

THE SALON PROFESSIONAL ACADEMY

13125 Highway 107, Sherwood, AR 72120

CATALOG 2023/2024

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The Salon Professional Academy, furthermore known in this document as **TSPA**. TSPA represents and stands for the academy name of **The Salon Professional Academy**.

Mission Statement

The Salon Professional Academy's objective is to produce highly trained, well prepared graduates for salons and spas. We are committed to excellence in cosmetology arts and science education. Educational systems and programs are updated constantly to keep the student's interests first and our educational quality high.

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Inserts:

- #1 Class Dates
- #2 Tuition and Fees
- #3 Financial Aid Process
- #4 Staff

Responsibility for Catalog Information

Each student is responsible for knowing the information in this catalog. The Academy reserves the right to change policies and/or to revise curriculum.

Welcome!

We want to take this opportunity to welcome you to the very exciting and fulfilling world of Cosmetology, Esthetics, Instructing and Manicuring. This career path offers endless opportunity to those who have a passion for their art, strive for success and are willing to dedicate themselves to their career. We are honored to be a part of your exciting journey and we are committed to helping you become a successful part of this elite group.

Community

The Academy is located in Sherwood, Arkansas. There are nice parks and public facilities in addition to great living, dining and shopping areas. Sherwood has a market area population of approximately 30,000 and there are many great places to visit within minutes of The Academy, including: McCain Mall, Regal Cinema, Lakewood Village shopping center, Downtown Little Rock, the Old Mill, and many dining options.

Facilities and Equipment

The Academy is a beautiful 9,000 square foot educational facility with up to date equipment and 36 styling stations, 4 manicure tables, 6 pedicure thrones, skin care room with 6 facial beds, student lounge, 4 classrooms and office areas located in The Woodland Town Center at 13125 Highway 107, Sherwood, AR 72120.

IMPORTANT INFORMATION FOR ALL COURSES

How to Apply - Schedule an interview and tour with our Admissions Director (text 501.891.2321 or call 501.753.2400 ext. 2). Complete enrollment application and submit to The Salon Professional Academy. Have high school and post-high school transcripts sent to The Academy. Meet staff and students. Learn about curriculum, books, kits, apparel code, and financial assistance. Sign enrollment agreement and pay registration fee.

Evaluating the Validity of High School Diplomas

Regulation 34 CFR 668.16 (p) requires Title IV schools to establish policies and procedures to confirm the authenticity of high school diplomas in the event that the school or the Secretary of the U.S. Department of Education has reason to question the validity of a student's high school diploma.

The Salon Professional Academy may require further documentation in the form of a certified copy of final high school transcripts for the high school in question or information from a company that evaluates foreign diplomas (in the case of a foreign diploma). Student self certification is not considered sufficient proof of validity.

In addition to checking online for further information about the school issuing the diploma and its accreditation, the school may also contact the Department of Education in the state in which the diploma was issued to determine if the school listed on the diploma is on the state list of recognized schools.

The school maintains a list of known diploma mills for the admissions staff to check when receiving a diploma from an unknown and questionable source. It is understood that this list may not be all inclusive as there are hundreds of diploma mills some known and some not currently known. It is also understood that the list of schools in the FAFSA drop down box online also may not be all inclusive.

The school makes every reasonable effort to verify the validity of questionable high school diplomas.

Non-discrimination - The Academy does not discriminate in its employment, admission, instruction or graduation policies on the basis of sex, age, race, color, religion, financial status, ethnic origin, or handicap as required by Section 504, 34 Code of Federal Regulations in admitting students.

Admissions Requirements - The following are required for admission to all programs at The Academy:

- 1) Enrollment application completed by potential student
- 2) Copy of student's high school diploma or equivalent (G.E.D.; a state-issued credential for secondary school completion (home-school certificate/credential); high school or college transcript with the graduation date).
- 3) Proof of age; Copy of the student's driver's license or photo I.D.
- 4) Sign completed enrollment agreement
- 5) Required registration fee
- 6) State permit form
- 7) State permit fee

Students must be at least 16 years old.

Should an enrolling student provide a foreign high school diploma, the Academy will work with the student to obtain an English translation of the document along with confirmation that the education received is equivalent to a US high school diploma. This document must come from an outside agency.

Instructor applicants must meet all of the above requirements and:

1. Hold a current license as a practitioner in the field they wish to teach.
2. Send their resume to the Academy owner.
3. Interview with the owner and any other staff member appropriate.

The Academy does not accept Ability to Benefit.

Transfers - A transfer student may be accepted after careful evaluation of the student's academic records. No more than 500 hours of another cosmetology program can be credited from another institution. TSPA does not accept transfer hours for the esthetics or instructor programs. Each cosmetology transfer must be evaluated on an individual basis. Transfer students pay full tuition. Transfer students must begin at the beginning of the curriculum. All transfer hours accepted are applied at the end of training. We do not recruit students already attending or admitted to other schools offering similar programs. We do not guarantee the transferability of our credits to any other institution.

Terms of Re-entry - A student who must withdraw temporarily may re-enter The Academy under the following conditions:

- 1) The student had satisfactory progress academically and in attendance when the temporary withdrawal began;
- 2) The student had extraordinary personal circumstances that made academic progress or attendance extremely difficult; and/or
- 3) The student or the student's family member required medical attention that required the student to temporarily withdraw.

Under any one or combination of these conditions the student may be re-admitted without prejudice.

Objective –

1. To familiarize/instruct students in the proper and current methods in the study of cosmetology arts and sciences.
2. To qualify and prepare students for the State Licensing examination.
3. To graduate qualified, competent and competitive graduates to be successful in the field of cosmetology arts and sciences.
4. To assist the student in suitable job placement.

Hours - The Academy is open Monday through Saturday plus evenings. Hours of attendance depend on the schedule assigned.

Cosmetology students attend 34 hours per week for 45 weeks (11 months). It begins with a schedule of Monday through Friday 9 am to 5 pm for 8 weeks of foundations. After foundations each class is assigned a schedule that includes two days 11:30am - 8 pm and three days 9 am - 5 pm. Schedule changes may be made for extenuating circumstances per individual.

Esthetics students attend 28 hours per week for 23 weeks. Esthetics students meet Tuesday through Friday 9 am to 5 pm for 9 weeks of foundations. After foundations the schedule includes two days 11:30am - 8 pm and two days 9 am - 5 pm.

Instructor students meet 40 hours per week for 16 weeks. Instructor schedules will include both 9am to 5pm and 11:15am – 8:15pm schedules Tuesday through Saturday.

Schedule changes are approved by the Director of Salon Operations or the Owner.

Class Starting Dates - Cosmetology classes start in January, April, June, July, August, September and November. Esthetics classes start four times per year. Call the Academy for Esthetics and Instructor information. See Class Start dates (Insert #1). Class start dates are also available on our website www.LittleRockBeautySchool.com.

Orientation - All courses have a complete orientation before the first day of class.

Class Size - The Academy limits the class size for all courses.

Books and Kits – Student books and kit items are a required purchase by the student from the Academy. The cost for the student books and kit are listed on catalog insert #2. The Academy reserves the right to change books and kit costs without prior notice as needed. Students provide their own paper supplies.

Holidays - The Academy is closed for the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. The Academy is also closed for staff professional development days periodically throughout the year.

Housing - Contact the admissions staff for assistance in locating housing. We do not have housing on campus.

Extra Education - Extra educational events may be available for students at The Academy.

ACADEMIC INFORMATION

Graduation Requirements - A grade average of 85% is required for graduation from any program at The Academy. Both theory and practical work are considered important. Students are evaluated on a level system that prepares them for salon performance levels. All work must be completed to graduate.

Graduation - Graduates earn a diploma.

The following are required for graduation from all programs:

- 1) completion of state required number of hours
- 2) completion of all assignments and tests
- 3) completion of project sheets and the weekly grade sheets
- 4) an 85% attendance and 85% grade average
- 5) payment of all tuition, fees and over-contract charges per the terms of the enrollment agreement.
- 6) Completion of an exit interview with both Admissions and Financial Aid.

CAREER PLANNING

Career Opportunities

There are many opportunities open to licensed cosmetologists, estheticians, and manicurists. The Academy prepares all graduates for the licensing exam and entry-level positions in hair studios, spa salons and destination spas. Additional industry experience could lead to employment as a manufacturer sales/educator, a distributor sales consultant, and in admissions or financial aid in cosmetology schools.

Additional licenses are usually required to become an educator in a school of cosmetology arts and sciences.

Placement - The Academy maintains contacts in the cosmetology profession to assist students in job placement. Employers are encouraged to interview students, and every effort is made to secure a job opportunity for each graduate. Students are prepared in the latter part of training to seek employment. Job opportunities are announced and posted. The Academy cannot guarantee every student will be placed. However, we do follow-up on graduates to help us prepare new students for future job placement.

Physical Demands and Safety Requirements

You may work long hours, especially those who own salons.

Work schedules may include nights and weekends, and may not include breaks or lunches. Good health and stamina are a must. Most salon industry professionals may be on their feet for long periods of time. Prolonged exposure to some chemicals may cause irritation so protective clothing, facemasks, goggles, and gloves should be worn.

Outcome Rates 2020

Completion Rate	Licensure Pass Rate	Placement Rate
85%	93%	78%

Outcome Rates 2021

Completion Rate	Licensure Pass Rate	Placement Rate
77%	91%	68%

Reciprocity - Licensed cosmetologists, estheticians, instructors, and manicurists from Arkansas may apply for licenses in their field of expertise in other states and must comply with each state's laws and rules to become licensed there. Contact the specific State for more information.

Licensing Requirements - To become licensed in **cosmetology** in Arkansas, students must complete 1500 hours of approved training, graduate from an approved school, and pass the written and practical state exams.

To become licensed in **esthetics** in Arkansas, a student must complete 600 hours of approved training, graduate from an approved school, and pass written and practical state exams.

To become licensed in **nail technology** in Arkansas, a student must complete 600 hours of approved training, graduate from an approved school, and pass the written and practical state exams. Nail technology classes will be offered as needed at The Salon Professional Academy.

To become licensed as an **instructor** in Arkansas, a student must complete 600 hours of approved training, graduate from an approved school, and pass the written and practical state exams.

ACADEMY POLICIES

Purpose of these Policies

These policies are important to your success at The Academy and are a condition of your enrollment. They have been created in order for the school to comply with: State Law, expectations of our Accrediting Agency and the US Department of Education, feedback from our advisory board, and to promote the standards and culture of The Salon Professional Academy.

Your attitude must be positive to attract guests and have a learning environment where all students can thrive. Your attitude should not have a negative impact on another student's ability to learn. Demonstrate maturity and tolerance in the handling of difficult situations.

Conduct

Good conduct is expected of everyone at the Academy this includes following all policies, regulations and following the directions and instructions of the staff. Do to others as you would have them do to you.

- A professional does not complain or gossip. Should you have challenges with anything while you are a student, you should always go to a staff member for assistance.
- Choose your words carefully. Swearing and other unprofessional language OR conversation is not tolerated.
- Conduct that is unbecoming, rude, vulgar, profane, endangering and/or behavior that has a negative reflection on the reputation and welfare of the school, its students, or staff, may result in dismissal.
- Students are NOT permitted to raise their voice or become disrespectful to other students, staff, or guests. Any student that engages in an argument including yelling, screaming, cussing, throwing things etc. may be dismissed without warning.
- Students should NOT disrespect an educator if and when the educator is handling conflict. The student should listen and do exactly what they are asked to do in that moment to allow the educator/staff member to gain control. No arguing, raising voice, etc.
- Students must be coachable. This is primarily a hands-on learning environment and educators must be able to provide feedback for your growth.
- Do not gather at the reception desk, in the salon area, or around a station where another student is working with a guest. Conversation with peers tend to exclude guests and make them feel uncomfortable.
- Students will be under the supervision of educators at all times. Always get an educator's consultation before you proceed with guest services, and when the service is complete.
- Be pleasant and smile!

Stealing is NOT Tolerated in any way. The student will be dropped from the program if they are caught stealing tools, professional services (giving guests services and not charging them for it, or not paying properly for student services), guest's items, items of another student, or items of the Academy.

Harassment

The Academy does not tolerate harassment of any kind (cyber, verbal, physical, or sexual). If you are involved in any type of harassment you will be dismissed.

Energy

Energy is a part of the Academy culture. All students must attend energy during their scheduled time. Important announcements happen during energy. Students must NOT eat or drink during energy. Students MUST attend energy...**then** get their guest. Students should not take the guests early until energy is over.

APPEARANCE / APPAREL CODE

Students are required to follow the Apparel Code. **Students MUST come ready in dress code with hair and make-up done every single day!!!** It is the Student's responsibility to know and understand the apparel code. Do **NOT** give the staff challenges if you are not in dress code and they ask you to change it to remain at school. **Students should NOT do their hair and make up in the bathroom, salon area, or any other area of the school.**

Apparel code **will be checked daily**. If you are not in dress code, you **WILL be sent home!**

CLOTHING FOR ALL COURSES (Esthetics and Cosmetology)

- Black tops, black bottoms, black and white shoes, black socks, black shoestrings
- Pantyhose or tights if worn must be black.
- Leg warmers must be black. Black socks ONLY.
- A name tag is provided and is to be worn at all times. If your name tag is lost, you must **pay \$10** to replace it.
- Clothing should not be too short or too tight.
- Clothing and shoes CAN have metallic embellishments, but may not have gold, silver or metallic fabric.
- Clothing may not have ANY writing unless it is Redken or TSPA logo wear.
- Be Creative – add jewelry and accessories in color. Accessories must be tasteful and positive.
- Aprons must be black for cosmetologists, and white/black for estheticians (minimal metallic embellishments are ok).

TOPS FOR ALL COURSES

- **Tops should NOT expose bare bellies, cleavage, or backs** (up to ¼ of the back is ok).
- **NO armpits** showing (when arms are lifted). Shirts can be sheer as long as they have at least a black tank top under it.
- Shirts with shoulder cut outs are ok.
- NO Sweatshirts, tank tops, spaghetti straps, or low cut tops. NO hoodies, jackets, or coats in the salon area. Not even black. Jackets worn in the classroom MUST BE black.
- No colored bra straps or sports bras showing with any type of shirt. Bras of any color should NOT be visible through ANY shirts.

BOTTOMS FOR ALL COURSES

- **ALL SKIRTS AND DRESSES MUST BE NO SHORTER THAN 3 INCHES ABOVE THE KNEE.**
- **LEGGINGS - Leggings are NOT pants.** If leggings are worn, shirts **MUST** reach fingertips with arms by your side at all times. Do NOT wear leggings with a basic t-shirt.
- **JEGGINGS** - must be of thick material and have pockets and/or zippers or your shirt **MUST** reach your fingertips.
- **NO blue jeans/denim**
- **NO Sweatpants**
- **NO SHORTS**

SHOES FOR ALL COURSES

- **Shoes must be black OR black and white.**
- Shoes must be clean and in good condition (no holes, tears, or scuffing).
- **NO OPEN TOED SHOES**, NO casual crocs, NO running shoes.
- **NO running/basketball shoes.**
- **Fashion/Lifestyle tennis shoes are acceptable.**
- Students are encouraged to get inserts for their shoes for comfort.

MAKE - UP (all courses):

- You must look polished and professional. **EVEN MINIMAL MAKE UP IS A MUST! EVEN ON CLASS DAYS!!!**
- Make-up should be appropriate for daytime for women (including eyecolor/mascara/lashes, cheek color visible to the naked eye, lipstick or gloss). If an educator cannot see that you have on enough make up to be seen with the naked eye, they will ask you to put on more.
- Carmex or the like is not appropriate lip color.
- Visible hickies are also NOT professional and therefore NOT permitted. If you cannot cover them with make-up, you will be sent home.

NAILS (all courses):

- Nails must be clean and filed. If wearing Polish, it must be neat and not chipped. Artificial nails should be in good condition.

HAIR (all courses):

- Clean, dry (even if curly), finished style combed into place. Hair accessories are ok (examples: styled hairpieces, decorations, and extensions). Extensions must be in good condition.
- **You CANNOT have any head covering that covers half of the head or more.**
- Sunglasses are not to be worn as a headband.
- **NO** bandanas or headbands that have a "bandana" pattern.
- **NO** hats or baseball caps.
- **NO** ear warmer type headbands (crocheted or fleece headbands)
- **NO** headdresses unless approved during admissions prior to enrollment.

SPECIAL OCCASIONS :

- You may dress professionally on your birthday. Be prepared to show your license ☺.
NO BLUE JEANS/DENIM!!!
- Level 3 estheticians and Level 4 cosmetology students may wear black, white, and gray!
- You may dress professionally on your Graduation day (the day you finish your hours)
NO BLUE JEANS/DENIM!!!
- Dress code for Graduation Ceremony is black, white, or gray. May wear cocktail attire in those colors (dresses should NOT be TOO SHORT or expose too much cleavage).

All basic apparel code rules apply to ALL professional dress days. Not too short, not too tight, not low cut, NO jeans, etc... Please ask an educator if you are ever in doubt about the apparel code.

YOU ARE NOW STARTING A CAREER IN THE BEAUTY INDUSTRY

Guests look to you for the latest fashion trends as well. A polished professional appearance is a key component to success in this industry!

Phones, Cell Phones, Ear buds and Tablets

Students will not use The Academy phones for personal calls unless approved by an educator. Family members may call the Academy to get in touch with any student in an Emergency situation. Cell phone call and text use is restricted to break time or lunch time in the student lounge, classrooms or outside never the salon area. Cell phones in the salon area should be on silent. Cell phones should not be left out. Students are NOT allowed to talk on the phone, text, or message while they are on the salon floor even on break or lunch. Cell phones are encouraged to use to take before and after photos. Posting of those photos must NOT be done on the salon floor. Looking at hair pictures during a consultation should be done on the guest's phone. Ear buds are NOT permitted in the classroom or on the salon floor for any reason!

Food and Beverages

Please keep all eating and drinking in the student lounge. Water bottle and other closed containers may be allowed in the classroom during class. Any other food or drink MUST

be approved by the educator in charge. No beverages or food are allowed in class during hands-on activities or lessons. Students are not allowed to eat or drink during energy. **Students CANNOT have beverages or food at the styling stations, SPA room, or practical classroom at any time. No Gum** in the Salon Area or SPA room. Mints are encouraged.

Loitering

Family, friends, boyfriends, girlfriends, husbands, wives, etc... are not allowed to “**hang out**” in the school. This includes breakroom and student patio. They must be receiving services not just visiting.

Parking Area

Do not park in front of the building, in the two rows, or right next to the Physical Therapy space. This leaves room for our guests to park close by and walk into The Academy. It also respects the guests of the other tenants in Woodland Town Center.

Care of Texts, Kits, and Equipment

Your texts and kits are provided. Have them in The Academy **EVERY DAY**. Borrowing is highly discouraged. If an item is lost or broken, replace it promptly. Lock up your professional tools. Keep your work area (classroom or salon area) clean and neat at all times. Clean up all work spaces after using them. You will be responsible for sanitation duties daily. These duties must be checked by an educator before leaving each day. The Academy equipment is not to leave The Academy at any time. A kit is provided to each student.

Lockers

Each student will use a locker to store personal items. Purses must be locked in your locker to protect your personal belongings. The Academy is not responsible for lost or stolen items. Students are provided with a combination to their locker. Keep your locker clean. No opened containers of food or drinks are permitted inside lockers. Do NOT put ANYTHING on top of the lockers including: kits, drinks, coats, etc... The top of the lockers should be clean at all times. Students are not allowed to store any personal items (purse, phone, iPod, etc..) under the stations or in the classroom. The Academy is not responsible for any lost or stolen items. Please keep track of your belongings. Do not give other students your locker combination.

Library

A library of video/books is provided for your use. You may use items during the day.

Hours/Time Clock Policy

The Academy hours are assigned by the program taken. Your schedule is part of your enrollment agreement and is subject to change. The biometric time clock keeps your hours record in minutes. The time clock is how the student receives and records hours. It's an electronic signature. Students may clock in up to 15 minutes before the scheduled starting time.

Even one minute late is a tardy! Hours are posted weekly for students to review in the student lounge. Each student is responsible for tracking and verifying their hours with the hours posted. There are no mistakes allowed regarding the time clock after foundations class. Mistakes include forgetting to clock in or out. The student could lose the whole day. Accurate records affect extra tuition charges. Accurate records affect the required 85% attendance in our Satisfactory Progress Policy. Students may come to the administrative offices with time clock questions. Students risk being dropped from The Academy for falsifying time clock records in any way.

Each student receives a student permit that allows the student to buy professional products at local distributor stores. Students buy at cost like salon professionals. Purchases made at the school are at retail prices. Shop at the distributor and save.

Early Testing

Arkansas Dept. of Health written & The Salon Professional Academy administered practical exam

Students who have excellent attendance and are scheduled to graduate on time will be approved to early test when they meet 1200 hours for cosmetology, 480 hours for esthetics, and 480 hours for instructor.

Rest

Sleeping in class or anywhere in the Academy is unacceptable behavior. A student found sleeping may be sent home incurring hourly fees for time missed or dismissed from the program.

Medications

Students are not allowed to share medication of any kind (over the counter or prescription). Staff is not allowed to provide students with medicines either. Any prescription medication should be in the original container with the student's name on it and kept secure while in school.

Smoking

If you are a smoker, please smoke outside away from the door. Smoker's sanitations will be required. No guests (including friends and family) are permitted in the student smoking area, and students are not permitted to invite their guests to smoke with them. Electronic cigarettes are allowed outside only. Guests are not allowed to leave the building to smoke with chemicals on their hair or a cape on. Do not share any type of cigarette/smoking device.

Learning

Subjects being taught are reviewed and built upon constantly. If you don't understand a subject, seek help from an educator. We will build and change the curriculum as needed when subjects evolve.

Grades

All training must be completed with an 85% average. Any student who does not earn this average will be assigned remedial work. Students must abide by the academic honor code.

Incompletes/Inadequate Grades

Incompletes are given only at the discretion of the educators and when the student is making every attempt to learn a skill or subject but requires additional time to complete the work successfully. Educator discretion will be used in determining how long the student will have to complete the work and the student will be given notice of the deadline and work that must be completed when the incomplete is given. Students that require additional time to take a test may have extra time on break or lunch as approved by the educator. Time restrictions on tests at the beginning of class may be implemented to ensure the class moves on as scheduled per curriculum.

Interruptions

When a class is being held in any room of The Academy, it is important that class not be interrupted. Please stay in the classroom or salon area where you are assigned for the day. Do not roam about interrupting other students in training.

Educator in Charge

When you are working on practical skills either in the classroom or salon area please work with the educator who has responsibility for that area.

Salon Area

Students will NOT work on wigs at the Academy unless given permission for each and every occurrence. Students may not bring in outside product to use on mannequins or guests.

Personal Services

Any personal services that are done during the student's hours will be full price. Personal Services MUST be approved by the educator in charge of the Salon Area. Students are not allowed to do their own hair or make-up in the salon area at any time. Students observed doing their own hair and make-up will be clocked out. Students may also be sent home or written up. Students should not receive personal services while working on a guest.

PERSONAL SERVICE PROCEDURES

Personal services are available for those students who:

1. Maintain 85% grades and attendance
2. Achieve 300, 500, 700, or 1000 Beauty Club

Students perform all services on each other. Students may only perform services they have been trained to do. The services must be approved by a salon area educator.

SERVICES ON THE CLOCK

Any services approved to be done on the clock will be at full price with or without a beauty club. Any students receiving services on the clock must have 85% grades and 85% attendance.

Personal services may not be scheduled on Saturday or during lunch!

The service provider will need to fill out a service ticket and have it signed and services checked by an educator. The student is the guest while receiving the services. The students must block out their time in the appointment book to avoid any conflict with other guest's appointments. If a student is on the clock receiving services the CANNOT have their phone, drinks, or food on the salon floor.

SERVICES WITH BEAUTY CLUB CARD

The students will be entered into the retail beauty clubs 300, 500, 700, or 1,000. They will receive a card that is good for 3, 5, 7, or 10 services.

The student may select any services. The student performing the service will be graded on the service and it must be done in the time allotted for these services.

If the student would like additional services, they may have them done at a time outside their scheduled school hours and will pay half price. Services are not transferable to another student, or any other person. The services are void if you drop out. Services on Beauty Club cards must be used within 90 days after the student's graduation date, or they will be void.

SERVICES OFF THE CLOCK

If the students would like to have services done outside of their scheduled hours, they will pay half price.

RETAIL

Students may purchase product at local distributors. Students buy at cost like salon professionals using their student permit. Clinical Care purchases at the school are 20% off and Your Name Professional Cosmetics are 15% off for students. All other purchases made at the school are at retail prices. Shop at the distributor and save.

Guest Handling

Hands on learning is essential for skill development and meeting the requirements to gain a cosmetology or esthetics license, therefore, refusing guest services is unacceptable.

- If a student refuses a guest they will receive an automatic zero or can be sent home. Refusing a guest includes: Voicing that you do not know how to do the service or that you do not have the tools to perform the service. If a student does not know how to do the service, this is the exact opportunity to learn. If the student does not have the proper tools at school to perform the service then the student could be sent home for not bringing their kit each day.
If a student tells an educator that they are leaving early (without prior permission or a request off) so that they won't have time to complete the service, that is also refusal of a guest. Simply not wanting to do the service. It is also refusing a guest if a student receives a service ticket and tells the educator or the front desk that they want to give it to another student to help them reach their goals etc...
- If a student cannot be found in a reasonable amount of time the guest will be moved to another student and the first student may be written up for refusal of the guest. Students should check their appointment books on a regular basis.
- If a student has a poor attitude / being resistant when receiving the service ticket, that is **also** refusing a guest. (We want our guests to have a positive experience at our school and if a student has an attitude that will create a negative experience they will be sent home and receive a zero).
- The student is responsible for their guest while they are in the salon area. The salon area must have consistent rules enforced by the instructors and staff to maintain a safe environment. Hot tools, shears, razors, chemicals, and other equipment can be harmful to our guests. All aspects of the salon area cannot be watched at ALL times so...**Guests receiving services may NOT have small children in the salon area, nail area or spa room, NOT even in a baby carrier or stroller! We DO NOT want a child to be injured in any way. Students/staff should not "babysit" or hold a child while a guest receives services. Guest also CANNOT have their friends, family etc... "hang out" in the salon area while they are receiving services.** Children 10 years old or older can sit in the waiting area while their parent/guardian receives services. Children under the age of 10 that are receiving services at the same time as the adult that brought them will have to receive a service that takes a similar amount of time. (For example...the adult cannot receive a full high light and the child get a polish change).
- When doing services on children you should confirm with the parent or guardian what will happen prior to performing the service. Children under 10 should not be just left at TSPA without an adult.
- Any challenges with children or adults regarding this policy should be expressed to your educator immediately. (For example when dealing with adults and children with special needs. The person that brought them may require permission to accompany them throughout the entire service).

Attendance Policies

Be punctual! If you are tardy, report to an educator before entering class or the salon/spa area. Absences must be reported prior to your schedule Monday – Saturday. You must call (501)753-2400 ext. 1 and speak to a staff member to report an absence. Students should not plan to leave The Academy except for meal breaks. Anytime you leave the Academy you must clock out (even if you are running to your car). Special and emergency time off can be granted by an educator. If absent the day of an exam, the student will take the missed exam upon returning to school. Exams can be taken in advance for a planned and excused absence.

Call In Policy ABSENT : “NO CALL – NO SHOW ABSENT” –

The following call in policy applies to all students:

Students MUST call in if they will be absent.

When a student fails to call in prior to their schedule concerning an absence:

1st time: an educator will talk to the student about commitment to the program and documentation of the verbal discussion will be placed in the student's file.

2nd time: the student will be formally written up with documentation placed in the student's file.

3rd time: A student will be formally written up and notified that further issues may result in suspension or dismissal with documentation placed in the student's file (per hour fees for suspension is determined by the student's enrollment agreement).

Any further call in issues: the student may incur fees for one day or may be dismissed from the program.

Call In Policy TARDY : “NO CALL – NO SHOW TARDY” - The following call in policy applies to all students: Students MUST call in if they will be TARDY.

When a student fails to call in prior to their schedule start time concerning a tardy:

1st time: an educator will talk to the student about commitment to the program and documentation of the verbal discussion will be placed in the student's file.

2nd time: the student will be formally written up with documentation placed in the student's file.

3rd time: A student will be formally written up and notified that further issues may result in suspension or dismissal with documentation placed in the student's file (per hour fees for suspension is determined by the student's enrollment agreement).

Any further call in issues: the student may incur fees for one day or may be dismissed from the program.

If a student is even one minute late, the student's guest may get moved to another available student depending on how long the guest has waited.

Attendance Policy - The following attendance policy applies to all students:

It is a graduation requirement for all students to have 85% attendance. This is a minimum standard to graduate and the student will incur fees if their attendance is below 100% upon their contract graduation date. 100% attendance is on track, and will result in the student graduating on time with no additional fees.

- **Attendance 90% and below** - An educator will talk to the student and clarify the policy, making sure the student understands the consequences of attendance dropping. Documentation of the verbal conversation will be placed in the student's file. The student will have one month to increase the attendance percentage above 90% or they will be written up the next time it falls below 90%.
- **Attendance 87% and below**- An educator will talk to the student about the consequences of attendance dropping and will discuss their commitment to the

program. Formal write up documentation will be placed in the student's file. The student will have one month to increase the attendance percentage above 87% or they will be written up the next month.

- **Attendance 85% and below** - An educator will talk to the student about the consequences of attendance dropping and they will discuss commitment to the program. Students with attendance below 85% risk losing financial aid or being dismissed from the program. Documentation will be placed in the student's file.
- **Attendance 80% and below** - Student will have 30 days to increase their attendance or they may be dismissed.

Requests off may be approved when requested at least seven days in advance, and the student has an 85% grade average, 85% attendance. (See absence request form...forms are located in the student lounge). **Please remember that taking time off may put you over your contracted graduation date and result in additional charges and may hurt your chances of receiving financial assistance if you are not making SAP.**

Students may NOT leave the Academy early without permission. Any request to leave early must be approved, and you must provide adequate notice. In an emergency situation, the student must notify an educator.

- Theory classwork must be complete for all students. Students that miss these days should have an approved absence request form, or a doctor's note. Disciplinary action for attendance issues may range from hourly fees for all or part of a day to dismissal from the program.
- Foundation classes are a vital period in our curriculum and the overall success of our students. Because of this the school has a more stringent attendance requirement during the foundation training period. The requirements are: Cosmetology students can miss no more than 4 days or 28 hours of their 272 hour Foundations training. Esthetics students may miss no more than 16 hours of their scheduled foundation classes.
Any student that exceeds this attendance requirement will be subject to repetition of foundation classes or termination/withdrawal from school. Approval for flexibility with this policy may be provided to a student with extenuating circumstances. Request for flexibility must be submitted to the owner within 7 of the student failing to comply with policy.

Attendance is essential for success at the Academy!

Break and Lunch –

Students should **NOT** leave campus on any of their 15 minute breaks. The campus is considered Woodland Town Center and the businesses within it. Students are however allowed to leave campus for their meal breaks. Students are required to clock out for breaks and meal breaks.

Inclement Weather Policy – In the instance where snow and ice are expected...A good rule of thumb for closing The Salon Professional Academy will be if Sylvan Hills High School is closed, we will most likely close as well. Announcements of closure will be posted on the Student Facebook page as well as The Salon Professional Academy page. For students that drive a good distance and have inclement weather and school closings in their area, they should make a safe decision about attending school if The Salon Professional Academy is open. In that case, follow the attendance policy on calling in.

Safety Procedures

First Aid

A first aid kit is located in the dispensary and the educators' office.

Cut finger: Educator should immediately check the wound to see how deep the cut is. Small cuts should be washed, dried, and then covered with a bandage. Bandages and first aid kits are kept in the dispensary and educators' office.

Cut requiring stitches: If possible, a staff member should take the student to the doctor.

Fainting: Do not move the person; call 911. Give facts as much as possible. Keep calm and notify other staff members for help, if necessary. Make the person comfortable.

Fire Exit Procedure

If you smell smoke or see fire, report it immediately to an educator. Warning will then be given by the educators/staff. DO NOT PANIC!!!

Proceed as follows:

1. Students in salon area exit single file out the front doors. If you have a guest at the time, the guest is your responsibility. After exiting The Academy, proceed to safety away from building.
2. Support staff at the front desk will help guests in reception area out the front doors. Proceed into the parking lot.
3. Students in the classrooms, student lounge, conference room and spa area should exit through the nearest door single file. Locate and join the students and guests from the salon area.

Tornado Warning Procedure

All students, staff and guests will walk to the areas without windows areas are designated on the evacuation plan.

Remain there until instructed to return to your previous activity.

Maintaining The Salon Professional Academy Brand

Students may NOT hand out personal business cards to guests unless approved by the owner (i.e. real estate, massage therapist, Pamper Chef, Avon, etc.). Students shall NOT re-create any logo wear or print material without the approval of the owner.

Business, Sales and Professional Conduct

Making and selling wigs, hair pieces, extensions, or ANY other products is prohibited. Students are not allowed to sell each other or staff goods/products including but not limited to: wigs, clothes, make up, cookies, or nutrition supplements. Student permits are issued by The Arkansas Department of Health, Cosmetology Section and students are working under the supervision of The Salon Professional Academy so Students may NOT perform services and charge for them at home.

Consequences for not following policy

A student may be sent home for all or part of a day for not following these policies. Students may be sent home for poor performance, absences, tardiness, attitude, unprofessional behavior, disrespect, or violation of any of the policies. Suspension or dismissal is at the discretion of the Academy, and is a possible remedy for any behavior depending on the nature and severity of the conduct in question. If a student is sent home, the student will be advised about what the student must do to correct the problem. The student may be charged a per hour fee for every hour that they missed because they are sent home.

It is the intent of The Academy to prepare professional people for a career.

Employers ask about attitude, attendance and levels.

SOCIAL MEDIA POLICY:

Social Media

Students should use social media in a positive, professional manner concerning The Salon Professional Academy. Any conduct that is not consistent with this policy may result in disciplinary action.

Contributing to online communities by blogging, wiki posting, participating in forums, etc., is a good way to extend our online presence and teach our students to do the same. We believe participation online through the social web can empower us as global professionals, innovators and citizens.

These are the official guidelines for social computing at The Salon Professional Academy for all staff and students creating or contributing to blogs, wikis, social networks, virtual worlds, or any other kind of social media. We require all who participate in social media on behalf of the Academy to understand and to follow these guidelines. Failure to do so could put your education and/or employment at risk. The Salon Professional Academy has an open participation policy for all staff/students. The choice to participate in social media is yours. If you decide to participate, you are making a commitment to following these guidelines.

Rules for Engagement

Emerging platforms for online collaboration are fundamentally changing the way we work, offering new ways to engage with customers, colleagues, and the world at large. This model of interaction and social computing can help you to build stronger, more successful business relationships. It's a way for you to take part in global conversations related to the work we are doing at The Salon Professional Academy and the things we care about.

The Academy fully respects the legal rights of our staff/students. In general, what you do on your own time is your affair. However, activities in or outside of work that affect your job performance, the performance of others, or the Academy's business interests are a proper focus for company policy. As an employer/school we reserve the right to monitor staff/student use of social media regardless of location (i.e. at work on a company computer or on personal time with a home computer). If you participate in social media, please follow these guiding principles:

- Stick to your area of expertise and provide unique, individual perspectives on what's going on at The Salon Professional Academy and in the world.
- Post meaningful, respectful comments—in other words, no SPAM and no remarks that are off-topic or offensive. Keep language and content professional.
- Always pause and think before posting. That said, reply to comments in a timely manner, when a response is appropriate.
- Respect proprietary information, content, and confidentiality.
- When disagreeing with others' opinions, keep it appropriate, mature, respectful and polite.

Your Responsibility

What you write is ultimately **your** responsibility and requires judgment. Participation in the social web on behalf of The Salon Professional Academy is not a right but an opportunity, so please treat it seriously and with respect. Anything you post is accessible to anyone with a web browser. It's OK to talk about your work and have a dialog with the community, but it's NOT ok to publish confidential or proprietary information.

The Salon Professional Academy (TSPA) has established accounts on several social websites. These sites include, but are not limited to, YouTube, LinkedIn, Twitter, Instagram, Snap Chat and Facebook. The management of these accounts, and the creation of

new corporate accounts across the social web, is the responsibility of The Salon Professional Academy. While you are encouraged to create your own individual accounts, you may NOT create The Salon Professional Academy (TSPA) branded accounts which could be interpreted as representing the company. Failure to abide by these guidelines could put your participation and employment at the Academy at risk. If you want to participate on behalf of The Salon Professional Academy, contact the owner, for more information and to learn about opportunities.

Be Transparent

Be aware that company policies on anti-harassment, ethics and company loyalty extend to all forms of communication (including social media) both inside and outside the workplace. Staff/students need to remember that bashing your organization / school / peers / instructors / guests / workers online can lead to consequences at work/school. All statements must be true and not misleading, and all claims must be substantiated and approved.

Also be smart about protecting yourself, your privacy. What you publish is widely accessible and will be around for a long time, so consider the content carefully. Future employers search individual's social media platforms prior to hiring. Content could keep you from obtaining employment!

Protect The Salon Professional Academy's Clients, Business Partners & Suppliers

Externally, never identify a guest, peer, or staff member by name without permission and never discuss confidential details of a client engagement.

Respect Your Audience & Your Coworkers

Remember that The Salon Professional Academy is a large organization whose employees/students and clients reflect a diverse set of customs, values and points of view. Don't be afraid to be yourself, but do so respectfully. This includes not only the obvious (no ethnic slurs, racial slurs, personal insults, obscenity, etc.) but also proper consideration of privacy and of topics that may be considered objectionable or inflammatory—such as politics. If your blog is self-hosted, use your best judgment and be sure to make it clear that the views and opinions expressed are yours alone and do not represent the official views of The Salon Professional Academy (TSPA). Further, blogs, wikis, virtual worlds, social networks, or other tools hosted outside of TSPA's protected Intranet environment should not be used for internal communications among fellow staff/students. It is fine for TSPA staff/students to disagree, but please don't use your external blog or other online social media to air your differences.

Write What You Know

Write in the first person and make sure you write and post about your areas of expertise, especially as related to The Salon Professional Academy. Please respect brand, trademark, copyright, fair use, trade secrets (including our processes and methodologies), confidentiality, and financial disclosure laws.

Be Interesting, & Be Honest

Expose your personality; almost all of the successful online voices write about themselves, about families or movies or books or games; or they post pictures. People like to know what kind of a person is writing what they're reading. Once again, balance is called for; a social media site is a public place and you should avoid embarrassing the company and community members.

The lines between public and private, personal and professional are blurred in online social networks. By virtue of identifying yourself as a TSPA staff/student within a social network, you are now connected to all The Salon Professional Academy connections. You should ensure that content associated with you is consistent with your work at The Salon Professional Academy.

Are You Adding Value?

There are millions of words out there. The best way to get yours read is to write things that people will value. Social communication from The Salon Professional Academy should help our guests, peers, etc. It should be thought-provoking and build a sense of community. If it helps people improve knowledge or skills, build their businesses, do their jobs, solve problems, or understand The Salon Professional Academy better—then it's adding value.

Be a Leader

There can be a fine line between healthy debate and unnecessary argument. You DO NOT need to respond to every criticism or barb. Try to frame what you write to invite differing points of view without inflaming others. Some topics—like politics or religion—slide more easily into sensitive territory. So be careful and considerate. Once the words are out there, you can't really get them back. And once an inflammatory discussion gets going, it's hard to stop. If you make a mistake, admit it. Be upfront and be quick with your correction. If you're posting to a blog, you may choose to modify an earlier post—just make it clear that you have done so.

Use Your Best Judgment

Remember that there are ALWAYS consequences to what you publish. If you're about to publish something that makes you even the slightest bit uncomfortable, review the suggestions above and think about why that is. If you're still unsure, and it is related to The Salon Professional Academy business, feel free to discuss it with your instructor/owner. Ultimately, however, you have sole responsibility for what you post to your blog, pages, or publish in any form of online social media.

Don't Forget Your Day Job

You should make sure that your online activities do not interfere with your school/work commitments.

THE SALON PROFESSIONAL ACADEMY

SATISFACTORY ACADEMIC PROGRESS POLICY (SAP Policy)

The satisfactory progress policies apply to all students whether receiving Federal Title IV funds, partial funding assistance, or self-pay. Students are given the SAP policy prior to enrollment. The policy complies with the guidelines set by our accreditor and the federal regulations established by the United States Department of Education.

Satisfactory Progress in attendance and academic work is a requirement. Students must maintain Satisfactory Progress to continue eligibility for funding. To determine Satisfactory Progress, all students are evaluated in academics and attendance at the end of each payment period. This policy is applied consistently to all students enrolled in a specific program and scheduled for a certain category of attendance. Students are advised of their academic and attendance status via a progress report. Students may also request a copy of their progress report from the Financial Aid office.

ATTENDANCE PROGRESS

Students are expected to attend classes as per their enrollment agreement. This is the quantitative element that students are evaluated on. Students are responsible to clock in and out appropriately to document their hours; the only documentation accepted for student hours is the time clock system. All absences are recorded and made a part of the school permanent record. The student is responsible for class material and/or tests missed while absent. Students who miss 14 calendar days without communicating with the School may be terminated on the 15th calendar day. Students who persist in repeating patterns of absenteeism will be advised and will be subject to appropriate disciplinary action.

Students who have excessive absences and or tardiness may be terminated; re-enrollment is at the discretion of the school.

Students must attend a minimum of **85%** of the cumulative scheduled hours to maintain Satisfactory Progress and complete the course within the maximum allowed time frame. The maximum time frame is equal to **118%** of the contract hours of the course. Students who exceed the maximum time frame will not graduate and receive a diploma from the Academy. Exceeding the maximum timeframe indicates that the student's attendance also did not meet the Academy standards for graduation or to remain enrolled. The maximum time frame in which students have to complete the program is not more than 1765 scheduled hours and 9 weeks for the cosmetology program beyond the contract end date. The maximum time frame an Esthetics student and a Nail Technology student can complete the program is no more than 706 scheduled hours and 8 weeks beyond the contract end date. The maximum time frame an Instructor student can complete the program is no more than 706 scheduled hours and 4 weeks beyond the contract end date. However, any student who attends beyond the contract end date will pay additional fees as stated in the enrollment agreement. Authorized leaves of absences will not be considered in the maximum time frame evaluation; LOAs will extend the student's contract period and max time frame by the same number of days taken in the LOA.

ACADEMIC PROGRESS

The qualitative element that the Academy utilizes is a 100-point grading scale of which 100-95% is equivalent to an "A", 94-90% is equivalent to a "B", 89-85% is equivalent to a "C", and 84-0% is not passing. Grades are given for classroom theory and practical work, projects, and salon area performance. The grading criteria utilized is a reasonable system used to evaluate students against a norm. A student must be at an 85% or higher GPA to be considering Satisfactory Academic Progress and to graduate.

The Salon Area Grading is based on a service rubric grade sheet per service. Each criteria of the service is evaluated by the educator on a yes, no, or n/a. Salon area grade sheets are calculated and entered weekly. The Salon Area Weekly Grade Sheet is based on a 10 point criteria with a total of 130 points per day. Each criteria is evaluated by the educator as being complete or incomplete. Salon Area Weekly Grade Sheets are calculated and entered weekly. Course incompletes, repetitions, and non-credit remedial courses have no affect on The Academy's Satisfactory Progress Policy. Inadequate grades may indicate a lack of student ability or motivation. When a student is struggling in one or more areas of study or skill level, the educator will advise the student on how the deficiency can be successfully completed and determine a deadline for the work to be completed satisfactorily. The student will be notified immediately after a grading period of how the deficiency can be successfully completed. Students may receive an incomplete from an educator when the student is attempting to learn a skill or subject but needs additional time to complete the work successfully. Students will be given timelines to complete the work and a description of the work yet to be completed.

DETERMINATION OF PROGRESS

Students meeting the requirements at the end of each payment period will be considered making Satisfactory Progress. In order for a student to be considered making Satisfactory Progress, the student must meet both 85% attendance and 85% academic minimum requirements. Students who meet the minimum requirements for attendance and academic performance are considered to be making satisfactory academic progress until the next scheduled evaluation. Students who do not achieve the minimum standards are no longer eligible for Title IV, HEA program funds, if applicable, unless the student is on warning or has prevailed upon appeal of the determination that has resulted in status of probation. Evaluations are based on actual hours. Students will be evaluated at the

following checkpoints as well as graduation. Evaluations/progress reports are printed within 10 hours of the student hitting the checkpoint. This allows for the student's hours to be validated and SAP to be checked the day following the checkpoint. All evaluations are completed within 7 school business days. The results are discussed with the student if any evaluation impacts the students eligibility for financial aid. Students have access to SAP evaluations through the financial aid office.

Course/ Program	Actual Hours 1st Academic Year	Actual Hours 2nd Academic Year	Graduation
Cosmetology	450 hours (13 weeks), 900 hours (26 weeks)	1200 hours (35.5 weeks)	1500 hours (45 weeks)
Esthetics	300 hours (11 weeks)		600 hours (23 weeks)
Instructor	300 hours (11 weeks)		600 hours (23 weeks)

WARNING

Students failing to meet requirements for attendance or academic progress at a checkpoint will be placed on Warning Status with documentation placed in the student's file. Students on Warning Status may continue to receive Title IV funding for one payment period. Students are advised on the actions required to attain satisfactory academic progress by the next checkpoint to continue to receive Title IV funding following the warning period. If at the end of the warning period, the student has still not met both the attendance and academic requirements, he/she may be placed on probation and, if applicable, the student may be deemed ineligible to receive Title IV funds. Students are not required to appeal a Warning Status. The institution may elect to place the student on satisfactory academic progress probation without first placing the student on warning.

APPEAL PROCEDURE

If a student is determined as NOT making Satisfactory Progress after a Warning Status, the student may appeal the negative determination. Students may appeal for reasons such as death of a relative, injury/illness of the student, or other extenuating circumstances. The student must submit a written appeal on the school's form to the school administration within 5 days of the determination, with supporting documentation regarding why the student failed to make SAP and what has changed in the student's situation that will allow the achievement of SAP at the next evaluation. An appeal hearing will take place within five (5) business days of receipt of this written appeal. This hearing will be attended by the student, parent/guardian if applicable, and appropriate school staff. A decision on the appeal will be made within three (3) business days after this hearing, and will be communicated in writing. This decision will be final and documentation will be placed in the student's file. Students who prevail upon appeal will have eligibility for Title IV funds reinstated and be placed on a Probation Status.

PROBATION

If a student prevails upon appeal, resulting in the status of probation, the student is eligible for Title IV funding with documentation placed in the student's file. The student and/or parent (if applicable) must pay privately for that payment period's tuition until probation is approved. If the student does not appeal or whose appeal gets denied the student will lose Title IV funding for that payment period. The school may allow for the status of probation for students who are not considered meeting the minimum standards for satisfactory progress if: The Academy evaluates the student's progress and determines that the student did not make satisfactory academic progress during the warning or previous evaluation period and the student prevails upon appeal of a negative progress determination. The school will also determine if satisfactory academic progress standards can be met by the end of the subsequent evaluation period, and will develop an academic plan for the

student that, if followed, will ensure that the student is able to meet the SAP requirements by a specific point within the timeframe established for the individual student. If the school grants the student's appeal, the student will be placed on Probation Status until the next checkpoint and the student's eligibility for Title IV funding will be reinstated. A student may be placed on Probation Status for one payment period.

UNSATISFACTORY

Students on Warning Status who do not meet requirements at the next checkpoint and whose appeal gets denied for probation will be placed on Unsatisfactory Status. Students will lose eligibility for Title IV funding with documentation placed in the student's file. The student and/or parent (if applicable) must pay privately for that payment period's tuition. The student must become SAP before the next payment period to get reinstated for Title IV funding.

REESTABLISHMENT OF STATUS

A student determined NOT to be making Satisfactory Progress may reestablish Satisfactory Progress and/or financial aid eligibility by: 1) Making up missed tests and assignments and increasing grade average to **85%** or better, and/or 2) Increasing cumulative attendance to **85%**.

REINSTATEMENT OF FINANCIAL AID

Title IV aid will be reinstated to students who have prevailed upon appeal regarding the status of Satisfactory Progress or who have reestablished Satisfactory Progress. Students on suspension of funds will be monitored daily via an electronic Satisfactory Progress report to determine when they reestablish Satisfactory Progress.

COURSE INCOMPLETES, REPETITIONS AND NON-CREDIT REMEDIAL COURSES

Course incomplete, repetitions and non-credit remedial courses are not offered at The Salon Professional Academy, therefore they have no effect upon the school's SAP standards.

DETERMINATION DATE / WITHDRAWAL DATE (OFFICIAL / UNOFFICIAL WITHDRAWAL)

The actual last date of attendance would be the last day the student was physically in attendance. A withdrawal date on a student who had been previously attending could be up to, but not to exceed 14 calendar days from that student's actual last date of attendance. An active student officially withdraws when they notify the school's administrative office of their intention to withdraw from school. An active student is considered unofficially withdrawn when they have been absent for 14 calendar days from their last date of physical attendance without notifying the school's administrative office. This will be the determination date of withdrawal.

LEAVE OF ABSENCE (LOA)

A student who must take an approved Leave of Absence (LOA) or must withdraw from training for nonacademic reasons may return to the program with no loss of SAP if the student was making SAP when the student left. A student may be granted a LOA for any of the following reasons: 1) Financial Hardship 2) Medical Issues 3) Personal or Family Related Issues 4) Recommendation of Staff 5) Military Deployment. The day the student returns from a LOA the student is required to inform the financial aid /education office of their return. The student's contract will be extended for the same number of days the student was on LOA without any penalty to the student.

The LOA must be requested and approved in writing prior to LOA occurring. In addition the student is required to list the reason for the LOA. Emergency LOA, without prior written request, may be granted provided the student completes the LOA form and

returns it to The Salon Professional Academy via mail or in person within reasonable resolution of the emergency.

The maximum time frame for a LOA is 180 calendar days. The Salon Professional Academy permits more than one LOA provided the total number of days of all LOA does not exceed 180 calendar days in a 12 month period. If the student does not return from the LOA within the 180 calendar days, the student will be dropped from The Salon Professional Academy.

If the student is receiving federal funds, no federal aid payments will be disbursed during the LOA. If the student does not return from the LOA within the 180 days, the student will be dropped from The Salon Professional Academy and the student's loans will go into immediate repayment.

REENTRY STUDENTS/INTERRUPTIONS

Students who have been terminated or withdrew from school may re-enroll (if determined eligible) and will be responsible to pay any remaining balance from the previous enrollment that cannot be covered with reinstated federal funds, plus any increase in tuition rates if applicable. Students who have been terminated or withdrew from school and re-enroll (if determined eligible) will pay a \$100 re-registration fee and will be charged for contracted hours at the current tuition rate. All re-enrolling students will be provided the school's Re-enrollment Policy and will be evaluated by the school Director for placement in the curriculum and kit needs. Re-enrolling students may be required to purchase the current school kit. Students applying for re-entry or transfer-in from other schools may be required, as a condition of enrollment, to bring delinquent prior student loans to a current status.

A determination of Satisfactory Progress will be made and documented at the time of withdrawal or beginning of a Leave of Absence. That determination of status will apply to students at the time they return to school. The student may appeal a negative Satisfactory Progress determination according to the appeal policy. Students re-entering after exiting the school will not be evaluated as new students and consideration will be given to the student's progress status at the time of previous withdrawal. The Student will re-enter in the same progress as when they left. Re-enrollment is at the discretion of the school administration.

TRANSFER HOURS

Transfer hours from another institution that are accepted toward the student's educational program are counted as both attempted and completed hours for the purpose of determining when the allowable maximum time-frame has been exhausted. SAP evaluation periods will be based on the actual contracted hours at The Salon Professional Academy.

Complaint Procedure

If the student has a complaint that needs to be addressed, the student needs to pursue the following procedure: Discuss the situation or concern with an educator. If further action is desired, the student should submit a signed complaint in writing to the educator outlining the allegation or nature of the complaint. Upon receipt of the complaint, the educator will review the complaint and will notify the student within 10 days of receipt of the written complaint of how the issue can be resolved. The Academy will document the meeting between the educator and student in writing and the student will be provided a copy of this written record at the time of the meeting.

If the problem cannot be resolved through discussion, the student will be referred to The Academy's complaint committee consisting of the owner(s), an educator, and an administrative office staff member. The complaint committee will meet within 21 calendar days of the receipt of the complaint and review the allegations. If more information from the student is needed, a letter will be written outlining the additional information. If no further information is needed, the committee will send a letter to the

student within 15 calendar days stating the steps taken to correct the problem, or information to show that the allegations were not warranted or based on fact. If the student has tried to resolve the issues through the Academy's complaint process and is unsuccessful, the student may contact the Arkansas State Board at 4815 W Markham Street Slot 8, Little Rock, AR 72205. Phone: 501-682-2168

The student is required to try to resolve the problem through The Academy's complaint procedure, prior to filing a complaint with The Academy's accrediting agency . To download a Complaint Form from the Academy's accreditation website go to: www.naccas.org under "Member Resources", "Applications and Forms", and select "Complaint Form" or contact NACCAS at 3015 Colvin Street, Alexandria, VA 22314. Phone number: 703-600-7600.

If an educator or employee has a complaint that needs to be addressed, the complainant should address the complaint using the same procedure, with the exception of the educator or employee will go directly to the complaint committee with the issue.

The Academy will retain written records of all complaints filed through two complete accreditation cycles.

PROGRAMS OF STUDY

COSMETOLOGY

Registration fee	\$100
Textbooks and Kit	See catalog insert #
Tuition	See catalog insert #2
Day program 45 weeks	

We accept cash, check or credit card for any payment. Payment plans will be set up during the admissions process. Financial assistance is available to those who qualify. The Salon Professional Academy begins cosmetology classes: January, April, June, July, August, September and November.

COSMETOLOGY COURSE OUTLINE

Description: Cosmetology training at The Salon Professional Academy includes theory and practical instruction that prepares the student to perform hair, skin and nail services on the public. The Academy offers a 1500 hour training program in cosmetology that meets Arkansas state standards.

Goals: The Academy provides education in all phases of the cosmetology profession. The graduate will be a knowledgeable, skilled professional cosmetologist. The graduate will have the background and skills to pass the state board exams, and to work as a cosmetologist.

Program Content

Hygiene and sanitation	80 hours
Related science	120 hours
Hairdressing	1000 hours
Manicuring	100 hours
Aesthetics	100 hours
Salesmanship and salon management	50 hours
Professional courtesy, appearance and attitude	49 hours
Domestic Violence and Sexual Assault	<u>1 hour</u>
Total	1500 hours

Methods: Instruction in cosmetology at The Academy uses a combination of teaching styles and techniques to present the information for maximum student learning. Lecture, discussion, tests, quizzes, written assignments, practical skills, observation, and instructional games are some of the teaching techniques used. Audio-visual aids include whiteboards, overhead projectors, videotapes, audiotapes, videodiscs and more. Every effort is made to stimulate growth in knowledge and skills for the individual.

Grading: Students are evaluated regularly on daily assignments, quizzes, tests, salon/styling area work, and a variety of projects specific to different units of instruction.

Educators: Licensed cosmetologists/licensed educators teach this course. Guest educators with expertise in a specific area may be involved in this program.

Texts & Kits: (subject to change)

Textbooks and kits are handed out as the student is trained to use them.

References: A comprehensive library is provided in The Academy. Students have regular access and may check out materials for daytime or overnight use.

Levels of Achievement: An 85% grade average in written and practical work is required for graduation. The student must achieve career building system goals to develop salon readiness skills in client development, client retention, chemical sales performance, add on services and retail performance.

ESTHETICS

Registration fee	\$100
Textbooks and Kit	See catalog insert #
Tuition	See catalog insert #2
Full time program 26 weeks	

We accept cash, check or credit card for any payment. Payment plans will be set up during the admissions process. Financial assistance is available to those who qualify.

The Salon Professional Academy starts 3 esthetics classes per year.

ESTHETICS COURSE OUTLINE

Description: Esthetics training at The Academy includes theory and practical instruction that prepares the student to perform esthetic (skin care and makeup) services on the public. The school offers a 600 hour training program in esthetics that meets Arkansas state standards.

Goals: The Academy provides education in all phases of the esthetics profession. The graduate will be a knowledgeable, skilled professional esthetician. The graduate will have the background and skills to pass the state board exams, and to work as an esthetician.

Program Content:

Chemistry	40 hours
Physiology	35 hours
Bacteriology and sanitation	35 hours
Introduction to skin care	45 hours
Skin care	150 hours

Makeup and corrective makeup	50 hours
Eyebrow and lashes	40 hours
Hair removal	40 hours
Safety precautions	20 hours
Professional and personality development	20 hours
Management	20 hours
Salesmanship	15 hours
State laws and rules and regulations	10 hours
Testing evaluation	15 hours
Instructor's discretion	64 hours
Domestic Violence and Sexual Assault	<u>1 hour</u>
Total	600 hours

Methods: Instruction in esthetics at The Academy uses a combination of teaching styles and techniques to present the information for maximum student learning. Lecture, discussion, tests, quizzes, written assignments, practical skills, observation, and instructional games are some of the teaching techniques used. Audio-visual aids include whiteboards, overhead projectors, DVDs, online videos and more. Every effort is made to stimulate growth in knowledge and skills for the individual.

Grading: Students are evaluated regularly in daily assignments, quizzes, tests, final exams (written and practical), styling area experiences, and a variety of projects specific to different units of instruction.

Educators: Licensed cosmetologist/estheticians/instructors teach this course. Guest instructors with expertise in a specific area may be involved in this program.

Texts & Kits: (subject to change)

Textbooks and kits are handed out as the student is trained to use them. Salon Fundamentals for Esthetics textbook, workbook and state board review guide, Tote bag, Makeup brushes, extractor and Tweezers

References: A comprehensive library is provided in the school. Students have regular access and may check out materials for daytime or overnight use.

Levels of Achievement: An 85% grade average in written and practical work is required for graduation. The student must achieve career building system goals to develop salon readiness skills in client development, client retention, add on services and retail performance.

INSTRUCTOR

Registration fee	\$100
Textbooks and Kit	See catalog insert #
Tuition	See catalog insert #2
Day full time program	16 weeks

We accept cash, check or credit card for any payment. Payment plans will be set up during the admissions process. Federal financial assistance is currently not available for this program. For more information about our Instructor program call 501.753.2400 ext. 2 or email your resume to awilson@littlerockbeautyschool.com.

INSTRUCTOR COURSE OUTLINE

Description: Instructor training at The Salon Professional Academy includes theory and practical instruction that prepares the student to facilitate the cosmetology, esthetics and nail curriculum. The Academy offers a 600 hour training program in instructor that meets Arkansas state standards.

Goals: The Academy provides education in all phases of the instructor program. The graduate will be a knowledgeable, skilled professional instructor. The graduate will have the background and skills to pass the state board exams, and to work as an instructor.

Program Content:

Preparatory training	50 hours
Class attendance	100 hours
Conducting theory classes	50 hours
Conducting practical classes	300 hours
Methods of keeping student records	10 hours
Instructor discretion	89 hours
Domestic Violence and Sexual Assault	<u>1 hour</u>
Total	600 hours

Methods: Instruction in the instructor program at The Academy uses a combination of teaching styles and techniques to present the information for maximum student learning. Lecture, discussion, tests, quizzes, written assignments, practical skills, observation, and instructional games are some of the teaching techniques used. Audio-visual aids include whiteboards, overhead projectors, videotapes, audiotapes, videodiscs and more. Every effort is made to stimulate growth in knowledge and skills for the individual.

Grading: Students are evaluated regularly on daily assignments, quizzes, tests, salon area work/coaching, and a variety of projects specific to different units of instruction.

Educators: Licensed educators teach this course. Guest educators with expertise in a specific area may be involved in this program.

Texts & Kits: (subject to change)

Textbooks and kits are handed out as the student is trained to use them.

Miliady Master Educator Book and Study Guide
A Little More Off the Top
Jump Journal
The Academy tote bag

References: A comprehensive library is provided in The Academy. Students have regular access and may check out materials for daytime or overnight use.

Levels of Achievement: An 85% grade average in written and practical work is required for graduation.

Extra Instructional Charges/Over contract fees

Students in all programs that must attend past their contract graduation date will be incur over-contract fees for extra instruction. The per hour fee will be determined by the required hours and tuition of the program attended. This information is located on the student enrollment agreement. Charges per program are as follows: \$11 per hour for the Cosmetology program, \$14 per hour for the Esthetics program, \$13 per hour for the Instructor program, and \$13 per hour for the Nail Technology program will be charged until the required hours are completed. The amount charged for unit of instruction is calculated by dividing the total hours for the particular program into the tuition for that program. The amount per unit is rounded. (ex. Cosmetology tuition \$15,990/1500 hours for the cosmetology program = \$10.66 which rounds to \$11.00 per hour)

Financial Aid

Federal Assistance Programs

The school is approved as an eligible institution by the U. S. Department of Education to participate in Title IV grant and loan programs. The packaging of financial assistance is determined according to guidelines set by the US Department of Education. A variety of programs are available for students qualifying for assistance:

Federal Grants

Federal Pell Grant: Intended to be the basis of the financial aid package and may be combined with other aid to meet the full cost of attendance. The Federal Pell Grant is a need based aid program in which an eligible recipient does not have to repay the funds received.

Federal Direct Loan Program

These are low interest loans for undergraduate and graduate students that are made available through the Federal Government. This program includes the Federal Subsidized Stafford, Federal Unsubsidized Stafford and Federal Parent Plus loans. There are grade level progressions and loan limits used for the administration of these loans.

Federal Direct Subsidized Stafford Loan: This is a need-based-loan for which the Federal government subsidizes the interest until repayment begins and during any period of deferment. This is a loan and recipients must begin making payments at the end of their six-month grace period.

Federal Direct Unsubsidized Stafford Loan: This is a non-need-based loan for which the Federal Government does not pay the interest subsidy. Interest accrues after disbursement. The recipient has the option to pay the interest or to defer payment of the interest for the grace period. This is known as capitalization.

Federal Direct Parent Plus Loan: This loan is available to parents of dependent undergraduate students to help pay for the cost of the dependent's education. Borrowers of PLUS Loans are required to undergo a credit check by the lending institution. The definition of a "parent" for PLUS Loan eligibility is a student's biological or adoptive or step-parent in the event that person's income would have been taken into consideration when calculating the student's expected family contribution (EFC).

Veterans Benefits

The Salon Professional Academy will allow an individual to attend or participate in a program of education if the Chapter 31 or Chapter 33 Beneficiary provides the school with a "Certificate of Eligibility (COE)."

Scholarship and fee waivers

Institution Scholarships and Fee Waivers are not treated as a payment, it will be a discount of the tuition or fee in the student ledger, whichever applies. All institution scholarships or fee waivers are applied at the end of training. Contact the admissions office for more information.

See Insert #2 for Tuition information and Schedule a meeting with our Financial Aid Director for more information.

REGULATORY INFORMATION

Owners - The Salon Professional Academy, 13125 Hwy 107, Sherwood, Arkansas 72120, is owned by SPA Partners, LLC, a corporation in Arkansas owned by Andrea and Paul Wilson.

Licensure- The Academy is licensed by the Arkansas Department of Health, Cosmetology Section, 4815 West Markham, Slot 8 Little Rock, AR 72205. Phone: (501)682-2168; fax (501)682-5640.

Accrediting Agency-The Academy is accredited by National Accrediting Commission of Career Arts and Sciences (NACCAS) 3015 Colvin Street, Alexandria, VA 22314. NACCAS phone number : 703-600-7600.

Department of Education-The Academy is approved for Title IV Funding through the US Department of Education, 1201 Elm Street Suite 1000, Dallas, TX 75270-2102 Phone: (214)661-9484.

National and State Median Wage information

The US Department of Labor provides current (2017) job information at <http://www.careerinfonet.org>. This website includes information by job position to include state and national wages, occupation profiles/descriptions, state & national trends, knowledge, skills, and abilities needed for each position. As reported by the US Department of Labor, state & national median wages for cosmetology related positions are as follows:

Job Position / SOC Code	National Median Hourly/Yearly Wage	Arkansas Median Hourly/Yearly Wage
Cosmetologists / 39-5012	\$11.95 / \$24,850	\$9.84/ \$20,470
Estheticians / 39-5094	\$13.92/ \$29,000	\$14.46 / \$30,080
Manicurists / Pedicurists / 39-5092	\$9.30/ \$19,300	\$9.84/ \$23,230
Instructors (Vocational Edu) / 25-1194	\$24.81/\$51,600	\$29.93/\$49,600

Rights and Privacy - It is the policy of The Academy to abide by the Family Educational Rights and Privacy Act of 1974. This act guarantees a student's right of access to the student's personal file and the student's rights to the privacy of that file. Information from a student's file will only be released upon written permission from the student. Written permission is required for each and every request prior to the release of information. Parents/guardians of a dependent minor student, accrediting agencies, and government officials may gain access to a student's files without the expressed permission of that student.

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT of 1974

The Salon Professional Academy

The FERPA is a Federal law designed to protect the privacy of a student's education records. The law applies to all schools which receive funds under an applicable program from the U.S. Department of Education.

The FERPA gives certain rights to parents regarding their children's education records. These rights transfer to the student or former student who has reached the age of 18 or is attending any school beyond the high school level. Students and former students to whom the rights have transferred are called eligible students.

Parents or eligible students have the right to request that a school correct records believed to be inaccurate or misleading. If the school refuses to change the records, the parent or eligible student then has the right to a formal hearing. After the hearing, if the school still refuses to make the corrections, the parent or eligible student has the right to place a statement in the records commenting on the contested information in the records.

Generally, the school must have written permission from the parent or eligible student before releasing any information from a student's record. However, the law allows schools to disclose records without consent, to the following parties:

- School employees who have a need-to-know.
- Other schools to which a student is transferring.
- Parents when a student over 18 is still dependent.
- Certain government officials in order to carry out lawful functions.
- Appropriate parties in connection with financial aid to a student.
- Organizations doing certain studies for the school.
- Accrediting organizations.
- Individuals who have obtained court orders or subpoenas.
- Persons who need to know in cases of health and safety emergencies.
- State and local authorities to whom disclosure is required by state laws adopted before November 19, 1974.

Schools may also disclose, without consent, "directory" type information such as student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. However, the school must tell parents and students of the information that is designated as directory information and provide a reasonable amount of time to allow the parent or eligible student to request the school not to disclose that information about them. Schools must notify parents and eligible students of their rights under this law. The actual means of notification is left to each school. If you wish to see your records, you should contact the school for the procedure to follow. Any questions or concerns under this act should be directed to: Family Policy Compliance Office, Dept. of Ed., 400 Maryland Avenue, SW, Room 3017, Washington, D.C. 20202-4605 or you may call (202) 401-2057.

Policy for Safeguarding Customer Information

Non-public personal information is information which is not publicly available on:

- 1) your name, address, social security number,
- 2) name of your financial institution and account number,
- 3) information provided on your application to enroll at The Salon Professional Academy,
- 4) information provided on your application for a grant or loan,
- 5) information provided on a consumer report, or
- 6) Information obtained from a website.

The Academy is committed to implementing and maintaining a comprehensive information security program, to maintain and safeguard your non-public personal information against damage or loss. The policy covers all student records in whatever form (hard copy, electronic). The Academy guarantees the right of each student to gain access to their individual file through the financial aid office.

The school Director and or owner/administration shall be responsible to coordinate the school's information security program. The coordinator shall, at least once every 3 years, assess foreseeable internal and external risks to the security, confidentiality, and integrity of customer information that could result in the unauthorized disclosure, misuse, alteration, destruction or other compromise of the information. The risk assessment shall cover every relevant area of school operations, including employee training & management, network & software design, information processing, storage, transmission and disposal, and ways to detect, prevent and respond to attacks, intrusions, or other system failures. The coordinator shall design and implement safeguards to control identified risks and shall monitor the effectiveness of them, recommending changes when warranted.

Records for prospective students who are not accepted or who do not enroll in the school shall be held for 12 months then destroyed in a secure manner. Records of enrolled students shall be maintained in accordance with federal and state law and accreditation requirements. Students shall receive notice of this policy at the time they submit a signed application for enrollment. All currently enrolled students shall receive an annual notice of this policy.

The Academy shall only enter into servicing agreements with service providers who also maintain appropriate safeguards for customers' non-public personal information.

Campus Security Act Information Disclosure - Under the Crime Awareness Campus Security Act of 1990, we are required to provide you with the following safety information about our campus. All criminal actions must be reported to an educator, director or owner immediately. That individual will assist the student or guest in reporting the crime to the local police or other appropriate security force.

The facilities are open Monday through Saturday according to assigned class/salon area schedules. The building may also be open for educational classes for licensed professionals in cosmetology or to groups securing the use of the facilities through the owner. Only educators and owners have keys to the building.

A staff member made aware of a crime will notify the rest of staff as soon as possible, perhaps even prior to notifying police, depending on the situation. It is critical that all staff be aware of any report of crime and that the local police be notified immediately. This information will be provided to all prospective students at regular intervals during training. It will also be posted on our website and staff and students will be reminded about security and safety procedures including crime prevention, personal safety off-campus, fire and tornado procedures, etc. View all Campus security statistics

and policy on our website at LittleRockBeautySchool.com. Hard copies are available in the admissions or financial aid office.

Voter Registration

The school encourages its students to be registered voters and to exercise their right to vote. Voter Registration forms will be given at orientation.

Drug Abuse Prevention

The school actively supports the prevention of drug abuse. Upon enrollment, students are provided the school's policy on drug and alcohol abuse. A list of agencies and counselors is also maintained in the administrative office or student lounge of the school and is available to any student requesting assistance.

Program Disclosure and Consumer Information

Program disclosure and consumer information can be found on our website at www.littlerockbeautyschool.com or a hard copy is available in the admissions or financial aid office.

REFUND POLICY/WITHDRAWAL AND SETTLEMENT POLICY

For applicants who cancel enrollment or students who withdraw from enrollment, a fair and equitable settlement will apply. The policy complies with the mandated policy. This policy applies to all terminations for any reason, by either party, including student decision, Academy decision, course or program cancellation, or school closure.

1. Applicants not accepted by the school shall be refunded all monies paid to the school.
2. If the student (or the Student's parent or guardian if the Student is a dependent minor) cancels the enrollment in person or in writing within three business days of the execution of the enrollment agreement, all monies paid herein, including the registration fee, shall be refunded by The Academy to the Student. This policy applies regardless of whether or not the student has actually started training.
3. A student cancels his/her enrollment after three business days of signing the enrollment agreement, but prior to starting classes. In these cases he/she shall be entitled to a refund of all monies paid to the school LESS the registration fee of \$100 for all courses.
4. The cost of the student kit is non-refundable.
5. In the event the Student begins but does not complete the course, the Student is charged according to the Academy Refund Policy. Refund calculations are done on scheduled hours based on the student's last day of attendance and will be done in a timely manner.
6. The Academy will receive, retain or refund tuition based on the

TUITION ADJUSTMENT SCHEDULE:

Percentage of total program represented by hours scheduled	Maximum amount of total tuition school shall receive or retain
0.01 to 4.9 percent	20 percent
5 to 9.9 percent	30 percent
10 to 14.9 percent	40 percent
15 to 24.9 percent	45 percent
25 to 49.9 percent	70 percent
50 percent or more	100 percent

7. If the Student terminates prior to course completion, the Student is assessed a \$150 termination/withdrawal fee. If mitigating circumstances

are evident, the school may determine that the refund to the student may exceed the Minimum Tuition Adjustment Schedule.

8. The "official withdrawal date" will be determined by the postmark on written notification; the date said notification is delivered to the school in person, the date of expulsion by the school, or 14 days after the last day of attendance, or the earlier of the scheduled date of return (expiration of an approved Leave of Absence) or the date the student notifies The Academy that the student will not be returning. A student must notify the Academy if they choose to withdrawal from school.
9. Unofficial withdrawals are determined by the school through monitoring clock hour attendance at least every 30 days. The refund will be calculated based on the student's last date of attendance.
10. Any monies due to the Student shall be refunded within 45 days after their official or unofficial withdrawal date. An applicant not accepted by The Academy shall receive a refund of all monies paid including tuition and registration fee.

COURSE AND/OR PROGRAM CANCELLATION POLICY

11. If the course and/or program is cancelled after the Student's enrollment and before instruction in the course and/or program has begun, The Academy shall at its option, provide a full refund of all monies or provide for completion of the course.
12. If The Academy is cancels a course and/or program and ceases to offer instruction after students have enrolled and instruction has begun, the school shall at its option: provide a pro-rata refund of tuition for all students transferring to another school based on the hours accepted by the receiving school, the school will provide completion of the course and/or program, the school will participate in a teach-out agreement, or the school will provide a full refund of all monies paid.
13. If The Academy closed permanently and ceases to offer instruction after students have enrolled and instruction has begun, the school must make arrangements for students. The school shall at its option: Provide a pro rata refund, or participate in a Teach-Out Agreement.
14. If a Title IV financial aid recipient withdraws prior to course completion, a calculation for return of Title IV funds will be completed and any applicable returns by the school shall be paid, as applicable, first to unsubsidized Federal Stafford Student Loan Programs; second to subsidized Federal Stafford Student Loan Programs; third to the Federal Pell Grant Program; fourth to other Federal, State, private, or institutional student financial assistance programs; and last to the student. After all applicable returns to Title IV aid have been made, this refund policy will apply to determine the amount earned by the school and owed by the student. If the student has received personal payments of Title IV aid, he/she may be required to refund the aid to the applicable program.

COLLECTION POLICY

15. All collection procedures shall reflect ethical business practices.
16. Collection correspondence regarding cancellation and settlement from the Academy or any other third party representing the Academy must acknowledge the existence of this Refund/Withdrawal and Settlement Policy.

Leave of Absence (LOA) Policy and Request Form

A student may be granted a leave of absence for circumstances beyond the control of the student. The student must apply in advance for a leave of absence unless unforeseen circumstances prevent the student from doing so. The leave of absence must be requested and approved in writing prior to the leave of absence occurring. In addition, the student is required to list the reason for the leave of absence and include the student's signature. Emergency leaves of absence, without prior written request may be granted provided the student completes the leave of absence request form and return it to the school via mail or in person. The school may grant a leave of absence to a student who did not provide the request prior to the LOA due to unforeseen circumstances if the school documents the reason for the decision and collects the request from the student at a later date. In this example, the beginning date of the approved leave of absence will be determined by the institution to be the first date that the student was unable to attend the institution because of the circumstance.

The maximum time frame for a leave of absence is one-hundred eighty days. The school permits more than one leave of absence in a 12-month period provided that the total numbers of days of all leaves of absences do not exceed 180 days in a 12-month period. There must be a reasonable expectation that the student will return from the LOA. The student is required to keep in contact with the owner or financial aid officer to make plans for their return. If no contact has occurred, via phone or mail, notice will be given to the student in regard to their future at the academy. If a student does not return to the institution at the expiration of an approved LOA (or a student takes an unapproved LOA), the student's withdrawal date for the purpose of calculating a refund is always the student's last day of attendance. The institution may not assess the student any additional institutional charges as a result of the LOA.

A student who must take an approved Leave of Absence (LOA) or must withdraw from training for nonacademic reasons may return to the program with no loss of SAP if the student was making SAP when the student left. A student may be granted a LOA for any of the following reasons: 1) Financial Hardship 2) Medical Issues 3) Extenuating circumstances beyond the student's control. On the day the student returns from a LOA the student is required to inform the admissions/education office of their return. The student's contract will be extended for the same number of days the student was on LOA without any penalty to the student. A student granted a LOA that meets these criteria is not considered to have withdrawn, and no refund calculation is required at that time.

The student must fill out the *Request for a Leave of Absence* form. A copy will be made and given to the student. The original is placed in the student's record file.

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.