACADEMY (Headquarters)

Regional Director	Mindy Mosca
Academy Director	Dana Bray
Admissions Coordinator	Christy Baker
Director of Education	Michelle Castellone
Owner	Ron Baccala
Owner	Stephanie Rennard
Owner	Carl Rennard

BRAINTREE ACADEMY

Regional Director	Mindy Mosca
Academy Director	Amanda Mendez
Financial Aid Coordinator	Carol Dunnett
Admissions Coordinator	Adrienne Richardson
Owner	Ron Baccala
Owner	Stephanie Rennard
Owner	Carl Rennard

We would also like to acknowledge the valuable contributions of all full and part-time faculty and staff members who are not listed.

ADMISSION INFORMATION

ADMISSIONS REQUIREMENTS AND PROCEDURES

All prospective students are required to interview and tour with an Admissions Coordinator. The interview is a great way to understand TONI&GUY Hairdressing Academy's expectations of its students and the prospective student's expectations of TONI&GUY Hairdressing Academy. After a brief interview has been given, a tour of the facility is conducted.

An entrance exam will be given to all prospective students requesting enrollment, and an admissions fee of \$10 is required. A minimum score of 210 for verbal skills and 190 for quantitative skills must be achieved for admission into TONI&GUY Hairdressing Academy. Students must be a minimum of 17 years of age and hold a high school diploma or equivalent to enroll. Financial Aid results must be reported before an enrollment agreement can be signed. Openings will not be reserved without a signed enrollment agreement. Upon acceptance of a student, an enrollment date is agreed upon, the enrollment agreement is signed, and the registration fee of \$50 is paid.

A parent or legal guardian must be present to co-sign enrollment agreement and all other enrollment documents for all students under 18. A driver's license or state issued I.D.; high school diploma or equivalent; and birth certificate or social security card are mandatory for the registration process.

All foreign diplomas or high school equivalents must be translated into the English language and English equivalent grading by an outside agency that is qualified to translate documents into English and confirm the academic equivalence to a U.S. high school diploma.

The admissions office will confirm all students' diplomas and transcripts presented from a high school have a CEEB code and have a high school seal and/or signature. If the document lacks a CEEB code, seal or signature, the admissions office will investigate to confirm the school is recognized by the state department of education or home school association. In the case of a GED or equivalent, the state in which it was obtained from will be contacted to verify validity.

If any of the documents are determined to be invalid, a high school diploma or equivalent will be required for admission consideration. Providing false information for the purpose of gaining admissions or financial assistance is a violation of the law and could result in criminal prosecution as well as denial of admission or termination from school.

Students who withdraw prior to completion of the course and wish to reinstate will return to the same Satisfactory Academic Progress status as of the last date of attendance. Students who withdraw and wish to re-enroll will return to the same Academic percentage as the last date of attendance.

Upon meeting admissions requirements, applicants may enroll in the TONI&GUY Hairdressing Academy program.

ADMISSIONS INFORMATION

All courses, textbooks and materials are only offered in the English language.

TONI&GUY Hairdressing Academy makes no guarantee that a criminal record will not be an impediment to the applicant's ability to obtain employment, license, and pursue a successful career.

TONI&GUY Hairdressing Academy is committed to equal educational opportunity and does not discriminate in admission or access to our program on the basis of race, ethnic origin, color, sex, age, religion, sexual orientation, disability, perceived gender, or gender identity. Applicants will not be denied admission on the basis of any of the foregoing factors, but applicants must meet all requirements specified for admission.

You may request academic adjustment. Please contact the TONI&GUY Hairdressing Academy Director. The TONI&GUY Hairdressing Academy Director is responsible for coordinating compliance with Section 504 of the Rehabilitation Act of 1973 and Title III of the Americans with Disabilities Act of 1990. Applicants who are persons with disabilities, as defined in paragraph 104.3(j) of the regulation under Section 504 of

the Rehabilitation Act of 1973, may apply for admittance into the program. The TONI&GUY Hairdressing Academy will work with the applicant or student to determine whether reasonable accommodations can be effective and/or are available.

Any qualified individual with a disability requesting an accommodation should follow this procedure:

Notify the TONI&GUY Hairdressing Academy Director in writing of the type of accommodation needed, date needed, documentation of the nature and extent of the disability, and of the need for the accommodation. The request should be made at least four weeks in advance of the date needed. You may contact the TONI&GUY Hairdressing Academy Director by telephone.

The TONI&GUY Hairdressing Academy Director will respond within two weeks of receiving the request.

If an appeal is necessary regarding special requests, the appeal must be submitted within one week of the date of the TONI&GUY Hairdressing Academy Director's response.

TRANSFER STUDENTS

TONI&GUY Hairdressing Academy currently accepts transfer students from other cosmetology schools. TONI&GUY Hairdressing Academy will accept up to 500 hours toward the 1000 hours necessary to achieve a TONI&GUY Hairdressing Academy diploma contingent upon the Commonwealth of Massachusetts' approval process. **(Effective as of 10/1/16 – Transfer hours will only be accepted upon enrollment.)**

Reciprocity of all transfer hours will be considered from another TONI&GUY Hairdressing Academy franchise. This only applies to TONI&GUY Hairdressing Academy students.

All transfer hours from all cosmetology schools will be accepted based upon educational equivalents.

ACADEMY CALENDAR

ACADEMY HOURS

In order to excel in the Cosmetology Program, you will need to attend all scheduled classes. Attendance is mandatory for all students.

Full-time Program: Class hours are Tuesday - Saturday, 9:00 a.m. – 4:30 p.m.

Part-time Program: Class hours are Tuesday - Friday, 9:00 a.m. – 2:30 p.m.

3-day Program (Worcester): Class hours are Thursday - Saturday, 9:00 a.m. – 7:30 p.m.

HOLIDAYS

TONI&GUY Hairdressing Academy observes the following holidays:

New Year's Day	Labor Day
Easter Sunday	Columbus Day
Patriot's Day	Veterans Day
Memorial Day	Thanksgiving Day
Fourth of July	Christmas Day

Any student absent the day before or the day after a designated holiday or break may be suspended. TONI&GUY Hairdressing Academy administration will announce, in advance, any changes in the holiday schedule.

PROGRAM START DATES (See Insert A)

A new cosmetology course begins the first Tuesday of each month for full-time and the first Thursday of each month for 3-day. The maximum enrollment within a new class is 20 students. TONI&GUY Hairdressing Academy reserves the right to add or delete any course dates in a calendar year.

Prior to beginning class, you will be required to attend a mandatory new student orientation. As you progress through the program, in efforts to help you acquire a full understanding of what to expect at each level, you will attend an orientation at the beginning of each new phase.

COSMETOLOGY PROGRAM

OBJECTIVE

The objective of the TONI&GUY Hairdressing Academy program is to surpass the criteria necessary for students to meet state guidelines and pass the state exam required to obtain a cosmetology license. Our goal is to have our students complete their program as skilled, confident professionals.

COSMETOLOGY COURSE

The Cosmetology program schedule is full-time, 33.35 hours per week, 32 weeks (8 months), 1,000 hours total. Part-time schedule is 20 hours per week, 56 weeks (13 months), 1,000 hours total. Consideration has been made for inclement weather. All courses, textbooks and materials are only offered in the English language.

TONI&GUY Hairdressing Academy offers a cosmetology program to individuals seeking to become licensed within the field of hairdressing. TONI&GUY Hairdressing Academy recognizes and develops an individual's potential, thus producing qualified hairdressers invested in the concept of hair fashion.

The cosmetology course is designed to introduce and guide beginner students in the areas of modern haircutting, colouring, and hairdressing, as well as esthetics and manicuring. These techniques are taught to meet the state required level of cosmetology, and exceed the expectations of the industry. The program is broken into phases:

- Phase One: Freshman
- Phase Two: Sophomore
- Phase Three: Junior
- Phase Four: Senior
- Phase Five: Graduating Senior (State Board Prep)
- Phase Six: Salon Ready

Theory and practical sessions will entail a great deal of cosmetology education. Students are required to complete state board applications in addition to the TONI&GUY Hairdressing Academy methodology and terminology, as well as the TONI&GUY Hairdressing Academy classic haircutting and colouring techniques.

NORMAL TIME TO COMPLETE

Students should have a reasonable expectation of the time it should take to complete the program in order to plan and budget accordingly. Program length schedules are stated in months and include estimated days when TONI&GUY Hairdressing Academy is closed for holidays, educator training, special events or inclement weather. A limited number of days are scheduled to allow students to make-up missed work as necessary for state licensing purposes. Students are allowed to complete make-up work and time, if in compliance with TONI&GUY Hairdressing Academy's policy, as long as they do not exceed the maximum time frame or accelerate the allowed time frame.

COSMETOLOGY REQUIREMENTS

The following requirements are in accordance with the Commonwealth of Massachusetts' outline of study for cosmetology.

Orientation: Ethics, Salesmanship, Courtesy and Conduct, Instruction and Lecture on Sanitation	50 hours
Shampoo and Related Theory	25 hours
Hair and Scalp Treatment with Related Theory	50 hours

Hair Straightening and Permanent Waving	250 hours
Hair Colouring and Related Theory	150 hours
Manicuring and Related Theory	50 hours
Skin Care and Facial Grooming	80 hours
Haircutting, Styling, and Related Theory	220 hours
Oral, Written and Practical Tests, Sterilization, Hygiene and Anatomy	125 hours
TOTAL	1000 hours

*One hour is defined as 50 to 60 minutes of class, lecture, and/or hands on.

INSTRUCTIONAL METHODS

The course is presented through comprehensive lesson plans that reflect effective education methods. Subjects are presented in several different modalities including some of the following: interactive lecture, demonstration, discovery-oriented methods, and student participation. Audiovisual aids, guest speakers, field work, field trips, projects, activities, and other related learning methods are also used for program delivery.

WHAT TO EXPECT

We will cover the following topics in each area of the curriculum:

Orientation: Ethics, Salesmanship, Courtesy and Conduct, Instruction and Lecture on Sanitation – 50 Hours

You will begin each class with an orientation in which we will introduce you to the requirements of each level.

- The history of cosmetology and TONI&GUY Hairdressing Academy
- How to use the tools and supplies needed during the Cosmetology Program
- Introduction to the curriculum
- Floor operations
- Chemical applications
- Cutting
- Texturizing
- Individual performance
- Learning to think conceptually with accountability, confidence, and competency
- Ethics, salesmanship, courtesy and conduct
- Sanitation
- The beauty industry
- "What you need to know"
- Personal goals
- Job search
- Resumes
- Job interviews
- Evaluating a salon
- Professional relationships
- Networking
- Building a clientele
- Stylist-client relationship
- Stylist-staff relationship
- Performance review
- Salon ownership
- Self-appraisal
- Types of salon ownership
- Requirements of a salon
- Getting the right advice
- Space requirements and floor plans
- Borrowing money
- Retail agreements
- Types of insurance
- Taxes
- Expenses and income
- Salon philosophy
- Policies and procedures
- Salon retailing/selling
- Professional products
- Closing the sale
- Buyer tips
- Follow-up
- Effective displays

Shampoo and Related Theory– 25 Hours

- Basic draping
- Shampooing and conditioning
- Scalp massage theory
- Scalp massage essentials

- Infection control and safety
- Diseases and disorders

Hair and Scalp Treatment with Related Theory – 50 Hours

- Hair theory and the breakdown of the hair shaft (hair structure and behavior)
- Hair growth
- Bulk formation and natural hair color
- Hair care
- Evaluation
- Common hair conditions
- Scalp conditions
- Hair loss
- Diseases and disorders
- Wigs

Hair Straightening and Permanent Waving – 250 Hours

- History of perming and theory
- Perming essentials
- Infection control and safety
- Client consultation
- Perm wrap overview
- Rectangle perm wrap
- Brick lay perm wrap
- Spiral perm wrap
- Oblong perm wrap
- Perm problems and solutions
- Chemical relaxing theory
- Chemical relaxing essentials
- Infection control and safety
- Client consultation
- Product and application overview
- Virgin sodium hydroxide relaxer
- Virgin thio relaxer
- Relaxer retouch
- Curl reforming
- Matter
- Elements
- Chemical bonds
- pH Scale
- Chemistry of cosmetics
- Cosmetic classifications
- Shampoos, rinses, and conditioners
- Perms
- Relaxers
- Curl reformation
- Hair color and production information

Hair Coloring and Related Theory – 150 Hours

- Color theory
- What is color
- Law of color
- Identifying existing hair color
- Melanin
- Grey hair
- Identifying natural level and tone
- Identifying artificial tone and intensity
- Changing existing hair color
- Hair color chemistry
- Hair color techniques
- Infection control and safety
- Client consultation
- Product and application overview
- Temporary color
- Semi-permanent color
- Oxidative color lighter results
- Oxidative color darker results
- Surface painting
- Partial highlight slicing
- Full highlight weaving
- Double-process blonde
- Tint Back
- Hair color removal techniques
- Hair color problems and solutions
- Packets
- Rinses
- Reconditioning

Manicuring – 50 Hours

- Nail theory
- Nail structure
- Growth
- Diseases
- Disorders and conditions
- Natural nail care
- Shapes
- Infection control and safety
- Client consultation
- Basic manicure
- Male manicure
- Basic pedicure
- Pedicure essentials
- Special nail services
- Artificial nails
- Nail tips
- Tips with acrylic overlay
- Sculptured nails
- Artificial nail services
- Practical applications of manicuring

Skincare/Facial Grooming – 80 Hours

- Theory
- Functions of the skin
- Composition of the skin
- Types of skin
- Skin diseases and disorders
- Skin care & essentials
- Infection control and safety
- Client consultation
- Massage
- Basic facials
- Facial masks
- Hair removal
- Hair removal essentials
- Infection control and safety
- Client consultation
- Basic waxing
- Temporary hair removal
- Permanent hair removal

The make-up curriculum covers:

- Facial shapes
- Color theory
- Make-up essentials
- Infection control and safety
- Client consultation
- Make-up techniques and products
- Basic make-up and application
- Practical applications of facials

Haircutting, Styling and Related Theory – 220 Hours

- Haircutting theory
- Form
- Haircutting fundamentals
- Essentials of Haircutting
- Infection control and safety
- Client consultation
- Haircutting procedures
- Solid form haircut
- Solid form variation
- Increased layered front hairline
- Increased layered form haircut
- Graduated form haircut
- Uniformly layered form haircut
- Combination form haircut
- Square form haircut
- Over-comb techniques
- Fade haircut

The styling section covers:

- Hairstyling theory
- Primary hairstyling considerations
- Hairstyling fundamentals
- Hairstyling essentials
- Infection control and safety
- Client consultation

The thermal styling section focuses on:

- Thermal styling theory
- Infection control and safety
- Thermal styling procedure
- Air forming solid form
- Air forming graduated form-round brush
- Air forming layered form-round brush
- Air forming combination form-round brush/curling iron
- Air forming combination form-nine row brush

*We do not cover press and curl variation in the pressing and curling section

The wet styling section includes:

- Pin curls (flat, volume)
- Skip waves with flat pin curls
- Rollers
- Wet styling procedures
- Finger waves
- Flat pin curls
- Straight volume rollers and pin curls
- Curvature volume rollers and pin curls

The long hairstyling section covers:

- Long hair fundamentals
- Long hair styling procedures
- Three-strand overbraid
- Three-strand underbraid
- French twist

Oral, Written and Practical Tests, Sterilization, Hygiene and Anatomy – 125 Hours

- Theory
- Tests, inclusive of Anatomy and Physiology
- Hygiene
- Sanitation and Sterilization

EVALUATION PERIODS

Attendance and academic progress are evaluated at the midpoint of the student's academic year based on hours completed. A student's Satisfactory Academic Progress status will remain the same until the next evaluation period. A student must meet the academic requirements (80% cumulative grade average) and the attendance requirements (80%) to make or re-establish Satisfactory Academic Progress.

STUDENT REPORT CARDS

Each student will receive two report cards/progress reports. Students will receive at least one by the midpoint of their training program.

ACADEMIC PROGRESS

A student's academic progress is determined by a reasonable system of grades. A student must maintain an 80% grade average to be maintaining Satisfactory Academic Progress. A student will receive a numeric grade in theory and on practical work. The following represents the equivalencies for the grade assigned:

Practical and Theory:

100% - 95%	Exemplary performance
94% - 90%	Excellent mastery of program content and excellent ability to apply program content concepts. The work displays initiative, independence and application. In some courses, originality may be required.
89% - 80%	Good mastery of program content and an ability to apply program content concepts. Work reflects a thorough understanding of the application and inter-relationships of material covered.
79% and below	Unsatisfactory academic progress using the principals within the program content.

SATISFACTORY ACADEMIC PROGRESS POLICY (SAP)

FINANCIAL AID

TONI&GUY Hairdressing Academy is accredited by the National Accrediting Commission of Career Arts & Sciences (NACCAS). The Department of Education makes Title IV Aid available to students who qualify. TONI&GUY Hairdressing Academy participates in both the Federal Pell Grant and Federal Direct Loan Programs. If you need more information regarding these programs or have questions about financial aid, please contact our Financial Aid Coordinator.

Satisfactory Academic Progress is a requirement for all TONI&GUY Hairdressing Academy students. All enrolled students must graduate within the maximum timeframe. All Title IV recipients must maintain Satisfactory Academic Progress as defined, to maintain Title IV Aid eligibility. Non-Title IV recipients will not be subject to loss of Title IV Aid, but are required to graduate within the maximum time frame and

maintain Satisfactory Academic Progress. Written notice of Satisfactory Academic Progress standing will be provided to students at the time of evaluation.

EVALUATION PERIODS

Students are evaluated for Satisfactory Academic Progress as follows:

Program: Cosmetology
Completed Hours: 450, 900

Attendance and academic progress are evaluated at the midpoint of the student's academic year based on hours completed. A student's Satisfactory Academic Progress status will remain the same until the next evaluation period. A student must meet the academic requirements (80% cumulative grade average) and the attendance requirements (80%) to make or re-establish Satisfactory Academic Progress.

STUDENT REPORT CARDS

Each student will receive two report cards/progress reports. Students will receive at least one by the midpoint of their training program.

ATTENDANCE PROGRESS

Students are required to attend a minimum of 80% of the hours scheduled in order to be considered maintaining Satisfactory Attendance Progress. A student must complete the program within the maximum time allowed. The attendance percentage is determined by dividing the total hours attended by the total hours scheduled.

Note: Students must be aware that if they require additional training to meet state mandated hours due to absences, as stated in their enrollment agreement, they may be subject to overtime fees. A student may be achieving Satisfactory Academic Progress and be within their anticipated graduation date, and still be subject to overtime fees or be terminated from the program.

MAXIMUM TIME FRAME

Students must complete their program within a maximum time frame of 125% of their 1000 hours. For example, for the 1000-hour cosmetology program, students must complete the program before reaching 1250 scheduled hours to graduate within the maximum time frame. A student who reaches their maximum time frame will become ineligible for Title IV Funding.

ACADEMIC PROGRESS

A student's academic progress is determined by a reasonable system of grades. A student must maintain an 80% grade average to be maintaining Satisfactory Academic Progress. A student will receive a numeric grade in theory and on practical work. The following represents the equivalencies for the grade assigned:

Practical and Theory:

100% - 95%	Exemplary performance
94% - 90%	Excellent mastery of program content and excellent ability to apply program content concepts. The work displays initiative, independence and application. In some courses, originality may be required.
89% - 80%	Good mastery of program content and an ability to apply program content concepts. Work reflects a thorough understanding of the application and inter-relationships of material covered.
79% and below	Unsatisfactory academic progress using the principals within the program content.

DETERMINATION OF PROGRESS

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 a warning or has prevailed upon appeal resulting in a status of probation.

FINANCIAL AID WARNING

Students who are evaluated at the end of an evaluation period and fail to meet Satisfactory Academic Progress for their first time are automatically placed on financial aid warning status. A student may continue to receive Title IV Aid for one evaluation period. If the student does not achieve Satisfactory Academic Progress by the end of that evaluation period, eligibility for Title IV Aid will cease. A student may appeal, and if successful, be placed on financial aid probation. Students are notified of any Satisfactory Academic Progress evaluations that impact the student's Title IV Aid eligibility.

FINANCIAL AID INELIGIBILITY

Students who are not achieving Satisfactory Academic Progress at the end of the financial aid warning period will no longer be eligible to receive Title IV Aid. Students have the right to appeal this decision. If the student prevails upon appeal, they will be placed on financial aid probation. Students placed on an academic plan must be able to meet requirements set forth in the academic plan by the next evaluation period. If at the end of the probationary period, the student has still not met both the attendance and academic requirements for Satisfactory Academic Progress or by the academic plan, he/she will be determined as not making Satisfactory Academic Progress and will not be eligible to receive Title IV Aid.

APPEAL PROCESS

A student deemed financial aid ineligible may appeal the status based on extenuating circumstances. The student must submit a written appeal to the Academy Director or designee. The appeal must include why the student failed to meet Satisfactory Academic Progress, what has changed in the student's situation that will allow the student to demonstrate Satisfactory Academic Progress, along with supporting documentation including why the status should be reversed. The documentation accompanying the written appeal should verify the extenuating circumstances. For example: the death of a relative, an injury or an illness, or other special circumstance. The student should also include how Satisfactory Academic Progress will be re-established and maintained. The appeal will be reviewed and the student will be notified of the decision. If an appeal is granted, the business office will be notified to change the student's status to financial aid probation and the student will be eligible for Title IV Aid. All appeal documentation is kept in the student's Title IV file.

RE-ESTABLISHMENT OF SATISFACTORY ACADEMIC PROGRESS (SAP)

A student NOT making Satisfactory Academic Progress may re-establish Satisfactory Academic Progress by:

1. Extra credit assignments to increase cumulative grade point average to 80%
2. Increase cumulative attendance to 80%
3. Make up work, if applicable

Students may re-establish Satisfactory Academic Progress and Title IV Aid, as applicable, by meeting minimum attendance and academic requirements by the end of the warning or probationary period.

REINSTATEMENT OF FINANCIAL AID

Title IV Aid will be reinstated to students who have prevailed upon appeal regarding the status of Satisfactory Academic Progress or who have re-established Satisfactory Academic Progress.

RE-ENTRY OF STUDENTS/INTERRUPTIONS

If enrollment is temporarily interrupted for a leave of absence, the student will return to TONI&GUY Hairdressing Academy in the same Satisfactory Academic Progress status as prior to the leave of

absence. Elapsed time during a leave of absence does not affect Satisfactory Academic Progress and will extend the contract period and maximum time frame by the same number of days in the leave of absence. Students who withdraw prior to completion of the course and wish to reinstate will return to the same Satisfactory Academic Progress status as of the last date of attendance. Students who withdraw and wish to re-enroll will return to the same Academic percentage as the last date of attendance.

TRANSFER STUDENTS

With regard to Satisfactory Academic Progress, a student's transfer hours will be counted as both attempted and earned hours for the purpose of determining when the allowable maximum time frame has been exhausted. SAP evaluation periods are based on actual contracted hours at the Academy.

PROGRAM INCOMPLETES, REPETITIONS AND NON-CREDIT REMEDIAL COURSES

TONI&GUY Hairdressing Academy does not recognize course incompletes, repetitions and non-credit remedial courses. As a result, these events will have no effect on TONI&GUY Hairdressing Academy's Satisfactory Academic Progress.

ACADEMY POLICIES

CLOSURE DUE TO INCLEMENT WEATHER

Closure/delays for the Massachusetts TONI&GUY Hairdressing Academy will be announced on Channel 7 News. Additionally, check all TONI&GUY Hairdressing Academy social media networks.

SPECIAL EVENTS

TONI&GUY Hairdressing Academy students have the opportunity to participate in fashion shows, community events, fundraisers, and the annual student catwalk. Special events require many hours of preparation. To receive field work credit, students must meet the following requirements:

- Participation throughout the entire event
- Attendance the day before and the day after the event

MAKE-UP WORK

Absences are not excused for any reason. Students are encouraged to take missed tests or quizzes and are allowed a one-week time frame to do so. There is no charge for make-up work. Students are only allowed to make-up the hours that would create additional hours of instruction time/overtime fees. Students are not allowed to make-up hours that would accelerate their program. Make-up schedules are managed and approved by the faculty. Students are not allowed to attend make-up hours in place of their regular scheduled days and are not allowed make-up hours on days they are tardy.

ATTENDANCE POLICY

Arrive in dress code 15 minutes before class begins. Roll Call is 5 min. before class begins. Considered late after 1 min. TONI&GUY Hairdressing Academy administration may adjust program hours and days to allow for holidays, inclement weather or other events warranting schedule adjustment.

Daily Schedule

	<u>Full-Time</u>	<u>Part-Time</u>	<u>3-Day</u>
Class Start Time	9:00 a.m.	9:00 a.m.	9:00 a.m.
Theory	9:00 – 10:00	9:00 – 10:00	9:00 – 10:00
Break	10:00 – 10:10	N/A	10:00 – 10:10

Meal Break – actual time varies according to schedule	30 minutes	30 minutes	30 minutes
Practical Applications	Tues-Sat	Tues-Fri	Thurs-Sat
Break	2:00p.m. - 2:10p.m.	N/A	2:00p.m. - 2:10p.m. 4:50p.m. - 5:10p.m.
Cleaning/Dismissal	Last ½ hour of schedule.	Last ½ hour of schedule.	Last ½ hour of schedule.

*It is mandatory for students to punch out whenever leaving the building for any reason at any time.

TARDINESS

Should a life circumstance cause you to be tardy, you must contact the Administration. Corrective action will be taken toward any student who is tardy two or more times within a month. Attending class on time demonstrates your commitment to the program and ensures the work ethic necessary for success in your career. Excessive tardiness could result in possible suspension and termination from the program.

ABSENTEEISM

Students who do not comply with the attendance policy will receive a corrective action plan to help improve their attendance percentage. TONI&GUY Hairdressing Academy may take corrective action when excessive absences occur. Students who do not improve will be subject to termination.

LEAVE OF ABSENCE POLICY

An authorized leave of absence (LOA) is a temporary interruption in a student's program of study. LOA refers to the specific time period during a program when a student is not in attendance. An LOA is not required if a student is not in attendance for an institutionally scheduled break. However, a scheduled break may occur during an LOA. An LOA must meet certain conditions to be counted as a temporary interruption in a student's education instead of being counted as a withdrawal, requiring TONI&GUY Hairdressing Academy to perform a refund calculation.

A student may request an authorized leave of absence for a minimum of five days and a maximum of 90 days for reasons such as: medical which affect the student or an immediate family member, military service requirements, or jury duty. An LOA must be requested in advance in writing by the student providing reason, anticipated date of return and signed by the student; unless the unforeseen circumstances prevent the student from doing so. If student receives financial aid funds (PPL or DL) before notifying the Academy, time missed will be considered as absent hours. The Academy will be unable to approve the day financial aid funds were received and any day prior to that day as part of the LOA. Approval of an LOA is not guaranteed and will not be considered without documentation under any circumstances. Proof of these situations will be required, as well as written request for the leave, and an anticipated date of return to the program. If the TONI&GUY Hairdressing Academy approves the LOA requested, the student must return by the date specified.

Any authorized LOA will extend the student's contracted graduation date for the same amount of days taken in the leave. Changes to the contract period on the enrollment agreement must be initialed by all parties or an addendum must be signed and dated by all parties. Regardless of any circumstances, no student can be granted more than 180 days of leave time in any 12-month period. Student will not be assessed any additional charges as a result of the LOA.

If you do not return by the date specified for your leave of absence, you will be considered to have withdrawn from the program, effective the last day of attendance (see TONI&GUY Hairdressing Academy's Refund Policy), with the following consequences:

- If you are entitled to a federal refund, it will be paid to you within 14 days.
- If you are entitled to a refund from TONI&GUY Hairdressing Academy, TONI&GUY Hairdressing Academy will pay you within 30 days of the date upon which TONI&GUY Hairdressing Academy learns that you are not returning from the approved LOA period.
- If you received any federal student grants and/or loans, the extent of any unearned grant or loan funds that either you and/or TONI&GUY Hairdressing Academy must return to the federal student aid programs and lenders will be determined using the beginning date of your LOA as the last date on which you completed scheduled class hours.
- If you received any federal student loans, payments will begin six months after your last day of attendance at the TONI&GUY Hairdressing Academy.

STUDENT CONDUCT

We want all of our students to be successful and to have an outstanding educational experience. To meet these goals, we have established a set of guidelines for student conduct. Failure to abide by these guidelines could cause disruption to the learning environment or negatively impact the educational experience for you and other students. Proper student conduct keeps our unique Spotlight™ Culture strong and helps you build a foundation for success. TONI&GUY Hairdressing Academy complies with all local, state and federal laws that apply. We may take corrective action (see section on Levels of Corrective Action) against students who violate the policies.

Levels of Corrective Action

A student may be addressed by the TONI&GUY Hairdressing Academy administration regarding a violation of policy including, but not limited to: non-payment of tuition, attendance, academic grades or conduct. **Effective 6/1/17:** Any student not current with tuition payments will not be allowed to receive any personal services.

Verbal Alert: A student will be verbally informed of the violation he/she has committed. Discontinuance of the action will be discussed. The student will be briefed about further repercussions should the behavior continue. An improvement plan of action will be discussed.

Written Alert: A written alert occurs for continued policy non-compliance. A written alert includes an improvement plan of action. Written alerts may also include suspension or termination from the program.

Suspension: A suspension may be assigned based on poor performance of standards or violations of policies. In-house suspensions may include tasks issued by the Faculty that would not be part of the daily schedule. Out-of-house suspensions may be for a period of time not less than one day but no longer than two years. An out-of-house suspension will impact the student's grade point average and attendance percentage.

Termination

Termination of a student is defined as no longer clocking hours, whether by the student's voluntary withdrawal, dismissal by TONI&GUY Hairdressing Academy as disciplinary action, or failure to meet TONI&GUY Hairdressing Academy standards and financial requirements. Additional information can be found in the Consumer Information Disclosures.

A student will be considered terminated under the following conditions:

- A student in non-attendance who has not notified TONI&GUY Hairdressing Academy, verbally or in writing, of their intent to drop shall be terminated from their program 14 calendar days after the last day of physical attendance.

- Possession or obvious use of drugs and/or alcohol during TONI&GUY Hairdressing Academy hours.
- Refusal to provide assigned client services.
- Disruptive behavior.
- Refusal to perform assigned tasks.
- Theft from TONI&GUY Hairdressing Academy, a client, a staff member, or a fellow student.
- Non-payment of tuition according to the tuition schedule in the enrollment agreement.
- Unsatisfactory attendance preceded by reprimand, probation and suspension.
- Failure to maintain an 80% grade average, encompassing both written exams and practical applications.
- Misrepresentation of personal information.
- Violation of TONI&GUY Hairdressing Academy policies as listed in the student catalogue.
- Non-completion of the program within 1.25 times the maximum time frame of the program.
- Failure to correct behavior as outlined.
- Discussing confidential information with other parties (i.e., contract details, disciplinary action and private administration advisement sessions).
- Failure to maintain a minimum 80% attendance.

DRESS CODE

The TONI&GUY Hairdressing Academy dress code helps us set a standard of excellence for our students and gives our clinic floor a degree of professionalism that appeals to our clients. When selecting your school wardrobe, remember that your attire should always convey a sense of professionalism. The wardrobe items you choose must always meet the following dress code guidelines:

- All black attire is required.
- Black denim is allowed (not faded).
- Hair must be styled and fashion forward.
- If applicable, make-up may also be considered part of the dress code.
- When you reach the Salon Ready portion of the program you may wear any combination of all black.
- All clothing must be plain: no patterns, logos, emblems, stripes, plaids or writing may appear on the clothing, other than a TONI&GUY Hairdressing Academy emblem, unless the pattern is black on black.
- No gym clothing.
- An approved apron must be worn over your clothing at all times.
- Shoes may be any colour but must have a closed toe and closed heel. Sandals, gym shoes and clogs are not permitted. Wear comfortable shoes, as you will be on your feet all day.
- Socks, pantyhose, leggings, tights, or “peds” must be worn at all times. Leggings, tights and hose must be all black or black on black print.
- Ties and scarves must be black.
- Armpits and chest must be covered at all times.
- Slippers, house shoes, sweat pants, low cut blouses, tank tops, lingerie, see-through fabrics, topless and bottomless outfits, and bare feet are not permitted.
- If you choose to wear skirts or shorts with a hemline above the knee, you must wear leggings or tights underneath. If skirts or shorts are worn, they can be no higher than 2” above the knee.
- Sunglasses and hats may not be worn in TONI&GUY Hairdressing Academy.

WITHDRAWAL

To officially withdraw from TONI&GUY Hairdressing Academy, the student must initiate the withdrawal process with a member of the Administration. The tuition refund policy will apply to withdrawn students.

NON-SMOKING POLICY

We provide a smoke-free environment for all students, staff and clients. Students may not congregate or loiter in front of TONI&GUY Hairdressing Academy or in front of or near surrounding businesses at any time. Students, staff and clients are allowed to smoke in designated smoking areas at appointed times.

SAFETY

In an effort to provide a safe environment for all of our students and staff, we have established the following safety guidelines:

- Walk through TONI&GUY Hairdressing Academy at all times. Running can lead to slips and falls.
- Keep aisles and work areas free from bags, kits, clutter and obstruction.
- Seek assistance from another person when lifting heavy items. Do not lift alone.
- Immediately report any incident that results in an injury. An "Academy Event Report" form must be filled out immediately following the occurrence with all parties involved, if applicable.
- Report anything that could cause an injury or place someone in a dangerous situation, such as chipped glass, broken equipment, sharp or rough edges, electrical problems, or water seepage or spills.
- Report any situation which may be suspicious or out of the ordinary.
- Use the evacuation plan in case of emergency.

PROFESSIONALISM

We are focused on graduating professional hairdressers, thus we work hard to maintain the highest standards of professionalism throughout the building. Gossiping and engaging in inappropriate topics of conversation have no place in our professional environment. You should work to consistently maintain a professional demeanor with faculty, staff, fellow students and clients. Keep conversations with clients positive and avoid sensitive topics such as: politics, religion, personal business or gossip. Use of vulgar or profane language is not permitted. Treat your clients, instructors, fellow students and administration with respect at all times.

DAILY DUTIES

All students will be assigned daily chores. Please be thorough and take pride in fulfilling these tasks, as they will be expected of you in your career and participation in salon life. Students will not clock out until all duties have been completed. Styling stations and mirrors need to be cleaned and sanitized each day. Items should not be left out or left overnight. The break room, classrooms, and the clinic floor should be cleaned daily. All areas where clients are serviced must be maintained properly per state regulations. TONI&GUY Hairdressing Academy cannot be held responsible for lost, damaged, or stolen items. We provide access to a locked trolley which may be used for storing personal items.

EATING / DRINKING

Eating and drinking are not permitted on the clinic floor. Please refrain from doing so. The break room is the proper place for these activities.

TELEPHONES

Cell phones are not permitted except with the permission of the staff for school related purposes. Students who violate this policy may receive corrective action, up to and including suspension or termination. Emergency phone calls may be directed to the Front Desk Coordinators.

FRONT DESK

The operations of our clinic floor are managed through our reception desk. Our Front Desk Coordinators work very hard to keep the clinic floor running smoothly. Please help them provide Spotlight™ service to our clinic floor clients by allowing them space to work. Students are not permitted behind the front desk at any time.

CLIENT SERVICES

In order to build your proficiency with the new skills and techniques you will be learning in class, you will need to perform practical applications on clients. Our clients expect and deserve your best Spotlight™ service. Greet every client in a timely manner and deliver outstanding Spotlight™ service until you have assisted him or her with checking out. Refusing service to a client or trading tickets with another student will result in corrective action, up to and including termination. When you finish every client service, an instructor will sign off before you take the client to the retail wall and then front desk to rebook a future service.

GRATUITIES

Once you begin working with clients on the clinic floor, you may receive a gratuity. Tips are a wonderful affirmation of your hard work, however, clients are not required to leave tips. Never solicit tips from your clients. Your primary focus should be on polishing your technique and honing your customer service skills, and not on how much money a client might give you. Concentrate on doing your best work with each client and you will be rewarded, whether with a tip, a compliment, or repeat business.

CONFIDENTIALITY POLICY

As the contract for every student is made solely between the student and TONI&GUY Hairdressing Academy, the information and details of the transaction are not to be shared with other parties. Additionally, any and all student advisement or conversations between the administration and a student are confidential and private. Students are not to discuss their contracts or interactions with other parties.

STUDENT COMPLAINT / GRIEVANCE POLICY

Any student, teacher, or interested party may file a complaint with TONI&GUY Hairdressing Academy. All formal complaints must be filed in writing and given to the Academy Director or designee. The complaint must outline the allegation or nature of the complaint. A TONI&GUY Hairdressing Academy representative will meet with the complainant within 10 days of receiving the written complaint to see if the complaint can be resolved to the satisfaction of the complainant. If the complaint cannot be resolved, it will be referred to the TONI&GUY Hairdressing Academy's complaint committee. The TONI&GUY Hairdressing Academy's legal counsel is contacted to review and advise.

A selection of three complaint committee members is selected from the following categories: CEO, Regional Director, Academy Director, Instructor, administration member, or member of the public interest. The complaint committee will meet within 21 calendar days of the TONI&GUY Hairdressing Academy receiving the complaint to review the allegations.

If the complaint committee, after reviewing the allegation, needs more information, a letter will be written outlining the additional information needed. If the additional information is not received by the complaint committee within 15 calendar days, the complaint committee can take any action including dismissing the complaint. If no further information is needed, the complaint committee will act on the allegation and a letter will be sent to the complainant within 15 calendar days stating the steps taken to correct the problem, or information showing that the allegations were not warranted or based on fact.

ACADEMIC AND STUDENT ADVISEMENT POLICY

Our administrators maintain an open door policy. Student services and advisement is generally handled by the TONI&GUY Hairdressing Academy Director or Academic Advisor, but several other departments or individuals may be involved including, but not limited to, Admissions and Financial Aid. You are always welcome and encouraged to seek out the advice of TONI&GUY Hairdressing Academy staff. We want to support you in your program and in reaching your educational goals. Where possible, we will assist you with issues that relate to your success in the program.

The Academic Advisor runs progress reports monthly and passes them out to each student. You will also receive your previous month's attendance history report and are given an opportunity to review and discuss any academic or time issues that may arise. If you are approaching lower averages, an Advisor will meet with you to create a plan of action to help assist you in reaching your highest potential.

TONI&GUY Hairdressing Academy does not provide psychological assessment or counseling to students in any manner or capacity. If you are in need of advice on personal issues, faculty or administrators may refer you to a licensed counselor. In such cases, we will provide you with a list of counselors published by the local town to help you seek out the professional of your choice. The Resource Directory we provide is for informational purposes and serves only as a guide to you. We do not endorse, sponsor or promote any of the resources or facilities provided.

LIBRARY / RESOURCES

Academic materials required for each course are covered during regular theory hours. We also maintain library resources to enhance your education. These resources consist primarily of teaching DVDs, trade magazines and specialty books. You may review the resources available at designated areas in the TONI&GUY Hairdressing Academy upon request.

STUDENT BENEFITS

As part of our Spotlight™ Culture, we provide a range of student services to support you in your education and to benefit you during your coursework. We make the following benefits available:

SALON SERVICES STORE

A student ID will be issued to every student for the purpose of identification, particularly for making purchases at professional beauty supply stores, including Masello. This ID will identify the dates of enrollment. It is mandatory that the ID be presented to the store receptionist at the time of purchase.

CAREER COACHING & DISCLAIMER OF EMPLOYMENT GUARANTEE

TONI&GUY Hairdressing Academy considers the success of its programs as they relate to the individual student. We do not guarantee employment. TONI&GUY Hairdressing Academy provides personal and professional development, interview training and resume development as part of the curriculum to assist our students in finding a job.

PERSONAL AND PROFESSIONAL DEVELOPMENT

Our curriculum includes a focus on the non-technical skills required for you to excel in the industry. You will receive training and information to help you develop the habits, attitudes and beliefs that will help you reach your career goals after you leave TONI&GUY Hairdressing Academy. This material will also provide helpful information about the industry including knowing your job options, comparing salons, interviewing salons, choosing the best position and more.

CAREER PATHS

Career paths for a licensed cosmetologist, although not guaranteed, can include the following areas: Salon Stylist or Chemical Technician, Salon Manager, Salon Owner, Salon Director, Salon Educator, Product Company Representative, Platform Artist. For additional information on the types of employment that a cosmetology program can lead to check the Bureau of Labor Statistics under the SOC code for Cosmetology programs 39.5012.00 Hairdressers, Hairstylists and Cosmetologists.

TUITION

REQUIREMENTS AND FEES (Insert B)

Tuition and fees are the responsibility of the student. Books, supplies and student kits are billed in the first payment period. There are 3 payment periods per year: 1– 450 hours; 451 – 900 hours; 901– 1000 hours. Tuition is due on the 1st of every month. Every student has until the 5th to make payment; on the 6th, the

amount due will be considered late and a late fee in the amount of \$25 will be assessed. Should tuition not be paid as agreed upon, TONI&GUY Hairdressing Academy may take corrective action from denying student personal services up to and including termination. The preferred method of final tuition or overtime payment should be in the form of a cashier check, credit card or money order. Please refer to **Insert B** for current tuition cost.

A non-refundable re-registration fee of \$50 (not considered tuition) will be required for any student requesting re-entry into the TONI&GUY Hairdressing Academy.

TONI&GUY Hairdressing Academy reserves the right to change tuition and fees for each course as needed.

ADDITIONAL TRAINING/OVERTIME FEES

Your program is written to cover a specific time period. You must complete the course within this timeframe. Both inclement weather and life circumstance hours are accounted for within the timeframe. If you do not complete the state mandated hours within the timeframe agreed upon, you will be charged for the additional training. You may still be subject to overtime fees and be within your contracted graduation date. **Effective 5/1/17:** Fees of \$10 per hour will be charged for each hour needed to complete the state mandated hours. Student's stations and trolleys are guaranteed only for the agreed upon timeframe. Under no circumstance can any student exceed 1.25 times its normal length.

BOOKS, EQUIPMENT AND SUPPLIES

Books, equipment and supplies shall be purchased by the student and are required as part of the Student Enrollment agreement, which includes the student kit. The items in the kit may be changed at any time, without notice to the student. Items for the kit may be purchased through TONI&GUY Hairdressing Academy. Other sources for the kit will not be considered, as all student kits are required to contain the same items, with equal value and quality. Students are responsible for the content of their own kit. If any item is lost or stolen, it is the responsibility of the student to replace the item with like kind and quality at the student's expense.

OTHER COSTS (See Insert C)

Other costs associated with the program include, but are not limited to \$120.00 for the state board application fee and a \$68.00 licensing fee.

Additionally, students are required to purchase equipment and supplies for their state board exam mandated by the Massachusetts Board of Cosmetology. TONI&GUY Hairdressing Academy has made every effort to itemize every cost associated with the program. Please refer to **Insert C** for State Board Student Supply List. However, TONI&GUY Hairdressing Academy does not claim that items listed will be the only expenses incurred by the student.

REFUND POLICY FOR COSMETOLOGY PROGRAM

1. You may terminate this agreement at any time.
2. If a student (or in the case of a student under legal age, his/her parent or guardian) cancels his/her enrollment and requests his/her money back in writing, within five business days of the signing of the student enrollment agreement, all monies collected by TONI&GUY Hairdressing Academy shall be refunded. This policy applies provided that you have not commenced the program. The cancellation date will be determined by the postmark on written notification or date said information is delivered to the TONI&GUY Hairdressing Academy Director or designee in person.
3. If a student cancels his/her enrollment after five business days, but prior to entering classes, he/she shall be entitled to a refund of all monies paid to TONI&GUY Hairdressing Academy less a registration fee of \$50.00.

4. An applicant rejected by TONI&GUY Hairdressing Academy shall be entitled to a refund of all monies paid.
5. Any monies due the applicant or student shall be refunded within 14 days of formal cancellation by the student as defined above or formal termination by the TONI&GUY Hairdressing Academy, which shall occur when the student has been absent from class for 14 consecutive days, the student is expelled by the TONI&GUY Hairdressing Academy, or the student notifies TONI&GUY Hairdressing Academy. In the case of a student who does not return from a leave of absence, the last date of attendance will become the date of withdrawal. Costs of supplies and materials actually used by the student will not be refunded which includes the entire kit.
6. If a course is cancelled subsequent to student enrollment, TONI&GUY Hairdressing Academy shall, at its option: (1) provide a full refund of all monies paid or (2) provide completion of the course at another time. If TONI&GUY Hairdressing Academy is permanently closed after the student enrollment, the student shall be entitled to a pro rata refund. In case of disabling illness, disabling accident or death, the TONI&GUY Hairdressing Academy will make a settlement, which is reasonable and fair to both.
7. For courses of one year (12 calendar months) in duration or less, in cases of termination or withdrawal after classes commence, the minimum refund policy will be applied.
8. The Toni&Guy Hairdressing Academy refund policy is calculated based on scheduled hours.

COMMONWEALTH OF MASSACHUSETTS REFUND POLICY

<u>PERCENTAGE SCHEDULED</u>	<u>PERCENTAGE OF TUITION OWED TO THE SCHOOL</u>
0.01% - 25%	25% plus administrative fee
25.01% - 50%	50% plus administrative fee
50.01% - 75%	75% plus administrative fee
75.01% - 100%	100% plus administrative fee

COMPLETION REQUIREMENTS FOR GRADUATION

TONI&GUY Hairdressing Academy has set forth minimum standards for completion requirements for graduation. Satisfactory requirements include:

1. Completing necessary 1000 clock hours in a licensed cosmetology program.
2. Maintaining an 80% or higher grade average is the standard at the TONI&GUY Hairdressing Academy. This is a not a Commonwealth of Massachusetts requirement.
3. Maintaining an 80% or higher attendance rate is the standard at the TONI&GUY Hairdressing Academy. This is a not a Commonwealth of Massachusetts requirement.
4. Following all policies in the Student Catalogue and Consumer Information Disclosures.
5. Completing all requirements of the course. Completing the state board mock test out is required. Should a student fail this test, the student will be permitted to retest.
6. Following all rules and regulations included in the Massachusetts Board of Registration of Cosmetology and Barbering.
7. Completion of the program within 1.25 times the normal length of the program.
8. An exit interview must be completed by the student. The student is required to report their most current address and telephone number, as well as the name, address and telephone number of his/her employer if employed.

Upon meeting the above criteria, a student will be recognized as a graduate and receive a diploma.

COMMONWEALTH OF MASSACHUSETTS STATE BOARD EXAM

Graduates must meet all the requirements set forth by the state for graduation. Graduates must make reservations with the Commonwealth of Massachusetts to take their exam. The TONI&GUY Hairdressing Academy will certify the exam application once a student is recognized as a graduate of the program and all financial obligations have been met. The Commonwealth of Massachusetts requires a minimum passing grade of 75% on the written exam, and 80% on the practical component of the state board exam. Upon meeting these requirements, the state issues a cosmetology license.

STUDENT TRANSCRIPTS

Students will receive a copy of their official final transcript upon meeting the following requirements:

1. Complete the course hours and requirements of the Cosmetology Program.
2. All financial obligations must be paid before the student may receive a copy of their transcripts.

RECORDS

All student records will be maintained by the administration. Only administration will have access to these files. If a student wishes to review his/her file, he/she may do so in the presence of an administrative staff member. If the student is a dependent minor, the parents may have access to the student's file. In this event, the administrator will assist the parent while interpreting the contents of the file. No information will be released to any party without written consent of the student, except under subpoena or in accordance with state and federal laws or as a requirement of the accrediting agency (NACCAS) or funding programs if the situation occurs.

RIGHT TO PRIVACY – STUDENT RELEASE OF INFORMATION (FERPA)

In compliance with the Family Educational Rights and Privacy Act of 1974, TONI&GUY Hairdressing Academy informs students that they may have access to their "educational records". TONI&GUY Hairdressing Academy guarantees each student (or parent or guardian if the student is a dependent minor) access to that student's records. These records include all information by TONI&GUY Hairdressing Academy, which is directly related to the student, with the exception of: (a) financial records of their parents; (b) confidential letters and recommendations prior to January 1, 1975; (c) confidential letters and recommendations associated with the admissions, employment, or job placement to which students have waived rights of inspection and review, and; (d) educational records and information about more than one student. However, in such cases, the institution must permit access to that part of the record, which pertains only to the inquiring student. Students shall not have access to the following records: (a) reports made by physicians, psychiatrists, or psychologists in connection with treatment of the student; (b) records of instructional, supervisory, administrative, and certain educational personnel which are in the sole possession of the maker.

If a student wishes to gain access to their educational records, they should contact the official responsible for maintenance of the records and gain a written request specifying access to the desired records. TONI&GUY Hairdressing Academy requires written consent from the student or guardian for release of records in response to each third party request unless otherwise required by law. Each student will bear the cost of reproducing any materials from his or her file.

TONI&GUY Hairdressing Academy's policy provides and permits access to student and other school records as required for any accreditation process initiated by the institution or by the National Accrediting Commission of Career Arts & Sciences, or in response to a directive of the Commission.

In accordance with federal law, without the student's consent, TONI&GUY Hairdressing Academy officials may disclose directory information and educational reports to parents of minors or parents of a student who have established the student is a dependent according to the Internal Revenue Code of 1954, Section 152.

Notes: