

# 2015 CATALOG

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

Melissa Tierney

**Vanguard College of Cosmetology - Slidell Campus**  
740 Oak Harbor Blvd.  
Slidell, Louisiana 70458  
(985) 643-2614

**Vanguard College of Cosmetology - Baton Rouge Campus**  
12158 Coursey Blvd.  
Baton Rouge, Louisiana 70816  
(225) 769-5053

**Vanguard College of Cosmetology - Metairie Campus**  
3321 Hessmer Ave.  
Metairie, Louisiana 70002  
(504) 212-3321



**Vanguard College of Cosmetology – Slidell**



**Vanguard College of Cosmetology – Baton Rouge**



**Vanguard College of Cosmetology – Metairie**

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## VISION STATEMENT

Extraordinary cosmetology schools are easily distinguished from ordinary ones. They are innovative, visionary, and committed to creating a competitive advantage for their students. Their faculty and staff work at peak levels, inspired by a shared purpose, a spirit of partnership and an overwhelming sense of unity and pride. Their leaders actively develop their organizations infinite potential by maximizing every resource. Everyone continually searches for new ways to stretch to unprecedented levels of performance, innovation, and growth. This is the philosophical basis for which Vanguard College of Cosmetology was founded. Our vision is to be an extraordinary cosmetology school.

***Your pursuit of the American dream can start here.*** A career in cosmetology can offer freedom of expression, flexibility, and boundless opportunity. We believe the power of success is when preparation meets opportunity. Vanguard College of Cosmetology has more than 40 years of experience in preparing individuals for a career in cosmetology. Vanguard College of Cosmetology is the exclusive Paul Mitchell Partner School for the Southeast Louisiana area. Our curriculum provides specialty classes in hair color, haircutting, texture, makeup, skin and nails.

In June 2000, Vanguard College of Cosmetology came under the ownership of Mark and Lisa Palermo. Prior to their acquisition of Vanguard College of Cosmetology Mark and Lisa have achieved more than 10 years of success as distributors for John Paul Mitchell Systems, makers of Paul Mitchell Salon Hair Care. With headquarters in Slidell, Vanguard Salon Systems, Inc. continues to lead the field in post cosmetology school education and business consulting for approximately 3000 salon entrepreneurs in Louisiana. The strategic alliance between Vanguard College of Cosmetology, Paul Mitchell Advanced Education, Vanguard Salon Systems, and John Paul Mitchell Systems allows our students the opportunity for professional industry careers.

## MISSION STATEMENT

Vanguard College of Cosmetology is to be a premier cosmetology-training center with ability to provide a student, stylist, professional educator, or platform artist with the resources to succeed and prosper at any level they choose.

Our unique approach to Cosmetology Education will provide you with the knowledge and artistic ability to create your own design and a specific image for your clients. Cut, color or perm individuality and expressiveness are always the keys to success.

Our main concern is that you, as a participant in our institution, receive the training experience that will enable you to achieve the standard of success and level of confidence needed to become an innovator in the beauty industry.

Vanguard College of Cosmetology prepares graduates for employment in the beauty industry.

## SCHOOL FACILITIES

Our programs offer the challenge of a stimulating and rewarding career. Vanguard College of Cosmetology 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 floor plan includes offices, clinic and practical areas, shampoo area, and classrooms with visual aid centers. The classrooms and clinic areas are air-conditioned with educational equipment and learning tools, which are necessary to effectively teach cosmetology courses.

## SCHOOL FACULTY

Under the controlling direction of prestigious designers, you will receive a quality education in the exciting and changing industry of hair design. Our instructors are licensed by the state and are successful professionals who continue to work in salons and spas as time permits.

## ADMINISTRATION/OWNERSHIP

Creative Hair Acquisitions Corporation Incorporated, dba Vanguard College of Cosmetology (Slidell Campus), is an independently owned and operated franchisee of Paul Mitchell Advanced Education, LLC.

Creative Hair Acquisitions Corporation Incorporated, dba Vanguard College of Cosmetology, (Baton Rouge Campus) is an independently owned and operated franchisee of Paul Mitchell Advanced Education, LLC.

Creative Hair Acquisitions Corporation Incorporated, dba Vanguard College of Cosmetology, (Metairie Campus) is an independently owned and operated franchisee of Paul Mitchell Advanced Education, LLC.

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

### **Cosmetology: Standard Occupational Classification (SOC 39-5012.00)**

#### **Classification of Instructional Program (CIP 12.0401)**

The curriculum involves 1500 hours to satisfy Louisiana state requirements. The course includes extensive instruction and practical experience in cutting, hair coloring, perming, 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.

*\*Students are prepared to be entry level cosmetologist.*

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

The curriculum involves 500 hours to satisfy Louisiana state requirements. The Cosmetology Instructor's course is designed to prepare students for the state licensing examination and for profitable employment as a cosmetology instructor.

*\*Students are prepared to be entry level cosmetology instructor.*

## **PARKING AND AMENITIES**

Students must abide by local (city and/or landlord) parking rules, which are announced during orientation. Vanguard College of Cosmetology will not be responsible for parking violations and/or towing fees.

## **NONDISCRIMINATION**

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 Executive Director, Melissa Tierney, in person or by calling (985) 788-4454, or by mail at 740 Oak Harbor Blvd., Slidell, LA 70458; Baton Rouge by mail at 12158 Coursey Boulevard Baton Rouge, LA 70816; Metairie by mail at 3321 Hessmer Ave. Metairie, LA 70002 immediately so appropriate action can be taken.



## ADMISSION REQUIREMENTS

Vanguard College of Cosmetology admits as regular students those who are high school graduates or holders of high school graduation equivalency certificates (GEDs). Vanguard College of Cosmetology does not accept ability to benefit (ATB) students at this time.

## ADMISSION PROCEDURE

- 1 **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 Vanguard College of Cosmetology.
- 2 **Submit a Non-Refundable Application Fee:** Action will not be taken on admission or any student loan application until a non-refundable application fee of \$50.00 is received. Please submit the fee in the form of a credit card, cash, check or money order, payable to Vanguard College of Cosmetology. This fee is not included in the cost of tuition.
- 3 **Submit Identification Documents:** Must be at least 17 years of age. Must have a current Driver's License or Birth Certificate. Must have a Social Security card and if you are an eligible non-citizen, you must have an alien registration card.
- 4 **Submit Two (2) Photos:** The 2"x2" size photos should be a recent head and shoulder shot of the applicant.
- 5 **Entrance Essay:** The My Career Plan essay should include the applicant's accomplishments and career goals.
- 6 **Personal Tour and Interview:** Applicant must complete a personal interview with the Admissions Leader and/or Director prior to registration.
- 7 **Provide Verification Documents:** Copies of your high school diploma, high school transcripts\*\*, or GED, and passport, government-issued identification, driver's license or birth certificate are required. We are required to verify that your proof of education is from a valid high school or GED program. If we determine that your diploma or GED certificate is not valid, you will be denied admission to the school.

Home-schooled students are not considered to have a high school diploma or equivalent, however they are eligible for admission into Vanguard College of Cosmetology, if their secondary school education was in a home school that state law treats as a home or private school, the prospective student must provide documentation of this fact. Some states issue a secondary school completion credential to home-schoolers; if this is the case in the state where the student was home-schooled, he/she must obtain this credential in order to be eligible for enrollment.

**\*\*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. ***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.

**Instructor Training applicants must meet all of the above requirements and:**

- ⑧ Must hold a current license as a practitioner in cosmetology.
- ⑨ Must show proof of at least 18 months of salon experience

Vanguard College of Cosmetology 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 GED certificate, please contact our admissions office for a list of GED programs located near the school. Vanguard College of Cosmetology does not require a student to have immunizations / vaccinations to enroll in our 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. *Please refer to the school Transfer policy for additional information.*

Vanguard College of Cosmetology does allow reentry students. *Please see the schools reentry policy for specific requirements.*

**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.

## REENTRY STUDENTS

- ① Outstanding tuition, fee, and overtime expenses must be paid in advance or the student must make satisfactory arrangements with the Financial Aid Leader.
- ② Previous tuition payments will be credited to the student's balance.
- ③ 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.
- ④ Pay a \$50.00 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 Vanguard College of Cosmetology and may require special conditions.

Readmission for a student requires a personal interview with school administration. 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 reenrollment contract. In addition, a student may be responsible for any previous overtime charges that had previously accrued, but not yet assessed.

## TRANSFER STUDENTS

Vanguard College of Cosmetology cosmetology program will accept transfer hours from other schools based on an evaluation of the student's comprehension of the course material. A maximum of 790 hours will be accepted for cosmetology students who transfer from another school; all transfer students must attend a minimum of 710 hours, to obtain the Paul Mitchell culture and educational program; 210 hours in will be in CORE and the remaining 250 will be on the Salon Training Center . All hours will be accepted for students who transfer from another Paul Mitchell school. The school does not accept transfer hours for the cosmetology instructor program.

The cost for cosmetology transfer students is \$11.00 per hour attended at Vanguard College of Cosmetology; this does not include the cost of a complete and current Paul Mitchell student kit.

A student will be permitted to transfer from Vanguard College of Cosmetology and will be credited with the hours as designated by the State Board of Louisiana once all financial obligations are met. Please refer to the Refund Calculation chart. Students who wish to transfer to Vanguard College of Cosmetology must furnish transcripts of credits earned in other cosmetology training schools and must secure a permit card from the State Board of Louisiana to qualify for possible credit of hours earned at another school. Previous certified hours will be approved or denied by the School Director prior to enrollment. Transfer hours will NOT be accepted after the first day of class.

Please note that students transferring to another school may not be able to transfer all the hours they earned at Vanguard College of Cosmetology; 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.

## 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 Louisiana State Board of Cosmetology to deny licensure. The Louisiana 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. Vanguard College of Cosmetology is not responsible for students denied licensure.

## ENROLLMENT INFORMATION

- ① **Enrollment periods:** Vanguard College of Cosmetology usually begins a new cosmetology class about every six (6) weeks for day school, depending upon space availability. Please refer to the Tuition and Registration Schedule supplement or contact Vanguard College of Cosmetology for exact starting dates.
- ② **Holidays and school closures:** Vanguard College of Cosmetology allows the following holidays off: New Year's Day and the following day, Mardi Gras, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the following two days, Christmas Eve, Christmas Day and the following day, and approximately one day per month for staff personal development. *For unexpected closures, extenuating circumstances or if the school's hours of operation will change, written notice will be posted in advance on the bulletin board and will be announced prior to closing. In the event of an emergency closing, every effort will be made to contact students prior to the school's scheduled opening time.*
- ③ **Enrollment contract:** Vanguard College of Cosmetology 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 furnished to the student before the beginning of class attendance.
- ④ **Payment schedule:** Vanguard College of Cosmetology offers a variety of monthly financial payment schedules. See Vanguard College of Cosmetology's Financial Aid Leader for details.

## EDUCATION GOALS

Vanguard College of Cosmetology 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:

- ① To educate students to be professional, knowledgeable, and skilled in their field for marketability within the industry.
- ② To maintain a constantly updated program that provides students with the knowledge to compete in their field of study.
- ③ To promote the continuing educational growth of our faculty and students, using current teaching methods and techniques.
- ④ To teach courtesy and professionalism as the foundation for a successful career in their chosen field of study.
- ⑤ To prepare students to successfully pass the state licensing exam for entry-level employment.
- ⑥ To train and graduate students while empowering them to become confident and excited to enter a successful career within the salon and beauty industry.

## LIBRARY

Vanguard College of Cosmetology has a multi-media library including reference books, technical magazines, both audio and video media, and CD-Roms. Any instructor can assist with inquiries. Some restrictions apply. The following items listed are subject to availability.

The library consists of these and other aids:

<i>Salon Success Publications</i>	<i>American Salon</i> publication
<i>Milady</i> Video Library	Master Series motivational cassettes
Manicure and advanced nail publications	Product knowledge videos
Ethnic hairstyling publications	Paul Mitchell technical videos
<i>Modern Salon</i> publication	

## 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	\$16,500.00
Application Fee ( <i>nonrefundable</i> )	50.00
Enrollment Fee	50.00
Kit, Supplies, Equipment, Textbook ( <i>nonrefundable</i> )	<u>2,900.00</u>
<b>TOTAL COSTS</b>	<b>\$19,500.00</b>

### TUITION – Cosmetology Instructor

Tuition	\$2,150.00
Application Fee ( <i>nonrefundable</i> )	50.00
Enrollment Fee	50.00
Kit, Supplies, Equipment, Textbook ( <i>nonrefundable</i> )	<u>550.00</u>
<b>TOTAL COSTS</b>	<b>\$2,800.00</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. Any remaining funds available for the student will be paid to the student only at which time the course costs have been paid in full.

*Financial Aid for those that qualify.*

**Payment Terms and Conditions:** Payment agreements must be satisfied on or before the commencement of classes. Monthly installments are due and payable on the same day each month until paid in full. Vanguard College of Cosmetology may at its option and without notice, prevent a student from attending class until unpaid balances are paid. When extra instructional charges are necessary, the current overtime rate will be applied to the balance of tuition upon completion of the course.

## 2015 CLASS START DATES

Cosmetology	
<b>3- DAY SCHOOL (Tues., Wed., &amp;Sat.:</b>	January 20, March 10, April 28, June 16, August 4. September 1, November 3
<b>3- DAY SCHOOL (Wed., Fri., &amp; Sat.:</b>	January 21, March 31, June 9, August 18, October 7, December 2
Cosmetology Instructor	
<b>DAY SCHOOL:</b>	<i>Please see the Admissions Leader for specific start dates</i>

## 2016 CLASS START DATES

<b>Cosmetology</b>	
<b>3- DAY SCHOOL (Tues., Thurs., &amp;Sat.:</b>	January 19, March 29, June 7, August 16, October 25, November 10
<b>3- DAY SCHOOL (Wed., Fri., &amp; Sat.:</b>	March 2, May 11, July 20, September 28, October 14, December 23

<b>Cosmetology Instructor</b>	
<b>DAY SCHOOL:</b>	<i>Please see the Admissions Leader for specific start dates</i>

## CONSTITUTION DAY

Vanguard College of Cosmetology 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 Louisiana can be found at [www.sbe.Louisiana.gov](http://www.sbe.Louisiana.gov).

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

## STUDENTS WHO WITHDRAW

*Voluntary* — Any student wishing to withdraw from school must do so in writing with the Financial Aid office. A withdrawal fee of \$150.00 will be added to the final balance due at the drop date. The parent or guardian must submit the notice of withdrawal when the student is not of legal age. Reinstatement to an active status will be considered only when there is sufficient cause.

*Involuntary* — The withdrawal date is the student's last day of academic attendance, as determined by the school from its attendance records. All withdrawals will be charged a \$150.00 withdrawal fee.

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 Vanguard College of Cosmetology.

Students wishing to transfer to another institution must pay all monies owed to Vanguard College of Cosmetology, and all applicable academic requirements must be met in order for the hours to be released.

## TERMINATION POLICY

Vanguard College of Cosmetology 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. The student will be charged a withdrawal fee of \$150.00.

## 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 210 hours are devoted to classroom workshops where students learn design principles, technical information, and professional practices.
- ② **Clinic Learning Experience:** The remaining 1290 hours are spent in the clinic area where practical experience is gained, and in the classroom to receive one (1) hour state required Theory class and specialty (hands on) class.

## COSMETOLOGY COURSE OUTLINE

Your time at Vanguard College of Cosmetology for the cosmetology program will be divided into six (6) designations:

- ① **Core Curriculum:** A 210-hour orientation, 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 140 hours as a Protégé preparing you for the clinic experience.
- ③ **Clinic Learning Experience:** Your clinic time from 350 to 1500 hours will be guided with individual attention and group learning experiences using workshops, monthly worksheets, and periodic tests developed specifically for this monitoring progress. This is when you begin working on paying clients in the Salon Training Center area.
- ④ **Classroom Learning Experience:** Your classroom time from 350 to 1500 hours is divided into five (5) areas: cutting, coloring, texture, makeup, and nails. Each area has a specialist in the field who conducts the different specialty classes once every week; these may include guest artists, retail, motivation, self-improvement, nail artistry, makeup, etc.
- ⑤ **Adaptive Curriculum:** From 350 to 800 hours you will enter a new phase of specialty classroom workshops coupled with challenging practical services designed to continue building you into a confident designer.
- ⑥ **Creative Curriculum:** You will spend your last 700 hours in Vanguard College of Cosmetology in "high gear" by dressing, acting, and working like a true professional. You will use your own artistic and creative abilities, coupled with the assistance of the Learning Leaders, to prepare yourself for your future salon career.



## **COSMETOLOGY INSTRUCTOR COURSE OVERVIEW**

### **Course Hours: 500 clock hours**

The student instructor course is divided into two (2) designations: Psychology and Methodology and Student Teaching.

## **COSMETOLOGY INSTRUCTOR COURSE OUTLINE**

Your time in the Vanguard College of Cosmetology student instructor course will be divided into two (2) designations:

- ❶ **Psychology and Methodology:** These classes focus on the theory of teaching, using *Milady's Master Educator* textbook, including weekly tests.
- ❷ **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 LOUISIANA REQUIREMENTS

### Cosmetology

The instructional program of Vanguard College of Cosmetology meets or exceeds these requirements:

Subject	Practical Application	Theory Hours
<b>1. Scientific Concepts</b>		
a. Infection Control		35
b. OSHA Requirements		15
c. Human Physiology		50
d. Chemical Principles		35
e. Hair and Scalp		50
f. Nails		25
<b>2. Physical Services</b>		
a. Shampoo	30	25
b. Draping	10	5
c. Rinses and Conditioners	20	5
d. Scalp	20	15
e. Facials	20	10
f. Make Up	20	10
g. Manicuring	20	20
<b>3. Chemical Services</b>		
a. Hair Coloring	125	25
b. Hair Lightening	100	25
c. Chemical Waving	50	25
d. Chemical Relaxing	50	25
<b>4. Hair Designing</b>		
a. Hair Shaping	210	75
b. Hair Cutting	225	100
<b>5. Louisiana Cosmetology Act and Rules and Regulations</b>		25
<b>TOTAL HOURS</b>	<b>900</b>	<b>600</b>

In addition to the state requirements listed above, Vanguard College of Cosmetology 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 Vanguard College of Cosmetology meets or exceeds these requirements:

<b>Subject</b>	<b>Practical Application</b>	<b>Theory Hours</b>
<b>1. Teaching Methods</b>		
a. Classroom Preparation	30	15
b. Teaching Methods	50	15
c. Speech	25	5
<b>2. Effectiveness of Instruction</b>		
a. Purpose and Types of Tests	40	20
b. Selection of Appropriate Testing Methods	20	10
c. Validity and Reliability of Teaching Methods via Tests	15	10
<b>3. Instructor Qualities</b>		
a. Proper Conduct of Instruction	40	20
b. Classroom Supervision and Control	25	10
<b>4. Learning Environment</b>		
a. Classroom Conditions	15	10
b. Keeping Record	15	10
c. Motivation	10	5
d. Assessing Students' Needs	30	10
e. Utilization of Safety Procedures	30	15
<b>TOTAL HOURS</b>	<b>345</b>	<b>155</b>

In addition to the state requirements listed above, Vanguard College of Cosmetology 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 will take a weekly theory exam and received a grade that will be added to the cumulative grade which should be 80% or higher at the time of graduation.
- 2 **210-hour orientation practical skills evaluation test:** Students must receive a grade that will result in a 80% cumulative at the time of graduation.
- 3 **Final exam 1 (750-hour written test):** This test covers an overview of all related cosmetology subjects (e.g., anatomy, chemistry, etc.). Students must receive a grade that will result in a 80% or higher cumulative at the time of graduation.
- 4 **Final exam 2 (1400-hour written test):** The written exam covers an overview of all theory instruction, Louisiana state law, and other items covered on the state cosmetology exam. Students must receive a grade that will result in a 80% or higher cumulative at the time of graduation.
- 5 **Final Exams:** Students must receive an 80% or higher.
- 6 **Monthly clinic practical worksheets:** Students must complete all monthly clinic practical worksheets.

## COSMETOLOGY INSTRUCTOR PROGRAM TESTING AND GRADING PROCEDURES

The following testing and grading procedures are incorporated into the cosmetology instructor course:

- 1 Students must receive theory exam grades that result in an 80% cumulative at the time of graduation. Theory exams cover a review of *Milady's Master Educator Student Course Book*.
- 2 Students must receive theory exam grades that result in an 80% cumulative at the time of graduation. The final exam covers a complete overview of *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.

Upon completion of the 1500 hour cosmetology curriculum the student should complete the following chapters with a grades that result in an 80% or higher cumulative grade:

1. Apply color for color retouch application
2. Give basic foiling techniques
3. Apply relaxer for relaxer retouch application
4. Give a basic permanent wave wrap
5. Give a basic roller set, blow dry and thermal style
6. Give a basic manicure and pedicure
7. Pass a written Core assessment
8. Give basic haircuts for one-length, graduated, and layered
9. Color application
10. Relaxer application
11. Blow dry styling
12. Curling iron setting
13. Manicure
14. Pedicure
15. Waxing
16. History & Career Opportunities
17. Life Skills
18. Your Professional Image
19. Communicating for Success
20. Infection Control: Principles & Practices
21. General Anatomy and Physiology
22. Skin Structure & Growth
23. Nail Structure & Growth
24. Properties of The Hair & Scalp
25. Basics of Chemistry
26. Basics of Electricity
27. Principles of Hair Design
28. Shampooing, Rinsing, & Conditioning
29. Haircutting
30. Hairstyling
31. Braiding & Braid Extensions
32. Wigs & Hair Enhancements
33. Chemical Texture Services
34. Hair Coloring
35. Skin Diseases & Disorders
36. Hair Removal
37. Facials
38. Facial makeup
39. Nail Diseases & Disorders
40. Manicuring
41. Pedicuring
42. Nail Tips, Wraps, & No-light Gels
43. Acrylic (Methacrylate) Nails
44. UV Gels
45. Seeking Employment
46. On The Job
47. The Salon Business
48. A Final Exam
49. State Board Set
50. State Board Comb Out
51. State Board Wet Work
52. State Board Chemical Work
53. State Board Hair Cut
54. Complete all clinic assignments
55. Prepare resume

## **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 All students must wear closed toe shoes.
- ② Students are to protect themselves and clients from all chemicals.
- ③ Dropped tools, spills and hair cuttings shall be cleaned from the floor without delay.
- ④ Proper sanitation of tools and implements is required to prevent spread of infectious bacteria.
- ⑤ A blood spill kit and first aid kit is provided and is in the dispensary.
- ⑥ All electrical appliances will be properly grounded when in use and then unplugged at the end of the day.
- ⑥ All Louisiana State rules pertinent to safety must be followed. Your instructors will review these rules in depth in orientation.

## **INDUSTRY REQUIREMENTS**

Students interested in pursuing a career in cosmetology 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:** Vanguard College of Cosmetology 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. Vanguard College of Cosmetology also gives advice and information to students on these subjects:
  - a. Regulations governing licensure to practice, including reciprocity among jurisdictions.
  - b. Employment opportunities.
  - c. Opportunities for continuing education following graduation.

## GRADUATION REQUIREMENTS IN COURSES

- ① Receive the required number of clock hours of training.
- ② Complete and receive passing grades on all practical graduation requirements and projects, including practical and theoretical examinations. Meet 80% or higher cumulative grade point average.
- ③ For a student to meet state requirements, all practical worksheets must be completed 100%.
- ④ Satisfactorily pass final written and practical exams.
- ⑤ Complete the required theory hours.
- ⑥ Tuition has been paid in full.
- ⑦ Upon graduation the student will receive a graduation certificate.

***Once the student has met all these requirements, he/she will receive a CERTIFICATE of COMPLETION.***

Vanguard College of Cosmetology 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. Vanguard College of Cosmetology can retain the student 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, hours will not be released by the school until all monies owed or payment arrangements of all debts owed the school have been made and all academic requirements pertaining to those hours have been completed.

## 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.

Although Vanguard College of Cosmetology ***does not guarantee employment upon graduation***, Vanguard College of Cosmetology does maintain an aggressive job placement program and will inform students of job openings and opportunities. Vanguard College of Cosmetology coordinates placement programs with local and national salons by sending out surveys and inviting salon owners and guest artists to teach and speak at Vanguard College of Cosmetology.

<b>Cosmetology Opportunities</b>	
<b>Salon</b>	Salon coordinator/manager, colorist, makeup artist, entrepreneur, stylist
<b>Marketing</b>	Buyer, distributor customer service representative, manufactures representative, brand leader, advertising, distributor sales consultant
<b>Communications</b>	Beauty editor, public relations, photo stylist
<b>Scientific</b>	Product development, research technician, research advisor
<b>Cosmetology Instructor Opportunities</b>	
<b>Education</b>	Cosmetology instructor certification, platform artist, fee paid training consultant, advanced cosmetology development, department director, state board inspector and/or member

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

<p><b>BRUSHES</b>            1 Large Round Boar Brush            1 Large Round Thermal Brush            1 Medium Round Boar Brush            1 Medium Round Thermal Brush            1 Paul Mitchell 407 Styling Brush            1 Paul Mitchell 413 Sculpting Brush            1 Paul Mitchell 427 Paddle Brush            2 Paul Mitchell Color Tint Brushes            1 Small Round Boar Brush            1 X-Large Round Thermal Brush            1 Scalp Brush</p> <p><b>COMBS</b>            1 Paul Mitchell 424 Teal Comb            1 Paul Mitchell 416 Red Comb            1 Metal Pick Teasing Comb            1 Metal Rat Tail Comb            1 Paul Mitchell Detangler Comb            1 Rat Tail Comb            6 Standard Cutting Combs            1 Taper Comb            1 Paul Mitchell 408 Black Comb</p>	<p><b>ACCESSORIES</b>            4 Skinny Clips            6 Paul Mitchell Black Clips            1 Chemical Cape            1 Cutting Apron            1 Paul Mitchell Aluminum Spray Bottle            1 Black Handheld Mirror            1 Cutting Apron            1 Paul Mitchell Black Carry Bag            12 Black and White Butterfly Clips</p> <p><b>TOOLS</b>            1 Classic Razor            1 Paul Mitchell Tripod            1 Paul Mitchell 1.25 Smoothing Iron            1 Paul Mitchell 6" Scissor/Thinner with Case            2 Mannequin Heads            1 Paul Mitchell Clipper/Thinner            1 Paul Mitchell Ion Dry Turbolight Dryer            1 5.5" Mannequin Scissors            1 Hot Tools 3/4 M 1000 Curling Iron            1 Manicure Kit</p>	<p><b>STUDENT EDUCATION MATERIALS</b>            1 Cutting System DVD            1 Cutting Book            1 Men's Cutting System DVD            1 Color System DVD            1 The Coloring Book            1 The Skill Cards            1 Paul Mitchell Product Guide Workbook            1 Connecting to My Future Book            1 Be Nice (Or Else!) Book            1 Multiple Intelligence (MI) Letter            1 Service Experience Menu            1 Plugged In Apron and membership (while enrolled)            1 Master Audio Club subscription (while enrolled)            1 The Color Paper Swatch Chart            1 PM Shines Paper Swatch Chart            1 Blonding Brochure            1 Shines XG Paper Swatch Chart            1 Black messenger bag</p>
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*Textbooks listed below are included in the Paul Mitchell Kit at a discounted price to the student. For veterans or eligible person, the cost of the Textbook and Supplies may not be paid by the VA; the Veteran or eligible person may be responsible for payment.*

<p><b>TEXTBOOKS</b>            1 <i>Milady's Standard Cosmetology 2012 Textbook</i> (hardcover)            ISBN-13: 9781439059302, \$112.50            1 <i>Milady's Standard Cosmetology 2012 Theory Workbook</i>            ISBN-13:9781439059234, \$47.95</p>	<p>1 <i>Milady's Standard Cosmetology 2012 Exam Review</i>            ISBN-13: 9781439059210, \$35.95</p>
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## STUDENT KIT – Cosmetology Instructor Program

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

<p>1 <i>Milady's Master Educator Student Course Book, 2nd Edition</i> ISBN-13: 9781133693697, \$161.50            1 <i>Milady's Master Educator Exam Review, 2nd Edition</i> ISBN-13: 9781133776598, \$49.95</p>
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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 Students who receive loans are responsible for repaying the loan amount, plus any interest, less the amount of any refunds. If the student has received federal student financial aid funds, the student is entitled to a refund of the monies not paid for federal student financial aid program funds.
- 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.

*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.

The following Title IV refund distribution is used for all financial aid applicants/students due a refund:

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

# TREATMENT OF TITLE IV FUNDS WHEN A STUDENT WITHDRAWS FROM A CLOCK-HOUR PROGRAM

Treatment of Title IV Funds When a Student Withdraws From a Clock-Hour Program		
Student's Name:	<input type="text" value="John Doe"/>	Social Security #:
		<input type="text" value="123-45-6789"/>
	Date of school's determination that student withdrew:	<input type="text" value="1/6/11"/>

Period used for calculation (check one):  1st Payment Period  Period of Enrollment

Monetary amounts should be in dollars and cents (rounded to the nearest penny).  
When calculating percentages, round to three decimal places. (for example, .4486 = .449 = 44.9%)

### STEP 1: Students Title IV Aid Information

	Amount Disbursed	Amount that Could Have Been Disbursed	
<b>Title IV Grant Programs:</b>			<b>E. Total Title IV Aid Disbursed for the Period</b>
1. Pell Grant	<input type="text" value="2,775.00"/>	<input type="text"/>	<b>A.</b> <input type="text" value="2,775.00"/>
2. Academic Competitiveness Grant	<input type="text"/>	<input type="text"/>	<b>+ B.</b> <input type="text" value="6,727.00"/>
3. National SMART Grant	<input type="text"/>	<input type="text"/>	<b>= E.</b> <input type="text" value="9,502.00"/>
4. FSEOG	<input type="text"/>	<input type="text"/>	
5. TEACH Grant	<input type="text"/>	<input type="text"/>	
<b>A.</b> <input type="text" value="2,775.00"/> (sub-total)		<b>C.</b> <input type="text" value="0.00"/> (sub-total)	<b>F. Total Title IV grant aid disbursed and that could have been disbursed for the period</b>
			<b>A.</b> <input type="text" value="2,775.00"/>
			<b>+ C.</b> <input type="text" value="0.00"/>
			<b>= F.</b> <input type="text" value="2,775.00"/>
<b>Title IV Loan Programs:</b>	Net Amount Disbursed	Net Amount that Could Have Been Disbursed	<b>G. Total Title IV aid disbursed and aid that could have been disbursed for the period</b>
6. Unsubsidized FDLP / FFELP	<input type="text" value="2,985.00"/>	<input type="text"/>	<b>A.</b> <input type="text" value="2,775.00"/>
7. Subsidized FDLP / FFELP	<input type="text" value="1,742.00"/>	<input type="text"/>	<b>+ C.</b> <input type="text" value="0.00"/>
8. Perkins Loan	<input type="text"/>	<input type="text"/>	<b>= F.</b> <input type="text" value="2,775.00"/>
9. PLUS FDLP / FFELP (Grad Student)	<input type="text"/>	<input type="text"/>	
10. PLUS FDLP / FFELP (Parent)	<input type="text" value="2,000.00"/>	<input type="text"/>	<b>G. Total Title IV aid disbursed and aid that could have been disbursed for the period</b>
<b>B.</b> <input type="text" value="6,727.00"/> (sub-total)		<b>D.</b> <input type="text" value="0.00"/> (sub-total)	<b>A.</b> <input type="text" value="2,775.00"/>
			<b>B.</b> <input type="text" value="6,727.00"/>
			<b>C.</b> <input type="text" value="0.00"/>
			<b>+ D.</b> <input type="text" value="0.00"/>
			<b>= G.</b> <input type="text" value="9,502.00"/>

### STEP 2: Percentage of Title IV Aid Earned

Last Day Attended:

**H. Determine the percentage of the period completed:**  
Divide the clock hours scheduled to have been completed as of the last day of attendance in the period by the total clock hours in the period.

$$\frac{\text{Hours scheduled to complete}}{\text{Total hour in period}} = \frac{271.00}{450.00} = 60.2\%$$

- ▶ If this percentage is greater than 60%, enter 100% in Box H and proceed to Step 3.
- ▶ If this percentage is less than or equal to 60%, enter that percentage in Box H and proceed to Step 3.

**H.**

### STEP 3: Amount of Title IV Aid Earned by the Student

Multiply the percentage of Title IV aid earned (Box H) by the Total Title IV aid disbursed and that could have been disbursed for the period (Box G).

$$\text{Box H} \times \text{Box G} = \text{Box I}$$

$$100.0\% \times 9,502.00 = 9,502.00$$

### STEP 4: Title IV Aid to be Disbursed or Returned

- ▶ If the amount in Box I is greater than the amount in Box E, go to Post-withdrawal disbursement (Item J).
- ▶ If the amount in Box I is less than the amount in Box E, go to Title IV aid to be returned (Item K).
- ▶ If the amounts in Box I and Box E are equal, **STOP**. No further action is necessary.

#### J. Post-withdrawal disbursement

From the amount of Title IV aid earned by the student (Box I) subtract the Total Title IV aid disbursed for the period (Box E). This is the amount of the post-withdrawal disbursement.

$$\text{Box I} - \text{Box E} = \text{Box J}$$

$$9,502.00 - 9,502.00 = 0.00$$

#### K. Title IV aid to be returned

From the Total Title IV aid disbursed for the period (Box E) subtract the Amount of Title IV aid earned by the student (Box I). This is the amount of Title IV aid that must be returned.

$$\text{Box E} - \text{Box I} = \text{Box K}$$

$$9,502.00 - 9,502.00 = 0.00$$

**STEP 5: Amount of Unearned Title IV Aid Due from the School**

<b>L. Institutional Charges for the Period.</b>	Tuition	4,500.00
	Room	
	Board	
	Other	
	Other	
	Other	
Total Institutional Charges (Add all the charges together)		<b>L. 4,500.00</b>

**M. Percentage of unearned Title IV aid**  
 $\frac{100.0\%}{\text{Box H}} - \frac{100.0\%}{\text{Box H}} = \frac{0.0\%}{\text{Box M}}$

**N. Amount of unearned charges**  
 Multiply institutional charges for the period (Box L) by the Percentage of unearned Title IV aid (Box M).  
 $\frac{4,500.00}{\text{Box L}} \times \frac{0.0\%}{\text{Box M}} = \frac{0.00}{\text{Box N}}$

**O. Amount of school to return**  
 Compare the amount of Title IV aid to be returned (Box K) to Amount of unearned charges (Box N), and enter the lesser amount.  
**O. 0.00**

**STEP 6: Return of Funds by the School**

The school must return the unearned aid for which the school is responsible (Box O) by repaying funds to the following sources, in order, up to the total net amount disbursed for each source.

Title IV Programs	Amount for School to Return
1. Unsubsidized FDLP / FFELP	0.00
2. Subsidized FDLP / FFELP	0.00
3. Perkins Loan	0.00
4. PLUS FDLP / FFELP (Grad Student)	0.00
5. PLUS FDLP / FFELP (Parent)	0.00
<b>Total loans the school must return = P. 0.00</b>	
6. Pell Grant	0.00
7. Academic Competitiveness Grant	0.00
8. National SMART Grant	0.00
9. FSEOG	0.00
10. TEACH Grant	0.00

**STEP 7: Initial Amount of Unearned Title IV Aid Due from the Student**

From the amount of Title IV aid to be returned (Box K) subtract the Amount for the school to return (Box O).

$\frac{0.00}{\text{Box K}} - \frac{0.00}{\text{Box O}} = \frac{0.00}{\text{Box Q}}$

► If Box Q is < or = zero, **STOP**. If > zero, go to Step 8.

**STEP 8: Repayment of the Student's loans**

From the Net loans disbursed to the student (Box B) subtract the Total loans the school must return (Box P) to find the amount of Title IV loans the student is still responsible for repaying (Box R).

These outstanding loans consist either of loan funds that student has earned, or unearned loan funds that the school is not responsible for repaying, or both; and they are repaid to the loan holders according to the terms of the borrower's promissory note.

$\frac{6,727.00}{\text{Box B}} - \frac{0.00}{\text{Box P}} = \frac{6,727.00}{\text{Box R}}$

- If Box Q is less than or equal to Box R, **STOP**. The only action a school must take is to notify the holders of the loans of the student's withdrawal date.
- If Box Q is greater than Box R, Proceed to Step 9.

**STEP 9: Grant Funds to be Returned**

**S. initial amount of Title IV grants for student to return**  
 From the initial amount of unearned Title IV aid due from the student (Box Q) subtract the amount of loans to be repaid by the student (Box R).

$\frac{0.00}{\text{Box Q}} - \frac{6,727.00}{\text{Box R}} = \frac{0.00}{\text{Box S}}$

**T. Amount of Title IV grant protection**  
 Multiply the total of Title IV grant aid that was disbursed and that could have been disbursed for the period (Box F) by 50%.

$\frac{2,775.00}{\text{Box F}} - \frac{50.00\%}{\text{Box F}} = \frac{0.00}{\text{Box T}}$

**U. Title IV grant**  
 From the initial amount of unearned Title IV aid due from the student (Box S) subtract the amount of loans to be repaid by the student (Box T).

$\frac{0.00}{\text{Box S}} - \frac{0.00}{\text{Box T}} = \frac{0.00}{\text{Box U}}$

► If Box U is less than or equal to zero, **STOP**. If not, go to step 10.

**STEP 10: Return of Grants Funds by the Student**

Except as noted below, the student must return the unearned grant funds for which he/she is responsible (Box U). The grant funds returned by the student are applied to the following sources in the order indicated, up to the total amount disbursed from that grant program minus any grant funds that school is responsible for returning to that program in Step 6.

Note that the student is not responsible for returning funds to any program to which the student owes \$50.00 or less.

**Title IV Grant Programs:**

Title IV Grant Programs:	Amount to Return
1. Pell Grant	0.00
2. Academic Competitiveness Grant	
3. National SMART Grant	
4. FSEOG	
5. TEACH 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 a non-refundable application fee of \$50.00.
  - 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 a non-refundable application fee of \$50.00. 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 a non-refundable application fee of \$50.00.
  - 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 kit are nonrefundable unless the student cancels within 3 (three) 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 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 and/or program is cancelled subsequent to a student's enrollment, and before instruction in the course and/or program has begun, the school shall either provide a full refund of all monies paid or provide completion of the course and/or program.
- 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, a withdrawal fee in the amount of \$150.00 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 and instruction has begun, the school will provide a pro rata refund of tuition to the student.

### INSTITUTIONAL REFUND CHART

The following 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 Course and/or Program	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%

### SCHOOL CLOSURE POLICY

- ① If Vanguard College of Cosmetology permanently closes and ceases to offer instruction after students have enrolled, arrangements will be made to offer the student a reasonable opportunity to promptly resume and complete the canceled courses of study at an institution, which offers similar educational programs.
- ② The arrangements will be performed by an institution in the same geographic area as Vanguard College of Cosmetology.
- ③ The school at which students will continue their education shall not charge the students a greater amount than that which Vanguard College of Cosmetology would have been entitled under its contract with the student and which the student has not yet paid.
- ④ Vanguard College of Cosmetology shall notify affected students individually of the availability of the arrangement, and diligently advertise such availability. The schools' where arrangements are made may provide notices to the students of Vanguard College of Cosmetology.
- ⑤ Vanguard College of Cosmetology will submit to all governing authorities, at the time of closure, a complete list of all students enrolled at closing, and will indicate on it the arrangements made for each student to complete their education.
- ⑥ Students shall receive a pro-rata refund of tuition; in the case of Title IV students a Return to Title IV will be issued as required by the US Department of Education.
- ⑦ Vanguard College of Cosmetology shall dispose of school records in accordance with state and federal laws.

## **STUDENT FINANCIAL AID RELEASE**

The undersigned agrees that Vanguard College of Cosmetology 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.

## **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.

## **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)).

## **MAKEUP WORK**

Students must complete all required assignments and tests. In event of an excused absence, illness, death, with proper documentation the school will accommodate students, makeup test days and worksheet periods are scheduled. Students must complete makeup work at the scheduled time.

## **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 students. Evaluations are maintained in the student file. The school will develop an academic plan to address the specific needs of those students who fail to meet the academic requirements at specific SAP evaluation points.

## 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 80%.
- ② A minimum cumulative academic level of 80% 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 80%.
- ④ A minimum cumulative attendance level of 80% of scheduled hours\*\*

*\*To meet the state practical requirements for graduation, students must eventually complete monthly 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 80% and/or who has not successfully completed at least a cumulative rate of attendance of 80% 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

3-Day Full-time students attend 21 hours per week, seven (7) hours per day; Tues/Thurs/Sat or Wed/Fri/Sat from 9:15 a.m. to 5:00 p.m. Information regarding other course schedules is available upon inquiry.

The state of Louisiana requires 1500 clock hours for the cosmetology course. Students are expected to complete the course in no more than 125% of the program length. If a cosmetology student is NEVER absent, he/she should complete the course within 71.4 weeks for a 3-day full-time student.

## MAXIMUM TIME FRAME

Students must complete the educational program within the maximum time frame, which is based on attending at least 80% of the scheduled hours.

3- Day Cosmetology – Full-Time	71.4 Weeks	89.25 Weeks
Cosmetology Instructor – Full Time	14.29 Weeks	17.87 Weeks

## **LEAVE OF ABSENCE, INTERRUPTIONS, COURSE INCOMPLETES, AND WITHDRAWALS**

Written request for a Leave of Absence will be considered on an individual basis for documented urgent personal or documented medical reasons only. Active duty military personnel may take as many Leaves of Absence needed to fulfill military obligations. Prior to approval, student's academics and attendance must be meeting the minimum requirement of 80%. All Leaves of Absence must be approved by the Director.

Documentation will be required to support request. Students are allowed no more than one leave of absence in an enrollment period. All leaves of absence require a 14 day minimum and will not exceed 60 days of total leave time. A Leave of Absence involves no additional tuition charge, but will require an addendum of the student's enrollment agreement. Hours elapsed during a leave of absence will extend the student's contract period by the same number of days taken in the leave.

## **EXCUSED ABSENCE POLICY**

Absences are excused in the event of illness of the student or of the student's immediate family or death in the immediate family with written, signed and dated documentation, submitted within seven days of absence. Upon failure to complete the course within 125% of the program length, an extended contract will be required. The overtime rate as stated in the original contract will be applied for the extended time required to complete the course. In the event of mitigating circumstances a waiver can be granted. Fourteen (14) days of consecutive absences for current students and incomplete graduates, without a documented leave of absence will result in withdrawal from school.



## EVALUATION PROCEDURES AND REQUIRED LEVEL OF ACHIEVEMENT

Formal Satisfactory Progress Evaluations in both attendance and academics will occur when cosmetology students reach 450, 900, and 1200 *actual hours*. Formal Satisfactory Progress Evaluations in both attendance and academics will occur when cosmetology instructor students reach 250 *actual hours*. At least one evaluation will occur prior to or at the midpoint of 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 reviewed and signed by the student and maintained in the student's financial file. The student may request to review their financial aid files from the Financial Aid Leader or Director.

The following grading scale is used for theory progress:

**A = 94 – 100%**      **B = 87 – 93%**      **C = 80 – 86%**      **Failing = Below 80%**

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.

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.

## REINSTATEMENT OF FINANCIAL AID *for those who qualify*

If applicable, Title IV financial aid will be reinstated to qualified students who have prevailed upon appeal or who have reestablished satisfactory progress by meeting the minimum cumulative attendance and academic requirements.

## **PROBATION AND REESTABLISHMENT OF SATISFACTORY PROGRESS**

Students failing to meet minimum requirements will be notified in writing. If the student fails their 450-hour evaluation they will be terminated. A student who is terminated at the 450-hour evaluation may appeal the decision. Students failing to meet minimum requirements for any other evaluation periods will be notified in writing and placed on Financial Aid Warning for the next evaluation period. If a student is placed on a Financial Aid Warning they will be counseled regarding actions required to attain satisfactory requirements by the next evaluation point. During the Financial Aid Warning period, students are eligible, if applicable, to receive financial aid funds.

If, at the end of the Financial Aid Warning period, the student still has not met both the attendance and academic progress requirements, he/she will be ineligible for Title IV assistance.

A student may appeal the Financial Aid ineligible decision or termination action if he/she has a reason for not making satisfactory progress and if he/she can document that the circumstances that caused the unsatisfactory 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 or the decision to terminate a student at the 450-hour evaluation to appeal the unsatisfactory progress determination. If the student appeals the decision, and prevails on appeal, they will be placed on Financial Aid Probation.

The basis for filing an appeal, such as death of a relative, injury or illness of the student, or other special circumstances, must be documented. The student may obtain an Appeal Form from the Financial Aid office, once the Appeal Form has been completed by the student it must be returned to the Financial Aid Office. Please see the Appeal Procedures. If the school grants the appeal, it may impose conditions for the student's continued eligibility to receive Title IV, such as changing schedules. For students who are not meeting academic requirements the school's educational team will develop an academic plan that will assist the student in meeting the school's academic requirements by the next evaluation period.

If the appeal is granted the student will be placed on Financial Aid Probation for one evaluation period. If at the end of the Financial Aid Probation period the student has not met both academic and attendance requirements all federal aid will be suspended. Students may reestablish satisfactory progress by meeting minimum attendance and academic requirements at the next evaluation period. If the student has not met academic and 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 DOE requirements the terminology financial aid warning or financial aid probation will be used for both Title IV and non-Title IV students.

## **APPEAL PROCEDURE**

If a student is determined as not making satisfactory progress or is terminated for not making satisfactory progress, the student may appeal the negative determination. The student must submit a written appeal to the school administration within five (5) business days of not making satisfactory progress or termination. The student must include any supporting documentation of reasons why the determination should be reversed. If the student fails to appeal the decision, it will stand.

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, future professional advisor, and school director. A decision on the student's appeal will be made within three (3) business days by the director and will be communicated to the student in writing. This decision will be final. *Appeal documentation will be kept in the student's permanent file.*

Should a student prevail on his or her appeal and be determined as making satisfactory progress, the student will be automatically reentered in the course, and financial aid funds will be reinstated to eligible students.

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.

## **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:

- ① Review their education records,
- ② Seek to amend inaccurate information in their records, and
- ③ 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 45 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, each time before the school may disclose personally identifiable information from the student's education records. The written consent each time must:

- ① State the purpose of the disclosure,
- ② Specify the records that may be disclosed,
- ③ Identify the party or class of parties to whom the disclosure may be made, and
- ④ 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 minor 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 minor 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.

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.

Vanguard College of Cosmetology 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**

Vanguard College of Cosmetology 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.

## PERFORMANCE STATISTICS/JOB OUTLOOK -SLIDELL CAMPUS

Vanguard College of Cosmetology 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, Vanguard College of Cosmetology -Slidell Campus is a Main campus, the outcome 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. 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.

NACCAS – Vanguard College of Cosmetology combined campus performance statistics for the calendar year 2013:

<b>Graduation</b>	<b>Placement</b>	<b>Licensure</b>
<b>68.62%</b>	<b>68.56%</b>	<b>92.87%</b>

NACCAS – Vanguard College of Cosmetology – Slidell campus performance statistics for the calendar year 2013:

<b>Graduation</b>	<b>Placement</b>	<b>Licensure</b>
<b>64.20%</b>	<b>75%</b>	<b>100%</b>

## PERFORMANCE STATISTICS/JOB OUTLOOK -BATON ROUGE CAMPUS

Vanguard College of Cosmetology - Baton Rouge 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, Vanguard College of Cosmetology -Baton Rouge is an additional campus of Vanguard College of Cosmetology -Slidell, the outcome 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. 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.

NACCAS – Vanguard College of Cosmetology combined campus performance statistics for the calendar year 2013:

<b>Graduation</b>	<b>Placement</b>	<b>Licensure</b>
<b>68.62%</b>	<b>68.56%</b>	<b>92.87%</b>

NACCAS – Vanguard College of Cosmetology – Baton Rouge campus performance statistics for the calendar year 2013:

<b>Graduation</b>	<b>Placement</b>	<b>Licensure</b>
<b>69.62%</b>	<b>63.64%</b>	<b>97.37%</b>

## PERFORMANCE STATISTICS/JOB OUTLOOK -METAIRIE CAMPUS

Vanguard College of Cosmetology - Metairie 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, Vanguard College of Cosmetology -Metairie is an additional campus of Vanguard College of Cosmetology -Slidell, the outcome 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. 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.

NACCAS – Vanguard College of Cosmetology combined campus performance statistics for the calendar year 2013:

<b>Graduation</b>	<b>Placement</b>	<b>Licensure</b>
<b>68.62%</b>	<b>68.56%</b>	<b>92.87%</b>

NACCAS – Vanguard College of Cosmetology – Metairie campus performance statistics for the calendar year 2013:

<b>Graduation</b>	<b>Placement</b>	<b>Licensure</b>
<b>72.03%</b>	<b>67.05%</b>	<b>81.25%</b>

The U.S. Bureau of Labor Statistics publishes information regarding the Hairdressing and Cosmetology profession at: <http://www.bls.gov/ooh/personal-care-and-service/barbers-hairdressers-and-cosmetologists.htm>. The current median wages for this field is \$22,770 a year. The job outlook for the period 2012 thru 2022 is a 13% job growth, while the average for all occupations is 11%.

## PROGRAM INTEGRITY

Vanguard College of Cosmetology is accredited by NACCAS and uses its calculation for student placement based on each program offered.

For the most recent annual reporting period, the Slidell campus shows the following data for the cosmetology program:

Placement rate	On-time graduation rate	Median Loan Debt
75%	73%	2013-2014: Title IV: \$8,250.00. Private: \$0. Institutional: \$0.

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:

[slidell.paulmitchell.edu/programs](http://slidell.paulmitchell.edu/programs).

Vanguard College of Cosmetology is accredited by NACCAS and uses its calculation for student placement based on each program offered.

For the most recent annual reporting period, the Baton Rouge campus shows the following data for the cosmetology program:

Placement rate	On-time graduation rate	Median Loan Debt
63.64%	N/A	2013-2014: Title IV: N/A. Private: \$0. Institutional: \$0.

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:

[batonrouge.paulmitchell.edu/program](http://batonrouge.paulmitchell.edu/program).

Vanguard College of Cosmetology is accredited by NACCAS and uses its calculation for student placement based on each program offered.

For the most recent annual reporting period, the Metairie campus shows the following data for the cosmetology program:

Placement rate	On-time graduation rate	Median Loan Debt
67.05%	N/A	2013-2014: Title IV: \$N/A. Private: \$0. Institutional: \$0.

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:

[metairie.paulmitchell.edu/programs](http://metairie.paulmitchell.edu/programs).



## STUDENT PROFESSIONAL DEVELOPMENT GUIDELINES

All students must commit to and follow the Student Professional Development Guidelines during their enrollment at Vanguard College of Cosmetology. These guidelines were established to assist in creating a safe, focused, and enjoyable learning experience.

### Attendance and Documentation of Time

- 1 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 and does not round hours. To ensure proper credit for clock hours, 3-day full-time and students are required to clock in/out four (4) times a day: when they arrive at school, when they leave for lunch, when they return from lunch, and when they leave at the end of the day.
- 2 The school is open from Tuesday through Saturday from 9:00 a.m. to 5:00 p.m. and Tuesday through Saturday.
- 3 All courses require continuous attendance.
- 4 The prescribed attendance schedule must be maintained each week. 3-day full time students may not miss Saturdays. Schedules cannot be adjusted after contract is completed unless extreme mitigating circumstances are present. When mitigating circumstances can be documented the Director may authorize the need for the schedule change.
- 5 All 3-day full-time students are required to attend on Saturdays.
- 6 Students not in attendance for three (3) days (21 hours) in the Core phase of the course will be required to repeat the Core phase.
- 7 Late arrivals must contact the FPA's office BEFORE the start of their scheduled day. The F.P. has 15 minutes to arrive. Any arrival after 15 minutes beyond the start of the school day will not be permitted to enter without a documentable excuse. The arrival must ultimately be no later than 10:30. If a F.P. is late more than three times in a calendar month, the F.P. will be subject to an advisory.
- 8 During the enrollment contract period, students must maintain a 90% attendance average each month in order to complete the program within the scheduled program length. Students are allowed to miss 10% of their scheduled hours before having to pay extra instructional charges. Students may use the allowed 10% of their scheduled hours for vacation, doctor appointments, illness, etc. If a student must attend additional program hours beyond his/her maximum scheduled program length due to not meeting a 90% attendance average or in order to complete academic graduation requirements, the student will be charged an additional \$11.00 for each hour scheduled to complete after the scheduled program length is reached. Extra instructional charges will be billed to the student's account once the scheduled program length is reached.

#### Scheduled Program Length is defined as:

<i>Cosmetology:</i> Hours in program = 1500 hours 10% absent hours = 150 hours Scheduled Program Length = 1650 hours	<i>Cosmetology Instructor:</i> Hours in program = 500 hours 10% absent hours = 50 hours Scheduled Program Length = 550 hours
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*Please note that if a student misses more than 14 consecutive calendar days, the student will be terminated from the program.*

- 9 Students who are late or cannot attend school must contact the school and talk to the school Future Professional Advisor immediately. Students must call in by 9:15 a.m. and leave a detailed message stating their name, student number and estimated time of arrival.

- 10 Students must request time off from school from the Director.
- 11 Students are required to be in attendance a minimum of:
  - Eight (8) hours per day, 24 hours per week for the 3-day full-time schedule.
  - Time off for holidays will be set to the calendar each year.
- 12 Lunches and breaks are scheduled for all students. Students will take 45 minutes for lunch between 12:00 p.m. and 1:30 p.m., if possible, according to their booking. Students should communicate with their instructor if they have not had lunch by 1:30 p.m. Students must clock out for lunch for 45 minutes a day.
- 13 Documentation of time: Students may not leave the school premises during regular hours without an instructor's permission. Students who leave school premises who leave early must document their time by clocking out on the time clock when leaving the campus.
  - a. Clocking out on the time clock.
  - b. Signing the Book Out Sheet, which a Learning Leader must sign.
  - c. Having a Service Desk team member book them off the service schedule.
  - d. If it is less than 15 minutes, the student must sign the Break Sheet.
- 14 Students may not clock in or out for another student.
- 15 Students may clock in 15 minutes prior to class. The 30 minutes prior to class and the last 15 minutes of the day are used for class preparation and sanitation. Time may be earned after scheduled hours only under extenuating circumstances, with the Director's approval only.
- 16 Students not clocking in and signing in will not receive credit for hours that day.
- 17 Hours will be posted on the student information board by the fifth day of each month.
- 18 Any students with questions concerning hours or documentation of time should schedule an appointment with the Financial Aid Assistant or Operations Leader.
- 19 Missed time forms must be submitted completely and correctly within 24 hours of the missed punch to receive credit for the time missed. The forms are submitted to the Financial Aid Assistant or Operations Leader.
  - i. Submission of more than three (3) missed time forms in one calendar month will cause the student to be placed in the Future Professional Advisory.
  - ii. Non-submission of a missed time form when punches are missed will cause the student to receive no clock hours for the day.

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

- ① Clothing must be professional looking and fitting, clean, pressed, stain-free and in good repair. All pants, skirts and blouses must cover the stomach and lower back region while standing and sitting. Shirts must have sleeves that cover the entire underarm and upper arm. Tank tops and sleeveless shirts are not permitted.
- ② Core and Phase I students must wear all black.
- ③ Phase Two students must wear black and white in any combination.
- ④ All students must wear closed-toed solid black shoes.
- ⑤ The following wardrobe choices are unacceptable:
  - a. Tennis shoes, gym shoes, foot thongs, beach sandals or Crocs
  - b. Jeans or clothing made of jean material.
  - c. Tank or sleeveless tops.
  - d. Hooded tops
  - e. Clothing that does not cover the underarms or stomach.
  - f. Tight fitting leggings of any fashion are not to be worn, unless under a dress, skirt or shorts; refer to #6 below.
  - g. All printed logo t-shirts unless with the Paul Mitchell logo
- ⑥ Recommendations:
  - a. Fashionable, rubber-soled shoes.
  - b. Paul Mitchell, School logo shirts.
  - c. All dresses, skirts and shorts must be to the knee.
  - d. A splash of color, which may include a scarf, tie, belt, hair accessory and jewelry.
  - e. A minimal print of clothing is acceptable.
- ⑦ Hair must be clean and styled prior to arriving to school. Visible ponytail holders and clips are not acceptable. Cosmetics must be applied, using trend-appropriate techniques.
- ⑧ 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 have their hair or other services done Tuesday through Thursday. To receive a service, students must do the following prior to starting the service:
  - a. Future Professional must have a Future Professional Service Request form.
  - b. Each team member listed on the Future Professional Service Request Form must approve that service with signatures starting with Future Professional Advisor to verify that your attendance is 90% or higher, that no test need to be made up and that their GPA is higher than 90% and that they are not on Back on Track list.
  - c. The Financial Aid leader to make sure no monies are owed.
  - d. The service desk team to confirm that the future professional score card attached to the monthly worksheet is filled out accurately and can be verified. The worksheet must reflect that the future professional has a total of ten guests either by future professional request or new service guests marketed by the future professional.
  - e. At that time the future professional may schedule their personal service for the following week on Tuesday-Thursday.
  - f. Future Professional's will not charge for their Personal Service it is a reward to those whom have earned the right to receive.
  - g. All Future Professionals MUST attend Theory and cannot work though Theory to finish a personal service.
  - h. Personal Services must be complete the day of the scheduled service. If for some reason the service runs over and is not complete, the Future Professional must start this process over and requalify for another personal service.
  - i. Phase Two Future Professionals can only receive personal services from another Phase two future professional and must have approval from the Phase Two Leader of guest coverage.
  - j. At any time, Learning Leaders reserve the right to stop a personal service if a guest requests his or her services or if future professionals are not acting in a professional matter and following salon training center guidelines.

## **Communication Guidelines and Professional Conduct**

- ① Visitors are allowed in the reception area only. Visitors are not allowed in the classrooms, student lounge, or Salon Training Center area.
- ② Only emergency calls are permitted on the business phone.
- ③ Cell phones are permitted in the student break-room ONLY.
- 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 and drinks are allowed only in the lunchroom.
- ⑦ Smoking is allowed in designated outside areas only. The Slidell and Baton Rouge campuses are smoke free locations.
- 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 on all theory tests and assignments of 80% or higher cumulative grade at the time of graduation.
- ③ Students must take all appointments assigned to them. This includes last-minute walk-ins.
- ④ Students may not be released from required theory class to take a guest.
- ⑤ Only front desk personnel may schedule or change guest service appointments.
- ⑥ All services must be checked and the service ticket initialed by a Learning Leader.
- ⑦ Students are expected to be continuously working on school-related projects, assignments, reading, or test preparation during school hours.
- ⑧ Students must be prepared for each of their attended classroom and Salon Training Center schedules with their entire Student Kit each day of attendance. This includes all items listed in the Student Kit located in the catalog.
- ⑨ Students will receive clock hours during the times they fully participate in their learning experience.
- ⑩ When students are not scheduled with service appointments or are not scheduled to attend theory or a 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
- ⑪ Students must comply with school personnel and instructor's assignments and requests as required by the curriculum and student guidelines and rules.
- ⑫ 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.
- ⑬ 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. Vanguard College of Cosmetology is not responsible for any lost, broken or stolen articles. Kits must be kept in the area you are working in, against the outer walls and remain locked. Kits are not to be left in the stairways at anytime. Kit checks will be made randomly and with out notice. No personal items are to be left on the campus overnight for any reason. It is the sole responsibility of the student to maintain their kit in good working condition at all times. Only one Paul Mitchell approved kit and school issued bags will be allowed on the campus per student at any time.
- ⑭ Parking is allowed in assigned parking areas only or cars may be towed at the owner's expense.
- ⑮ Worksheet deadlines are set by the Worksheet Specialist in accordance with the program schedule. All worksheets are due at the designated time regardless of completion.
- ⑯ If a student fails to complete a worksheet 100%, the student will be placed on the Back on Track list and will remain on the list until the following month, as long he/she completes the worksheet.
- ⑰ Students must receive an 80% or higher on all final exams.

- ⑰ **Theory Class Guidelines** — Theory classes are held Tuesday through Friday. At the beginning of class, the door will be closed. Disruptions and distractions during class will be held to a minimum. The following steps will help to create a positive learning environment:
- a. Late arrivals are not permitted to enter the classroom.
  - b. Non-enrolled attendees are prohibited from attending class.
  - c. Attending students are not allowed to leave class.
  - d. Attending students must come prepared to learn with textbook and assigned learning materials, tools and writing implements.
- ⑱ **Theory Make-Up Test Procedure** — Learning Leaders are authorized to administer tests only when proper documentation of an absence or missed test occurred. Theory Make-Up Test will not be authorized for a grade below 80%.
- ⑲ Parking is allowed in assigned parking areas only. Students parking in unassigned areas do so at their own risk.

## 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:

- 1 **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.
- 2 **Professional Image Standards:** Professional image standards were created to provide guidance and direction to students as they develop their professional image and persona. Students may be clocked out and released for the day when they do not meet professional image standards.
- 3 **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.
- 4 **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.
- 5 **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 may only be readmitted to school upon paying the administrative termination fee of \$100.00. If a student receives two (2) more coaching sessions after readmission from a five (5) day suspension, the student's attendance 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

- ① **Accommodation Procedures for Students with Disabilities**
- ② **Grievance Procedures for Students who have Complaints on the Basis of Disability**

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### ① **Accommodation Procedures for Students with Disabilities**

**Non-Discrimination Policy** — It is the policy of Vanguard College of Cosmetology 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. Vanguard College of Cosmetology 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 Vanguard College of Cosmetology. This applies to all students and applicants for admission to The School. Vanguard College of Cosmetology 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 Vanguard College of Cosmetology to permit students with disabilities to use service dogs on each campus.

The person responsible for implementing these responsibilities at Vanguard College of Cosmetology Slidell campus is: Heather Cantrell; ADA Compliance Coordinator; 740 Oak Harbor Blvd., Slidell, LA 70458; (985) 643-2614; [admissions@vanguardcollege.edu](mailto:admissions@vanguardcollege.edu).

The person responsible for implementing these responsibilities at Vanguard College of Cosmetology Baton Rouge campus is: Taylor Foster; ADA Compliance Coordinator; 12158 Coursey Blvd, Baton Rouge, LA 70816; (225) 769-5053; [admissions@vanguardcollege.edu](mailto:admissions@vanguardcollege.edu).

The person responsible for implementing these responsibilities at Vanguard College of Cosmetology Metairie campus is: Alex Andrade; ADA Compliance Coordinator; 3321 Hessmer Ave., Metairie, LA 70002 70002; (504) 212-3321; [admissions@vanguardcollege.edu](mailto:admissions@vanguardcollege.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 Vanguard College of Cosmetology 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 student wishes to file an appeal, the student must notify Melissa Tierney; Slidell Director; 740 Oak Harbor Blvd., Slidell, LA 70458; (985) 643-2614; [melissat@vanguardcollege.edu](mailto:melissat@vanguardcollege.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.

When a student wishes to file an appeal, the student must notify Melissa Tierney; Baton Rouge Director; 12158 Coursey Blvd. Baton Rouge, LA 70816; (225) 769-5053; [melissat@vanguardcollege.edu](mailto:melissat@vanguardcollege.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.

When a student wishes to file an appeal, the student must notify Melissa Tierney; Metairie Director; 3321 Hessmer Ave., Metairie, LA 70002; (504) 212-3321; [melissat@vanguardcollege.edu](mailto:melissat@vanguardcollege.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**

Vanguard College of Cosmetology is responsible for providing a grievance procedure to students who feel they have been discriminated against on the basis of 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 must be sent to Melissa Tierney; Slidell Director; 740 Oak Harbor Blvd., Slidell, LA 70458; (985) 643-2614; [melissat@vanguardcollege.edu](mailto:melissat@vanguardcollege.edu).

The complaint must be sent to Melissa Tierney; Baton Rouge Director; 12158 Coursey Blvd. Baton Rouge, LA 70816; (225) 769-5053; [melissat@vanguardcollege.edu](mailto:melissat@vanguardcollege.edu).

The complaint must be sent to Melissa Tierney; Metairie Director; 3321 Hessmer Ave., Metairie, LA 70002; (504) 212-3321; [melissat@vanguardcollege.edu](mailto:melissat@vanguardcollege.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 Melissa Tierney; Slidell Director; 740 Oak Harbor Blvd., Slidell, LA 70458; (985) 643-2614; [melissat@vanguardcollege.edu](mailto:melissat@vanguardcollege.edu).

The appeal must be written and sent to Melissa Tierney; Baton Rouge Director; 12158 Coursey Blvd. Baton Rouge, LA 70816; (225) 769-5053; [melissat@vanguardcollege.edu](mailto:melissat@vanguardcollege.edu).

The appeal must be written and sent to Melissa Tierney; Metairie Director; 3321 Hessmer Ave., Metairie, LA 70002; (504) 212-3321; [melissat@vanguardcollege.edu](mailto:melissat@vanguardcollege.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.

## **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.

## 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:

$$\text{Cost of Attendance} - \text{Expected Family Contribution (EFC)} = \text{Financial Need}$$

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.

## SEXUAL HARASSMENT POLICY

Vanguard College of Cosmetology 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**

Vanguard College of Cosmetology 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).

## COPYRIGHT MATERIAL POLICY

All material in this program is, unless otherwise stated, the property of Vanguard College of Cosmetology. 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 Vanguard College of Cosmetology 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.

## INTERNET POLICY

With the rapidly expanding use of the Internet and other publicly available electronic means of communication, Vanguard College of Cosmetology is adopting this policy to protect its employees, clients, students, partners and vendors from being subjected to unauthorized and unacceptable publicly accessible commentary and discussions. The following policy applies to all employees and contractors of Vanguard College of Cosmetology, and covers all publicly accessible communications relating to the School, its partners—including but not limited to John Paul Mitchell Systems, employees, students, vendors and clients. This includes, but is not limited to written and verbal communications (including podcasts). Additionally, it also includes all forms of electronic communication, such as blog postings and/or social networking sites (such as MySpace, Friendster, etc) and discussion forums, newsgroups, and email distribution lists.

The school expects that all employees will treat each other, and school partners, clients and vendors with fairness and respect, consistent with all school policies. Employees engaging in publicly available communications must keep this in mind. All employees of the school are required to respect and maintain the confidentiality of all proprietary or confidential information to which the employee has access both during and after employment. Unless otherwise authorized or necessary to perform a job function, employees are prohibited from disclosing confidential or proprietary information. The posting or publication of proprietary or confidential information, or that of its partners, students, vendors and clients, on personal blogs or social networking Internet sites is strictly prohibited. Employees are strictly prohibited from disparaging the school, its partners, vendors, employees, students and clients on publicly available websites, blogs or other publicly available internet, electronic or other media. If you have concerns about your workplace, co-worker, or student issues, please seek to resolve those concerns through discussion with appropriate school personnel, and/or with the individuals directly and appropriately.

Questions to ask yourself before communicating publicly: *Would this public expression, if discovered, impair my ability to work with my colleagues or students on a friendly basis? Would it cause others outside the school to unfavorably view the school? Would it upset, insult, or otherwise make our partners, vendors or clients unhappy?* If the answer to any of these questions is yes, or if you have any doubt whatsoever, then you should refrain from this communication.

- ① Your public communications concerning the school, its partners, vendors, clients, employees and students must not violate any other guidelines set forth in this or any other of the school's policies, whether or not you specifically mention your relationship to the school.
- ② When posting on the Internet from the school's systems or property to a site, person or location not directly related to your job responsibilities, you may not identify yourself as a employee, or as being affiliated in any way with the school, without prior written permission from Vanguard College of Cosmetology.
- ③ You may not use the school trademarks or logo or any copyrighted graphics of the school's partners, vendors or clients without specific written permission from Vanguard College of Cosmetology .
- ④ You may not communicate any material that violates the privacy or publicity rights of another school employee, client, student, partner, vendor, or of the school itself.
- ⑤ When engaging in any publicly accessible communication, you may not make disparaging comments regarding fellow employees, clients, partners, students or vendors, or about the School, its actions, policies, and/or management.

- ⑥ You may not disclose any proprietary or confidential information (including financial or other sensitive information) about the school. This includes revenues, profits, forecasts, and other financial information, any information related to specific authors, brands, products, product lines, customers, etc. You may not disclose any information about any specific client or employee that was gained through your mutual association with the school. You must at all times comply with school policies regarding the confidentiality of information.
- ⑦ You may not post any material that is obscene, defamatory, profane, libelous, threatening, insulting, demeaning or harassing to others. This includes, but is not limited to, comments regarding the school, its employees, partners, students, clients and competitors.

Failure to follow these policies may result in disciplinary action, up to and including discharge.

### **Issues To Consider Before Communicating**

Here are some guidelines you may wish to follow for your own protection when engaging in publicly accessible communications on the internet or elsewhere.

- ① Remember that you are not anonymous. Even if you write anonymously or under a pseudonym, your identity can still be revealed. You should communicate as if you are doing so under your own name. Indeed, it is recommended that you do communicate using your real name.
- ② You will probably be read or heard by people who know you. Post as if everyone you know reads or hears every word.
- ③ You are personally legally responsible for any content you publish. Be aware of applicable laws regarding publishing your content or regarding the content itself before you post. This includes adhering to applicable copyright laws.

### **SOCIAL NETWORKING POLICY**

Vanguard College of Cosmetology 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.

## **VETERANS — STANDARD OF PROGRESS AND ATTENDANCE POLICIES FOR VETERANS EDUCATION STUDENTS**

### **Academic Probation and Suspension**

A student who fails to maintain satisfactory academic progress during any term will be placed on academic probation at the end of that term. The student will remain on academic probation during the following enrollment period. If the student is unable to maintain satisfactory progress (2.0 GPA) during this enrollment period, the student is then suspended for the upcoming term. During this suspension term, the student cannot enroll in any other program at the college. The student may submit an application for readmission and be placed on the waiting list, provided all entrance requirements for the requested program are met. Students reentering school after academic suspension will reenter on academic probation. Students not maintaining satisfactory progress after one academic suspension will not be allowed to enroll in any program for one calendar year from the date of the second suspension.

**Note:** Satisfactory progress and readmission guidelines for the health occupations program may differ due to the policies of the department's governing boards. Guidelines of the governing board will supersede those of the school.

### **Attendance**

There are no excused absences for VA students. Success in education and employment is dependent upon preparation and regular attendance. Recommendations to employers for job placement will depend on technical and academic preparation as well as regular attendance.

Students are expected to attend all classes. Full-time VA students are subject to suspension for non-attendance if they are absent in excess of thirty (30) hours in a quarter. Students enrolled less than full-time are subject to suspension when absences have exceeded hours proportional to their enrollment status.

Students will be subject to suspension from class when they have accumulated five absences for classes meeting less than 25 hours per term; suspension will be determined on a pro-rated basis. Instructors will notify students of that exact number of the first day of class. Once a student is dismissed for academic reasons or attendance, the VA will be notified within 30 days of the last date of attendance.

### **Leave of Absence**

There are no leaves of absences for VA students. A VA student who wishes to take a leave must be terminated. His/her last date of attendance is his/her last day of class.

A 22-1999b must be completed.

## **REGULATORY AND ACCREDITATION AGENCIES**

The following institutions license and regulate our institution:

### **Louisiana State Board of Cosmetology**

11622 Sunbelt Court, Baton Rouge, LA, 70809  
(225) 756-3404

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

4401 Ford Avenue, Suite 1300  
Alexandria, VA 22302  
(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.

## **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 Admissions Leader, the Operations Leader, and the Education Leader. 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. Vanguard College of Cosmetology will maintain records of the complaint and response in accordance with the published record retention policy.

***Upon request, the school will provide its annual campus security report to a prospective student or prospective employee.***

## COMPLAINT PROCEDURE

- 1 A student, employee or other interested party may file a complaint against the school. All complaints must be in writing and the complainant must sign the complaint. No anonymous complaints will be considered. All complaints must be directed to the school's Director. Complaints should be in clear language and in detail, and all allegations should be outlined.
- 2 The Director will meet with the complainant within twenty one (21) days of receiving the written complaint. The school will document the meeting in writing. If the complaint cannot be resolved the complaint will then go to the school's complaint committee. The school's Director and Owners serve as the complaint committee.
- 3 If more information is needed from the complainant the committee will request it in writing. If no further information is needed the committee will act on the allegations and the complainant will be notified of actions to be taken in response to the complaint. Or, the complainant will be notified if no action can or will be taken, or the committee has decided that the complaint is not based on fact and will not be acted upon.
- 4 If the complainant is not satisfied with the results of the complaint committee's decision the complainant can contact, in writing, The Louisiana State Board of Cosmetology, 11622 Sunbelt Court, Baton Rouge, Louisiana, 70809, Phone 225-756-3404 or The National Accrediting Commission Of Career Arts And Sciences at 4401 Ford Ave. Suite 1300 Alexandria, VA 22302, Phone 703-600-7600 to request a complaint form. These agencies require complainants to follow the school's procedures on complaints to try to resolve the problem before they are contacted.

## GENERAL INFORMATION

- 1 Students are responsible for their personal property and complete kit. Students will be provided with a locker to secure personal property. No personal property is to be left in the common areas. Vanguard College of Cosmetology is not liable for the loss or damage of student's personal property. No personal items are to be left on campus overnight. Combination locks only are to be used and a copy of the combination for your file is to be given to the Financial Aid Leader.
- 2 Student and staff interaction must remain on a professional level at all times.
- 3 Personal telephone calls will interrupt the educational process; therefore only emergency phone calls should be accepted and made. Emergency phone calls may be referred to the front desk phone (985-643-2614 extension 100 Slidell)(225-769-5053 extension 100 Baton Rouge) (504-212-3321 extension 100 Metairie)
- 4 Students may only respond to calls during breaks or in the case of an emergency calls should be directed to the Front Desk to locate the student immediately.
- 5 Students are strictly prohibited from using the business phone at the front desk for reasons other than emergencies.
- 6 Smoking is prohibited in the building. Smoking is allowed outside in designated areas only at the Metairie Campus. The Slidell and Baton Rouge Campuses are a smoke free locations.
- 7 Changes in policy, current events, scheduling of classes and any new information will be conveyed to students in memo form and will also be posted on the student's information center. It is the responsibility of the students to keep themselves abreast of this information. Failing to do so may result in non-compliance of new policies and missed opportunities.

## **ZERO TOLERANCE POLICY**

A violation of any laws of the State of Louisiana will result in the notification of the proper authorities. Vanguard College of Cosmetology will conduct random inspections of student kits and/or personal bags, back packs, or anything brought onto the Vanguard College of Cosmetology campus with concealed storage capability. This practice is done deliberately and consistently as a deterrent of theft. In the event theft is discovered, the student will be immediately expelled with the most severe consequences allowable by regulating agencies. Vanguard College of Cosmetology reserves the right to pursue criminal and/or civil action to the fullest extent under the law. In accordance with La. revised statute 40:981.3 and 14:95.2, this school is a DRUG FREE, WEAPON FREE zone. Violation of this standard will result in immediate expulsion and notification of the police.

Any damage to Vanguard College of Cosmetology, Future Professional or employee property will not be tolerated. Anyone caught will be responsible for bills to repair the damage and face possible expulsion and or legal action.

**Note: Students must be familiar with and comply with, the information in the school catalog as well as the standards, policies and procedures. Students will be held accountable for following these polices.**



## **SCHOOL ADMINISTRATION AS OF FEBRUARY 2015**

**Owners:** Mark and Lisa Palermo

**C.E.O.:** Lisa Palermo

**President:** Mark Palermo

**Controller and Compliance Officer:** Cindy Palermo

**Regional Sales Leader:** Erin Tracey

**Regional Education Leader:** Marlo Gavin-Carter

**Regional Social Media Leader:** Renee Barrios

**Executive Director:** Melissa Tierney

## **SLIDELL SCHOOL STAFF AS OF AUGUST 2015**

### **Main Campus**

**Executive Director:** Melissa Tierney

**Future Professional Advisor:** Rachel White

**Financial Aid Leader:** Crystal Argence

**Operations Leader:** Debra Tardy

**Service Desk Coordinator:** Alayna Naylor

**Admissions Leader:** Heather Cantrell

**Learning Leaders:** Priscilla Mulder, Andrea Dixon, Ashley Burd, Meredith Enxing

## **BATON ROUGE SCHOOL STAFF AS OF AUGUST 2015**

### **Branch Campus**

**Executive Director:** Melissa Tierney

**Operations Leader:** Natalie Vining

**Service Desk Coordinator:** Erin Tracey

**Admissions Leader:** Taylor Foster

**Financial Aid Leader:** Jennifer Mikulskis

**Future Professional Advisor:** Amy Abadie

**Learning Leaders:** Kierra Battley, Nadia LaCaze, Robert Nguyen

## **METAIRIE SCHOOL STAFF AS OF AUGUST 2015**

### **Branch Campus**

**Executive Director:** Melissa Tierney

**Future Professional Advisor:** Melanie Rome

**Financial Aid Leader:** Aileen Suazo

**Operations Leader:** Kat Cook

**Admissions Leader:** Refan Mosely

**Service Desk Leader:** Alyssa Barbarin

**Learning Leaders:** Brandy Forstall, Amanda Cavalier, Enez Baldwin, Sandy Gavin, Jason Ashford