

# 2017 CATALOG

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This is to certify this catalog as being true and correct in content and policy.  
Director signature:

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Jody Baucom

**Paul Mitchell The School Charlotte**

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## **MISSION STATEMENT**

Our goal is to train individuals who are serious about achieving their goals of professionalism by developing the requisite skills in business and customer service. We feel our task is to provide future professionals with a quality education in theory and practical skills necessary for licensure. We further wish to provide a personalized education in a creative and inspiring environment that prepares graduates in the business skills, retailing, communication and fiscal responsibility necessary for success in the workplace. Our mission is that our graduates are prepared to take and pass the state board exam and have the skills which enable them to find profitable employment.

## **SCHOOL FACILITIES**

Our programs offer the challenge of a stimulating and rewarding career. Paul Mitchell The School is fully equipped to meet all the demands of modern hair care, while at the same time providing a high-tech atmosphere and attitude for progressive personal development.

The Charlotte school is a 15,000 square-foot facility include student lounge and lockers, client reception and work areas, management offices, three private classrooms, a large auditorium for general assembly, hair shows, and guest speakers, workstations, a comprehensive library of texts, publications, curricula, and multi-media audio-visual equipment and aids. Paul Mitchell the School Charlotte has a wheelchair accessible door with a ramp. We have drinking water fountains. Each bathroom is handicap accessible. There is an elevator to accommodate moving from the first floor to the second floor. Our clinic classroom can accommodate wheelchairs.

## **ADMINISTRATION/OWNERSHIP**

Listeva, Inc. whose stockholders are Steve and Lisa Pollak, dba Paul Mitchell The School Charlotte, is an independently owned and operated franchisee of Paul Mitchell Advanced Education, LLC.

The Pollaks are both licensed instructors and have been in the beauty industry since 1982. They have owned numerous salons over the years. In addition, they have owned and operated Paul Mitchell The School since 1995.

## **COURSE DESCRIPTIONS** *(All courses are taught in English)*

### **Cosmetology: Standard Occupational Classification (SOC 39-5012.00) Classification of Instructional Programs (CIP 12.0401)**

The curriculum involves 1500 hours to satisfy North Carolina state requirements. The course includes extensive instruction and practical experience in cutting, hair coloring, perming, nails, skin, makeup, customer service, personal appearance and hygiene, personal motivation and development, retail skills, client record keeping, business ethics, sanitation, state laws and regulations, salon-type administration, and job interviewing.

*\*Student's are prepared to become entry level cosmetologist.*

### **Cosmetology Instructor: SOC 25-1194.00, CIP Code 13.1399**

The curriculum involves 800 hours for cosmetology instructor to satisfy North Carolina state requirements. The course educates prospective cosmetology instructors to address the needs of students in the classroom and the clinic classroom. Prospective teachers learn to utilize a system of forward-focused thinking and front-end coaching. By learning the methods of teaching cosmetology, the prospective teachers learn to engage students in the learning process and stimulate the discovery process with visuals, music, and/or hands-on activities.

*\*Student's are prepared to become entry level cosmetology instructors.*

At this time the school does not have any plans to improve or change its educational programs.

The school does not have any written agreements with any other entity to offer in whole or part any of its educational programs.

## **EDUCATION GOALS**

Paul Mitchell The School strives to provide a quality educational system that prepares students to pass the state board examination and gain employment within their chosen field of study. Our quality education system includes an outstanding facility, experienced and competent instructors, and a curriculum developed through years of experience and expertise. Our education goals are:

- ❶ To educate students to be professional, knowledgeable, and skilled in their field for marketability within the industry.
- ❷ To maintain an updated program that provides students with the knowledge to compete in their field of study.
- ❸ To promote the continuing educational growth of our faculty and students, using current teaching methods and techniques.
- ❹ To teach courtesy and professionalism as the foundation for a successful career in their chosen field of study.
- ❺ To prepare students to successfully pass the state licensing exam for entry-level employment.
- ❻ To train and graduate students while empowering them to become confident and excited to enter a successful career within the salon and beauty industry.

## **NONDISCRIMINATION**

Paul Mitchell The School, in its admission, instruction, and graduation policies and practices, does not discriminate on the basis of sex, race, religion, age, ethnic origin, color, disability, sexual orientation, or ancestry. The school does not allow or tolerate discrimination of any kind, bullying, harassment, or hazing of any sort. If any student or team member experiences or witnesses anyone being bullied, harassed, or hazed in any way, he or she is required to report the matter to the school's director in person or by mail at 1516 Elizabeth Ave., Charlotte, NC 28204, or by calling (704) 335-0060 immediately so appropriate action can be taken.

## **PARKING**

Students must abide by local (city and/or landlord) parking rules, which are announced during orientation. Paul Mitchell The School will not be responsible for parking violations and/or towing fees.

## **STATE LICENSING DISCLAIMER**

The state may refuse to grant a license if a student has been convicted of a crime; committed any act involving dishonesty, fraud, or deceit; or committed any act that, if committed by a licensee of the business or profession in question, would be grounds for the North Carolina State Board of Cosmetology to deny licensure. The North Carolina State Board of Cosmetology denies licensure on the grounds that the applicant knowingly made a false statement of fact required to be revealed in the application for such license. Students who are not U.S. citizens or who do not have documented authority to work in the United States will not be eligible to apply to take the state licensure examination. Paul Mitchell The School is not responsible for students denied licensure.

## ADMISSION REQUIREMENTS

Paul Mitchell The School admits regular students who are high school graduates or holders of a high school equivalency diploma. To be eligible for the State Board Exam, an applicant must be sixteen (16) years of age. Paul Mitchell The School does not accept ability to benefit (ATB) students at this time.

## ADMISSION PROCEDURE

- ❶ **Complete an Application Form:** Complete and submit the application form to the school prior to registration. All forms may be obtained by requesting them from Paul Mitchell The School.
- ❷ **Submit an Application Fee:** Action will not be taken on admission or any student loan application until an application fee of \$100.00 is received. In extraordinary circumstances, the school may waive the application fee for students that transfer from a school that has suddenly closed without notice.
- ❸ **Entrance Essay:** The essay should include the applicant's accomplishments and career goals.
- ❹ **Personal Interview:** Admissions team must complete a personal interview with each applicant.
- ❺ **Submit Two (2) Photos:** The photos should be a recent head and shoulder shot of the applicant.
- ❻ **Provide Verification Documents:**
  - a. **Identification (*provide only one*):** Copies of a passport, a government-issued identification, a driver's license, or a birth certificate are required.
  - b. **Education (*provide only one*):** Copies of a standard high school diploma\*, high school transcripts\*\*, an academic transcript of a student who has successfully completed at least a two-year program that is acceptable for full credit towards a bachelor's degree or a High School Equivalency diploma or official High School Equivalency diploma test scores. \* Veterans need to provide a copy of all official college transcripts for schools attended.

\* Please note that a Modified High School Diploma, a Certificate of Completion, or a Certificate of Attainment is not accepted for our Admissions requirements. They are not considered equivalent to a Standard High School Diploma. We are required to verify that your proof of education is from a valid high school or High School equivalency program. If we determine that your diploma or High School Equivalency diploma is not valid, you will be denied admission to the school.

- ❼ **Cosmetology Instructor Program:** Applicant must provide a copy of a current and valid North Carolina cosmetology license.

\*\***Foreign Diplomas or Transcripts:** The school will accept a foreign diploma or transcript, however the diploma or transcript **MUST** be equivalent to a U.S. high school diploma and must be translated into English by a certified translator and evaluated by a credentialed evaluation service. ***It is the students responsibility to have the foreign diploma or transcript translated and evaluated as part of the admissions process.*** Because the cost of evaluating a foreign diploma or transcript must be incurred as a charge of admissions prior to enrollment in an eligible program, the fee cannot be included in the cost of attendance (COA). Guidance on who to contact to secure an official translation and evaluation can be obtained from the school Financial Aid Leader.

Paul Mitchell The School does not recruit students who are already enrolled in a similar program at another institution.

If you have a disability and need an academic adjustment, please notify the admissions officer as soon as possible so the school can review your request. If you are interested in attending our school and you do not have a high school diploma or high school equivalency diploma, please contact our admissions office for a list of high school equivalency programs located near the school. A copy of the school's ADA Policy and Request for Accommodations form may be found on the school's website or from the school's Admissions Leader.

Transfer hours accepted by the school are applied to the total number of hours necessary to complete the program and are considered both attempted and completed hours for the purpose of determining when the allowable maximum time frame has been exhausted. Satisfactory academic progress (SAP) evaluation periods are based on actual contracted hours at the institution. *Please refer to the school Transfer policy for additional information.*

## **POLICY ON VERIFICATION OF HIGH SCHOOL DIPLOMAS**

Based on federal regulations, each school is required to have procedures in place to evaluate the validity of a prospective Future Professional's high school diploma. If the institution or DOE has reason to believe that a diploma is not valid or was not obtained from an entity that provides secondary school education, the school must take steps to verify the diploma's validity. As such, Paul Mitchell Schools must follow the procedures outlined below to determine whether a high school diploma is valid.

- ❶ The prospective Future Professional must provide a copy of their high school diploma prior to admission. The following list are reasons to not accept a high school diploma:
  - High School has no apparent legal authority from any State to operate as a high school.
  - No attendance requirement at the school (online).
  - The school's website or content does not look legitimate.
  - Diploma given for a fee within short time.
  - High school is on our list of questionable schools.
  - Time and place on diploma are inconsistent with other information from student or high school.
- ❷ If you have reason to believe that a high school diploma may not be valid, request a copy of the individual's final high school transcript. The transcript must be mailed directly to Paul Mitchell The School by the high school and not provided to the school by the prospective student.
- ❸ Based on new Federal regulations effective July 1, 2011, student self-certification is no longer sufficient documentation to demonstrate that the prospective student is a high school graduate.
- ❹ Check every high school diploma received with the list of diploma mill schools. If the diploma appears on this list, ask the prospective student about where they graduated from high school. Show them the list and ask them for additional documentation to support their assertion that they graduated from a legitimate high school.
- ❺ Students who are home schooled must meet the individual state requirements for approval of home schooled programs. Provide a copy of their high school diploma and/or state proficiency examination, and as such do not fall under this requirement.
- ❻ If a prospective student was home schooled, they must provide documentation to demonstrate compliance with one of the following requirements. 1) You must obtain written documentation from the school district, county, or state that shows that the student's secondary school education was in a home school that state law treats as a home or private school. 2) If the state the home schooled student was educated in issues a secondary school completion credential to homeschoolers the prospective student must provide this credential in order to be eligible for enrollment.
- ❼ When a prospective student completes the FAFSA, there is a drop-down box on the form which is populated by NCES with a list of high schools. Please note that this is not a master list of allowable schools and does not list good or bad schools, but instead is a list that includes most public and private U.S. high schools and is not all-inclusive. Therefore this list can not be used to determine whether a high school is valid.
- ❽ For prospective students who have a high school diploma from a foreign country, the school must obtain an evaluation from a company that evaluates foreign diplomas, as well as a copy of the original diploma to show that it is valid and is the equivalent to an U.S. high school diploma.



## **APPLICANTS WITH NON-IMMIGRANT VISAS**

Applicants with non-immigrant visas include those with work visas, students, visitors and foreign government officials. An applicant with a non-immigrant visa is not eligible for FSA funds unless they have a Form I-94 with one of the endorsements given in the eligible document section. Non-immigrant visas include, but are not limited to, the F-1, F-2 or M-1 Student Visa, NATO Visa, B-1 or B-2 Visitors Visa, J-1 or J-2 Exchange Visitors Visa, H series or L series. Someone who has only a "Notice of Approval to Apply for Permanent Residence" cannot receive FSA funds.

In addition to the admission requirements, non-immigrant applicants must also provide documentation, as listed above, to show that they are permitted to be enrolled in a post-secondary school. Those students studying under a student visa at a school approved by SEVIS must attend the full-time schedule and can only attend the program for a period not to exceed 12 months.

## **ACCEPTANCE**

After a prospect has completed the enrollment application process, the enrollment team and director reviews each applicant and his or her required admissions materials including the written entrance essay and personal interview to determine acceptance. Upon the decision of the enrollment team and director, the applicant receives written notification of acceptance or denial. Note: All applicants must go through the entire enrollment application process (detailed in the enrollment application) which includes re-entry students (withdrawals) and transfer students.

## **TRANSFER STUDENTS**

Paul Mitchell The School will accept transfer hours from other schools based on an evaluation of the student's comprehension of the course material. A maximum of 500 hours will be accepted for cosmetology students who transfer from another school; all transfer students must attend a minimum of 1000 hours at Paul Mitchell The School, to obtain the Paul Mitchell culture and educational program. For students transferring from another Paul Mitchell School all earned hours will be accepted.

The cost for transfer students is \$11.75 per hour attended at Paul Mitchell The School; this does not include the cost of a complete and current Paul Mitchell student kit.

Paul Mitchell The School does not accept transfer hours for the cosmetology instructor program.

Please note that students transferring to another school may not be able to transfer all the hours they earned at Paul Mitchell The School; the number of transferable hours depends on the policy of the receiving school.

Transfer hours accepted by the school are applied to the total number of hours necessary to complete the program and are considered both attempted and completed hours for the purpose of determining when the allowable maximum time frame has been exhausted. Satisfactory academic progress (SAP) evaluation periods are based on actual contracted hours at the institution.

In extraordinary circumstances, the school may allow a student to transfer in more hours from a non-Paul Mitchell School, if the student is enrolling from a school that has suddenly closed without notice. In these instances, the school will evaluate the prospective student and credit them with the number of hours related to their course knowledge.

## **TRANSFER BETWEEN CHARLOTTE AND GASTONIA CAMPUS**

A student may request a transfer from one campus to the other by completing a change of location request form and must receive approval for such transfer from the owner and/or director. The student's attendance and academic standard will transfer with the student to the new campus. A registration fee will not be required for admission to the transferring campus.

## ENROLLMENT INFORMATION

- ① **Enrollment periods:** Paul Mitchell The School usually begins a new day cosmetology classes about every five (5) weeks; night cosmetology classes about every eighteen (18) weeks, three day cosmetology classes about every thirteen (13) weeks, and cosmetology instructor training classes about every twelve (12) weeks, depending upon space availability. Please refer to the Tuition and Registration Schedule supplement or contact Paul Mitchell The School for exact starting dates.
- ② **Holidays and school closures:** Paul Mitchell The School allows the following holidays off: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. Additional days may be scheduled off for the winter break depending on which day of the week Christmas occurs. These dates are determined according to the calendar each year. Additional holidays may be added to the schedule at the discretion of school administration. The school is open for business unless there is a declared State of Emergency. Unexpected closures and snow days will be reported via the schools website and/or Facebook page.
- ③ **Enrollment contract:** Paul Mitchell The School clearly outlines the obligation of both the school and the student in the enrollment contract. A copy of the enrollment contract and information covering costs and payment plans will be provided to the student before the beginning of class attendance.
- ④ **Payment schedule:** Paul Mitchell The School offers a variety of monthly financial payment schedules. See Paul Mitchell The School's Admissions Leader or Financial Aid Leader for details.

## COST OF TUITION AND SUPPLIES

Because of inflationary cycles, and because we must occasionally change equipment to remain current, the school reserves the right for the following tuition information to be subject to change.

### TUITION – Cosmetology

Tuition	Payment Period 1 - \$5,288.00
	Payment Period 2 - \$5,287.00
	Payment Period 3 - \$3,525.00
	<u>Payment Period 4 - \$3,525.00</u>
	\$17,625.00
Application Fee (nonrefundable)	\$100.00
Kit, Equipment, Textbook and Supplies (nonrefundable)	Payment Period 1- <u>\$2,370.00</u>
<b>TOTAL COSTS</b>	<b>\$20,095.00</b>

\* An optional upgrade makeup kit is available which increases the kit, equipment, textbook, and supplies (nonrefundable) price to \$2,720.00 - Payment period 1.

### TUITION – Cosmetology Instructor

Tuition	Payment Period 1 - \$4,000.00
	Payment Period 2 - \$4,000.00
Application Fee (nonrefundable)	\$100.00
Textbooks and Supplies (nonrefundable)	Payment Period 1 - <u>\$ 400.00</u>
<b>TOTAL COSTS</b>	<b>\$8,500.00</b>

Please contact the school's Financial Aid Leader for payment options. The school accepts cash, credit card, and personal check payments. Financial aid recipients understand that monies received on their behalf are applied first to tuition costs.

*Financial aid available to those who qualify.* In extraordinary circumstances, the school may adjust tuition and kit fees for students that transfer from a school that has suddenly closed without notice.

## 2017 CLASS START DATES

Cosmetology	
<b>DAY SCHOOL:</b>	July 11, September 19, November 15
<b>NIGHT SCHOOL:</b>	June 13, October 2
<b>THREE DAY (M-W):</b>	June 5, September 18, November 20
<b>THREE DAY (T-TH):</b>	May 25, August 22, October 18

Cosmetology Instructor	
<b>DAY SCHOOL (FT):</b>	<i>Please see the school's Admissions Leader for specific start dates.</i>
<b>THREE DAY:</b>	<i>Please see the school's Admissions Leader for specific start dates.</i>

## SCHOLARSHIPS

Paul Mitchell The School may offer scholarships from time to time. Check with the Admissions Leader for any scholarships that may be currently available.

## FINANCIAL AID – CONSUMER INFORMATION

In accordance with federal regulations set forth by the Higher Education Act of 1965, as amended, Paul Mitchell the Schools provides the Student Catalog as a means to disseminate required student consumer and "Right-To-Know" Act information. The school's Financial Aid Office offers assistance to students seeking financial aid for their educational costs while complying with all federal, state and institutional regulations. Anyone seeking financial aid information or assistance, or seeking consumer information at the school will be provided with access to the required financial aid forms and disclosures. The school catalog provides a brief description of the Financial Aid process and explains how financial aid information and assistance may be obtained.

**Financial Aid Office** — The Financial Aid Office's mission is to provide optimal customer service while helping students secure financial assistance to cover as much of their educational expenses as possible. The school's Financial Aid Representative is available in person or by telephone during normal business operating hours to help students determine an affordable way to pay for school.

**Student Financing Options** — Paul Mitchell the Schools offers a variety of financing options and payment terms to help students finance their education. Financing options consist of federal grants, loans and cash pay options.

### Primary Financing Options

- ① **Cash Payment** — The Cash option allows students to either pay their program costs in full prior to the start date of the program or make monthly payment until the balance is paid in full.
- ② **VA Contract Billing Program *if applicable*** — Students who are eligible to receive tuition assistance from the Veteran's Administration must submit the military form to the school's Financial Aid Office prior to the first class session in order for the school's Financial Aid Office to bill the Veteran Affairs for the student's program costs.

*Documents required for students participating in Veteran Benefits are:*

- Certificate of Eligibility
- Official transcripts from all colleges you have attended

**Financial Aid Programs** — Financial aid consists of funding provided through federal sources to help cover educational expenses. This funding consists of Pell Grant that do not have to be repaid and loans that have a variety of repayment options. Financial Aid is available for those who qualify and there are different types of Financial Aid Programs. The school Financial Aid Representative can assist students in determining if they qualify for any of the following types of Financial Aid:

- ❶ **Federal Pell Grant:** The Federal Pell Grant is a need-based federal grant for undergraduate students and it does not require repayment.
- ❷ **William D. Ford Direct Loan Program:** The William D. Ford Direct Loan Program offers low interest, government-funded loans that include Direct Stafford Loans (subsidized and unsubsidized), Direct Parent Loans (PLUS) and Direct Consolidation Loans. These long-term loans are available to students who are enrolled at least half- time in school.

*Direct Subsidized Stafford Loan:* The Direct Subsidized Stafford Loan is a need-based loan. The interest rate varies annually and is paid by the government while students are in school at least half- time and during any periods of deferment. Loan repayment begins six months after students graduate, leave school or drop below half-time enrollment status.

*Direct Unsubsidized Stafford Loan:* The Direct Unsubsidized Stafford Loan is a non-need-based loan available to all eligible students regardless of income. The interest rate varies annually and begins to accrue at the time of disbursement. Students are responsible for paying accrued interest but may choose to defer and capitalize interest payments. Loan repayment begins six months after students graduate, leave school or drop below half-time status.

*Direct Parent Loans for Undergraduate Students (PLUS):* For students who qualify as a dependent, parents may choose to use the Direct Parent Loans for Undergraduate Students to borrow up to the total cost of their child's education, minus any other aid the child may be eligible for. The loan is credit based, the interest rate varies annually and loan interest begins to accrue at the time of disbursement. Loan repayment typically begins within 60 days after the loan has been fully disbursed.

*Documents required for students applying for any type of Federal Financial Aid are:*

- ❶ Free Application for Federal Student Aid (FAFSA)
- ❷ Federal Student Loan Entrance Counseling Confirmation Page
- ❸ Direct Loan Master Promissory Note
- ❹ Title IV Credit Balance Authorization

*Note:* Students whose parents are applying for a PLUS loan will require additional documents such as credit approval and a PLUS Master Promissory Note. Students who are selected for verification will require additional documents upon the school's request.

## **STUDENT FINANCIAL AID RELEASE**

The undersigned agrees that Paul Mitchell The School does not guarantee the student loan process in any respect. A Federal Parent Plus loan requires a credit check and is based on the parent's credit. Pre-approval for a Parent Plus loan does not guarantee that the parent will receive a Federal Parent Plus loan. It is critical that the parent be able to pass a credit check when the loan is certified. The school has no control over the approval or decline of a parent's credit history. Nor does the school assume any responsibility for mistakes on any Department of Education financial aid forms. It is up to the student to make sure all forms are accurate and complete.

Federal loan information is available in the National Student Loan Database System (NSLDS) and will be accessible by Servicers and Schools, as authorized.

**Admissions Disclosure Statement (*Only for Recipients of Stafford Student Loans*)** — The school is required by federal law to advise you that, except in the case of a loan made or originated by the institution, your dissatisfaction with or non-receipt of the educational services being offered by this institution, does not excuse you (the borrower) from repayment of any Stafford loan made to you (the borrower) for enrollment at this institution.

**Veterans Assistance and Loans (VA)** — Veterans, active duty service persons, reservists or otherwise eligible members (such as spouses and dependents) may be eligible to qualify for various VA educational assistance programs. Eligibility criteria for military educational assistance and benefits vary by state and school. Applicants must first check with the Financial Aid Office to see if they qualify for benefits.

Students who receive VA educational benefits are still required to select one of the school's primary financing options (e.g. Financial Aid, Cash) to cover educational costs and related expenses not covered directly by the VA. All payments must be made in accordance with the school's financial policies and procedures.

Students who have questions about these benefits should contact the U.S Department of Veteran Affairs.

## **Financial Aid Process and Information**

**Applying for Financial Aid** — Students who are interested in applying for Federal Financial Aid assistance are required to complete and sign a Free Application for Federal Student Aid (FAFSA). All documents must be submitted in a timely manner to allow the Financial Aid Office adequate time to process an application for Financial Aid. To apply for Financial Aid, the student must complete the following steps 1-4 by accessing the website <https://studentloans.gov>:

- ❶ Apply for a user name and password
- ❷ Complete and submit the Free Application for Federal Student Aid (FAFSA)
- ❸ Complete a Federal Student Loan Entrance Counseling Session
- ❹ Complete and submit the Direct Loan Master Promissory Note

In addition, the student must complete and submit other required forms or documentation as requested by the school's Financial Aid Office.

**Compliance Statement** — The Federal Privacy Act of 1974 requires that students be notified in the event the disclosure of their social security number is mandatory. Students' social security numbers are used to verify students' identities and to process the awarding of funds, collection of funds, and tracing of individuals who have borrowed funds from Federal, State or private programs.

**Student Eligibility for Financial Aid** — The Free Application for Federal Student Aid will ask a series of questions that will determine a student's eligibility and dependency status. If a student is considered dependent, the student will need to provide their parents' information as well.

### **Federal eligibility requirements to apply for Financial Aid include:**

- ❶ Being a U.S. citizen or eligible non-citizen such as a permanent resident, or in the United States for other than temporary purposes.
- ❷ Having a valid social security number.
- ❸ Having a valid form of identification.
- ❹ Being registered for the draft with the Selective Service, for males who are at least 18 years old and born after December 31, 1959.
- ❺ Having a high school diploma, GED or equivalent.
- ❻ Not owing a refund on a federal grant or being in default on a federal educational loan.
- ❼ Being enrolled or accepted for enrollment as a regular student in an eligible program.
- ❽ Making satisfactory academic progress (refer to the school catalog for the definition of satisfactory progress).
- ❾ Not having previously received a Bachelor's degree for Federal Supplemental Educational Opportunity Grant (FSEOG) and Federal Pell Programs.

*Note:* For the purposes of applying for Financial Aid, a dependent student is an undergraduate who is under the age of 24, not married, has no legal dependents, is not an orphan or ward of the court, and is not a Veteran of the U.S. Armed Forces.

**Submitting the FAFSA** — Once a student completes and submits a FAFSA, the information contained on the FAFSA is reviewed by the Department of Education's Central Processing System (CPS). An estimated family contribution (EFC) will be calculated using a formula approved by Congress, which is based on the student's (and/or spouse or parent's) income and asset information. The student's EFC will determine the amount of Federal Pell Grant funds the student may be eligible to receive. In certain cases, verification of information submitted may be required. If the student's FAFSA is selected by the Department of Education's CPS, the school will be required to complete additional steps to ensure the information the student provided on the FAFSA is correct.

## STUDENT CONSUMER INFORMATION

Provisions of the Higher Education Amendment of 1976 require that effective July 1, 1977, each post-secondary institution which receives Federal Financial Aid funds must make certain student consumer information available to any enrolled or prospective student who request such information.

This section compiled by the Financial Aid office staff attempts to meet the requirements.

The school is approved for and participates in Federal PELL Grants, Subsidized Direct loans, Unsubsidized Direct Loans, and Parent PLUS loans. Such programs help to defray the costs of attending school for those students eligible for financial aid consideration.

Financial aid is any mechanism that reduces out of pocket costs that the students and/or parents must pay to obtain a specific post-secondary education. Put differently, financial aid is monies made available to help students meet the cost of the program. Financial aid includes grants and need and non-need loans.

Need-based financial aid is available to families that demonstrate a financial need for additional resources. The formula below is used to determine how much financial need a student has:

### **Cost of Attendance – Expected Family Contribution (EFC) = Financial Need**

Non-Need is the difference between the cost of education and Financial Need.

Based on these calculations Federal Aid may not cover all the cost of attendance.

All financial aid is awarded to students who qualify based on the following:

- ❶ Criteria making a student eligible includes citizen or permanent non-citizen alien recipient codes 1–151, 1–551, and 1–94.
- ❷ Criteria making a student INELIGIBLE includes codes F–1, F–2, J–1, J–2; students who are in federal loan default; students who receive grant overpayments; or male students who meet Selective Service registration criteria, but are not registered.

**Verifying FAFSA Information** — A student applying for Financial Aid may be required to verify the information submitted on their Free Application for Federal Student Aid (FAFSA). This inquiry is known as Verification and is required by the Department of Education. If a student's application is selected for verification, the school will require the student to submit any or several of the following items within a specified time frame in order to continue processing Financial Aid:

- ▶ Adjusted gross income (AGI) for the base year
- ▶ U.S. income taxes paid for the base year
- ▶ Number of family members in the household
- ▶ Number of family members attending postsecondary education as at least half-time students
- ▶ Any child support received
- ▶ Any food stamps received
- ▶ Other untaxed income and benefits
- ▶ High school completion status
- ▶ Identity/Statement of Educational Purpose

All of the required information must be submitted by the due date in order for the student applying for Financial Aid to be eligible for federal assistance. In cases where this is not possible, the student will be required to pay cash or set up a satisfactory payment arrangement to maintain their regular enrollment status.

## POLICY FOR VERIFICATION OF TITLE IV FUNDING

The school has policies and procedures that it follows for verification of Title IV funding. Verification is a requirement by the U.S. Department of Education. Students are randomly selected to provide additional information. The school provides students with a verification form so they can collect the necessary information. The school gives the student a 30-day deadline to return the form to the financial office with verification items attached. If verification documents are not submitted by the due date, the student will be placed on a monthly cash pay status until verification is completed. FAME handles our student overpayments and alerts the school so it can make changes to the award packet, which is reported to Common Origination and Disbursement (COD) for the Department of Education.

**Maintaining Regular Enrollment Status and Satisfactory Academic Progress** — After the student's eligibility is determined, the amount of Financial Aid and the receipt of funds are contingent upon the student's (a) enrollment status and (b) ability to meeting satisfactory academic progress:

### A. Maintaining Enrollment Status

- To receive benefit of a grant, a student must be enrolled as a full time student, as defined by the school for financial aid purposes.
- To receive Federal Direct Loan funds, a student must be enrolled in at least half-time, as defined by the school for financial aid purposes.
- The amount of certain federal grants and loans may be adjusted or prorated, depending on the student's enrollment status. The school must administer federal aid in accordance with federal regulations.
- A student's financial aid award may be adjusted up through the last day of attendance for tuition adjustment due to enrollment changes.
- A student who registers for classes but does not attend at least one class session is not eligible to receive federal, state, or institutional funds.

### B. Meeting Satisfactory Academic Progress

- A student receiving Financial Aid must maintain certain standards of academic progress toward graduation, and the school is required to have and enforce a policy to check academic progress throughout the course of the student's program of study. Therefore, an eligible student applying for Financial Aid must maintain the school's standards of academic progress in order to be eligible to receive Financial Aid funds.

**Disbursing Financial Aid Funds** — Financial Aid is disbursed in increments throughout the student's payment periods. A payment period is the length of time the student takes to earn a specific number of hours of attendance in school. Upon a student meeting eligibility, a student's Financial Aid funds are disbursed at the beginning of each payment period. The following is an example of how funds are scheduled to disburse for an eligible student in a 1500-hour program:

Academic Grade Level Year 1 (900 Hours)		Academic Grade Level Year 2 (300 Hours)	
Payment Period 1	Payment Period 2	Payment Period 3	Payment Period 4
450 hours	450 hours	300 hours	300 hours

**Receiving a Disbursement Notification** — The school must notify a student (or parent) of when Financial Aid funds are disbursed and credited to the student's account by issuing a Dear Borrower Letter. The student (or parent) will be notified upon funds being credited to the student account.

Note: The Dear Borrower letter indicates the net disbursement amount received by the school. The actual loan amount may differ slightly due to loan fees and rounding differences.



## **SPECIAL PROVISIONS FOR BOOKS AND SUPPLIES**

In order to academically succeed in a program, a Federal Pell Grant student must have the ability to purchase books and supplies at the beginning of the academic period. By the seventh day of a payment period, the school will provide a way for a student who is eligible for a Federal Pell Grant to obtain or purchase the books and supplies required for the payment period if:

- ❶ ten days before the beginning of the payment period, the school could have disbursed FSA funds to the student; and
- ❷ disbursement of those funds would have created an FSA credit balance.

The school will consider all the FSA funds a student is eligible to receive at the time it makes the determination, but the school need not consider aid from non-FSA sources.

The amount the school must provide is the lesser of the presumed credit balance or the amount determined by the school that the student needs to obtain the books and supplies. In determining the required amount, the school may use the actual costs of books and supplies or the allowance for those materials used in estimating the student's cost of attendance for the period. A student may decline to participate in this process to obtain or purchase books and supplies, if they so choose.

## **PREFERRED LENDER LIST AND PRIVATE EDUCATION LOAN DISCLOSURES**

Our school does not have a list of preferred lenders and we do not offer private education loans.

## **ELIGIBILITY OF FINANCIAL AID AFTER A DRUG CONVICTION**

Students will be given written notice advising them that a conviction of illegal drugs, of any offense, during an enrollment period for which the student was receiving Title IV financial aid will result in the loss of eligibility for any Title IV per HEA Sec. 484(r)(1) and 20 U.S.C. 1091(r)(1). Students whose eligibility has been suspended due to a drug conviction may resume eligibility if they successfully pass two (2) unannounced drug tests conducted by a drug rehabilitation program that complies with criteria established under HEA Sec. 484(r)(2) (20 U.S.C. 1091(r)(2)).

**Reapplying for Financial Aid** — As eligibility for Financial Aid is evaluated at the beginning of each academic year, a student must submit a new financial aid application for each academic year of their enrollment. If the student does not complete their term or payment period by June 30 of each award year, financial assistance may change and the student will need to reapply for Financial Aid by submitting a new financial aid application.

**Seeking Additional Information** — Students (and/or parents) who wish to seek additional information about Financial Aid and the Financial Aid process can refer to:

- ❶ The school's Financial Aid page located on the school home page via the intranet
- ❷ The Department of Education's guide to Funding Your Education, which can be downloaded from the websites [www.studentloans.gov](http://www.studentloans.gov) or [www.fafsa.ed.gov](http://www.fafsa.ed.gov)
- ❸ The School's Catalog
- ❹ The Federal Student Aid Information Center: 1-800-4-FED-AID (1-800-433-3243)
- ❺ The Department of Education website: [www.studentaid.ed.gov](http://www.studentaid.ed.gov)
- ❻ The Financial Aid Representative listed on the Staff List for the specific campus.

## **LATE PAYMENTS**

If a student fails to make a scheduled tuition payment, the student may receive a coaching session on the Future Professional Advisory Form. If a student consistently fails to make scheduled payments, the student may be terminated from the program.

## **TRANSCRIPT FEE**

The cost of transferring grades, hours and service performance records is \$15.00. Transcripts will be given upon request to the Future Professional, providing all financial obligations are satisfied.

## **STUDENTS WHO WITHDRAW**

Students who withdraw from the program are required to empty their locker and gather all personal items. Any items left behind by the student will be stored for 60 days, at which time the items become the property of Paul Mitchell The School. Students wishing to transfer to another institution must pay all monies owed to Paul Mitchell The School, and all applicable academic requirements must be met in order for the student transcripts to be released.

## **TERMINATION POLICY**

Paul Mitchell The School may terminate a student's enrollment for immoral and/or improper conduct, receiving seven (7) coaching sessions, failing to comply with educational requirements, and/or the terms as agreed upon within the enrollment contract. For more information refer to the school Future Professional Advisory.

## **REENTRY STUDENTS**

- ❶ Outstanding tuition, fee, and overtime expenses must be paid in advance or the student must make satisfactory arrangements with the Financial Aid Leader.
- ❷ Previous tuition payments will be credited to the student's balance.
- ❸ Because tuition fees and costs are subject to change, reentering students will be contracted according to the current tuition costs and will be required to pay any additional fees if applicable.
- ❹ Pay a \$100.00 reentry fee.

The school does not deny readmission to any service member of the uniformed services for reasons relating to that service.

Readmission is reserved to the sole discretion of Paul Mitchell The School and may require special conditions.

Readmission for a student requires a personal interview with school administration. The reentering student will be placed on a 30 - day evaluation period. During the 30 - day evaluation period the student must demonstrate for that period that they can meet the school's minimum attendance and academic requirements for Satisfactory Academic Progress. The student will then be evaluated for Satisfactory Academic Progress at the next scheduled evaluation period to determine their new status. Students who fail to meet the minimum attendance and academic requirements for that 30 - day evaluation period may be terminated. Students who re-enter the program are placed in the same Satisfactory Academic Progress standing as when they left. If a reenrolling student has previously used all of their excused absences provided under their original contract, the student will not receive any additional time for excused absences under the new re-enrollment contract.

## **REENTRY FOR VA STUDENTS**

Once a student is terminated, the following actions will be accomplished for re-entry:

- ① Student must be terminated for a period of 90 days before consideration for re-entry.
- ② Student will submit a written request for re-entry,
- ③ Director will evaluate student's written request and status; determine the student has sufficient ability and potential to warrant a second entry.
- ④ Director will provide the student with 1) a letter of reentry, 2) a contract for reentry specifying hours of pursuit, and 3) a notification that student is on probation for two months after entry.
- ⑤ If the student has not obtained standards of progress at the end of two months, he/she will be terminated and will not receive future consideration for reentry.

## **CONSTITUTION DAY**

Paul Mitchell The School celebrates Constitution Day on or near September 17 of each year. For more information visit [www.constitutionday.com](http://www.constitutionday.com)

## **VOTER REGISTRATION**

Students are encouraged to register to vote in State and Federal Elections. Voter Registration and Election Date information for the state of North Carolina can be found at <http://www.nc.gov/sos/election>.

For information on Voter Registration and Election Dates for Federal Elections visit [www.eac.gov/voter resources](http://www.eac.gov/voter-resources).

## COSMETOLOGY COURSE OVERVIEW

### Course Hours: 1500 clock hours

The course is divided into pre-clinical classroom instruction and clinical service learning experiences.

- 1 **Pre-clinical Classroom Instruction:** The first phase is devoted to classroom workshops where students learn design principles, technical information, and professional practices.
- 2 **Clinic Classroom Learning Experience:** The last phase spent in the clinic classroom area where practical experience is gained.

## COSMETOLOGY COURSE OUTLINE

Your time at Paul Mitchell The School for the cosmetology program will be divided into six designations:

- 1 **Core Curriculum:** Known as the Core program, instills the basic fundamentals. Students are graded and evaluated using written, oral, and practical testing methods. Students must successfully complete the Core curriculum prior to attending regularly scheduled daily classes in cutting, coloring, permanent waving, and chemical texture services.
- 2 **Protégé Learning Experience:** Your experience as a Protégé produces a smooth transition from Core student to Adaptive student. You spend Protégé preparing you for the clinic experience.
- 3 **Clinic Classroom Learning Experience:** Your clinic time after Protégé until graduation will be guided with individual attention and group learning experiences using mini-classes, clinic classroom worksheets, and periodic evaluations developed specifically for this monitoring progress. This is when you begin experiencing your clinic classroom education on paying clients in the clinic classroom area.
- 4 **Classroom Learning Experience:** Your classroom time after Core and Protégé is divided into six (6) areas: cutting, coloring, texture, makeup, skin care, and nails. Each area has an instructor in the field who conducts the different specialty classes each week. Classroom Learning Experiences may also include retail, motivation, self improvement, professional development, and attendance education which may be conducted by an instructor, non-licensed staff member or guest artist.
- 5 **Adaptive Curriculum:** You will enter a new phase of specialty classroom workshops coupled with challenging practical services designed to continue building you into a beauty industry professional.
- 6 **Creative Curriculum:** You will spend the remainder of your education in specialty classroom workshops with challenging practical services while using your own artistic and creative abilities. This is designed to prepare yourself for your future beauty industry career.

## COSMETOLOGY INSTRUCTOR COURSE OVERVIEW

### Course Hours: 800 clock hours

The cosmetology teacher course is divided into two designations: Psychology and Methodology, and Student Teaching.

In the 800 course time is spent on Psychology, Methodology and Hands On Student Teaching.

## COSMETOLOGY INSTRUCTOR COURSE OUTLINE

Your time in the Paul Mitchell The School cosmetology instructor course will be divided into two designations:

- 1 **Psychology and Methodology:** These classes focus on the theory of teaching, using *Milady's Master Educator* textbook, including written tests.
- 2 **Student Teaching:** You will learn to write lesson plans and do actual teaching from your lesson plans. There will be a practical teaching evaluation of your teaching skills.

## STATE OF NORTH CAROLINA REQUIREMENTS

### Cosmetology

The instructional program of Paul Mitchell The School meets or exceeds these requirements:

Requirement Description	
Professional image, sanitation, bacteriology, disinfection, first aid, anatomy, electricity, chemistry, salon business, draping, shampooing, roller sets, pin curls, ridge curls with C shaping, finger waves, braids, artificial hair, up-styles, blow-drying brush control, blow-drying with curling iron, pressing, haircutting, partings, perm wraps, relaxer sectioning, color application sectioning, scalp treatments, manicures, pedicures and artificial nails.	
Styles and techniques of cosmetology services including arranging, dressing, curling, waving, cleansing, cutting, singeing, bleaching, or coloring hair, esthetics and manicuring, business management, professional ethics.	
TOTAL HOURS	1500
Performance Requirements	Performances
Scalp and hair treatments	10
Full head finger wave and style	5
Full head pin curl and style	5
Hair styling — sets, blow-drying, thermal press/flat iron, artificial hair	170
Haircuts	85
Chemical waving and relaxers	35
Temporary color	2
Color application — semi, demi, permanent color and hair lightening	40
Multidimensional color — low/high lighting, cap, bleach	25
Lash and brow color	2
Nail care — manicures and pedicures	15
Artificial nails	5
Facials with surface manipulation	10
Make-up application	2
Hair removal	5
TOTAL PERFORMANCES	416

In addition to the state requirements listed above, Paul Mitchell The School provides training in the areas of communication skills, professional ethics, salesmanship, decorum, record keeping, and client service record cards.

## Cosmetology Instructor

The instructional program of Paul Mitchell The School meets or exceeds these requirements:

Units of Study	Classroom Lecture	Lab	Total
<b>Orientation</b>	10		
<b>Unit Planning</b>	20		
<b>Daily Lesson Planning</b>			
<b>Clinic Management</b> <i>(under direct supervision of a licensed instructor)</i>	35	325	
<b>Salon Management</b> A. Salesmanship B. Basic salon management C. First aid/safety D. How to seek & obtain employment a. Resume b. Interviewing c. Employment application E. Financial information a. IRS and state revenue b. FICA	30	50	
<b>Trainee Conducts</b> A. Theory Classes B. Practical Demonstrations C. Clinical Management	30	275	
<b>TOTAL</b>	<b>150</b>	<b>650</b>	<b>800</b>

In addition to the state requirements listed above, Paul Mitchell The School provides training in the areas of communication skills, professional ethics, salesmanship, decorum, record keeping, and client service record cards.

## COSMETOLOGY PROGRAM TESTING AND GRADING PROCEDURE

The following tests and grading procedures are incorporated during the student's 1500-hour course:

- 1 **Weekly theory exams:** Students must receive a grade of 75% or higher on each weekly theory exam.
- 2 **Practical skills evaluation test:** Students must receive a grade of 75% or higher. If a student fails to pass this evaluation test on their second attempt, they may be asked to withdraw and re-enroll in the next Core class start date.
- 3 **Final exam 1 (approximately 750 hour written exam):** This test covers an overview of all related cosmetology subjects (e.g., anatomy, chemistry, etc.). Students must receive a grade of 75% or higher on all final exams.
- 4 **Final exam 2 (approximately 1400 hour written test):** The written exam covers an overview of all theory instruction, North Carolina state law, and other items covered on the state cosmetology exam. Students must receive a grade of 75% or higher on all final exams.
- 5 **Clinic classroom practical worksheets:** Students must complete all clinic classroom practical worksheets.

## COSMETOLOGY INSTRUCTOR PROGRAM TESTING AND GRADING PROCEDURE

The following testing and grading procedures are incorporated into the cosmetology instructor's 800-hour courses:

- 1 Students must receive a grade of 75% or higher on each theory exam. Theory exams cover a review of the *Milady's Master Educator Student Course Book*.
- 2 Students must receive 75% or higher on each final exam; final exams cover a complete overview of the *Milady's Master Educator Student Course Book*.

## MEASURABLE PERFORMANCE OBJECTIVES

- 1 Complete the required number of clock hours of training.
- 2 Achieve and receive passing grades on all practical graduation requirements and projects, including practical and theoretical examinations.
- 3 Satisfactorily pass final written and practical exams.
- 4 Upon completion, receive a graduation certificate.
- 5 Pass state board exam.

## SAFETY PRECAUTIONS FOR THE BEAUTY INDUSTRY

By following safety precautions you contribute to the health, welfare, and safety of the community. Always have good hygiene and be professionally dressed. Keep a first aid kit on hand, follow safety regulations, and keep equipment properly sanitized. The following precautions should always be taken with each client:

- 1 Protect clients' clothing by appropriately draping them.
- 2 Ask clients to remove any jewelry, hair accessories, glasses, etc.
- 3 Keep any and all chemicals away from the eyes. In case of eye contact with chemicals, thoroughly rinse eyes with cold water.
- 4 Wear gloves when dealing with chemicals.
- 5 Remember that anything containing chemically active ingredients must be used carefully to avoid injury to you and your client.

## INDUSTRY REQUIREMENTS

Students interested in pursuing a career in the beauty industry should:

- 1 Develop finger dexterity and a sense of form and artistry.
- 2 Enjoy dealing with the public.
- 3 Keep aware of the latest fashions and beauty techniques.
- 4 Make a strong commitment to your education.
- 5 Be aware that the work can be arduous and physically demanding because of long hours standing and using your hands at shoulder level.

## STUDENT SERVICES

- 1 **Housing:** Paul Mitchell The School keeps a file of information about housing in the surrounding areas.
- 2 **Advising:** Students are provided with academic advising and additional assistance as necessary. If referral to professional assistance is necessary, the school maintains a record of such referral. Information and advice on any financial assistance are accessible to students. Paul Mitchell The School also gives advice and information to students on these subjects:
  - a. Regulations governing licensure to practice, including reciprocity among jurisdictions.
  - b. Employment opportunities within their field of study.
  - c. Opportunities for continuing education following graduation.



## **GRADUATION REQUIREMENTS (COSMETOLOGY)**

- 1 Receive the required number of clock hours of training.
- 2 Complete Graduation Map worksheet requirements (*if applicable*).
- 3 For a student to meet state requirements, all clinic classroom practical worksheets must be completed in its entirety.
- 4 Complete the Final Phase worksheet.
- 5 Satisfactorily pass final written and practical exams.
- 6 Complete the required Milady theory hours and pass all written Milady theory exams.
- 7 Pay all tuition costs or make satisfactory arrangements for payment of all monies owed to the school.
- 8 Upon graduation, the student will receive a certificate of completion.

## **GRADUATION REQUIREMENTS (COSMETOLOGY INSTRUCTOR)**

- 1 Receive the required number of clock hours of training.
- 2 Pass all written Milady exams.
- 3 Pay all tuition costs or make satisfactory arrangements for payment of all monies owed to the school.
- 4 Upon graduation, the student will receive a certificate of completion.
- 5 Pass practical teaching evaluation.

Paul Mitchell The School reserves the right to retain a student in school if the student's progress is not satisfactory as determined by the school's administration and/or the student fails to complete all listed requirements or fails to pass the written and practical exams. The School will not release an official transcript until all graduation requirements are met.

A student who withdraws will receive a certified transcript, which will include the number of hours for which the school has been compensated. For the purposes of transfer or graduation, the school will not release hours until all monies owed to the institution have been paid and all academic requirements pertaining to those hours have been completed.

## **GRADUATES COMPLETING A PROGRAM AND REENROLLING IN A NEW PROGRAM**

A student that graduates from one program within the school and wishes to enroll in another program within the school, a determination of the state laws will determine the amount of hours that will be transferred into the new program, the student will need to meet the quantitative and qualitative components of SAP for the new program.

## GRADUATION, PLACEMENT, AND JOB OPPORTUNITIES

There are many wonderful career opportunities available within the beauty industry. In addition to hair design, this industry also offers opportunities in areas such as skin care, makeup, aromatherapy, nail artistry, product education, platform artistry, and salon management.

Professional Stylist	Product Representative	School Owner/Manager
Skin Care Therapist	Salon Owner or Manager	Private School Learning Leader
Makeup Technician	State Board Member/Examiner	Public School Learning Leader
Nail Technician	School Administrator	
Platform Artist	Director of Education	

Although Paul Mitchell The School Charlotte do not guarantee employment upon graduation, Paul Mitchell The School Charlotte do maintain an aggressive job placement program and will inform students of job openings and opportunities. Paul Mitchell The School Charlotte coordinate placement programs with local and national salons by sending out surveys and inviting salon owners and guest artists to teach and speak there.

Paul Mitchell The School Charlotte has placed students in the beauty industry as a Hair Stylist, Makeup Artist, Beauty Industry Educator, Salon Owner, Salon Manager, Platform Artist, Beauty Industry Instructor.

## STUDENT KIT – Cosmetology

Students are responsible to purchase a Paul Mitchell Kit at an additional cost from the tuition. Please note that students are responsible for the purchase of stationery supplies. *Textbook and educational materials may be purchased separately, which may discount kit costs.*

The following items are contained in the Paul Mitchell cosmetology kit:

BRUSHES	ACCESSORIES	STUDENT EDUCATION MATERIALS
1 Paul Mitchell Paddle Plastic 427 1 Paul Mitchell Scalp Brush 1 Paul Mitchell Sculpting Plastic 413 1 Paul Mitchell Styling Plastic 407 1 Paul Mitchell Express Ion Round -Medium 1 Paul Mitchell Express Ion Round - XLarge	1 Paul Mitchell Metal Clips (pack 10) 1 Paul Mitchell Rolling Metal Case 1 Paul Mitchell Water Bottle	1 Cutting System 1 Cutting Book 1 Men's Cutting System 1 Color System 1 The Coloring Book 1 Skill Card Book 1 Paul Mitchell Product Guide Workbook 1 Connecting to My Future Book 1 Be Nice (Or Else!) Book 1 The Color Paper Swatch Chart 1 PM Shines Paper Swatch Chart 1 Blonding Brochure 1 Shines XG Paper Swatch Chart
<b>CAPES</b>	<b>TOOLS</b>	
1 Paul Mitchell All Purpose Cape 1 Paul Mitchell Cutting Cape	1 Paul Mitchell 3/4" Marcel Curling Iron 1 Andis Clipper & Trimmer (set packed into bag) 1 Paul Mitchell Manicure Set 2 Female Mannequins 1 Express Ion Smooth+(Plus) N. America 120V 1 Express Ion Dry+ (Plus) N. America 125V 1 Paul Mitchell Classic Razor with blades 1 Paul Mitchell Scissor Case 1 Paul Mitchell 6.0" Scissors (R/L) 1 Paul Mitchell 5.5" Scissors (R/L) 1 Paul Mitchell 6.0" Texturizer (R/L) 1 Paul Mitchell Tripod	
<b>COMBS</b>		
1 Paul Mitchell Black Metal Tail, 429 1 Paul Mitchell Black Rat Tail, 814 1 Paul Mitchell Pick Teasing, 109 1 Paul Mitchell Red Cutting Comb, 416 1 Paul Mitchell Teal Carving, 424 1 Paul Mitchell White Comb, 408 1 Paul Mitchell Detangler Comb		

*Textbooks listed below are included in the Paul Mitchell Kit at a discounted price to the student.*

TEXTBOOKS
Milady standard Cosmetology 2016 book - 9781285769431 \$117.95 Milady Exam Review - 9781285769554 -\$38.95 SG Essential Companion Milady Standard - 9781285769639 - \$ 62.95

## STUDENT KIT (Textbooks only) – Cosmetology Instructor

1 <i>Milady's Master Educator Student Course Book, 3rd Edition</i> ; ISBN-13: 9781133693697, \$161.50 1 <i>Milady's Master Educator Exam Review, 3rd Edition</i> ; ISBN-13: 9781133776598, \$48.50
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## FEDERAL RETURN OF TITLE IV FUNDS POLICY

*The school participates in federal financial aid. Please refer to the following refund policy for specific consumer information pursuant to the federal financial aid program.*

- ① Title IV federal financial aid funds are awarded under the assumption that a student will remain in classroom attendance for the entire period for which funds were awarded. If a financial aid recipient withdraws from school after beginning attendance, the amount of Title IV grant or loan assistance earned by the student must be determined. The school is required to calculate the amount of Federal Title IV funds to be returned for a student who has withdrawn from all classes. If a student receives SFA (Student Financial Aid) in the form of loans and/or grants, withdraws from school after beginning attendance, the amount of SFA grant or loan assistance earned by the student must be determined.
- ② For students who have received Title IV financial assistance, the Federal Return of Title IV Funds calculation will be completed first and applicable funds returned. Returned funds will be reduced from the payments received on behalf of the student before applying the institutional refund policy to determine whether the student is owed a refund or if a balance is owed to the institution.
- ③ If a student has received less aid than that student earned, he/she may be eligible for a post-withdrawal disbursement. If a student is eligible for this disbursement, the school will notify the student in writing of the amount for which he/she is eligible. The student will have 14 days to accept or decline the disbursement. If an acceptance is not received within this time frame, the institution will not make the post-withdrawal disbursement to the student.
- ④ The Federal Return of Title IV Funds formula dictates the amount of federal Title IV aid that must be returned to the federal government or the lending institution by the school and/or the student. The federal formula is applicable to an eligible student receiving federal aid when that student withdraws on or before the 60 percent point in time in the payment period.
- ⑤ The federal formula requires a return of Title IV aid if the student received federal financial assistance in the form of Stafford Loans, Pell Grants, or PLUS Loans and withdraws on or before completing 60 percent of the payment period. The percentage of Title IV aid earned is equal to the percentage of the payment period that was completed as of the withdrawal date if this occurs on or before the 60 percent point of time. The percentage that has not been earned is calculated by determining the complement of the percentage earned (e.g., if 40 percent was earned, 60 percent was unearned).
- ⑥ The amount to be returned is calculated by subtracting the amount of Title IV assistance earned from the amount of Title IV aid that was or could have been disbursed as of the withdrawal date. The percentage of the payment period scheduled to complete is calculated by dividing the total number of clock hours scheduled to complete by the payment period as of the last date of attendance.
- ⑦ If a student unofficially or officially withdraws and has received federal loans, the loans will go into repayment once the grace period expires.
  - a. Unofficial withdrawal applies when a student is absent for 14 or more consecutive calendar days;
  - b. Official withdrawal applies when a student notifies the school in writing or in person.In both cases the last day of attendance will be used in the return to Title IV calculation.
- ⑧ School scheduled breaks of five (5) or more consecutive days are excluded from the return to title IV calculation as periods of nonattendance and, therefore, do not affect the calculation of the amount of federal student aid earned. This provides for more equitable treatment of students who officially or unofficially withdraw near either end of the schedule break.
- ⑨ Title IV funds will be returned to the United States Department of Education within 45 days.

*NOTE: A student who withdraws prior to completing 60 percent of the charging period may be required to repay some of the funds released to the student because of a credit balance on the student's account. Refunds to Title IV programs will be made in the following order:*

- ① Federal Unsubsidized Stafford Loan
- ② Federal Subsidized Stafford Loan
- ③ Federal PLUS Loan
- ④ Federal Pell Grant

## INSTITUTIONAL REFUND/DROP POLICY

- ① Any monies due the applicant or student shall be refunded within 45 days of official cancellation or withdrawal. Official cancellation or withdrawal shall occur on the earlier of the dates that:
  - a. An applicant is not accepted by the school. This applicant shall be entitled to a refund of all monies paid to the school except the non-refundable application fee.
  - b. A student (or in the case of a student under legal age, his/her parent or guardian) cancels his/her contract and demands his/her money back in writing, within three (3) days of signing the enrollment contract. In this case all monies collected by the school shall be refunded except the non-refundable application fee. This policy applies regardless of whether or not the student has actually started training.
  - c. A student who cancels his/her contract after three (3) days of signing the contract but prior to entering classes is entitled to a refund of all monies paid to the school less the non-refundable application fee of \$100.00.
  - d. A student notifies the institution of his/her official withdrawal in writing.
  - e. A student is expelled by the institution.
  - f. For official cancellations as defined in paragraphs b, c, d, or e, the cancellation date will be determined by the postmark on written notification, or the date said information is delivered to the school administrator/owner in person.
  - g. Monies paid for Student Kits are nonrefundable unless the student cancels within three (3) business days of signing the enrollment contract or the student cancels prior to entering class.
  - h. A student on an approved leave of absence notifies the school that he/she will not be returning. That date of withdrawal shall be the earlier of the date of expiration of the leave of absence or the date the student notifies the institution that the student will not be returning.
- ② Any monies due to a student who unofficially withdraws from the institution shall be refunded within 45 days of a determination by the institution that the student has withdrawn without notifying the institution. Unofficial withdrawals are monitored every 30 days and a determination is made to withdraw a student who has been absent from school for 14 or more consecutive calendar days; the withdrawal date that will be used in this calculation is the student's actual last date of attendance.
- ③ When situations of mitigating circumstances are in evidence, such as serious illness, a disabling accident, or death in the immediate family, the school may make a settlement that is reasonable and fair to both parties.
- ④ All extra costs, such as books, equipment, graduation fees, application fee, rentals, and other such charges, are not considered in the tuition adjustment computation if the charges are itemized separately in the enrollment contract.
- ⑤ If a course is cancelled subsequent to a student's enrollment, and before instruction in the course has begun, the school shall either provide a full refund of all monies paid or provide completion of the course.
- ⑥ If a course and/or program is cancelled and ceases to offer instruction after the student has enrolled and instruction has begun, the school shall either provide a full refund of all monies paid or provide completion of the course and/or program.
- ⑦ For students who terminate prior to completion, an administration fee in the amount of \$100.00 will be assessed.
- ⑧ A student's account may be sent to collections for nonpayment.
- ⑨ If the school closes permanently and no longer offers instruction after a student has enrolled, the school will provide a pro rata refund of tuition to the student.

Refund table distribution is used for all students due a refund. Upon withdrawal, drop or termination, a student may owe tuition or be entitled to a refund based on his/her scheduled hours:

Percentage Length Scheduled to Complete to Total Length of Program or Course	Amount of Total Tuition Owed to the School
0.01% - 4.9%	20%
5% - 9.9%	30%
10% - 14.9%	40%
15% - 24.9%	45%
25% - 49.9%	70%
50% and over	100%

## MAKEUP WORK

Makeup work can be assigned to students giving each student the opportunity to maintain satisfactory academic progress. Each student is responsible to request makeup work from his or her Learning Leader. Credit cannot be given for incomplete work. The letter "I" is recorded for that day and the incomplete status remains until work is made up. The "I" will change to a "0" if the work is not made up by the last Friday of the month. If a student is present and refuses to do assigned work, the Future Professional will automatically be dismissed for the day and will receive a "0" for the day. This grade will not be allowed to be made up.

## SATISFACTORY ACADEMIC PROGRESS POLICY

Students enrolled in programs approved by NACCAS must meet formal standards that measure their satisfactory progress toward graduation. The Satisfactory Academic Progress Policy is provided to all students prior to enrollment. The policy is consistently applied to all applicable students. *Evaluations are maintained in the student file.* The school will develop an academic and/or attendance plan to address the specific needs of those students who fail to meet the academic and/or attendance requirements at specific SAP evaluation points. A leave of absence will extend the student's contract period and maximum time frame by the same number of days taken in the leave of absence.

## QUANTITATIVE AND QUALITATIVE FACTORS

Factors for measuring the student's progress toward satisfactory completion of the program include maintaining:

- ① A minimum cumulative theory grade level of 75% or higher.
- ② A minimum cumulative academic level of 75% on practical worksheet completion.\*
- ③ To determine whether a student meets the academic requirements for Satisfactory Academic Progress, theory and practical grades are averaged together to give a minimum cumulative academic grade of 75%.
- ④ A minimum cumulative attendance level of 85% of scheduled hours\*\*
- ⑤ A minimum Final Practical Assessment Test of 75%.

\*To meet the state practical requirements for graduation, students must eventually complete all clinic classroom practical worksheets 100%. See *LEARNING PARTICIPATION GUIDELINES*.

\*\*To determine your rate of attendance, divide the cumulative number of hours completed by the scheduled hours to date.

A student who has not achieved the minimum cumulative GPA of 75% and/or who has not successfully completed at least a cumulative rate of attendance of 85% is not eligible for Title IV assistance, if applicable, unless the student is on warning or has prevailed upon appeal of the determination that resulted in a status of Financial Aid Probation.

## COMPLETION OF COURSE WITHIN DESIGNATED PERIOD OF TIME

Full-time day students attend five (5) days (Tuesday through Saturday), 35 hours per week, from 9:00 a.m. to 5:00 p.m. Part-time night students attend four (4) days (Monday through Thursday), 18 hours per week, from 5:30 p.m. to 10:00 p.m. Three day students attend three (3) days (Monday Through Wednesday or Tuesday through Thursday), 30 hours per week, from 9:30 a.m. to 8:00 p.m. Information regarding other course schedules is available upon inquiry.

The state of North Carolina requires 1500 clock hours for the cosmetology course. Students are expected to complete the course in no more than 118% of the program length. If a student is never absent, he/she should complete the course within 42.85 weeks for a full-time student, 83.30 weeks for a part-time student, and 50 weeks for a three day student.

The state of North Carolina requires 800 hours for the cosmetology instructor course. Students are expected to complete the course in no more than 118% of the program length. If a student is never absent, he/she should complete the course within 22.85 weeks for a full-time student and 26.67 weeks for a three day student.

At the end of each evaluation period, the school will determine if the student has maintained at least 85% cumulative attendance since the beginning of the course which indicates that, given the same attendance rate, the student will graduate within the maximum 118% time frame allowed.

## MAXIMUM TIME FRAME

Students must complete the educational program within the maximum time frame, which is based on attending at least 85% of the scheduled hours.

COURSE	LENGTH	MAXIMUM TIME FRAME
Cosmetology – Full Time (35 hours)	42.85 Weeks	50.57 Weeks
Cosmetology – Part Time (18 hours)	83.33 Weeks	98.33 Weeks
Cosmetology - 3 Day (30 hours)	50 Weeks	59 Weeks
Cosmetology Instructor – Full Time	22.85 Weeks	26.97 Weeks
Cosmetology Instructor - 3 Day (30 hours)	26.67 Weeks	31.47 Weeks

The maximum time frame allowed for transfer students who need less than full course requirements or part-time students will be determined based on 85% of the scheduled contracted hours. If any student enrolled fails to complete the program within the maximum time frame they will lose their eligibility for Title IV programs, if applicable, but they will be able to complete the program on a cash pay basis. For students with a disability that appeal, the student's disability will be considered as a factor towards maintaining Satisfactory Academic Progress.

## INTERRUPTIONS, COURSE INCOMPLETES, AND WITHDRAWALS

If the student needs to take off more time than allotted in the contract or more than 14 consecutive calendar days, he/she must take a leave of absence or withdraw and reenroll when ready to return. If a student needs more than 14 consecutive calendar days of time off due to pregnancy/new mother, and/or military duty then the student should take a leave of absence. Students who withdraw prior to completing the course of study and who wish to reenter will reenter at the same progress status as applicable at the time of withdrawal.

## LEAVE OF ABSENCE

A Leave of Absence (LOA) is a temporary interruption in a Future Professional's program of study. LOA refers to the specific time period during a program when a Future Professional is not in attendance. A future professional granted a leave of absence that meets the criteria is not considered to have withdrawn, and no refund calculation is required. The school will typically allow a LOA for a minimum of fourteen (14) days and maximum of ninety days (90). Title IV recipients will be allowed no more than one leave of absence during any twelve month period with the maximum of sixty days (60). A Future Professional must request a Leave of Absence in writing stating the reason for the leave of absence for approval by the school owner or Administrator. If a future professional needs to take a leave of absence due to unforeseen circumstances that prevents the student from submitting documentation, the school owner or administrator will approve the leave of absence. They will need to provide documentation on or before they return from the leave of absence. The beginning date of the approved leave of absence would be determined by the school owner or administrator to be the first date the student was unable to attend the institution because of the unforeseen circumstance. If approved with the understanding the future professional will return, the official Leave will extend the contract period by the same number of days designated in the leave document or actually used by the Future Professional. No re-entry fee will be charged if the Future Professional returns to class on or before the first class day schedule after the termination of the Leave of Absence. If a financial aid recipient takes a leave of absence the Future Professional's payment period is suspended during the Leave of Absence and no federal financial aid will be disbursed to Future Professionals while on a Leave of Absence. Upon the Future Professional's return, the Future Professional will resume the same program's payment period and will not be eligible for additional Title IV aid until the payment period has been completed. If the Future Professional is a Title IV loan recipient, the Future Professional will be informed of the effects that if the Future Professional's failure to return from a leave of absence may have to follow the Future Professional's loan repayment terms, including the expiration of the Future Professional's grace period. The contract addendum will be completed upon return from the LOA to extend the ending date by the applicable number of days. All approved leave of absences will be scheduled to begin on the first class day after the Future Professional's last physical day of attendance prior to beginning the Leave. A leave of absence will extend the student's contract period and maximum time frame by the same number of days taken in the leave of absence.

## EVALUATION PROCEDURES AND REQUIRED LEVEL OF ACHIEVEMENT

Formal Satisfactory Progress Evaluations in both attendance and academics will occur when cosmetology students reach 450, 900, 1200, and 1500 actual hours. In programs of 800 hours, evaluation will occur when the student reaches 400 actual hours. The first evaluation will occur no later than the midpoint of the academic year.

The following grading system is used to evaluate a student's academic ability:

- 1 Examinations are given in all subjects.
- 2 Grades and attendance (Satisfactory Academic Progress) records are maintained in the financial aid file. The Satisfactory Academic Progress will reflect if the student evaluation will impact the student's eligibility for Financial Aid. The student may request to review their financial aid file from the Financial Aid Leader.

The following grading scale is used for theory progress:

**A = 90–100%    B = 80-89%    C = 75–79%    Below 75% = Failing**

Practical and clinical work is graded by a signature on the student's practical clinic worksheet or guest ticket. A signature from an instructor represents a passing grade which means all elements of the practical grading criteria were met. No signature indicates a failing score which means one or more of the practical grading criteria elements were not met and the student has not met minimum satisfactory standards on the practical application. Students are required to continue and/or repeat the practical application until they receive a signature from an instructor.

*\*The school uses a 900-hour academic year for Title IV purposes.*



## **TRANSFER HOURS**

Transfer hours accepted by the school are applied to the total number of hours necessary to complete the program and are considered both attempted and completed hours for the purpose of determining when the allowable maximum time frame has been exhausted. Satisfactory Academic Progress evaluation periods are based on actual contracted hours at the institution.

## **DETERMINATION OF PROGRESS STATUS**

Students meeting the minimum requirements for academics and attendance at the evaluation point are considered to be making satisfactory progress until the next scheduled evaluation.

## **WARNING**

Students failing to meet minimum requirements for attendance and/or academic progress will be placed on Financial Aid Warning and considered to be making satisfactory academic progress during the warning period which is until the next evaluation period. The student will be advised in writing on the actions required to attain satisfactory academic progress by the next evaluation. During the Financial Aid Warning period, students are eligible, if applicable, to receive financial aid funds. If at the end of the warning period, the student has still not met both academic and/or attendance requirements, he/she may be placed on probation and, if applicable, the student may be deemed ineligible to receive Title IV funds.

## **PROBATION FOR VA STUDENTS**

Instructors evaluate students at the end of each month. If a student fails to meet standards, he/she will be placed on probation the following month; at the end of that month when a student fails to meet standard, he/she will receive an Unsatisfactory Progress Report. At the end of the month when the student is assigned the Unsatisfactory Progress Report, he/she will be terminated.

## **PROBATION**

Students who fail to meet the minimum requirements for attendance and academic progress after the Warning period, the student will be placed on probation and considered to be making satisfactory academic progress while during the probationary period, if the student appeals the decision, and prevails upon appeal.

Additionally, only students who have the ability to meet satisfactory academic progress policy standards by the end of the evaluation period may be placed on probation. Students placed on an academic plan must be able to meet requirements set forth in the academic plan by the end of the next evaluation period. Students who are progressing according to their specific academic plan will be considered making satisfactory academic progress. The student will be advised in writing of the actions required to attain satisfactory academic progress by the next evaluation. If at the end of the probationary period, the student has still not met both the attendance and academic requirements required for satisfactory academic progress or set forth by the academic plan, the student will be determined as NOT making satisfactory academic progress, and if applicable, the student will not be deemed eligible to receive Title IV funds.

## **RE-ESTABLISHMENT OF SATISFACTORY ACADEMIC PROGRESS** *for those who qualify*

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

## **INSTITUTIONAL ATTENDANCE POLICY**

During the enrollment contract period, the student must maintain a 90% cumulative attendance rate for the program the student is enrolled, in order for the student to complete the program within the contracted end date.

At 90% attendance, the student is allowed to miss 150 hours before having to pay extra instructional charges. If the student's training goes beyond the contracted end date for course completion, the student will be charged an additional \$11.75 for each hour completed after the contract ending date. The student may use the 150 absent hours allowed for vacation, appointments, illness, etc.

The student's attendance will be evaluated at the Institutional Attendance checkpoints at the completion of each calendar month. A student who is not maintaining at least a cumulative of 90% attendance will be placed on Institutional Attendance Warning status until the next Institutional checkpoint. The student will be advised in writing on the actions required to attain Institutional Attendance by the next evaluation. Students are allowed to make up hours to meet the attendance requirement - refer to Make Up Hour Policy. If at the end of the Institutional Attendance warning period, the student has not met attendance requirements, he/she may be dropped from the program with the right to appeal.

## **APPEAL PROCEDURE**

A student may appeal the Financial Aid ineligible decision if he/she has a reason for not making satisfactory progress and if he/she can document that the circumstances that caused the unsatisfactory academic progress determination have in some way changed and that satisfactory academic progress standard can be met by the end of the next evaluation period. A student has five (5) calendar days from the date of notification that they are not meeting the second consecutive satisfactory progress determination to appeal the unsatisfactory academic progress determination. The student must submit a written appeal to the school's financial aid office on the designated schools Appeal Form describing why they failed to meet satisfactory academic progress standards, along with supporting documentation of the reasons why the determination should be reversed. This information should include what has changed about the student's situation that will allow them to achieve satisfactory academic progress by the next evaluation point.

The reasons for which a student may appeal a negative progress determination include death of relative, an injury or illness of the student, a student's disability, or any other allowable special or mitigating circumstances.

The Appeal documents will be reviewed and a decision will be made and reported to the student within 30 calendar days. The appeal and decision documents will be retained in the student's file. If the student prevails upon appeal, the satisfactory academic progress determination will be reversed and federal financial aid will be reinstated, if applicable.

If the appeal is granted the student will be placed on Financial Aid Probation for one evaluation period. If the student has not met academic and/or attendance requirements for two (2) consecutive evaluation periods, and does not prevail on appeal, the student will be determined as not making satisfactory progress and may be terminated.

This policy applies to all students regardless of whether or not they are eligible for Title IV funding programs. In order to comply with USDE requirements the terminology financial aid warning or financial aid probation will be used for both Title IV and non-Title IV students.

## **TERMINATION APPEAL PROCEDURE**

If a student is terminated due to receiving the maximum amount of coaching sessions, or due to the reasons outlined under termination on the Student Advisory Form, the student may appeal the termination decision. A student has five (5) calendar days from the date of termination to appeal the decision. The student must submit a written appeal to the school's Future Professional Advisor on the school's Termination Appeal Form describing why they were terminated, along with supporting documentation of the reasons why the determination should be reversed. This information should include what has changed about the student's situation that will allow them to continue through the program without incident.

An appeal hearing will take place within 15 business days of receipt of the written appeal. This hearing will be attended by the student, parent/guardian (if the student is a dependent minor), the student's learning leader, the future professional advisor, and the school director. A decision on the student's appeal will be made within three (3) business days by the director of education and will be communicated to the student in writing. This decision will be final.

If a student is terminated for gross misconduct, which includes but is not limited to reporting to school under the influence of alcohol or illegal drugs, cheating, stealing, insubordination, threats, and/or bullying, such termination is final and may not be appealed.

## **SUPPORT SERVICES**

Appointments for advisement will be scheduled on Tuesdays from 1:00 p.m. to 3:30 p.m.; however, continuous advisement takes place on a daily basis by the administration and learning leaders. Students are encouraged to seek advisement with proper personnel if a problem exists that needs attention. During advisement sessions, topics are discussed such as career, academic and/or attendance progress, regulations governing licensure, reciprocity, employment opportunities, continuing education opportunities, coordinating, work/job schedule, child care challenges, and any problems which the student may be having in school. Child care facility information is posted in the student break room. Paul Mitchell The School does not provide housing; however, if an applicant or student needs assistance in finding local housing, the school will refer them to an appropriate agency. If there is a crisis situation, the student will be referred to an appropriate agency. Also, financial advisement is available upon request.

## **STUDENT RIGHT OF ACCESS AND RECORD RETENTION POLICY**

The Family Educational Rights and Privacy Act (FERPA) sets a limit on the disclosure of personally identifiable information from school records and defines the rights of students to review and request changes to the records. FERPA generally gives postsecondary students the rights to:

- ❶ Review their education records,
- ❷ Seek to amend inaccurate information in their records, and
- ❸ Provide consent for the disclosure of their records.

Students (or parents or guardians, if the student is a dependent minor) are guaranteed access to their school records, with a staff member present, within 30 days from the date of the request. Copies of all records can be requested at \$0.20 per page.

### **General Release of Information**

Except under the special conditions described in this policy, a student must provide written consent before the school may disclose personally identifiable information from the student's education records. The written consent must:

- ❶ State the purpose of the disclosure,
- ❷ Specify the records that may be disclosed,
- ❸ Identify the party or class of parties to whom the disclosure may be made, and
- ❹ Be signed and dated.

### **FERPA Disclosures to Parents**

While the rights under FERPA have transferred from a student's parents to the student when the student attends a postsecondary institution, FERPA does permit a school to disclose a student's education records to his or her parents if the student is a dependent student under IRS rules.

Note that the IRS definition of a dependent is quite different from that of a dependent student for Financial Student Aid (FSA) purposes. For IRS purposes, students are dependent if they are listed as dependents on their parent's income tax returns. (If the student is a dependent as defined by the IRS, disclosure may be made to either parent, regardless of which parent claims the student as a dependent.)

A school may disclose information from a student's education records to parents in the case of a health or safety emergency that involves the student, without needing the student's consent.

A school may let parents of students under age 21 know when the student has violated any law or policy concerning the use or possession of alcohol or a controlled substance.

A school official may share with parents information that is based on that official's personal knowledge or observation and that is not based on information contained in an education record.

### **Release of Information to Regulatory Agencies**

Disclosures may be made to authorized representatives of the U.S. Department of Education for audit, evaluation, and enforcement purposes. "Authorized representatives" include employees of the Department, such as employees of the Office of Federal Student Aid, the Office of Postsecondary Education, the Office for Civil Rights, and the National Center for Education Statistics, as well as firms under contract to the Department to perform certain administrative functions or studies.

In addition, disclosure may be made if it is in connection with financial aid that the student has received or applied for. Such a disclosure may only be made if the student's information is needed to determine the amount of the aid, the conditions for the aid, or the student's eligibility for the aid, or to enforce the terms or conditions of the aid.

Paul Mitchell The School provides and permits access to student and other school records as required for any accreditation process initiated by the school or by the National Accrediting Commission of Career Arts and Sciences (NACCAS), or in response to a directive of said Commission.

### **Disclosures in Response to Subpoenas or Court Orders**

FERPA permits schools to disclose education records, without the student's consent, to comply with a lawfully issued subpoena or court order.

In most cases, the school must make a reasonable effort to notify the student who is the subject of the subpoena or court order before complying, so the student may seek protective action. However, the school does not have to notify the student if the court or issuing agency has prohibited such disclosure.

The school may also disclose information from education records, without the consent or knowledge of the student, to representatives of the U.S. Department of Justice in response to an ex parte order issued in connection with the investigation of crimes of terrorism.

### **Disclosures for Other Reasons**

There are two FERPA provisions concerning the release of records relating to a crime of violence. One concerns the release to the victim of any outcome involving an alleged crime of violence (34 CFR 34 CFR 99.31[a][13]). A separate provision permits a school to disclose to anyone the final results of any disciplinary hearing against an alleged perpetrator of a crime of violence where that student was found in violation of the school's rules or policies with respect to such crime or offense (34 CFR 99.31[a][14]).

### **Directory Information**

Paul Mitchell The School does not publish "directory information" on any student.

### **Record Maintenance**

All requests for releases of information are maintained in the student's file as long as the educational records themselves are kept. Student records are maintained for a minimum of six (6) years for withdrawal students; transcripts of graduates are kept indefinitely.

### **Amendment to Student Records**

Students have the right to seek an amendment to their school records. To seek an amendment, students must meet with the school director and bring any supporting documentation to show that the record is incorrect.

A parent or eligible student may file a written complaint with the Family Policy Compliance Office regarding an alleged violation under the Family Educational Rights and Privacy Act. The Office's address is: Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue, SW., Washington, DC 20202

## CHARLOTTE AND GASTONIA (COMBINED) PERFORMANCE STATISTICS/JOB OUTLOOK

Paul Mitchell The School Charlotte is accredited by the National Accrediting Commission of Career Arts and Sciences (NACCAS) and recognized by the U.S. Department of Education. Each agency requires schools to provide important information regarding outcome rates in the areas of completion, placement, and licensure; however, each agency requires that we provide outcome rates differently. NACCAS requires schools to list the outcome rates for each main campus and all additional campuses as a whole. In this case, Paul Mitchell The School Gastonia is the main campus and Paul Mitchell The School Charlotte a branch campus. The outcome combined rates provided are for all schools under this structure. The U.S. Department of Education requires outcome rates be provided based upon the individual location which are listed below. Outcome rates have also been provided for the individual school you are interested in attending. If you have any questions regarding our outcome rates, please see our admissions team for assistance.

Paul Mitchell The School combined campus performance statistics for the calendar year 2015:

<b>Graduation</b>	<b>Placement</b>	<b>Licensure</b>
<b>54.86%</b>	<b>74.05%</b>	<b>98.65%</b>

Paul Mitchell The School Charlotte campus performance statistics for the calendar year 2015:

<b>Graduation</b>	<b>Placement</b>	<b>Licensure</b>
<b>52.4%</b>	<b>62%</b>	<b>100%</b>

Paul Mitchell The School Gastonia campus performance statistics for the calendar year 2015:

<b>Graduation</b>	<b>Placement</b>	<b>Licensure</b>
<b>58%</b>	<b>89%</b>	<b>98.3%</b>

## CHARLOTTE PROGRAM INTEGRITY

Paul Mitchell The School Charlotte is accredited by NACCAS and uses its calculation for student placement based on each program offered. For the most recent gainful employment annual reporting period, the school shows the following data for the **cosmetology program**:

Placement rate	On-time graduation rate	Median Loan Debt
62.86%	55.56%	<b>2014-2015 Title IV: \$16,426.00. Private: \$0. Institutional: \$0.</b>

For the most recent gainful employment annual reporting period, the school shows the following data for the **cosmetology instructor program**:

Placement rate	On-time graduation rate	Median Loan Debt
66.67%	60%	<b>2014-2015 Title IV: \$0. Private: \$0. Institutional: \$0.</b>

For more information about our graduation rates, the median debt of students who completed the program, and other important information, please visit our Web site at: [charlotte.paulmitchell.edu/programs](http://charlotte.paulmitchell.edu/programs).

On-time completion is deemed by the U.S. Department of Education as anyone who graduates within the normal completion time. When a student completes their graduation requirements, including all theory and practical assignments, and the required number of clock hours contracted for within their original contracted graduation date, that student is considered to have graduated on-time. If a student delays their graduation for any reason—such as family responsibilities, day care issues, and other life events—and that causes them to graduate after their original contract end date, they are not considered an on-time graduate. Please note that our graduation rates that are provided in the school catalog are based on how many students started the program and how many completed within the reporting period.

## STUDENTS RIGHT-TO-KNOW - COMBINED DEPARTMENT OF EDUCATION RATES (IPEDS)

Graduation
N/A

Paul Mitchell The School Charlotte must prepare the completion and graduation rate of its certificate - or degree-seeking, first-time, full-time undergraduate students each year. The rates will track the outcomes for students for whom 150% of the normal time for completion or graduation has elapsed. Normal time is the amount of time necessary for a student to complete all requirements for a degree or certificate according to the institution's catalog. These rates are generated from the school student record management system.

NACCAS' 2015 Annual Report is derived from a single cohort of students – those scheduled to graduate in 2015. NACCAS' graduation, placement and licensure definitions are described below:

**Graduation:** Based on all students scheduled to graduate from the program in 2015. The scheduled graduation date is a student's most recent contract end date (i.e., the contract end date after all leaves of absence, schedule changes and re-enrollments have been accounted for). A student may count as a graduate if they have completed all applicable graduation requirements at the institution.

**Licensure:** Based on graduates from the graduation cohort who sat for all parts of their required licensure exam prior to November 30, 2016. A student in the licensure cohort may count as a "pass" if they pass all required portions of the examination prior to November 30, 2016.

**Placement:** Based on graduates from the graduation cohort who are eligible for placement. A student may count as placed if they are employed in a field for which their training prepared them prior to November 30, 2016. Students may be excluded from the calculation if they fall into one of the categories listed. In 2015, the school excluded the following number of students\* based on each of the following categories:

- ① The graduate is deceased 0
- ② The graduate is permanently disabled 0
- ③ The graduate is deployed for military service/duty 0
- ④ The graduate studied under a student visa and is ineligible for employment in the U.S. 0
- ⑤ The graduate continued his/her education at an institution under the same ownership (e.g., a graduate of your cosmetology program subsequently enrolled in the instructor program of an institution under the same ownership) 0

**Total Excluded 0**

\*If fewer than ten students were excluded for any one category, the disclosure will only include the total of all excluded students if that total is at least ten. If the calculation excluded fewer than a total of ten students the institution will state that it excluded students on the basis of each condition, and note that the number of total exclusions were fewer than 10 and therefore cannot be disclosed.



## STUDENT PROFESSIONAL DEVELOPMENT GUIDELINES

All students must commit to and follow the Student Professional Development Guidelines during their enrollment at Paul Mitchell The School. These guidelines were established to assist in creating a safe, focused, and enjoyable learning experience.

### Attendance and Documentation of Time

- ❶ The school records attendance in clock hours and gives appropriate attendance credit for all hours attended. The school does not add or deduct attendance hours as a penalty. Attendance is calculated using a computerized time clock. To ensure proper credit for clock hours, full-time students are required to clock in/out two (2) times a day: when they arrive at school and when they leave at the end of the day. Part-time students are required to clock in/out two (2) times a day: when they arrive at school and when they leave at the end of the day. If a student fails to clock in or out for their schedule on the student time clock, the student will not receive hours. If the student wishes to dispute any hours they feel earned, the student must provide documentation to verify attendance on the missing time form. The documentation would include the guest service summary showing guest check in and check out time.
- ❷ The school is open from 9:00 a.m. to 5:00 p.m. for full-time students and 5:30 p.m. to 10:00 p.m. for part-time students.
- ❸ All courses require continuous attendance.
- ❹ The prescribed attendance schedule must be maintained each week. Alternate schedules are available to those students who qualify.
- ❺ Night students may not miss Mondays and day students may not miss Saturdays. Part time day students may not miss Monday (Gastonia) and 3 day students may not miss Tuesday (Charlotte).
- ❻ Students must be on time, as tardiness inhibits the learning process. Students who are late for theory class may not enter the classroom and will not receive theory credit. They may “clock in” and will be assigned special projects or assignments pertaining to their course of study. Students who are late for a specialty class or a guest artist class may attend the class, but must be accompanied into the classroom by an instructor. Students are never excused from mandatory theory class to work in the clinic.
- ❼ During the contracted enrollment period, applicant student must maintain a 90% attendance average each month in order to complete the program by the contracted end date. The student is allowed to miss 10% of his or her scheduled hours before having to pay extra instructional charges. The student may use the 10% excused absences for vacation, doctor appointments, illness, etc.; however, the student may not be out of school 14 consecutive calendar days or he or she may be terminated. If the student must attend additional program hours beyond his or her contracted end date due to not meeting a 90% attendance average or to complete academic graduation requirements, the student will be charged an additional \$11.75 (cosmetology) and \$10.00 (cosmetology instructor) for each hour scheduled to complete after the contracted end date is reached.  
***\*\*Refer to the school enrollment contract for the Enrollment Contract Period definition.  
Please note that if a student misses more than 14 consecutive calendar days, the student may be terminated from the program.***
- ❽ Students who are late or cannot attend school must contact the Future Professional Advisor and their Learning Leader. Day students must call in by 9:00 a.m.; night students must call in by 5:00 p.m.
- ❾ Students must request time off from school from the Education Leader.

- ⑩ Students are required to be in attendance a minimum of 7 hours per day, 35 hours per week for the full-time schedule, 4.5 hours per day, 18 hours per week for part-time students, 4.5 hours per day, 22.50 hours per week for part time day schedule (Gastonia), and 10 hours per day, 30 hours per week for three day schedule (Charlotte). Holidays such as Thanksgiving, Christmas, and New Years Day will be set according to the calendar each year. Students cannot bank hours and attend over 48 hours per week to make up for missing hours. If a student will miss hours during the week, arrangements must be made with the Future Professional Advisor to make up those hours within the same week, or the hours missed will count against the hours allowed to miss and overtime charges can occur.
- ⑪ Lunches and breaks are scheduled for all students. All students take 30 minutes for lunch between 12:00 noon and 1:30 p.m. Students should communicate with their instructor if they have not had lunch by 1:30 p.m. Night students have a 20 minute break.

**Observe the appropriate breaks for your school schedule. Breaks are as follows:**

Student Schedule	Breaks	Lunch
8 or 7 1/2 hr/day	10 min. in the morning & 10 min in the afternoon	30 min.
6 hr/day	10 min. in the morning & 10 min in afternoon	n/a
5 hr/day	10 min at mid-point of schedule	n/a
4 hr/day	10 min at mid-point of schedule	n/a

- ⑫ Documentation of time: Students may not leave the school premises during regular hours without an instructor’s permission.
  - a. Students who leave school premises for more than 10 minutes or those who leave early must document their time by clocking out on the time clock, signing the sign-out sheet, and having an instructor book them out.
  - b. Students who leave school premises for less than 10 minutes must sign the sign-out sheet.
- ⑬ Students may not clock in or out for another student.
- ⑭ Students attend Core for 175 clock hours of enrollment. During this time the student must maintain a monthly attendance of 90%. If at the conclusion of the month, the student’s progress report is not 90% attendance, the student may be dropped from the program and asked to re-enroll in the next class start date.

## **TARDINESS POLICY**

Students may not be late as it inhibits the learning process. If students are late or cannot attend school, they must contact Paul Mitchell The School and talk to the service desk immediately. Students must message the Future Professional Advisor and their Learning Leader via KlassApp or email by 9:00 a.m. for day and 5:00 p.m. for night. Students who are late for theory class may not enter the classroom and will not receive theory credit. Students who are late for any specialty class or guest artist may attend the class but must have a note from the Future Professional Advisor to enter class. Students are never excused from mandatory theory class to work in the clinic. Only three (3) tardy days are allowed per month; otherwise it is considered excessive tardiness. If a student leaves early without permission, it will be counted as a tardy.

## SEARCH POLICY

Lockers and stations are furnished for student use, belonging to the school and are subject to search by the school or police officials at any time for any reason. By entering onto the premises of the school, students agree that they and any items, including handbags, briefcases, purses, and personal belongings they bring with them, are subject to reasonable search by school personnel at any time for any reason.

**Professional Image:** A professional image is a requirement for successful participation in school. Students must maintain the following professional dress code:

- ① All students must wear black.
- ② Clothing must be professional, clean, and free of stains and tears.
- ③ Shoes should be black, professional, closed-toe and comfortable for all students.
- ④ Hair must be clean and styled prior to arriving at school. Ponytails are not acceptable.
- ⑤ Cosmetics must be applied prior to arriving at school, using trend-appropriate makeup techniques.
- ⑥ The following is a list of unacceptable dress:
  - a. Foot thongs, Crocs, or beach sandals
  - b. Jeans or clothing made of jeans material
  - c. Tank or sleeveless tops
  - d. Sweatpants and sweatshirts
  - e. Printed T-shirts other than those with a PAUL MITCHELL logo; acceptable T-shirts must be clean and professional, and you must dress them up
  - f. Short skirts that fall above the knee or skirts that touch the floor
  - g. Hats, Visors, and dew rags; sunglasses; headphones
  - h. Shorts, spandex or biking shorts
  - i. Hooded sweatshirts, jackets, or tops
- ⑦ Nails must be clean or polished.
- ⑧ Students may accessorize with colorful jewelry.
- ⑨ Students who fail to comply with the professional dress code will be asked to leave and return with appropriate attire.

## **Sanitation and Personal Services**

- ① Students must keep workstations and classroom areas clean, sanitary, and clutter-free at all times.
- ② Students must clean their stations, including the floor, after each service.
- ③ Hair must be swept up immediately after a service is completed, before blow-drying.
- ④ Workstations must be cleaned at the end of the day, prior to clocking out for the day.
- ⑤ Students may receive services on Tuesday through Thursday. To receive a service, students must do the following prior to starting the service:
  - a. Notify an instructor.
  - b. Be scheduled off the service books by a Learning Leader.
  - c. Pay for service supplies including perms, color, lightener, rinses, conditioning, treatments, manicures, nails, etc.
  - d. Personal services are considered rewards and scheduled for students who are up to date with all projects, exams, and worksheets. School assignments and successful learning are the priority.

## **Communication Guidelines and Professional Conduct**

Honest Policy – It is the school team’s responsibility to provide a safe and positive experience for all students. The following list of actions is unacceptable behavior and is prohibited by the school.

- ① Visitors are allowed in the reception area only. Visitors are not allowed in the classrooms, student lounge, or clinic classroom.
- ② Only emergency calls are permitted on the business phone. Students may use the student phones for a limited time. Please keep your calls to three (3) minutes or less.
- ③ Cell phones are not permitted in the classrooms or on the clinic classroom.
- ④ Students may not visit with another student who is servicing a client.
- ⑤ Students may not gather around the reception desk, reception area, or offices.
- ⑥ Food, drinks, and water bottles are allowed only in the lunchroom.
- ⑦ Smoking is allowed in designated outside areas only.
- ⑧ Stealing or taking school or another’s personal property is unacceptable.

## Learning Participation Guidelines

- ① Peer teaching and tutoring are encouraged. Taking credit for another's work or cheating during exams is unacceptable.
- ② Students will be expected to maintain an average of 75% on all theory tests and assignments.
- ③ Students may not be released from required theory class to take a client.
- ④ Only desk personnel may schedule or change client service appointments.
- ⑤ All services must be checked and the service ticket initialed by an instructor.
- ⑥ Students are expected to be continuously working on school-related projects, assignments, reading, or test preparation during school hours.
- ⑦ Students will receive clock hours during the times they fully participate in their learning experience.
- ⑧ When students are not scheduled with service appointments or are not scheduled to attend theory or an specialty class, they may focus on the following:
  - a. Completion of monthly worksheets
  - b. Completion of theory review worksheets
  - c. Performing a service on another student
  - d. Listening to or reading school resource center materials, including educational videos, audiotapes, and books
- ⑨ Students must comply with school personnel and instructor's assignments and requests as required by the curriculum and student guidelines and rules.
- ⑩ Students may not perform hair, skin, or nail services outside of school unless authorized to do so by school administration. Conducting unauthorized hair, skin, or nail services outside of school will be reported to the state board and may result in your inability to receive a professional license.
- ⑪ Students are responsible for their own equipment and may use a station drawer only while working at that station. All equipment, tools, and personal items must be secured in their assigned locker. Paul Mitchell The School is not responsible for any lost or stolen articles.
- ⑫ Parking is allowed in assigned parking areas only or cars may be towed at the owner's expense.
- ⑬ All worksheets are due by the end of school.
- ⑭ If a student fails to complete a worksheet at 100%, the student will be placed on the Back on Track list and will remain on the list until the following month.
- ⑮ Theory Class Guidelines – Theory class begins at 9:30 a.m. and 3:30 p.m. (day) and 5:30 p.m. (night) for students. At the beginning of class, the door is closed and class begins. The following steps will help create a positive learning environment:
  - a. Late arrivals are not permitted to enter the classroom.
  - b. Unscheduled attendees are prohibited from attending the class.
  - c. Students in the class are not allowed to leave without the consent of a Learning Leader.
  - d. Students in the class must come prepared to learn with textbooks and assigned learning materials.
- ⑯ If a student fails to pass the Core written and/or practical exam on their second attempt, they may be asked to withdraw from the program and re-start in the next class start date.
- ⑰ Milady Theory: Students will not be allowed in theory once the door is closed. The student will not receive theory credit during this time. If a student chooses to leave theory class for any reason he/ she will not be allowed to return to theory class. If there's a transition period during theory, a student will be allowed to enter to receive credit for the remaining scheduled time in theory. Theory is a class required to graduate. Refer to the graduation requirements.

## COACHING AND CORRECTIVE ACTION

Part of your learning experience includes fine-tuning and mastering the skills and behaviors of a salon professional. The school team will coach all students to correct noncompliant or destructive behavior.

The following actions may be inspected for noncompliance:

- ❶ **Attendance and Documentation of Time Guidelines:** Attendance, promptness, and documentation of work are cornerstones of successful work practices. Students may be clocked out, released for the day, or suspended when they do not comply with guidelines.
- ❷ **Professional Image Standards:** Professional image standards were created to provide guidance and direction to students as they develop their professional image. Students may be clocked out and released for the day when they do not meet professional image standards.
- ❸ **Sanitation and Personal Service Procedures:** Sanitation and personal service procedures have been established to comply with state laws and to provide a safe and clean service environment. Students may be clocked out and released for the day when they do not follow sanitation and personal service procedures.
- ❹ **Communication Guidelines and Professional Conduct:** It is the school's responsibility to provide a learning environment that is professional, positive, and conducive to learning. Staff and students all contribute to a mutually respectful learning environment that fosters effective communication and professional conduct. Students who fail to follow communication guidelines and who do not conduct themselves in a respectful and professional manner may experience suspension or termination.
- ❺ **Learning Participation Guidelines:** The learning participation guidelines have been established to provide a creative, fun, interactive, and collaborative learning environment that empowers students to act as "future salon professionals" and committed learners. Positive behavior is required to create a mutually beneficial learning environment for all students. Students who fail to meet the guidelines and create challenges for other students or staff may be released from school, suspended, or terminated.

### Corrective Action Steps

Once a student has received five (5) coaching sessions, the student may be suspended from school for five (5) days. Suspended students will be required to pay the administrative re-entry fee. If a student receives two (2) more coaching sessions after readmission from a five (5) day suspension, the student's enrollment may be permanently terminated. A student may be terminated without prior coaching sessions for improper and/or immoral conduct. Refer to the school Future Professional Advisory.

*When monitoring students for unofficial withdrawals, the school is required to count any days that a student was out of school on suspension as a part of the 14 consecutive days of non-attendance used to determine whether the student will be returning to school.*

We believe in providing a quality environment with an exceptional educational program. This framework gives everyone the opportunity to enjoy the experience! The entire staff appreciates the students' respect of these guidelines.

## POLICIES AND PROCEDURES FOR STUDENTS WITH DISABILITIES

- ❶ Accommodation Procedures for Students with Disabilities
- ❷ Grievance Procedures for Students who have Complaints on the Basis of Disability

### ❶ Accommodation Procedures for Students with Disabilities

**Non-Discrimination Policy** — It is the policy of Paul Mitchell The School to comply with Section 504 of the Rehabilitation Act and the Americans with Disabilities Act which are Federal laws that prohibit discrimination on the basis of disability. Paul Mitchell The School does not discriminate on the basis of disability against a qualified person with a disability in regard to application, acceptance, grading, advancement, training, discipline, graduation, or any other aspect related to a student’s participation in a program of Paul Mitchell The School. This applies to all students and applicants for admission to the school. Paul Mitchell The School will provide reasonable accommodations to students with disabilities.

**Definition of an Individual with a Disability** — An individual with a disability is a person who has a physical or mental impairment which substantially limits one or more major life activities of the individual. These persons are protected by Section 504 of the Rehabilitation Act and the Americans with Disabilities Act (ADA). Individuals with a record of such an impairment and individuals who are regarded as having such an impairment are also protected by these Federal laws. The definition of “disability” in Section 504 and the ADA should be interpreted to allow for broad coverage.

The phrase *physical impairment* means a physiological disorder or condition, a cosmetic disfigurement, or an anatomical loss, that affects one or more of the following body systems: neurological; musculoskeletal; special sense organs (which would include speech organs that are not respiratory such as vocal cords, soft palate, tongue, etc.); respiratory, including speech organs; cardiovascular; reproductive; digestive; genitourinary; hemic and lymphatic; skin; and endocrine. Examples include, but are not limited to, orthopedic, visual, speech, and hearing impairments, cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, HIV disease (symptomatic or asymptomatic), tuberculosis, drug addiction, and alcoholism.

The phrase *mental impairment* means any mental or psychological disorder, including but not limited to, mental retardation, organic brain syndrome, emotional or mental illness, specific learning disabilities, post-traumatic stress disorder, depression and bi-polar disorder. The phrase substantially limits must be interpreted without regard to the ameliorative effects of mitigating measures, other than ordinary eyeglasses or contact lenses. Mitigating measures are things like medications, prosthetic devices, assistive devices, or learned behavioral or adaptive neurological modifications that an individual may use to eliminate or reduce the effects of an impairment. These measures cannot be considered when determining whether a person has a substantially limiting impairment. An impairment that is episodic or in remission is a disability if, when in an active phase, it would substantially limit a major life activity. For example, a student with bipolar disorder would be covered if, during manic or depressive episodes, the student is substantially limited in a major life activity (e.g., thinking, concentrating, neurological function, or brain function).

The phrase *major life activities* means functions such as caring for one’s self, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating and working. Major life activities also includes major bodily functions such as functions of the immune system, normal cell growth, and digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.

## **The School's Responsibilities to Students with Disabilities**

The school must provide *academic adjustments, auxiliary aids* and *reasonable accommodations* to students with disabilities, that are necessary to ensure students are not denied the benefits of, or excluded from participation in the school's program. The School must make modifications to its academic requirements that are necessary to ensure that the requirements do not discriminate against students with disabilities. The School must ensure that it provides physical access to students with disabilities. It is also the responsibility of Paul Mitchell the School to permit students with disabilities to use service dogs on each campus.

The person responsible for implementing these responsibilities at Paul Mitchell The School Charlotte Campus is: Jody Baucom; ADA Compliance Coordinator; 1516 Elizabeth Ave., Charlotte, NC 28204, (704) 335-0060; [jodyb@charlotte.paulmitchell.edu](mailto:jodyb@charlotte.paulmitchell.edu).

When a student informs a school staff member that the student is disabled, or needs accommodations or assistance due to disability, the staff member will refer the student to The School's ADA Compliance Coordinator.

### **Procedures for Students and The School**

***Documentation of disability by students*** — Students with disabilities who wish to request reasonable accommodations (including academic adjustments, auxiliary aids, or modifications) must contact the ADA Compliance Coordinator named above for their campus. Students must provide documentation of disability from an appropriate professional, which depends on the nature of the disability. For example, a student with a psychological disability should provide documentation from a psychologist, psychiatrist or social worker.

This documentation may be the student's existing medical records, or reports created by the student's medical provider or an appropriate professional who conducts an assessment of the student. It may be documentation from the student's past educational records such as reports from teachers or school psychologists, or records that show the student's educational history, disability assessment, and the accommodations the student previously received. It may be records from the state department of rehabilitation or the U.S. Department of Veterans Affairs. Documentation should be current and relevant, but that does not mean that a recent report or record is needed in all cases. Some disabilities are stable lifelong conditions and historic documentation will be sufficient. Some disabilities are readily apparent and observable and thus little or no documentation will be needed.

The documentation of disability is kept at all times in a locked, private file at The School. To protect privacy, direct access to this documentation is by written consent only. The ADA Compliance Coordinator will determine what information needs to be shared with Paul Mitchell The School staff and Learning Leaders, on an "as needed basis," in order to facilitate academic accommodations or other services.

***Student requests for accommodations and interactive discussion with ADA Compliance Coordinator*** — Students who plan to request accommodations should contact the ADA Compliance Coordinator promptly, so there is time for the Coordinator to review the student's documentation and discuss accommodations with the student before the student begins the class or program for which the accommodation is being requested. When a student contacts the Coordinator, the Coordinator will keep a record of the dates and contacts with the student, including a record of the accommodations requested by the student. Students who have questions about the type of documentation they need to provide should contact the Coordinator to discuss this.

The student and the ADA Compliance Coordinator will discuss how the student's impairment impacts the student, how the student expects the impairment to impact the student in The School's program, the types of accommodations the student has previously received (if any), and the accommodations being requested by the student from the school. The Coordinator and the student should discuss accommodations needed during all phases of the program (Core, Adaptive and Creative), and for classroom instruction, skills based instruction and skills practice.



The documentation (or observation) must show the nature of the student's disability and how it limits a major life activity. The accommodations requested by the student should be related to these limitations. There are no pre-set accommodations for specific disabilities. Instead, the Coordinator and the student must discuss and determine what the student's limitations are, and how they can be accommodated.

*Here are some examples:*

- A student with an orthopedic disability may need cushioned floor mats and scheduled times to sit down. These students may also need particular kinds of chairs.
- A student with a learning disability or attention deficit disorder may need extra time to take tests, such as ninety minutes to take a test instead of the sixty minutes allowed to other students. These students may need to take their tests in a location that is quiet and has no distractions, such as an office rather than the classroom.
- A student with a learning disability or psychological disability may need a note taker, a copy of the instructor's notes or presentation, or to use a tape recorder during instruction.
- A student with post-traumatic stress disorder or an anxiety disorder may need to take periodic leaves of absence, or may need to structure their program so that it is scheduled over a longer period of time than usual. These students may need to take breaks in a quiet room during skills practice.
- A student with a hearing impairment may need instructors to use voice amplification systems, or may need the School to provide a sign language interpreter.
- A student with diabetes may need periodic breaks to check his or her blood sugar level.

***Decision about accommodations, and ensuring implementation of accommodations*** — The ADA Compliance Coordinator will decide the accommodations to be provided to the student. The Coordinator will consider any past accommodations that have been effective for the student, and will give primary consideration to the type of accommodation requested by the student. Alternate accommodations may be provided if there is an alternative accommodation that would be equally effective for the student.

The Coordinator will make a decision no later than two weeks after the student states the request for an accommodation. If the student does not submit documentation of a disability at the time the student requests an accommodation, the Coordinator will make a decision no later than two weeks after the student provides the documentation.

The Coordinator will list the approved accommodations in writing and provide this to the student. The Coordinator will inform the appropriate Learning Leaders and school staff of the accommodations they are responsible for providing to the student, how to provide the accommodations, and when to provide the accommodations. The Coordinator will keep a written record of these contacts about the student's accommodations. The Coordinator will verify that the accommodations are being implemented for the student through direct observation, report by the student, and/or documentation from The School staff. If the student informs the Coordinator that an accommodation is not being fully implemented, the Coordinator will immediately intervene with relevant staff members to ensure the accommodation is provided to the student.

After accommodations have been approved for a student, the Coordinator will make an appointment with the student for a time when the student's program is expected to change. The purpose of the appointment is to determine whether the student's accommodations should be changed when the student's program phase changes, or the type of instruction changes.

**Additional factors** — The school is not obligated to provide accommodations that would result in a fundamental alteration of the school’s program. In this case, the Coordinator will promptly search for an equally effective alternate accommodation for the student that would not fundamentally alter the program. The Coordinator will offer the alternate accommodation to the student.

The school is not obligated to provide accommodations that would result in an undue financial or administrative burden on the school. If the Coordinator decides that a requested accommodation might impose such a burden, the Coordinator will discuss the issue with the school owner, who will take into account the overall financial resources of the school. The school owner will make the final decision, in accord with the requirements of Section 504 of the Rehabilitation Act and the Americans with Disabilities Act. If the school owner determines that the requested accommodation would be an undue burden, the Coordinator will promptly search for an equally effective alternate accommodation for the student and offer the alternate accommodation to the student.

### **Appeals by Students**

A student may appeal any accommodation decision made by the ADA Compliance Coordinator if the student disagrees with the decision. Here are some examples: A student may appeal the Coordinator’s decision to deny a requested accommodation. A student may appeal a decision by the Coordinator to provide an alternate accommodation rather than the specific accommodation requested by a student. A student may appeal a decision by the Coordinator that the student has not presented sufficient documentation to support the requested accommodation. A student may also file an appeal when a school staff member fails to provide an approved accommodation, and the Coordinator has not effectively addressed the situation.

When a Paul Mitchell The School Charlotte student wishes to file an appeal, the student must notify Steve Pollak, Owner; 1516 Elizabeth Ave., Charlotte, NC 28204, (704) 335-0060; [stevep@charlotte.paulmitchell.edu](mailto:stevep@charlotte.paulmitchell.edu). The student must explain his/her reasons for disagreeing with the Coordinator’s decision, or explain how the student’s accommodation is not being implemented, and submit any relevant documentation.

Within five calendar days of receiving a student’s appeal the Director will meet with the student and the Coordinator to discuss the issues presented by the student’s appeal. If appropriate, the Director will also discuss the issues with other School staff members.

When a student appeals a decision made by the Coordinator, the Director will determine whether the Coordinator’s decision should be revised or remain the same. If the decision is revised, the Director will ensure that the revised decision is implemented.

When a student files an appeal on the basis that an approved accommodation is not being implemented, the Director will determine whether the accommodation is being fully implemented, and if it is not, ensure that the accommodation is implemented. The Director will inform the student of the decision in writing no later than fourteen days after receiving the student’s appeal.

## **Training and Mediation Responsibilities of the ADA Compliance Coordinator**

The ADA Compliance Coordinator at each campus will deliver disability training sessions for all campus staff members at least once each calendar year. In these training sessions the Coordinator will explain the basic requirements of Section 504 of the Rehabilitation Act and the Americans with Disabilities Act as they apply to The School. The Coordinator will address: The School's responsibility to provide accommodations to students with disabilities; how to appropriately interact with students with particular kinds of disabilities; how to go about implementing accommodations that the Coordinator has approved for students; how to support students with disabilities in The School's programs; that students with disabilities cannot be penalized for using approved accommodations. The Coordinator will keep a record of each training session.

The Coordinator may also provide trainings for students who wish to learn about The School's process for providing accommodations, or about The School's grievance procedures.

To help ensure that future campus staff members and students are aware of The School's policies, the Coordinator will make sure that the Accommodations Procedures and the Grievance Procedures are continually posted at the campus.

The Coordinator will assist students with disabilities who have concerns about implementation of their accommodations or their treatment by The School staff members or other students. At the request of a student, the Coordinator will informally mediate or attempt to resolve issues related to the student's disability. If this informal process does not resolve the student's concerns, the student may file a grievance as described in Section II below.

### **② Grievance Procedures for Students who have Complaints on the Basis of Disability**

Paul Mitchell The School is responsible for providing a grievance procedure to students who feel they have been discriminated against on the basis of a disability. The grievance procedure provides students the opportunity to file a complaint. The School then has the responsibility to objectively investigate the allegations in the complaint and determine whether the student has been discriminated against. If The School determines that discrimination occurred, The School must take appropriate steps to correct the discrimination and prevent it from reoccurring.

***Grievance complaints*** — A student may file a grievance if the student feels he or she has been discriminated against because the student is disabled, or because the student is regarded as being disabled, or because the student has a record of being disabled. A student may also file a grievance if the student feels that he or she has been retaliated against for advocacy based on disability. Here are some examples of discrimination:

- An instructor or other students refer to the student in a derogatory way related to the student's disability.
- An instructor generally refers to students with particular types of disability in a derogatory way.
- Other students refuse to work with the student because the student is disabled.
- A School staff member refuses to provide a service to the student that the staff member provides to other students.
- A school staff member takes a negative action toward the student after the student asked for accommodations for a disability.
- A guest presenter at The School makes derogatory statements about students with disabilities, or states that students with disabilities can never be employed in the presenter's field.
- A student's request for accommodation was denied by The School, or an instructor did not implement an accommodation for the student that was approved by The School.

A student must file a grievance complaint within 90 days of the date the discriminatory act occurred, or within 90 days of the end of an informal attempt to resolve the complaint, whichever is later. The complaint must be written. In the complaint, the student must describe what happened and the dates the acts took place, and state who was involved. The student should explain why the student believes the acts were taken based on disability. The student should describe or provide copies of any relevant documents or emails, if available.

A student may ask the Campus ADA Compliance Coordinator to try and informally resolve the student's complaint before the student files a written complaint. However, the student is not required to try informal resolution before filing a written complaint.

The complaint for Paul Mitchell The School Charlotte must be sent to Steve Pollak, Owner; 1516 Elizabeth Ave., Charlotte, NC 28204, (704) 335-0060; [stevep@charlotte.paulmitchell.edu](mailto:stevep@charlotte.paulmitchell.edu).

**Investigation of the Complaint** — When the Director receives a written complaint, the Director will immediately begin an objective investigation. The School has the right to contract with an independent investigator to conduct any investigation. Within seven days, the Director will discuss the allegations in the complaint with the student, and obtain any needed additional information from the student. The Director will obtain from the student the names of any persons the student believes will have relevant information. The Director will gather all information necessary to determine what took place. To do so, the Director will interview any School staff members or students who engaged in the actions or may have witnessed the actions that the student is complaining about. The Director will interview persons that the student stated may have relevant information. The Director will gather any relevant documents such as emails, student work or instructor's records. During the investigation, the Director will disclose the complaint, and confidential information about the student, only to the extent necessary to investigate the allegations of the complaint.

After reviewing all the evidence gathered, the Director will determine whether the student was treated differently from other students based on disability; or whether the student was harassed based on disability; or whether the student was retaliated against because the student advocated on the basis of disability; or whether the student was denied an accommodation that The School should have provided to the student.

**Written Decision** — The Director will provide the student with a written decision no later than sixty days after the date the student filed the complaint. The decision will state the determination reached by the Director at the conclusion of the investigation, and the reasons the Director reached that determination. If the Director concludes that the student was discriminated against on the basis of disability, the decision will state the types of remedial action that The School has taken or will take to correct the discrimination. The decision will also state how The School will prevent the discriminatory acts from occurring again.

**Appeals by Students** — If the student who filed the complaint disagrees with the decision made by the Director, or disagrees with the remedial action specified, the student may appeal the decision to The School Owner. The appeal must be written and sent to Paul Mitchell The School Charlotte: Steve Pollak, Owner; 1516 Elizabeth Ave., Charlotte, NC 28204, (704) 335-0060; [stevep@charlotte.paulmitchell.edu](mailto:stevep@charlotte.paulmitchell.edu). The appeal must state the specific reasons that the student disagrees with the decision. Appeals must be filed no later than thirty days after the student receives the written decision from the Director.

The Owner will review all the information provided by the student in the appeal, the decision by the Director, the interview records made by the Director and the documents gathered by the Director. The Owner will issue a written decision to the student within fourteen days after receiving the student's appeal. The Owner will determine whether the decision should be revised or remain the same. If the Owner determines that the decision should be revised, the Owner will ensure that any necessary changes in the remedies are implemented.

## STUDENT AND EMPLOYEE ANTI-HARASSMENT AND DISCRIMINATION POLICY

Paul Mitchell The School Charlotte is committed to providing a work and school environment free of unlawful harassment or discrimination. In furtherance of this commitment, all students and employees are required to take our mandatory Sexual Harassment and Prevention Training upon starting in school and then in January of each year. School policy prohibits harassment or discrimination based on race, religion, creed, color, national origin, ancestry, sex (including pregnancy, childbirth or related medical conditions), military or veteran status, physical or mental disability, medical condition, marital status, age, sexual orientation, gender, gender identity or expression, genetic information or any other basis protected by the federal, state or local law. Additionally, in accordance with Title IX of the Education Amendments of 1972, Paul Mitchell The School Charlotte prohibits discrimination based on sex, which includes sexual harassment and sexual violence, and Paul Mitchell The School Charlotte has jurisdiction over Title IX complaints.

Paul Mitchell The School Charlotte's anti-harassment policy applies to all persons involved in the operation of Paul Mitchell The School Charlotte, and prohibits unlawful harassment by any employee of Paul Mitchell The School Charlotte, as well as students, customers, third parties, vendors or anyone who does business with Paul Mitchell The School Charlotte. It further extends to prohibit unlawful harassment by or against students. Any employee, student or contract worker who violates this policy will be subject to disciplinary action. To the extent a customer, vendor or other person with whom Paul Mitchell The School Charlotte does business engages in unlawful harassment or discrimination, Paul Mitchell The School Charlotte will take appropriate corrective action. The grievance procedure will provide that complaints may be filed about discrimination in any academic, educational, extracurricular, athletic or other programs operated or sponsored by, or related to, Paul Mitchell The School Charlotte, whether the programs take place on the campus of a school, during a school-sponsored field trip, or other off-campus events.

As part of Paul Mitchell The School Charlotte's commitment to providing a harassment-free working and learning environment, this policy shall be disseminated to Paul Mitchell The School Charlotte community through publications, Paul Mitchell The School Charlotte website, new employee orientations, student orientations, and other appropriate channels of communication. Paul Mitchell The School Charlotte will provide training to key staff members to enable Paul Mitchell The School Charlotte to handle any allegations of discrimination and harassment, including sexual harassment or sexual violence, promptly and effectively. Paul Mitchell The School Charlotte will respond quickly to all reports, and will take appropriate action to prevent, to correct, and if necessary, to discipline behavior that violates this policy.

### Definitions

Sex Discrimination is defined as treating individuals differently on the basis of sex with regard to any aspect of services, benefits, or opportunities Paul Mitchell The School Charlotte provides such as:

- ① Treat a person differently in determining whether he or she satisfies any requirement or condition for the provision of an aid, benefit, or service;
- ② Provide different aid, benefits, or services or provide aid, benefits, or services in a different manner;
- ③ Deny any person an aid, benefit, or service
- ④ Subject any person to separate or different rules of behavior, sanctions, or other treatment in providing an aid, benefit, or service
- ⑤ Aid or perpetuate discrimination against any person by providing significant assistance to any agency, organization, or person which discriminates on the basis of sex in providing any aid, benefit or service to students or employees;
- ⑥ Otherwise limit any person in the enjoyment of any right, privilege, advantage, or opportunity.

Sexual Harassment is defined as unwelcome conduct of a sexual nature. It includes unwelcome sexual advances, requests for sexual favors, and other verbal, nonverbal, or physical conduct of a sexual nature. Sexual harassment is conduct that explicitly or implicitly affects a person's employment or education or interferes with a person's work or educational performance or creates an environment such that a reasonable person would find the conduct intimidating, hostile or offensive.

Sexual Violence is defined as physical sexual acts engaged in without the consent of the other person or when the other person is unable to consent to the activity. Sexual violence includes sexual assault, rape, battery, and sexual coercion; domestic violence; dating violence; and stalking.

Domestic Violence is defined as abuse committed against an adult or a minor who is a spouse or former spouse, cohabitant or former cohabitant, or someone with whom the abuser has a child, has an existing dating or engagement relationship, or has had a former dating or engagement relationship.

Dating Violence is defined as abuse committed by a person who is or has been in a social relationship of a romantic or intimate nature with the victim.

Sexual Assault occurs when a physical sexual activity is engaged in without the consent of the other person or when the other person is unable to consent to the activity. The activity or conduct may include physical force, violence, threat, or intimidation, ignoring the objections of the other person, causing the other person's intoxication or incapacitation through the use of drugs or alcohol, and taking advantage of the other person's incapacitation (including voluntary intoxication).

Stalking is behavior in which a person repeatedly engages in conduct directed at a specific person that places that person in reasonable fear of his or her safety or the safety of others.

Consent is informed, voluntary and revocable. Consent is an affirmative, unambiguous, and conscious decision by each participant to engage in mutually agreed-upon sexual activity. It must be given without coercion, force, threats or intimidation. Consent must be ongoing throughout a sexual encounter and can be revoked at any time. Once consent is withdrawn, the sexual activity must stop immediately.

## **Prohibited Conduct**

This policy strictly prohibits sexual or other unlawful harassment or discrimination as well as sexual violence, as defined above. Sexual or other unlawful harassment or discrimination includes any verbal, physical or visual conduct based on sex, race, age, national origin, disability, color or any other legally protected basis if:

- ① submission to such conduct is made either explicitly or implicitly a term or condition of an individual's education or employment;
- ② submission to or rejection of such conduct by an individual is used as a basis for decisions concerning that individual's education or employment; or
- ③ it creates a hostile or offensive environment, which means the alleged conduct is sufficiently serious to limit or deny a student's or ability to participate or benefit from the student's education program.

Unlawful harassment or discrimination may include racial epithets, slurs and derogatory remarks, stereotypes, jokes, posters or cartoons based on race, national origin, age, disability, marital status, sex or other legally protected categories.

Sexual harassment is conduct based on sex, whether directed towards a person of the opposite or same sex, and may include explicit sexual propositions, sexual innuendo, suggestive comments, sexually oriented "kidding" or "teasing", practical jokes, jokes about or displays of obscene printed or visual material, questions about sexual fantasies, preferences or history, and physical contact such as patting, pinching, or intentionally brushing against another person's body. Gender-based harassment, including acts of verbal, nonverbal or physical aggression, intimidation, or hostility based on sex or sex-stereotyping are strictly prohibited, even if those acts do not involve conduct of a sexual nature.

## Complaint/Grievance Procedure

The following grievance procedures shall be used to address sex discrimination complaints filed by students/employees or complaints filed on their behalf against employees, other students, or third parties.

If you believe that you have experienced or witnessed harassment or sexual violence, notify your Learning Leader, supervisor, Paul Mitchell The School Charlotte Owner, or the Title IX Coordinator as soon as possible after the incident. Do not allow an inappropriate situation to continue by not reporting it, regardless of who is creating the situation. No employee, contract worker, student, vendor or other person who does business with Paul Mitchell The School Charlotte is exempt from the prohibitions in this policy. Supervisors will refer all harassment complaints to the Title IX Coordinator for student-related complaints and to Paul Mitchell The School Charlotte Owner if the complaint involves an employee. In order to facilitate the investigation, your complaint should include details of the incident or incidents, names of the individuals involved and names of any witnesses. A sex discrimination complaint should be filed within 180 days from the date of the alleged discriminatory incident. Upon receiving any report of discrimination, including harassment, regardless of the filing date or when the school receives notice, the school will take steps to prevent recurrence of discrimination and correct its discriminatory effects on the student, and on others, if appropriate. All documentation pertaining to the complaint/grievance will be confidential. The complaint/grievance once received will be maintained in the student's and/or employee's permanent file, which has limited staff access, this includes verbal complaints.

All complaints involving a student will be referred to the campus's Title IX Coordinator. The Title IX Coordinator is listed below and has the responsibility of overseeing all Title IX complaints and identifying and addressing any patterns or systemic problems that arise during the review of such complaints.

The Grievant/Complainant may use the Title IX Grievance Form, but it is not required, to file a Title IX discrimination complaint.

<b>Title IX Coordinator:</b> Jody Baucom- Director 1516 Elizabeth Avenue Charlotte, NC 28204 jodyb@charlotte.paulmitchell.edu 704-335-0060	<b>School Owner: (for complaints involving employees)</b> Steve Pollak 1516 Elizabeth Avenue Charlotte, NC 28204 stevep@charlotte.paulmitchell.edu 704-335-0060
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Paul Mitchell The School Charlotte ensures that its employee(s) designated to serve as Title IX Coordinator(s) have adequate training on what constitutes sexual harassment, including sexual violence, and that they understand how Paul Mitchell The School Charlotte's grievance procedures operate. Because complaints can also be filed with the School Owner, these employees also receive training on Paul Mitchell The School Charlotte's grievance procedures.

## Investigation of Complaints

In response to all complaints, Paul Mitchell The School Charlotte promises prompt and equitable resolution through a reliable and impartial investigation of complaints, including the opportunity for both parties to present witnesses or other evidence. The time necessary to conduct an investigation will vary based on complexity but will generally be completed within sixty (60) days of receipt of the complaint. If a complainant requests confidentiality, Paul Mitchell The School Charlotte will take all reasonable steps to investigate and respond to the complaint consistent with the request. If a complainant insists that his or her name or other identifiable information not be disclosed to the alleged perpetrator, Paul Mitchell The School Charlotte will inform the complainant that its ability to respond may be limited.

The preponderance of the evidence standard will apply to investigations, meaning Paul Mitchell The School Charlotte will evaluate whether it is more likely than not that the alleged conduct occurred. Both parties will receive written notice of the outcome of the complaint within 60 days of receipt of complaint. Written notice will include:

- ① Whether Paul Mitchell The School Charlotte found that the alleged conduct occurred, and whether it constituted discrimination.
- ② Any individual remedies offered or provided to the complainant or any sanctions imposed on the respondent that directly relate to the complainant. The respondent's version will not include individual remedies offered or provided to the complainant unless the remedy directly involves the respondent.
- ③ Any other steps Paul Mitchell The School Charlotte took to eliminate the hostile environment, if Paul Mitchell The School Charlotte found one to exist, and prevent recurrence.

During the investigation, Paul Mitchell The School Charlotte will provide interim measures, as necessary, to protect the safety and wellbeing of students and/or employees involved. Examples of temporary and permanent measures to protect the complainant as necessary are:

- ① No contact order
- ② Change academic situations as appropriate with minimum burden on the complainant
- ③ Counseling
- ④ Health and mental services
- ⑤ Escort services
- ⑥ Academic support
- ⑦ Retake a program or withdraw without penalty

If Paul Mitchell The School Charlotte determines that unlawful harassment or sexual violence has occurred, immediate appropriate corrective action will be taken in accordance with the circumstances involved, and Paul Mitchell The School Charlotte will take steps to prevent the recurrence of any harassment or discrimination. Any employee determined by Paul Mitchell The School Charlotte to be responsible for unlawful harassment or discrimination will be subject to appropriate disciplinary action, up to and including termination.

Remedies for student-related claims may include, but are not limited to, an order to stay away, suspension or expulsion.

To initiate a criminal investigation, reports of sexual violence should be made to "911" or local law enforcement. The criminal process is separate from Paul Mitchell The School Charlotte's disciplinary process. To the extent that an employee or contract worker is not satisfied with Paul Mitchell The School Charlotte's handling of a harassment or discrimination complaint, he or she may also contact the appropriate state or federal enforcement agency for legal relief.

Paul Mitchell The School Charlotte should make appropriate referrals to law enforcement. Paul Mitchell The School Charlotte will also notify complainants of the right to proceed with a criminal investigation and a Title IX complaint simultaneously.

Paul Mitchell The School Charlotte will not wait for the criminal investigation or criminal proceeding to be concluded before beginning its own investigation.

### **Retaliation Prohibited**

Paul Mitchell The School Charlotte prohibits any form of retaliation, intimidation or harassment against any individual who filed or otherwise participated in the filing or investigation of a complaint of discrimination. Any individual who believes he/she has been subjected to retaliation may file a separate complaint under this procedure.



## Reporting Requirements

Victims of sexual misconduct should be aware that School administrators must issue timely warnings for incidents reported to them that pose a substantial threat of bodily harm or danger to other members of the campus community. Paul Mitchell The School Charlotte will make every effort to ensure that a victim's name and other identifying information is not disclosed, while still providing enough information for community members to make safety decisions in light of the danger. Paul Mitchell The School Charlotte reserves the right to notify parents/guardians of dependent students regarding any health or safety risk, or a change in student status.

## Additional Information

Paul Mitchell The School Charlotte does not allow conflicts of interest (real or perceived) by those handling the procedures. The school does maintain all documentation of any proceeding. The school will inform the students at regular intervals of the status of the investigation. The school will disallow evidence of past relationships.

Employees should contact Paul Mitchell The School Charlotte Director for more information or any questions related to this policy. Students may contact the Title IX Coordinator with any questions related to this policy. In addition, the U.S. Department of Education Office for Civil Rights ("OCR") investigates complaints of discrimination, including harassment of students in educational programs or activities. This agency may serve as a neutral fact finder and will attempt to facilitate the voluntary resolution of disputes with the parties. For more information, visit the OCR website at:

<http://www.hhs.gov/ocr/>.

## U.S. Department of Education

Students or The School staff who have questions or concerns about disability issues may contact the Office for Civil Rights (OCR), U.S. Department of Education. OCR enforces Section 504 of the Rehabilitation Act and the Americans with Disabilities Act as they apply to post-secondary educational institutions.

The OCR National Headquarters is located at:

**U.S. Department of Education, Office for Civil Rights  
Lyndon Baines Johnson Department of Education Bldg.  
400 Maryland Avenue, SW, Washington, DC 20202-1100**

*Telephone: (800) 421-3481 • FAX: (202) 453-6012; TDD: (877) 521-2172 • Email: [OCR@ed.gov](mailto:OCR@ed.gov)*

OCR has regional offices located throughout the country. To find the office for our state, you can check the OCR website at: <http://wdcrobcolp01.ed.gov/CFAPPS/OCR/contactus.cfm>, or call the telephone number above.

## SEXUAL HARASSMENT POLICY

Paul Mitchell The School Charlotte is committed to maintaining a working and learning environment that provides for fair and equitable treatment, including freedom from sexual harassment. This policy covers anyone who engages in sexual harassment on school property or at school activities.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal and/or physical conduct of a sexual nature, when:

- ① Submission to the conduct or communication is either explicitly or implicitly made a term or condition of an individual's employment, work opportunity, education, or other benefit;
- ② Submission to or rejection of the conduct or communication is used as a factor for employment decisions or other school-related decisions affecting an individual; and/or
- ③ Such conduct or communication has the purpose or effect of substantially interfering with an individual's work or school performance or creates an intimidating, hostile, or offensive work or school environment.

Sexual harassment can occur between staff to student, student to staff, student to student, staff to staff, female to male, male to female, female to female, and male to male. Administration will take prompt, equitable, and remedial action on reports and complaints that come to the attention of school personnel, either formally or informally. Allegations of criminal misconduct will be reported to the appropriate law enforcement agency.

Sexual harassment may include but is not limited to:

- ① Verbal harassment or abuse of a sexual nature
- ② Subtle pressure for sexual activity
- ③ Inappropriate or unwelcome touching, patting, or pinching of a sexual nature
- ④ Intentional brushing against a student's or an employee's body
- ⑤ Demanding sexual favors accompanied by implied or overt threats concerning an individual's employment or educational status
- ⑥ Demanding sexual favors accompanied by implied or overt promises of preferential treatment with regard to an individual's employment or educational status
- ⑦ Use of sexually or gender-degrading words or comments, verbal or written (e.g., graffiti)
- ⑧ Display in the school, on school grounds, or at school-sponsored events of sexually suggestive pictures
- ⑨ Leering of a sexual nature
- ⑩ Spreading of sexual rumors

Engaging in sexual harassment will result in appropriate discipline or other appropriate sanctions against offending students, staff, or contractors. Anyone else engaging in sexual harassment on school property or at school activities will have their access to school property and activities restricted or revoked, as appropriate.

The school shall respect the confidentiality of the complainant and the individual(s) against whom the complaint is filed as much as possible, consistent with the school's legal obligations and the necessity to investigate the allegations and take disciplinary action when the conduct has occurred.

Retaliation is prohibited against any person who makes a complaint or is a witness under this policy and will result in appropriate disciplinary action against the person responsible for the retaliation. Individuals who knowingly report or corroborate false allegations will be subject to appropriate disciplinary action.

Each staff member is responsible to immediately report alleged discrimination and/or harassment to his/her supervisor or other appropriate school personnel. Staff members who fail to take prompt action to report allegations or violation(s) of this policy may be subject to disciplinary action up to and including termination.

## **HARASSMENT, INTIMIDATION, BULLYING, AND DISCRIMINATION POLICY**

Paul Mitchell The School Charlotte is committed to maintaining a working and learning environment that provides for fair and equitable treatment, including freedom from bullying, harassment, intimidation, and discrimination of any kind. This policy includes anyone who engages in such behavior on school property, at school activities, or an electronic act through the use of cell phones, computers, personal communication devices, or other electronic gaming devices.

Harassment, intimidation, bullying, and discrimination may take many forms, including verbal aggression and name calling; physical aggression; relational aggression; graphic and written statements, which may include use of cell phones, computers, or gaming systems; and other conduct that may be physically threatening, harmful, or humiliating. Harassment, intimidation, bullying, and discrimination include intent to harm, they are directed at a specific target, and typically involve repeated incidents. Harassment, intimidation, bullying, and discrimination create a hostile environment and will not be tolerated in Paul Mitchell Schools.

Such conduct or communication has the purpose or effect of substantially interfering with an individual's work or school performance and creates an intimidating, hostile, or offensive work or school environment. Harassment, intimidation, bullying and discrimination can interfere and limit a person's ability to participate in or benefit from the services, activities, or opportunities offered by the Paul Mitchell School. Administration will take prompt, equitable, and remedial action on all reports and complaints that come to the attention of school personnel, either formally or informally. Allegations of criminal misconduct will be reported to the appropriate law enforcement agency.

Engaging in harassment, intimidation, bullying or discrimination will result in appropriate discipline or other appropriate sanctions against offending students, staff, or contractors. Anyone engaging in these behaviors on school property or at school activities will have their access to school property and activities restricted or revoked, as appropriate.

The school shall respect the confidentiality of the complainant and the individual(s) against whom the complaint is filed as much as possible, consistent with the school's legal obligations, state laws and policies, and the necessity to investigate the allegations and take disciplinary and/or restorative action to resolve the problem.

Retaliation is prohibited against any person who makes a complaint or who is a witness under this policy and will result in appropriate disciplinary action against the person responsible for the retaliation. Individuals who knowingly report or corroborate false allegations will be subject to appropriate disciplinary and /or restorative action. Each staff member is responsible for immediately reporting alleged harassment, intimidation, bullying or discrimination to his/her supervisor or other appropriate school personnel. Staff members who fail to take prompt action to report allegations or violation(s) of this policy may be subject to disciplinary and/or restorative action up to and including termination.

For a list of state anti-bullying laws and policies please go to: [www.stopbullying.gov](http://www.stopbullying.gov).

## **ALCOHOL AND DRUG-FREE EDUCATIONAL FACILITY POLICY**

The School is concerned about the use of alcohol and drugs in the educational facility. This concern is based upon the effect that those substances have on a person's judgment, performance, safety, and health.

The School prohibits the possession, use, or being under the influence of alcohol or an illegal substance on School premises or at a School activity.

This prohibition includes drugs which (a) are not legally obtainable or (b) are legally obtainable but have not been legally obtained. The prohibition also includes prescribed drugs not legally obtained and prescribed drugs not being used for the prescribed purposes.

In order to enforce this policy, the School reserves the right to search all School premises, including classrooms, administrative offices, corridors, storage rooms, and parking lots. The School also reserves the right to search all employee and student property on School premises or at School activities, including but not limited to backpacks, purses, handbags, lockers, and vehicles parked on School property. The School also reserves the right to implement other measures necessary to deter abuse of this policy. Failure or refusal to cooperate may be grounds for disciplinary action, including expulsion from the School or termination for employees.

The School also will not object to law enforcement seeking to search School premises or employees and students, and employee and student property on School property or at School activities.

## **GRIEVANCE POLICY**

In the event a student has a concern or grievance that cannot be resolved with the student's immediate Learning Leader or Education Leader, the student must file the concern in written form. The complaint will then be referred to the school's Management Team, which consists of the director, the school owners, sales leader, and Future Professional Advisor. The team will receive and attempt to resolve each complaint or concern within 21 days of receiving the written complaint. If more information is needed, a letter requesting the additional information will be sent to the student. If no further information is needed, the team will determine a resolution and notify the student in writing within 15 calendar days of the steps taken to correct the concern or an explanation as to why no action was required. The school will maintain records of the complaint and response in accordance with the published record retention policy.

Students will not be subject to adverse actions by any school official as a result of initiating a complaint.

Students should follow the above process; however, the student may, at any time, file a complaint with the school's accrediting agency, or the U.S. Department of Education.

Students will not be subject to retribution upon filing a complaint.

***Upon request, the school will provide its annual Campus Security Safety Policy and Fire Safety Report or a prospective student or prospective employee can visit the schools website at: [charlotte.paulmitchell.edu/programs/useful links](http://charlotte.paulmitchell.edu/programs/useful%20links).***

## COPYRIGHT MATERIAL POLICY FOR PAUL MITCHELL THE SCHOOL

All material in this program is, unless otherwise stated, the property of Paul Mitchell The School. Reproduction or retransmission of the materials, in whole or in part, in any manner, without the prior written consent of the copyright holder, is a violation of copyright law.

At Paul Mitchell The School we abide by the provisions of the federal Digital Millennium Copyright Act (DMCA), which requires prompt response to claims of copyright infringement by copyright holders or their agents. If the school receives an allegation of copyright infringement based on your use of the school's computers, the matter will be referred to the school director for further investigation. If you are found responsible after meeting with the school director, you are subject to disciplinary action including loss of network access, suspension or termination from school, and/or restitution or community service.

The Internet is an essential tool in everyone's lives for both academic and everyday pursuits. Along with these benefits come responsibilities. One of the most critical is conforming to the copyright laws governing music, movies, games, and software over the Internet. You must have the consent of the copyright holder to make copies.

The consequences of copyright infringement also extend outside of the school. Copyright holders may assess civil liability and even criminal prosecution. Recently, the Recording Industry Association of America (RIAA) has adopted the practice of sending schools pre-litigation settlement letters to be forwarded to individuals offering them "the opportunity to resolve copyright infringement claims against them at a discounted rate." Published reports indicate that the minimum settlement is \$3,000.00 per case.

Another reason to be careful with file-sharing programs is that the installation procedures for most of them enable default open access worldwide to information on your system; thus, the integrity of your computer and personal information can be compromised through illegal file sharing, including making you vulnerable to identity theft.

To facilitate student access to legal sources of music and video online, we have listed a couple of sites below:

- 1 **iTunes:** This Apple store works with both Windows and Mac operating systems. Currently, over 99% of their song catalog is "unlocked," meaning you can transfer the songs to any device or computer you own.
- 2 **eMusic.com:** This site features mostly independent and jazz/blues music. They offer low prices for signing up (up to 45 songs for free), and a good portion of their catalog can be purchased for about \$0.50 to \$0.89/song.
- 3 **Netflix.com:** For about \$7.99/month, you can set up an online list of over 20,000 movies that can be streamed directly to your computer.

## **SOCIAL NETWORKING POLICY**

Paul Mitchell School respects the rights of students to use social media during their personal time. Social media includes all forms of publicly accessible communications which include, but are not limited to, written and verbal communications (including podcast and video uploads) and all forms of electronic communication including discussion groups, forums, news groups, e-mail distribution, blog postings, and or social networking sites (such as Facebook, MySpace, Twitter, You Tube, Friendster, etc.) . Students are personally responsible for the content they publish on social networking sites. Students are expected to treat each other with fairness and respect, consistent with the Paul Mitchell Schools culture.

Paul Mitchell Schools does not permit ethnic slurs, personal insults, obscenity, and intimidation, cyber bullying or engaging in conduct that would be unbecoming of a Paul Mitchell Future Professional and misrepresent Paul Mitchell culture. Paul Mitchell Schools reserves the right to request the removal of any posts at its discretion and take necessary disciplinary action as appropriate.

## **REGULATORY AND ACCREDITATION AGENCIES**

The following institutions license and regulate our institution:

### **North Carolina State Board of Cosmetic Art**

1201 Front St., Suite 110  
Raleigh, NC 27609  
(919) 733-4117

### **National Accrediting Commission of Career Arts & Sciences, Inc. (NACCAS)**

3015 Colvin Street  
Alexandria, VA 22314  
(703) 600-7600

Nationally accredited by National Accrediting Commissions of Career Arts & Sciences, Inc (NACCAS). The National Accrediting Commission of Career Arts and Sciences (NACCAS) is recognized by the United States Department of Education as a national accrediting agency for postsecondary school and departments of cosmetology arts and sciences, and massage therapy.

If you are interested in reviewing or receiving a copy of the school's state license/approval or a copy of the school's letter of accreditation, please contact the school director.

The Campus Crime Report is provided to the each student prior to enrollment. The Campus Crime Statistics are updated annually (October).If you are interested in reviewing or receiving a copy of the school's Campus Crime Report, please see the school director and/or the Financial Aid Office, or a copy may be reviewed on the school website.

## **AFFILIATIONS**

American Association of Cosmetology Schools, *member*  
National Cosmetology Association, *member and office holder*  
Gastonia Chamber of Commerce, *member*  
Charlotte Chamber of Commerce, *member*  
Better Business Bureau, *member*

## **CHARLOTTE SCHOOL ADMINISTRATION AS OF MARCH 2018**

**Owners:** Listeva, Inc. dba Paul Mitchell the School Charlotte

**Director:** Jody Baucom

**Admissions Leaders:** Larkyn LeDoux

**Financial Aid Leader:** Gene Sayers, Abygail Brown

**Service Desk Leader:** Montana Anaya

**Service Desk Coordinator:** Katie Bair, Danielle Smith, Kayla Germano

**Future Professional Advisor:** Ann Hunter

**Sales Leader:** Caleb Kellough

**Education Leader:** Dorothy Brown

**School Faculty:**

**Cosmetology Learning Leaders:**

### **Aubrey Harley**

Night Education Leader, Texture Specialist, Color Specialist

Cosmetology Instructor C 47800

Paul Mitchell the School- Cosmetology Certificate

Cosmetology License:

Cosmetology Instructor License: CT 1573

A National Educator and platform artist, Aubrey is the color and texture specialist at Paul Mitchell the School Charlotte.

### **Roula Drosinis**

Clinic Classroom Learning Leader

Cosmetology Instructor

Paul Mitchell the School-Cosmetology Certificate

Cosmetology License: C 22110

Cosmetology Instructor License: CT 2034

With salon experience behind her, Roula teaches hair cutting, styling, coloring, and salon readiness on the Clinic Classroom.

### **Lesli Anaya**

Phase Two Specialist

Cosmetology Instructor

Paul Mitchell the School-Cosmetology Certificate

Cosmetology License: C 96312

Cosmetology Instructor License: CT 2909

As a previous salon owner, color correction specialist, and 30 years behind the chair, Lesli prepares Future Professionals for salon reality in our Phase two program.

### **Bonita Gilmore**

3-Day Core and Protege Leader

Cosmetology Instructor

Paul Mitchell the School-Cosmetology Certificate

Cosmetology License: C 99632

Cosmetology Instructor License: CT 2968

As the 3-day Core and Protege leader, Bonita teaches the beginning part of the Cosmetology program and prepares Future Professionals for the Clinic Classroom.

**Dorothy Brown**

Education Leader

Cosmetology Instructor

Paul Mitchell the School-Cosmetology Certificate

Cosmetology License: C 79397

Cosmetology Instructor License: CT 1985

As Education Leader of Paul Mitchell the School Charlotte and Paul Mitchell Schools graduate, Dorothy has played many roles in setting the Future Professionals up for success from their first guest to state board prep.

**Minthia Sanders**

Clinic Classroom Learning Leader

Cosmetology Instructor

Paul Mitchell the School-Cosmetology Certificate

Cosmetology License: C 80511

Cosmetology Instructor License: CT 2835

With Salon experience and a passion for teaching, Minthia teaches styling, cutting, color, and salon readiness on the Clinic Classroom.

**Maggie Owen**

Night Core and Protege Leader

Cosmetology Instructor

Paul Mitchell the School-Cosmetology Certificate

Cosmetology License: C 101985

Cosmetology Instructor License: CT 3063

Maggie is the night Core and Protege Leader and teaches the first 300 hours of the cosmetology program.

**Sarah Russell**

Clinic Classroom Learning Leader

Cosmetology Instructor

Paul Mitchell the School-Cosmetology Certificate

Cosmetology License: C 95466

Cosmetology Instructor License: CT 2961

With Salon manager experience, Sarah teaches salon reality to the future professionals on the clinic classroom.

**Jeannie Sutterley**

Clinic Classroom Learning Leader

Cosmetology Instructor

Paul Mitchell the School-Cosmetology Certificate

Cosmetology License: C 65344

Cosmetology Instructor License: CT 2166

With Salon experience, Jeannie teaches future professionals guest readiness, styling, cutting, and color.

**Kayla Germano**

Core Specialist

Cosmetology Instructor

Paul Mitchell the School-Cosmetology Certificate

Cosmetology License: C101880

Cosmetology Instructor License: CT3150

As the night Core & Protege Leader, Kayla teaches the beginning part of the Cosmetology program & prepares Future Professionals for the Clinic Classroom.