

TABLE OF CONTENTS

TONI&GUY WELCOME	Page 2
TONI&GUY HISTORY	Page 3
TONI&GUY COLORADO SPRINGS.....	Page 4
FACULTY AND STAFF.	Page 5
ADMISSIONS	Page 5
REQUIREMENTS	Page 5
PROCEDURES	Page 5
TRANSFER STUDENTS	Page 5
REQUIREMENTS FOR GRADUATION	Page 6
TUITION	Page 6
TUITION DISCOUNTS	Page 6
CANCELLATION AND SETTLEMENT	Page 7
REFUND POLICY	Page 7,8
SCHOOL CALENDAR	Page 9
START DATES	Page 9
SCHOOL HOURS	Page 9
HOLIDAYS	Page 9
SEVERE WEATHER	Page 9
COSMETOLOGY COURSE	Page 10
HAIRSTYLIST COURSE.....	Page 11
DAILY SCHEDULE	Page 12
STUDENT CONDUCT	Page 12
ETHICS	Page 12
DRESS CODE	Page 12
DAILY DUTIES	Page 13
LUNCH AND BREAKS	Page 13
CLIENT SERVICES	Page 13
GRATUITIES	Page 13
RECEPTION AREA	Page 13
NON-SMOKING POLICY	Page 13
EATING & DRINKING	Page 13
SAFETY	Page 14
TELEPHONES	Page 14
DRUG POLICY	Page 23
STUDENT SERVICES	Page 14
ACADEMIC SUPPORT	Page 14
LIBRARY/RESOURCES	Page 14
PERSONAL SERVICES	Page 14
RETAIL PRODUCTS/ID BADGES	Page 14
ADDITIONAL PURCHASES.....	Page 14
PLACEMENT ASSISTANCE	Page 14,15
GRADING POLICY	Page 15
INCOMPLETES	Page 15
MAKE-UP WORK	Page 15
RECORDS	Page 16
CONFIDENTIALITY POLICY	Page 15
ATTENDANCE POLICY	Page 16
TARDINESS	Page 16
ABSENTEEISM	Page 16
TIME CLOCK POLICY.....	Page 16
LEAVE OF ABSENCE	Page 16,17
SATISFACTORY ACADEMIC PROGRESS POLICY	Page 17
LEVELS OF CORRECTIVE ACTION	Page 18
READMISSION	Page 18,19
WITHDRAWAL	Page 19
FINANCIAL AID	Page 19-22
RETURN OF TITLE IV FUNDS	Page 20,21
REESTABLISHMENT OF FINANCIAL AID	Page 22
DRUG POLICY.....	Page 23
DIRECTIONS TO THE ACADEMY	Page 23
STUDENT COMPLAINTS/GRIEVANCE POLICY	Page 24
CHANGES IN FEES AND SCHEDULES	Page 24
REQUIREMENTS TO REGISTER & COMPLETE ENROLLMENT AGREEMENT	Page 24

TONI&GUY HAIRDRESSING ACADEMY STUDENT CATALOGUE

WELCOME

Thank you for considering TONI&GUY Hairdressing Academy Colorado Springs as the first step in your new career. The following academy catalogue is designed to create a clear understanding of our structure and organization and to ultimately inform you of the TONI&GUY worldwide education.

MISSION

The Academy will strive to provide the essential foundation, environment, and facilities for you to excel from its worldwide presence, rapid growth and maturity, to where it is today. We want you, the student, to find an outstanding environment for learning and personal development. TONI&GUY Hairdressing Academy Colorado Springs has a tradition of excellence and friendliness and wants to continue to build on our success. The Academy seeks to offer the means for each individual to develop their talents and abilities to the fullest. The instructors and staff of the academy are committed to an unprecedented level of excellence and service. Academic and practical programs are of the highest quality and will provide you the opportunity for preparation for life, as well as a cosmetologist.

OBJECTIVE

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

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

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

Sincerely,

Sandra Chandler
Executive Director/Owner
TONI&GUY Hairdressing Academy
Colorado Springs

MAIN CAMPUS

332 Main Street
Colorado Springs, Colorado 80911
719.390.9898
719.390.0977 FAX
www.toniguyacademy.com

BRANCH CAMPUS

1411 Railroad
Bellingham, WA 98225
360.676.8444
360.733.2067 FAX
www.toniguyacademy.com

TONI&GUY Hairdressing Academy is "Approved and Regulated by the Division of Private Occupational Schools"
1560 Broadway, Suite 1600
Denver, Colorado 80202
303-866-2723

TONI&GUY Our Story

In 2010, TONI&GUY celebrated our 25th anniversary in the United States, with 51 salons, 18 basic cosmetology hairdressing academies, 2 advanced training hairdressing academies, and Toni&Guy exclusively uses and recommends the TIGI/BED HEAD line of professional haircare products and cosmetics.

For over 40 years, Bruno Mascolo and his brothers Toni, Guy and Anthony have built the TONI&GUY name into a powerful brand with recognition and presence throughout the world. TONI&GUY culture combines the allure of high fashion with hairdressing, adapting couture styles to the individual tastes and preferences of each client. More than just classrooms and techniques, the sleek design and progressive curriculum of TONI&GUY academy immerses students in a unique environment and provides an exceptional learning experience.

Combining our distinct approaches to hairdressing and education, TONI&GUY has established learning facilities that produce talented and well-trained hairdressers and color technicians for salons across North America. Our academies bring the quality and consistency to hairdressing education that makes TONI&GUY legendary in the salon industry. We also offer world-class continuing education to instructors, as well as advanced training to licensed hairdressers and technicians.

Facility

TONI&GUY HAIRDRESSING ACADEMY Colorado Springs opened its doors in 1993 at its present location. The school adopted the world renowned TONI&GUY education in 1996. It is located in one of the most desirable and fastest growing areas in the country. As a growing community, Colorado Springs is surrounded by the Rocky Mountains and is located at the base of beautiful Pikes Peak with Denver only an hour away.

Sandra Chandler, owner, director, and visionary, is one of the leaders in the hairdressing industry. Success has been synonymous with Sandy since she first entered the hair industry more than 38 years ago. Sandy has played a pivotal role as a stylist, salon owner, school owner, and business manager. In addition to the two Academy's she currently operates two TONI&GUY salons in Colorado Springs. Under her direction and innovative curriculum, many students have caught the eyes of leaders in the industry. Sandy is dedicated to the TONI&GUY philosophy and the same vision and mission that Bruno Mascolo embraces. Sandy and her support staff focus on the student and strive to provide the highest quality of education possible. She believes that personalized service and commitment play an integral part in creating a life long relationship between TONI&GUY and the student.

TONI&GUY HAIRDRESSING ACADEMY Colorado Springs will give the students the opportunity to receive their cosmetology instruction in a 9,000 square facility. The facility is divided into several different areas. Upon entering you are greeted by our receptionists and are immediately embraced with our retail center that showcases the TIGI product line.

The clinic floor visually resembles a salon in its accessibility and accommodations for both students and clients, and can accommodate up to 74 students. A diverse array of clientele visit the Academy for beauty services. As a student you will have the opportunity to perform a variety of hair services in a virtual salon setting, under the supervision of instructors. There is a full dispensary of shampoos, conditioners, styling products, hair colors, developers, and perming products. The student break room is equipped with lockers, a refrigerator, microwave, and a soda machine. Four restrooms, which include two wheelchair accessible restrooms, are available for students, staff and clients. The expansive clinic floor houses hair shows and competitions.

The classrooms are used to conduct theory every Tuesday through Friday from 8:30 AM to 9:20 AM. The first two months of the basic program are held in two separate classrooms which each contain plasma TV monitors to view educational videos for the ultimate educational experience.

The school is owned by Chandler Salon, LLC. The officers of the school and members of the governing board are Sandra Chandler, Owner/Manager of Chandler Salon LLC; Robert Chandler, Owner/Manager of Chandler Salon LLC.

FACULTY AND STAFF

Owner/Director.....	Sandra Chandler
Assistant Director.....	Leah Lewis
Director of Recruitment.....	Julie Harbin
Financial Aid Director.....	Morgan Duhamel
Administrative Assistant.....	Tanya Newman
Education Director.....	Jelene Donatlan
Faculty.....	Jennaeh Derby
.....	Laurie Sherman
.....	Lindsey Riddle
.....	Amber Brown
.....	Emily Baca
.....	Michella Warren
Front Desk Coordinator/Visual Merchandiser.....	Melissa Daigle

Additionally, the Academy team includes other part-time members whom have not been listed, however are acknowledged as being an integral part of the education of our students.

ADMISSION REQUIREMENTS

- Minimum of 17 years of age
- Complete an Interview
- Tour of School
- Pass Entrance Examination
- High School Diploma or Equivalent
- Birth Certificate or Social Security Card
- State Issued or Government Issued ID
- Registration Fee of 100\$
- Co-Signer and Co-Signer State Issued or Government Issued ID

ADMISSION PROCEDURES

To apply for admission, applicants should contact the Director of Recruitment to schedule an appointment for a personal interview and tour of the school facilities. At this time, applicants will complete the application for enrollment, the interview, and the tour. The interview is a great way to understand the Academy's expectations of the students, and the prospective student's expectations of the Academy. An entrance exam must be taken by all prospective students requesting enrollment. Upon acceptance, an enrollment date is agreed upon. During enrollment, the accepted student must provide a copy of their high school diploma or equivalent, social security card or birth certificate, driver's license, two passport photos, and a \$100.00 registration fee.

TRANSFER STUDENTS

TONI&GUY Hairdressing Academy Colorado Springs will accept transfers from other cosmetology schools or programs on an individual basis up to 16 credits. Those who have attended another TONI&GUY Hairdressing Academy have the ability to transfer their full credits to the Academy. Acceptance of transfer credits is evaluated on an individual basis and is at the discretion of the Academy Director. Tuition balances do not transfer from one school to another. Tuition is pro-rated per credit for the number of credits needed to complete the course. TONI&GUY student kits must be purchased to attend the TONI&GUY Hairdressing Academy.

For students transferring out of TONI&GUY Hairdressing Academy Colorado Springs, the Academy does not guarantee the transferrability of those credits to another institution.

Graduation Requirements

- A.) Completion of minimum number hours and credits 1800 hours\60 credits cosmetology and 1200 hours/40credits hairstylist.
- B.) Successful completion of the academy's written and practical examination, and completion of the required number of projects in each subject.
- C.) Upon satisfactory completion of the program of training by the student, and upon fulfillment by the student of the terms of this agreement, the academy will issue a diploma and an official record of completion.
- D.) Should a student leave TONI&GUY Hairdressing Academy owing a balance, the school will not release records until the balance is paid in full, unless other arrangements have previously been made and approved by the TONI&GUY Director

Complaints, which cannot be resolved by direct negotiation between the student and the school, may be filed with the Division of Private Occupational Schools of the Colorado Department of Higher Education. 1560 Broadway, Suite 1600 Denver, CO 80202, (303) 866-2723 <http://highered.colorado.gov/dpos>. There is a two year limitation on the division taking action on student complaints.

Veterans Education and Training

Toni & Guy Hairdressing Academy is approved for Veterans Education and Training benefits by the COVET.

TUITION and Fees/ Misc. Fees

A registration fee of \$100.00 is charged to student for each complete program of study.
A cancellation Charge of \$150.00 is charged to student for termination of this contract.
A Re-registration fee of \$100.00 is charged to student if student is a Re-Entry student.
A tuition late fee of \$25.00 is charge to a student if student's tuition is not received by the 3rd of each month.
An unsuccessful passing score of the mock mini-board may result in an additional lab fee of \$75.00
A fee of \$75.00 will be charged for duplicate transcripts.
Saturday attendance is mandatory (all day). A \$100.00 fee will be charged for each and every missed Saturday.

Student kits are a required purchase for student. A student kit purchase in non-refundable.
All fees and kit costs are due and payable on the first day of class, unless other arrangements have previously been made and approved by the TONI&GUY Director.

If a student does not graduate within the time frame as stated in this Agreement, additional training will be provided at the rate of \$100.00 per day for additional credits required to meet the minimum number of program credits , and or the minimum hours required by the program, Cosmetology:1800 hours/ 60 credits, Hairstylist:1200 hours/ 40 credits. These additional fees will be charged to the student until the student attains the number of credits necessary to graduate. The maximum time frame shall not exceed 1.5 times the normal duration of the program.

CANCELLATION POLICY

1. Cancellation Policy (All notices of cancellation should be in writing, signed, dated, and mailed to **TONI&GUY HAIRDRESSING ACADEMY**, 332 Main Street, Colorado Springs, CO, 80911)
 - A.) The student applicant will be refunded all monies paid if:
 1. The school rejects the applicant.
 2. The student applicant cancels this agreement within three (3) business days after signing the agreement, and making an initial payment.
 3. The student applicant cancels this agreement within three (3) business days following a tour of the school and inspection of school equipment.
 4. The school discontinues a program during a period within which a student could have reasonably completed, except that this provision shall not apply in the event the school ceases operation.
 5. No penalty will be charged to the student applicant if the student fails to notify the school in writing.
 6. If the school cancels a course start date, the student applicant can opt to move any monies paid into an alternate start date.
 - B.) A student will receive a refund of tuition and fees when:
 1. An applicant requesting cancellation more than three (3) days after signing an enrollment agreement, and making initial payment, but prior to entering the school, is entitled to a refund of all monies paid minus cancellation charge (\$150.00).
 2. Students who have not visited the school facility prior to enrollment will have the opportunity to withdraw without penalty within three (3) days following a tour of the school facilities and inspection of equipment.
 - C.) A student will be terminated from this academy who does not comply with the code of conduct as stated in the Student Catalogue. Any refund due to the student will apply as stated on pages 7-8 of this catalogue.
 - D.) When a student discontinues training, prior to graduation, the balance due, or refund, will be determined according to chart 1A seen on page 8.
 - E.) If an outside agency (i.e. Collection Agency/Lawyer) is required to collect the balance due, the student is required to pay reasonable collection costs, if any (as defined by said agency within state laws).
2. **Refund Policy for all courses:** The school shall refund unearned tuition and other charges to a student attending the school that withdraws or otherwise fails to complete the period of enrollment. The school shall make a pro-rated refund of tuition and other charges as defined below:
 - A.) A refund is based on the period of the student's enrollment, expressed in number of days enrolled, number of days enrolled is defined as:
 1. The time elapsed between the actual starting date and the date on which the student formally terminates enrollment as herein provided. (Days Enrolled).
 - B.) The effective date of the termination for refund purposes is the earliest of:
 1. The last date of enrollment of the student which is terminated by the school
 2. The date on which the school receives written notice of the student's intent to discontinue the program or the date on which the student violates published school policy, which provides for termination.
 - C.) No student shall be continued on an inactive basis in violation of school policy without written consent of the student.
 - D.) Inactive students must be terminated no later than 30 days of the next available start date and refunded appropriate prepaid tuition at that time.
 - E.) That except for retention of a cancellation charge not to exceed \$150.00, the policy for cancellation settlement,
And refund of tuition and fees provides for at least the following:
 1. For a student terminating his/her training within the first ten percent of his/her program, the student shall be entitled to a refund of ninety percent of the tuition and fees of the program exclusive of books, tools, and supplies.

2. For a student terminating his/her training after ten percent, but within the first twenty-five percent of his/her program, the student shall be entitled to a refund of seventy-five percent of the tuition and fees of the program exclusive of books, tools, and supplies.
3. For a student terminating his/her training after twenty-five percent, but within the first fifty percent of his/her program, the student shall be entitled to a refund of fifty percent of the tuition and fees of the program exclusive of books, tools, and supplies.
4. For a student terminating his/her training after fifty percent, but within the first seventy-five percent of his/her program, the student shall be entitled to a refund of twenty-five percent of the tuition and fees of the program exclusive of books, tools, and supplies.
5. For a student terminating his/her training after seventy-five percent of his/her program, and has entered the final twenty-five percent, shall not be entitled to any refund, and shall be obligated for the full price of the program, which constitutes the maximum obligation.

CHART 1A

Number of Days Enrolled to Total Number of Days in Program	Amount Academy Shall Retain	Amount Academy Shall Refund
0.1% TO 10%	10%	90%
11% TO 25%	25%	75%
26% TO 50%	50%	50%
51% TO 75%	75%	25%
76% OR OVER	100%	0%

Refund/Cancellation Policy meets Colorado Private Education Act of 1981, Section 12-59-114

- F.) A refund owed under this section must be paid no later than the 30th day after the date on which the student becomes eligible for the refund. If a refund is not made within the period required by this section, the school shall pay interest on the refund for the interval beginning with the first day following the expiration of the refund period and ending with the day immediately after the date the refund is made. If the refund is made to a lending institution, the interest shall also be paid to that institution.
- G.) The policy for the granting of credit for previous training shall not impact the refund policy.
- H.) Refund calculation is based on the number of days enrolled divided by number of days in program to determine percent of refund as shown on chart 1A.

Special refund circumstances: In case of prolonged illness or accident, death in the family, or other documented circumstances that make it impractical to complete a period of enrollment, the school will make a settlement that is reasonable and fair to all parties.

Veterans Refund Policy: Veterans refund policy will be in accordance with V.A. Regulations 21-4255-1.

SCHOOL CALENDAR

PROGRAM START DATES

The Cosmetology course and Hairstylist course begins the first Tuesday of every month. The maximum enrollment within a class start is sixteen (16). Student Orientation is held before the first day of school and attendance is mandatory, the orientation day will be written in your acceptance letter. Additional orientations will be held for each level of the program.

POSTPONEMENT OF A STARTING DATE

A written agreement signed by the student and the school is required.

The agreement must set forth:

- A) Whether the postponement is for the convenience of the school or the student, and:
- B) A deadline for the new start date, beyond which the start date will not be postponed.

If the program is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the deadline of the new start date set forth in the agreement, determined in accordance with school's refund policy, and all applicable laws and rules concerning the Private Occupational Act of 1981.

SCHOOL HOURS

School hours are Tuesday through Saturday, 8:30 am until 4:30 p.m and attendance is mandatory. (See section on Attendance). Theory is held Tuesday through Friday from 8:30 am until 9:20 am. Program hours and days may be adjusted by the administration to allow for holidays or other events warranting a schedule adjustment.

HOLIDAYS

The following holidays are observed: New Years Day, Memorial Day weekend(Sat.-Mon), Fourth of July, Labor Day weekend (Sat.-Mon.), Thanksgiving Day, Christmas Eve and Christmas Day. Extended student vacations or absences will not be approved during the months of November and December.

CLOSURE DUE TO INCLEMENT WEATHER

Closure or Delay will occur when Colorado Springs School District 3 is closed or on a 2 hour delayed start. It is up to all individuals to use their best judgment concerning driving conditions.

COSMETOLOGY PROGRAM
60 Credits / 52 WEEKS/ 1800 Clock Hours

TONI&GUY Hairdressing Academy offers a basic Cosmetology program to individuals seeking to become licensed within the field of Hairdressing. TONI&GUY recognizes and develops an individual's potential, thus producing qualified hairdressers invested in the concept of hair fashion. Students will learn TONI&GUY's unique haircutting techniques in the semesters listed below.

Freshman/Sophomore (Semester I)

Week 1-17 consists of the 8 week Freshman/Sophomore Program in class. This program teaches the basic TONI&GUY haircutting and color techniques, theory, and practical training required. Students graduate out of the 8 week Freshman/Sophomore program upon completion of an administered practical and theory exam. The next 7 weeks, students begin clinic floor training and Intermediate Theory.

Junior (Semester II)

Weeks 18-34 consists of the TONI&GUY Intermediate Cosmetology Program. Following completion of Semester I, the student begins the next level of their education by completing practical applications with clients.

Senior/ Graduating Senior (Semester III)

Weeks 35-52 consists of all applications of state exam procedures, including all required tests and test-outs to prepare for Mini-Board Exam during theory hour. Students continue on the clinic floor to include advanced techniques.

The normal time to complete the cosmetology program for a full-time student is 52 weeks.

Please review the following requirements for program completion for admission to the State of Colorado Office of Barber and Cosmetologist Licensing:

<u>Category</u>	<u>Semester Credits</u>	<u>Hours of Theory</u>	<u>Hours of Lab</u>
Shampooing, Rinsing, and Conditioning.....	2 Credits	10	50
Haircoloring.....	8 Credits	60	180
Haircutting.....	8 Credits	60	180
Hairstyling.....	7 Credits	60	150
Chemical Texture Services.....	4 Credits	30	90
Manicuring and Pedicuring.....	7 Credits	60	150
Application of Artificial Nails.....	5 Credits	40	110
Facials & Skin Care.....	7 Credits	60	150
Facial Makeup.....	1 Credit	10	20
Hair Removal.....	3 Credits	30	60
Laws, Rules, and Regulations.....	1 Credit	10	20
Management, Ethics, Interpersonal Skills, and Salesmanship..	1 Credit	10	20
Disinfection, Sanitation, and Safe Work Practices.....	6 Credits	50	130
TOTAL.....	60 Credits.....	1800 Hours	

Definition of Semester Credit Hours

1 Semester credit hour for at least 30 hours of classroom contact or 1 semester credit hour for at least 30 hours of supervised clinic floor instruction.

Upon completion of the program, a successful state board exam and subsequent licensing, the graduate becomes an entry-level licensed cosmetologist.

*Note: It is the students' responsibility to meet with the Academy Director to pick up all necessary paperwork to apply for the State License Examination and consequent licensure and pay all applicable fees.

*Note: Once a student is licensed, it is the student's responsibility to contact the Academy Director regarding licensure including their current name, address, & telephone number and of his/her employer once employed in the field.

Career paths for a licensed Cosmetologist can be in the following areas:

Entry-level Salon Stylist or Chemical Technician, Salon Manager, Salon Owner, Salon Director, Salon Educator, Product Company Representative, or Platform Artist.

To become a Cosmetology Instructor, further training is required. Other positions mentioned may also require additional education.

HAIRSTYLIST PROGRAM 40 Credits / 35 WEEKS / 1200 Clock Hours

TONI&GUY Hairdressing Academy offers a basic Hairstylist program to individuals seeking to become licensed within the field of Hairdressing. TONI&GUY recognizes and develops an individual's potential, thus producing qualified hairdressers invested in the concept of hair fashion. Students will learn TONI&GUY's unique haircutting techniques in the semesters listed below.

Freshman/Sophomore (Semester I)

Week 1-17 consists of the 7 week Freshman/Sophomore Program in class. This program teaches the basic TONI&GUY haircutting and color techniques, theory, and practical training required. Students graduate out of the 7 week Freshman/Sophomore program upon completion of an administered practical and theory exam. The next 8 weeks students begin the Intermediate Hairstylist instruction which occurs on the clinic floor.

Junior/ Senior (Semester II)

Weeks 18-35 consists of completing 5 weeks of practical applications with clients. Upon completion of Intermediate practical and theory exam requirements, students are introduced to the TONI&GUY 10 week Senior Review Program. Students are required to complete application of state exam procedures, including all required tests and test-outs to prepare for Mini-Board Exam during the theory hour. Students continue on the clinic floor to include advanced techniques.

The normal time to complete the hairstylist program for a full-time student is 35 weeks.

Please review the following requirements for program completion for admission to the State of Colorado Office of Barber and Cosmetologist Licensing:

<u>Category</u>	<u>Semester Credits</u>	<u>Hours of Theory</u>	<u>Hours of Lab</u>
Shampooing, Rinsing, and Conditioning.....	2 Credits	10	50
Haircoloring.....	8 Credits	60	180
Haircutting.....	8 Credits	60	180
Hairstyling.....	7 Credits	60	150
Chemical Texture Services.....	4 Credits	30	90
Laws, Rules, and Regulations.....	1 Credit	10	20
Management, Ethics, Interpersonal Skills, and Salesmanship...1 Credit	1 Credit	10	20
Disinfection, Sanitation, and Safe Work Practices.....	9 Credits	50	220
TOTAL.....	40 Credits.....	1200 Hours	

Definition of Semester Credit Hours

1 Semester credit hour for at least 30 hours of classroom contact or 1 semester credit hour for at least 30 hours of supervised clinic floor instruction.

Upon completion of the program, a successful state board exam and subsequent licensing, the graduate becomes an entry-level licensed cosmetologist.

Career paths for a licensed Cosmetologist can be in the following areas:

Entry-Level Salon Stylist or Chemical Technician, Salon Manager, Salon Owner, Salon Director, Salon Educator, Product Company Representative, or Platform Artist.

To become a Cosmetology Instructor, further training is required. Other positions mentioned may also require additional education.

TONI&GUY HAIRDRESSING ACADEMY DAILY SCHEDULE

8:15 AM Be prepared for class before clocking in. This includes having the proper uniform on, looking professional, make-up applied and hair groomed and having a prepared station for clients including the proper tools.

8:15-8:30 AM Clock in and be seated in the Theory classroom by 8:25 AM. Roll call is taken and Theory begins at exactly 8:30 AM.

9:20 AM Theory is completed. Freshmen and Sopohmores will return to their classroom at 9:30 AM and begin session. All other students should go to their station on the clinic floor at 9:30 AM and wait for their assignments/appointments.

Lunch A thirty (30) minute lunch break is required to be taken. Based on state regulation, students must clock in and out for lunch. Students who are servicing clients past their regular lunch time are required to report this to their appropriate level instructor. By doing so, adjustments can be made to the afternoon schedule.

4:00- 4:30 PM Sanitation and Closing. Each student is assigned a duty. Each student is asked to complete the duty they are assigned with pride. All duties are to be completed prior to leaving.

4:30 PM Clock out.

STUDENT CONDUCT

TONI&GUY Hairdressing Academy wants to set their students up for success. To establish a path of success, there are particular guidelines within the Academy that need to be followed. Should any of the guidelines not be followed, the student may not benefit from the program as intended. Proper student conduct is important for the culture of the Academy as our desire is to lead everyone to a successful career path. TONI&GUY Hairdressing Academy complies with all local, state and federal laws that apply. Corrective action will be taken for any violation of the policies listed in this catalogue, interference of another student's work, disruptive behavior, or for students under the influence of drugs or alcohol. (See section on Termination).

STUDENT ETHICS

TONI&GUY Hairdressing Academy believes in focusing on the best in others and does not promote unethical behavior such as gossiping. Avoiding gossip will provide students with a positive learning environment. Being a professional with students as well as clients is an integral part of the program. Keeping conversations with clients positive and avoiding sensitive topics such as religion, personal relations or gossip will aide students in building a solid relationship with a client. Using profane language is not tolerated. Clients, instructors, students and Administration should all be treated with respect.

DRESS CODE

Students are required to wear all black clothing Tuesday through Saturday, with no other colors, logos or emblems, to exclude TONI&GUY emblems. Armpits, chest, and midriffs must be covered at all times. Tank tops, lingerie, and see-through fabrics are not allowed.

Professionalism should be first and foremost in choosing your wardrobe for school. Sunglasses are not to be worn within the Academy. Students must wear closed toed shoes and sandals will not be allowed. Professional shoes should be worn and may be a color other than white or black. Socks or pantyhose must be worn at all times. Shorts, open toed shoes, sleeveless shirts, and tank tops are not to be worn. Skirt lengths must not be shorter than fingertip with arm fully extended. Upon completion of the senior test-out students may wear solid black, white, and grey. If the student does not meet the dress code, they are clocked out and sent home to change and must return to school within the hour.

DAILY DUTIES

All students will be assigned daily duties. Please take pride in fulfilling the assigned duty and carry out the task with pride. Students will not clock out until all the duties have been completed. Styling stations and mirrors need to be cleaned and sanitized every day. Items should not be left out or left overnight and all personal items need to be secured at all times. *The Academy is not responsible for any lost or stolen items.* Cleaning the break room, classroom and the clinic floor should be performed daily. Additionally, keeping all areas where clients are serviced should be maintained properly as per State Regulations. These areas include the shampoo area, dispense, styling stations, etc.

LUNCHES AND BREAKS

Students receive one (1) thirty minute (30) lunch period. Students are also entitled to two (2) ten (10) minute breaks; one in the morning and one in the afternoon.

CLIENT SERVICES

As a learning establishment, students are required to perform practical procedures. Refusing to service a client and trading tickets with another student will result in corrective action. All services performed on a client should result in a consultation with an instructor. All tickets are to be signed off by an instructor prior to bringing the ticket to the front desk.

GRATUITIES

Students may receive tips from clients. However, please do not solicit tips from the clients. It is strictly the client's prerogative to leave a tip and should not be expected. Receiving a tip is a compliment to a student. Clients may have reasons, whether it is economical, personal or otherwise, for not offering a tip.

RECEPTION AREA

Students are not permitted behind the receptionist desk at any time. Students are not allowed to view, make changes to, or touch the appointment books. In addition, congregating around the front desk is not allowed. The receptionists are working hard to make appointments and service clients to assist you in your education. Your help is greatly appreciated by greeting your clients in timely manner, assisting them in making product purchases and checking out.

NON-SMOKING POLICY

A smoke-free environment is provided for all students and staff. Students may only smoke outside away from the school. Students may not congregate or loiter in front of the school or adjacent to surrounding businesses at any time.

EATING AND DRINKING

Eating and drinking is not permitted on the clinic floor. Please refrain from doing so; the break room is the proper place for these activities. Only the TONI&GUY tumbler with water is acceptable in the classroom and on the clinic floor.

SAFETY

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

1. Walking through the school as opposed to running.
2. Aisles and work areas must be clear from clutter and obstruction.
3. Avoid lifting heavy objects by yourself; seek assistance from another person.
4. Report anything that would cause an injury or place someone in a dangerous situation such as chipped glass, broken equipment, sharp or rough edges, electrical problems, or water seepage or spills.
5. Report any incident that results in an injury or threatens safety.
6. Report any situation which may be suspicious or out of the ordinary.
7. Fire escape routes are posted throughout the school and must be utilized in case of a fire. Each classroom or area has a route designated and must be followed. Please inspect each area for the fire escape plan as you will be working in various areas of the Academy.

TELEPHONES

Personal phone calls will not be taken at the reception desk or in any office. The lobby telephone is for the use of service clients and is not for the use of students. Cellular telephones are not permitted in the school; please do not bring them in. Bringing cell phones into the school may result in suspension. The academy provides the students with a payphone in the student breakroom.

STUDENT SERVICES

ACADEMIC SUPPORT

The mission of the Academy is to provide assistance to students to facilitate growth in their academic potential. Students with educational needs are encouraged to seek guidance from any of the staff. To assist students in maximizing their growth, the staff will provide instruction on notetaking, meaningful text reading, exam preparation, time management, and a variety of other skills deemed necessary for success. These services will be provided through individual meetings that assess a student's needs and concerns. An individualized plan is then developed to strengthen specific academic study skills.

LIBRARY / RESOURCES

The bulk of academic material required for each course is covered during regular theory hours. Resources consist primarily of teaching videos, trade magazines and specialty books. Students wishing to enhance their education with additional materials may do so by reviewing the resources available to them. These resources are available upon request. Hours of Operation are: Tues. thru Sat. 8:30am-4:30pm and extended Library hours are: Tues., Wed., Thurs., Sat. 8:00am-8:30am and Fri. 7:45am-8:30am.

PLACEMENT ASSISTANCE

Upon completion of the Salon Ready class, the student will be given the opportunity to have a one-on-one interview with either the Director or the Director of Education to practice interviewing techniques and styles, as well as, present their portfolios for constructive criticism. During the interview with the student, employment opportunities from our career opportunities book will be discussed and recommendations for salons designed to meet each individual's needs, the employment opportunities book is updated quarterly.

and is accessible at all times in the student break room. . TONI&GUY does offer employment assistance to all graduates. TONI&GUY does not guarantee employment.

HUMAN RESOURCES

The Toni&Guy Hairdressing Academy offers human resource assistance. Please see the Director or Assistant Director if you have questions or concerns pertaining to human resources. In addition, in the LRS and Director's office a Human Resource book is made available to all students and lists resources such as childcare, health assistance, transportation assistance, etc.

PERSONAL SERVICES

Student clinical services are offered to every student and are a privilege. Students may receive services only upon approval from an Instructor. Clients will be considered before any student clinic service will be performed. Students are required to pay product costs for chemical services which will be collected prior to the service performed. Refusals to make payment prior to the services performed will result in revoking service.

RETAIL PRODUCTS / ID BADGE

Discounts are available for active students only for personal use. A student identification badge will be issued to every student for the purpose of identification, in particular upon making purchases at the Academy and supply houses. The badge will identify the dates of enrollment and will not be acceptable after the expired date.

If a student should lose their ID badge an additional badge must be purchased for \$5.

ADDITIONAL PURCHASES

Trolley keys must be purchased for \$15.

Students are required to purchase and assemble a State Board Kit for Graduating Senior A Class.

GRADING POLICY

Grades are given for written exams, practical applications and haircut test outs. Below are the percentages applied for grading:

A = 4.0 = 100% - 94%

Excellent mastery of course content and excellent ability to apply course content concepts. The work displays initiative, independence and application. In some courses, originality may be required.

B = 3.0 = 93% - 87%

Good mastery of course content and an ability to apply course content concepts. Work reflects a thorough understanding of the application, inter-relatedness and use of the material covered.

C = 2.0 = 86% - 80%

Basic understanding and knowledge of course concepts.

FAILING = 79% and Below

Unsatisfactory progress using the principles within the course content

*STUDENTS ARE GIVEN PROGRESS REPORTS EACH MONTH LISTING ALL TESTS, GRADES, & ATTENDANCE

MAKE-UP WORK

Make-Up work is allowed when a student is excused from illness, emergency or unusual circumstance beyond the students control that prevent the student from completing the assigned semester work and or examination(s) prior to the end of their program. A student will be given the opportunity to make-up the assignment if missed. It is the students' responsibility to see all semester work has been completed and make up. Students should record their test scores in their personal notebook.

RECORDS

All student records will be maintained by Administration. Only Administration may have access to these files. If a student wishes to review his/her file, they may do so in the presence of the Director. If the student is a dependent minor, the parents or legal guardian may have access to the student's file. In this event, the Director will assist the parent while interpreting the contents of the file.

CONFIDENTIALITY POLICY

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

ATTENDANCE POLICY

TARDINESS

A student is required to clock in at the beginning of each day by 8:20 a.m. or by 8:30a.m. they are considered tardy. If a student does not check in using the time clock, they will not be credited the hours. Theory is held each morning, Tuesday through Friday, from 8:30 a.m. until 9:20 a.m. Attending theory is a state requirement. Should a life circumstance cause you to be tardy, it is mandatory that you contact the Academy Director or leave a message on voice mail before 8:30 a.m. If a student is tardy more than 2 times within a month, corrective action will be taken. Being tardy on a regular basis reflects a lack of commitment to the program and will be addressed accordingly by implementation of the "Levels of Corrective Action" as defined below.

ABSENTEEISM

The student's attendance is vital to their success in both the Cosmetology and Hairstylist programs. TONI&GUY promotes regular attendance and punctuality because it will help students develop good habits required for successful careers. To maintain satisfactory attendance, students must be present for 89 percent of classes during their entire enrollment period. If a student falls below 89 percent attendance in a one month period, the student will be placed on attendance probation. The student will be terminated if absent for 14 consecutive days. Should a life circumstance cause you to be absent, it is mandatory that you contact the Academy Director.

TIME CLOCK POLICY

A student is required to use the time clock to record student hours for the day. A student will not be credited if they do not clock in and out appropriately. TONI&GUY Hairdressing Academy will not make adjustments to the time clock for any student. Please remember it is your responsibility to clock at the appropriate times including clocking in and out for the day and clocking in and out for lunch. If a student clocks for another student, both students will be subject to termination.

LEAVE OF ABSENCE

A documented leave of absence may be granted for a minimum of five (5) days and a maximum of one hundred and eighty days (180). If a student fails to return from a leave of absence, the student is considered to have withdrawn from school as of the first day of the leave of absence. The school has thirty days (30) after the last day of an approved, documented leave of absence to calculate and return the refund.

MINIMUM ATTENDANCE REQUIREMENTS

TONI&GUY Hairdressing Academy is required to develop and apply consistent and reasonable standards of satisfactory attendance progress for all students. All students are required to maintain an 89% attendance rate on a continuous and monthly basis. Student attendance standards are monitored and reported to the student on a monthly basis. If a student's attendance progress does not meet the required standards of 89%, the policy for Levels of Corrective Action will be followed, and without improvement may lead to termination. The student's maximum time frame to complete the course shall not exceed 1.5 times the normal duration of the program.

SATISFACTORY ACADEMIC PROGRESS POLICY

Successfully maintain a CGPA of 80% or above.

Minimum project and test credits per semester: Cosmetology Program- 20 project and test credits achieved at 17 weeks (Semester 1), 40 credits achieved at 34 weeks (Semester 2), and 60 credits achieved at 52 weeks (Semester 3). Hairstylist Program- 20 project and test credits achieved at 17 weeks (Semester 1) and 40 credits achieved at 35 weeks (Semester 2).

TONI&GUY Hairdressing Academy is required to develop and apply consistent and reasonable standards of Satisfactory Academic Progress (SAP). All students must meet the SAP requirements in regards to achieving their academic project and test credits for each semester. To determine SAP, a progress report is given to the student monthly and the student is advised of their academic and attendance status at this time with an Academy Instructor. In addition, at the end of each designated semester the student is evaluated to assure they have achieved Satisfactory Academic Progress, this evaluation takes place with the Financial Aid Administrator and the Director.

CONSEQUENCES FOR FAILING TO MEET THE ABOVE STANDARDS

PROBATION: If a student does not meet the CGPA/credit and test requirements at the end of each semester, the student will be placed on probation. The student will not receive Pell or Direct Loan disbursements while on probation. Once the student reaches 80% CGPA and completes all test/project/credit requirements for that semester, the student will be eligible to receive Financial Aid disbursements and will be removed from probation.

TERMINATION OF STUDENT ENROLLMENT DUE TO NON-COMPLIANCE OF SATISFACTORY ACADEMIC PROGRESS POLICY:

- A student in non-attendance and has not notified the school, verbally or in writing of their intent to drop, shall be terminated from their program fourteen (14) calendar days after the last day of physical attendance
- Failure to maintain an 80% average grade, encompassing both written exams and practical applications.
- Non-completion of the program within 1.5 times the maximum time frame of the program.

A student who has been terminated at the discretion of the school may appeal the termination. The

appeal must be made in writing and will be reviewed by the Director. A decision regarding an appeal will be given within five working days from receipt of written appeal.

Appeal Procedures: A student who has been placed on probation may file an appeal if they have extenuating circumstances. The appeal must be made in writing within 10 working days of the notification and must include:

1. A letter of explanation.
2. Third party documentation supporting the reason for your appeal

The Director will review the documentation and students will receive written notification of the result of their appeal within 5 days from submission of their documentation. If the appeal is granted, the student will be able to receive aid for the time period specified in the notification, which may not exceed 15 weeks. However, for financial aid eligibility to continue, students must meet the minimum CGPA/test/project requirements by the end of the time period specified in the notification. All results are FINAL.

LEVELS OF CORRECTIVE ACTION

A student may be advised by the Academy Director regarding attendance, academic grades, projects or conduct by any of the following actions:

VERBAL WARNING: A student will be verbally informed of the violation he/she committed. The violation will be discussed and discontinuance will be required. The student will be briefed about further repercussions should the behavior be continued.

PROBATION: A written warning may be given prior to a suspension and/or an action-based termination for the student. He/she will either correct the action or be terminated from the program. Additionally, an in-school suspension may be chosen as part of the corrective action.

SUSPENSION: An immediate withdrawal of the student from a TONI&GUY Hairdressing Academy or an in-house suspension may be assigned based upon poor performance standards or violations of policies. In-house suspension may include tasks issued by the Director. An out-of-school suspension may be for a period of time not less than one (1) day but no longer than six (6) Months.

TERMINATION:

Termination of a student is defined as no longer attending, whether by student's voluntary withdrawal or dismissal by the school for disciplinary action.

A student may be considered terminated under the following conditions:

- A student in non-attendance and has not notified the school, verbally or in writing of their intent to drop, shall be terminated from their program fourteen (14) calendar days after the last day of physical attendance.
- Possession or obvious use of drugs and/or alcohol during school hours.
- Refusal to provide assigned client services.
- Disruptive behavior and refusal to perform assigned tasks. TONI&GUY Hairdressing Academy reserves the right to be the sole judge of what behavior may be detrimental to the school.
- Theft from the school, a client, a member of the faculty or a fellow student.
- Clocking in or out for another student.
- Non-payment of tuition according to the tuition schedule in the Enrollment Agreement.
- Unsatisfactory attendance.

- Failure to maintain an 80% average grade, encompassing both written exams and practical applications.
- Misrepresentation of personal information on contracts or documents.
- Violation of school policies, as listed in the catalogue.
- Non-completion of the program within 1.5 times the maximum time frame of the program.

A student who has been terminated at the discretion of the school may appeal the termination. The appeal must be made in writing and will be reviewed by the Director. A decision regarding an appeal will be given within five working days from receipt of written appeal.

READMISSION

Students who have left TONI&GUY in good standing and want to return should make their intent known to the Academy Director. The student will need to sign a new contract and pay the registration fee to be re-enrolled. Please note due to enrollment capping, students granted re-entry status may be denied immediate re-entry in the specific start date requested and may have to wait until space is available in a later start date.

Students who want to return to the Academy after being terminated for academic or disciplinary reasons must apply for readmission through the Academy Director. The decision on re-entry for students not in good academic standing ultimately lies with the Director. Students granted re-entry status that were on probation or suspension or other conditional status at the time of their last attendance retain such status as a condition of their re-entry.

WITHDRAWAL

To officially withdraw from TONI&GUY Hairdressing Academy the student must initiate the withdrawal process with the Academy Director in writing no later than 14 business days after actual physical attendance. The tuition refund policy will apply to withdrawn students.

FINANCIAL AID

At TONI&GUY Hairdressing Academy we believe every student should be able to obtain an education, regardless of financial status. To make this possible, our Financial Aid Office assists students in finding sources of financial aid. Financial Aid is available to those who qualify. In order to have funds available before school starts, students are encouraged to begin the application process three months prior to the class starting date. Students must complete the Free Application For Student Aid (FAFSA) to be considered for grants or student loans. For further information contact the Financial Aid Office.

Financial Aid Basics - Prospective students

Please note:

- Start the process early, even if you haven't received your admissions decision, you can still apply for financial aid.
- If you have extenuating circumstances, complete the FAFSA as instructed and send us a statement detailing your situation.

Quick steps to financial aid

- 1.) Find your U.S. Department of Education issued PIN. If you don't have one, go to pin.ed.gov.
- 2.) Complete the FAFSA. All admitted students who have submitted a FAFSA will receive a Award Letter outlining their estimated financial aid.
- 3.) Turn in documents. We'll contact you to let you know what is required.
- 4.) Accept your award. After you've been admitted and we have all your documents we'll send you an *Award Letter* so you can review your financial aid award against your projected costs and determine how

much you will need to accept.

5.) Be informed! You have to make satisfactory academic progress to retain your eligibility for financial aid. Withdrawing or changing your enrollment can affect your aid. You should budget yourself wisely and avoid too much debt. You'll have to repay those student loans. Read the section below so you don't run into any surprises as you successfully navigate your way to your degree.

Note: If you don't want to use PINs and carry out the transactions above online, that's not a problem. All these steps are also easily done with paper, faxes, and the U.S. Mail. Keep on reading below.

APPLYING FOR FINANCIAL AID

The most important step in applying for financial aid at the Academy is to submit the Free Application for Federal Student Aid (FAFSA), each academic year, as soon as possible. The FAFSA assesses your eligibility for grants and loans. The FAFSA is available from high schools, college financial aid offices, and at fafsa.ed.gov. List TONI&GUY Hairdressing Academy Colorado Springs on your FAFSA with federal school code 036703. Mail or fax (719-390-0977) signed copies of the first two pages of your federal income tax return and your parents' tax return (if dependent student) to the Office of Financial Aid. Submit the tax returns that correspond with the information provided on the FAFSA. Write your name and your ID or social security number on each page.

ELIGIBILITY AND AWARDS

Virtually all families are eligible for some form of financial aid; therefore it is in your best interest to apply. Your eligibility for financial aid is based on the following formula:

$$\begin{array}{l} \text{Cost of Attendance} \\ - \text{Expected Family Contribution (FAFSA results)} \\ = \text{Financial Need} \end{array}$$

The financial aid office determines your cost of attendance based on a survey of regional and local costs.

Your "expected family contribution" (EFC) is determined by the federal government through an analysis of the information reported on your FAFSA. The lower your EFC, the greater the financial need, thus increasing your financial eligibility.

If you have unusual financial circumstances affecting your ability to pay for school that are not reflected in your FAFSA, contact the financial aid office for information concerning professional judgment appeals. Special circumstances include, but are not limited to, bankruptcy, drop in income from the previous year, or unusual medical expenses.

TYPES OF AVAILABLE AID

Financial aid is funded from a variety of sources such as federal and state governing agencies, private donors, and institutional resources. See below for the types of aid available.

Grants

Grants do not have to be repaid and are generally need-based.

Loans

Submit the FAFSA to be considered for the following federal loan programs.

- Stafford/Ford Federal Direct Loan - 8.25% interest cap
- Federal PLUS (Parent) Loan - 9% interest cap

Non Federal alternative loans are available to students who are not eligible for federal loans or who need additional assistance beyond their financial aid offer.

Where/When do I Get My Money?

For registered students, financial aid funds are posted to students' accounts approximately 30 days after they begin. The federal government requires that we hold Stafford loan funds for first time borrowers for 30 days from the first day of classes. *Students will receive two to three disbursements during their enrollment. The first disbursement is received during the first Semester, the second disbursement is received at their second review period, and a possible third disbursement may be received during the third semester.*

Adjustments to Aid

Financial aid awards are adjusted to reflect changes to your file including reported income, enrollment status, and additional scholarship funds.

Return of Title IV Aid When a Student Withdraws (Requirements of 34 CFR 668.22)

The law specifies how your school must determine the amount of Title IV program assistance that you earn if you withdraw from school. The Title IV programs that are covered by this law are: Federal Pell Grants, Stafford Loans, PLUS Loans.

When you withdraw during your payment period or period of enrollment (your school can define these for you and tell you which one applies) the amount of Title IV program assistance that you have earned up to that point is determined by a specific formula. If you received (or your school or parent received on your behalf) less assistance than the amount that you earned, you may be able to receive those additional funds. If you received more assistance than you earned, the excess funds must be returned by the school and/or you.

The amount of assistance that you have earned is determined on a pro rata basis. For example, if you completed 30% of your payment period or period of enrollment, you earn 30% of the assistance you were originally scheduled to receive. Once you have completed more than 60% of the payment period or period of enrollment, you earn all the assistance that you were scheduled to receive for that period.

If you did not receive all of the funds that you earned, you may be due a postwithdrawal disbursement. If the post-withdrawal disbursement includes loan funds, you may choose to decline the loan funds so that you don't incur additional debt. Your school may automatically use all or a portion of your post-withdrawal disbursement (including loan funds, if you accept them) for tuition, fees, and room and board charges (as contracted with the school). For all other school charges, the school needs your permission to use the post-withdrawal disbursement. If you do not give your permission (which some schools ask for when you enroll), you will be offered the funds. However, it may be in your best interest to allow the school to keep the funds to reduce your debt at the school.

There are some Title IV funds that you were scheduled to receive that you cannot *earn* once you withdraw because of other eligibility requirements. For example, if you are a first-time, first-year undergraduate student and you have not completed the first 30 days of your program before you withdraw, you will not earn any FFEL or Direct loan funds that you would have received had you remained enrolled past the 30th day.

If you receive (or your school or parent receive on your behalf) excess Title IV program funds that must be returned, your school must return a portion of the excess equal to the lesser of:

1. your institutional charges multiplied by the unearned percentage of your funds, or the entire amount of excess funds.

The school must return this amount even if it didn't keep this amount of your Title IV program funds.

If your school is not required to return all of the excess funds, you must return the remaining amount. Any loan funds that you must return, you (or your parent for a PLUS Loan) repay in accordance with the terms of the promissory note. That is, you make scheduled payments to the holder of the loan over a period of time.

Any amount of unearned grant funds that you must return is called an *overpayment*. The amount of a grant overpayment that you must repay is half of the unearned amount. You must make arrangements with your school or the Department of Education to return the unearned grant funds.

The requirements for Title IV program funds when you withdraw are separate from any refund policy that your school may have. Therefore, you may still owe funds to the school to cover unpaid institutional charges. Your school may also charge you for any Title IV program funds that the school was required to return. Your school can provide you with the requirements and procedures for officially withdrawing from school.

If you have questions about your Title IV program funds, you can call the Federal Student Aid Information Center at 1-800-4-FEDAID (1-800-433-3243). TTY users may call 1-800-730-8913. Information is also available on *Student Aid on the Web* at www.studentaid.ed.gov.

Reestablishment of Financial Aid

Students may reestablish their financial aid eligibility by earning an academic standing that meets the minimum criteria.

You do have the right to appeal a Financial Aid suspension if you have extenuating circumstances. To process an appeal follow the steps below:

1. Develop your appeal packet with the following supporting documentation.
 - Be sure your name is on all documents
 - Include a letter stating the reason(s) why progress was not made in the academic year including your goals and other issues that may be affecting your success at TONI&GUY Hairdressing Academy.
 - Include your plan for making satisfactory progress.
 - It is extremely important that you include other documentation to support your statement. Examples: Letters from health providers, copies of medical bills showing health provider visits, any other statements or documentation to support your extenuating circumstance that prevented you from making satisfactory progress.
2. Meet with a staff member to discuss your academic goals.
 - Have the staff member sign a document that you visited with them
3. Return your complete appeal packet to the Financial Aid Office

You will be informed of the decision in writing within a reasonable period of time.

**Toni&Guy Hairdressing Academy is approved for Veterans Education and Training benefits by the COVET

DRUG & ALCOHOL POLICY

TONI&GUY Hairdressing Academy participates in a Drug Free Campus. Students in possession of alcohol, illicit drugs, paraphernalia, using or distributing the same will be subject to disciplinary action and sanctions, as well as prosecution to the full extent of the law.

Standards of Conduct

In compliance with the Federal Drug Free Schools and Communities Act, the Academy prohibits the unlawful manufacture, dispensation, possession, use, or distribution of a controlled substance (illicit drugs and alcohol) of any kind and of any amount. These prohibitions cover any individual's actions which are part of any Academy activities, including those occurring while on Academy property or in the conduct of Academy business away from the campus.

Disciplinary sanctions for Academy employees who violate drug and alcohol laws in violation of this policy

It is a violation of Academy policy for any member of the faculty, staff, or student body to jeopardize the operation or interests of the Academy through the use of alcohol or drugs. Sanctions that will be imposed by the Academy for employees who are found to be in violation of this policy may include expulsion and/or termination of employment. Compliance with this policy is a condition of employment for all employees.

DIRECTIONS TO THE TONI&GUY HAIRDRESSING ACADEMY

From the North

Merge onto I-25 S. Exit/ Academy Blvd Exit- Exit 135

Turn LEFT onto S Academy Blvd take the US-85 ramp towards Security/Widelfield/Fountain

Turn RIGHT onto S US-85/87 Turn LEFT onto Main Street

From the South

Take I-25 N. to Exit 132- toward Fountain/Ft. Carson

Turn RIGHT at the light and take a RIGHT at US-85 toward Widefield/Security

Turn LEFT onto Main Street

From Academy Blvd South

Start out going EAST on S Academy Blvd/ Take the US-85 ramp toward Security/Widelfield/Fountain

Turn RIGHT onto S US 85/87

Turn LEFT on Main Street

From Academy Blvd North

Start out going south on S Academy Blvd

Take the US-85 ramp toward Security/Widelfield/Fountain

Turn RIGHT onto US 85/87 and turn LEFT onto Main Street

STUDENT COMPLAINT/GRIEVANCE POLICY

Should a student have a complaint, the complaint needs to be reported in a written statement and submitted to the Academy Director. Upon receipt, the complaint will be discussed with the Administrative Staff and a response will be provided within five (5) working days. If the complaint cannot be resolved it will be referred to the school's complaint committee.

The school's complaint committee consists of three members that are selected from the following categories: school owner, director, instructor, financial aid administrator, or member of the public interest. The committee will meet within 21 calendar days of the school receiving the complaint to review the allegations.

If the committee needs more information after reviewing the allegation, a letter will be written outlining the additional information needed. If the additional information is not received by the committee within 15 calendar days, the committee can take any action including dismissal of the complaint.

Complaints which cannot be resolved by direct negotiation between the student and the school, may be filed with the Division of Private Occupational Schools at 1560 Broadway, Suite 1600 Denver, CO 80202 303.866.2723. Complaints may also be filed online with the Division of Private Occupational Schools at higher.colorado.gov/dpos. There is a two-year limitation (from student's last date of attendance) for the Division to take action against complaints.

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints considered by the Commission must be in written form, with permission from the complainant (s) for the Commission to forward a copy of the complaint to the school for a response. The complainant (s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

Accrediting Commission of Career Schools and Colleges
2101 Wilson Blvd/Suite 302
Arlington, VA 22201
(703) 247-4212

A copy of the Commission's Complaint Form is available at the school and may be obtained by contacting the Academy Director

CHANGES

TONI&GUY reserve the right to change or modify the program content, equipment, staff, or materials as it deems necessary. Such changes may be necessary to keep pace with technological advances and to improve teaching methods or procedures. In no event will any such changes diminish the competence or content of any program or result in additional charges to the student.

REQUIREMENTS TO REGISTER & COMPLETE ENROLLMENT AGREEMENT

- Call to set up an appointment with the Director of Recruitment
- Tour of School & Entrance Exam
- \$100.00 registration fee, Drivers License, Cosigner with Drivers License
- Social Security Card or Birth Certificate
- High School Diploma, GED, or College Transcripts
- 2 passport size photos

Students are encouraged to call and set up an appointment with the financial aid office prior to start date.

TONI&GUY®

HAIRDRESSING ACADEMY

MAIN CAMPUS

332 MAIN STREET
COLORADO SPRINGS, COLORADO 80911
719.390.9898 PHONE
1.866.796.1140 PHONE
719.390.0977 FAX
www.toniguy.com

BRANCH CAMPUS

1411 RAILROAD AVE
BELLINGHAM, WA 98225
360.676.8444 PHONE
360.73.2067 FAX
www.toniguy.com

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VOLUME XI
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