



# TENAJ

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SALON INSTITUTE

2017 STUDENT CATALOG



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# THE INSTITUTE

## OUR HISTORY

We welcomed our first cosmetology class on November 26, 2006 as The Salon Professional Academy in temporary facilities located in The Villages Florida as development progressed on our nearby permanent campus. The Campus that we enjoy today was completed on schedule and opened its doors to our second cosmetology class on January 8, 2007 and invited the public to enjoy the student cosmetology services and retail opportunities provided on our spacious clinic floor. To keep pace with the rapidly changing beauty and education industries a decision was made in 2016 to rebrand the school as Tenaj Salon Institute.

## OWNERSHIP AND GOVERNING BODY

ZWP LLC, D/B/A Tenaj Salon Institute (hereafter referred to as Institute) founded in November 2006 by Janet West and Joyce Parker. ZWP, LLC is a Florida Corporation with legal ownership of Tenaj Salon Institute. Janet West is the President of the Corporation; Joyce Parker is the Secretary and Treasurer.

Tenaj Salon Institute  
11915 County Road 103  
The Villages, Florida 32162  
Telephone # (352) 753-5511 & (352) 259-6706  
Fax # (352) 259-6712

## OUR MISSION STATEMENT

Tenaj Salon Institute's mission is to provide the highest level of education in the arts and sciences of Cosmetology through classroom and clinical application. We are committed to successful graduation with the knowledge and skills needed to obtain gainful employment in the beauty industry. The Tenaj Salon Institute maintains educational systems and programs that are updated constantly with the newest professional techniques to keep the student's interests first and our education quality high.

## FACILITIES & EQUIPMENT

The Institute is conveniently located on a two acre campus in the heart of The Villages, Florida, approximately one hour north of Orlando. The Villages and the surrounding community spans into Lake, Sumter and Marion counties with an estimated population exceeding 200,000. The Villages is one of the fastest growing communities in Florida and the largest master planned community in the United States.

The Institute is a 10,000 square foot facility which includes a clinic area with 50 hair styling stations, color bar, dispensary, 12 backwash shampoo stations, 8 manicure stations, 8 pedicure stations, waxing area and a consumer retail area. There are 4 student classrooms, admissions office, financial aid office, business office, education office, staff break room, student break room, restroom facilities and conference room.

## LICENSING AND ACCREDITING AGENCIES

Tenaj Salon Institute is licensed by the Florida Commission for Independent Education, Florida Department of Education (CIE), License No. 3387. Additional information regarding this institution may be obtained by contacting the Commission at 325 West Gaines Street, Suite 1414, Tallahassee, FL 32399-0400. Toll Free Telephone Number: (888) 224-6684. The CIE license is available for review by placing a request in writing to the Institute business office. This request will be honored within 30 days of receiving the written request.

Tenaj Salon Institute is accredited by the National Accrediting Commission of Career Arts and Sciences (NACCAS), located at 3015 Colvin St. Alexandria, VA 22314, telephone number (703) 600-7600. NACCAS is recognized by the U.S. Department of Education as the national accrediting agency for cosmetology schools. The NACCAS letter of accreditation is available for review by placing a request in writing to the Institute business office. This request will be honored within 30 days of receiving the written request.

## INSTITUTE ADMINISTRATION

Janet Parker West, Chief Executive Officer (CEO), a licensed cosmetologist (CL0127967) a graduate of Ferris State University located in Big Rapids Michigan, with thirty-three years of experience in the salon/spa & education industries.

Joyce Parker, Owner and Office Manager: with forty years of management experience in the retail, construction, salon/spa and school industries.

Kevin L Thompson, Chief Operating Officer (COO) a licensed cosmetologist (CL0184768) a graduate of St. Petersburg Tech located in St. Petersburg Florida, with thirty-one years of experience in the salon/spa, manufactures representative and beauty school industries.

Diane Aylor, Financial Aid Director, a graduate of the University of Maryland's Asian Military Campus located in Japan, a military veteran with thirty-two years of experience in the salon, spa and education industries.

Tiffany Parrett, Admissions Representative, a graduate Gulf Coast State College located in Panama City Florida, with six years of education experience.

Lori Dandrea, Director of Community Relations, a graduate of Fairleigh Dickinson University located in Teaneck New Jersey and a graduate of Kean University, Union, New Jersey with thirty-two years of experience in career education.

## INSTITUTE FACULTY

April Sherrida Kendrick, Senior Clinic Educator; a licensed cosmetologist (CL1167104) and a graduate of the Lake Technical Center located in Eustis Florida, with fifteen years' experience in the salon and education industries and a former salon owner.

Janice Lorraine Case, Senior Curriculum Educator: a licensed cosmetologist (CL1209520) and a graduate of Colonna Beauty School located in Albany New York, with thirty-seven years of experience in the beauty industry including salon/spa ownership, cosmetic company education director and cosmetology school education director.

Hannah Marie Longest, Institute Educator; a licensed cosmetologist (CL1228528) and a graduate of the Lake Technical Center located in Eustis Florida, with four years of experience in the salon and education industries.

Clinton Earl Kennedy, Institute Educator; a licensed cosmetologist (CL1251714) and a graduate of the Regency Beauty Institute located in Newport News Virginia, with three years of experience in the salon and education industries.

Taylor Renee Cox, Institute Educator: a licensed cosmetologist (CL1222808) and a graduate of Tenaj Salon Institute located in The Villages, Florida owner with seven years of experience in the salon/spa industry.

Erika Renee Stockdale, Institute Educator; a licensed cosmetologist (CL1237844) and a graduate of Tenaj Salon Institute located in The Villages Florida, with sixteen years of experience in the salon and education industries

Parker Morse West, Substitute Institute Educator: a licensed cosmetologist (CL1198882) and a graduate of Tenaj Salon Institute located in The Villages, Florida a salon owner with nine years of experience in the salon/spa industry.

Jani Baze, Substitute Educator; a licensed cosmetologist (CL1202230) and a graduate of Tenaj Salon Institute located in The Villages Florida, with nine years of experience in the salon and education industries and a salon owner

# INSTITUTE PROGRAM

## PROGRAM TITLE: COSMETOLOGY

### Program Objective:

The objective is to successfully prepare students for the Florida State Board of Cosmetology Examination to secure their license in Cosmetology. We strive to graduate each student with the knowledge and confidence they will need to enter the field of beauty.

### Program Description:

The Cosmetology Curriculum includes 3 segments; Basic segment, Advanced segment and Senior segment totaling 1200 clock hours, with a 35 week duration. The following is a condensed version of the curriculum.

#### CS101, Basics Segment (4 weeks, 140 clock hours)

In Basics, students will obtain a secure foundation in cosmetology and become familiarized with the basic techniques, skills and knowledge required to start working on live guests. Topics to include: history of cosmetology, communications, client consultation, properties of the hair and scalp, hairstyling, haircutting principles and techniques, hair color theory and application, chemical restructuring, nail growth and composition, manicures and pedicures, hair removal and infection control. This segment will be held in a classroom setting, allowing students to gain confidence in their newly acquired abilities. This time will encompass not only a theoretical comprehension, but will also include practical assessment in the following areas: hair removal, manicures, pedicures, men's haircutting, women's hair coloring and women's haircutting. Students will leave the basics classroom ready to thrive on the clinic floor.

#### CS201, Advanced Segment (28 weeks, 980 clock hours)

Included in this segment are 160 hours additional of advanced curriculum including classroom theory and hands-on training. During this classroom time, students will acquire a more comprehensive understanding of that covered in basics as well as more complex information and practices. Students will receive advanced theory training on the chemical composition of hair, wet and thermal hairstyling, hair extensions and wigs, lighteners, color correction, advanced cutting techniques, chemical waving, relaxers, temporary and permanent hair removal, skin care, cosmetics, corrective makeup, the human body and its muscular, skeletal and circulatory systems, chemistry, electricity, sanitation, resume building, interviewing skills, salon business skills and life skills to transition from school to the salon. Students will take periodic theoretical assessments throughout this time.

The remainder of the time will be spent on the clinic floor taking live guests, allowing students to perfect their practical skills. Students will receive the opportunity to turn



guests in to a clientele, with the ability to take requests as well as pre-book their guests' next appointments.

### CS301 Senior Segment (3 weeks, 80 clock hours)

During this last portion of the curriculum, students will receive a thorough review of all things covered thus far. Students will earn their HIV-AIDS certification, a licensure requirement of the state of Florida. Furthermore, students will obtain a comprehensive understanding of Florida law and will apply to take the Florida State Board of Cosmetology Examination. Students will participate in a final practical examination in which they will give their model a complete makeover. In addition, students will take a theoretical final examination to include all subjects covered.

### PROGRAM REQUIREMENTS

Curriculum Item	Theory Hours	Clinic Hours	Required Services
Florida Law	5		
Professional Image	20		
Sanitation & Sterilization	10	35	
HIV/AIDS	5		
Facials, Skin Care & Hair Removal	20	85	40
Make Up	5	10	5
Hair Shaping & Hair Cutting	15	135	150
Scalp Treatments & Hair Care Rinses	10	35	45
Shampooing & Rinses	15	80	50
Hair Arranging/Styling	35	240	300
Hair Coloring	40	110	75
Chemical Waving, Relaxing & Straightening	32	140	65
Manicuring, Pedicuring & Artificial Nails	15	60	40
Salon Business	17		
State Board Licensure Preparation	26		
Totals	270 Hours	930 Hours	770 Services

### TEXT BOOKS

ASUS Tablet, WI-FI Capable  
 Milady Mindtap Course Key  
 Summit Salon, Over The Top  
 Summit Salon Fast Track Planner

STUDENT KIT

Book Bag	Regular Color Brush	Drinking Water Bottle
Student Kit Bag	Blow Dryer	French Nail Polish Brush
Flat Iron	Hair Clips	Hair Brush Set
Curling Iron	Scissor Kit	Ingrown Toe Nail File
Apron	Slant Tip Tweezers	Manicure/Pedicure Case
Chemical Capes	Color Wheel	Mannequins
Clipper & Trimmer	Spray Bottle	Mirror
Color Brush	Styling Combs	Pintail Combs
Cuticle Nail Pusher	Teasing Combs	Rattail Comb
Cuticle Nipper	Timer	Razor Blades
Cuticle Scissor	Tint Bowl	Combination Lock
Detangling Comb	Toe Nail Clipper	
Foot Files	Vinyl Gloves	

COSMETOLOGY PROGRAM COSTS

Tuition	\$13,500.00
Registration Fee	\$75.00 (Non-refundable)
Text Books & Student Kit	\$1,820.00 (Non-refundable if issued)
Total	\$15,395.00

# ENTERING THE INSTITUTE

## ADMISSION REQUIREMENTS

The following are required for admission to all programs at The Institute:

- 1) 17 years of age or older.
- 2) Copy of student's High School Diploma, GED Certificate, Transcript of Completion or State Issued Credential for Secondary School Completion if Home Schooled.
- 3) Drivers License or State Issued Photo Identification.
- 4) Admissions Interview.
- 5) Completed Enrollment Application.
- 6) Registration Fee.
- 7) Completed and Signed Enrollment Agreement

## PAYMENT METHOD

The Institute requires payment in full prior to class orientation and accepts the following plans or combination of plans as meeting these requirements;

- 1) Full payment prior to start of school
- 2) Pay as you go interest free plan i.e. \$4,600.00 down plus seven \$1,500.00 monthly payments
- 3) Federal Financial Aid (FSA) for qualified applicants
- 4) TFC Student Financing for qualified applicants. Loan terms vary due to current market conditions, credit score, risk, cosigner participation.
- 5) Florida Pre-Paid College Fund
- 6) Florida Bright Futures Program

## TRANSFER STUDENT POLICY

Transfer students are accepted after careful evaluation of the student's academic records and charged the normal \$75.00 non-refundable registration fee plus a charge of \$250.00 to cover the Institute's testing and evaluation cost. The Institute requires documentation in the form of an official transcript from a licensed institution detailing previous clock hours and clinic services in the appropriate field of study. A written and practical test with an 80% passing grade and demonstration of acceptable clinical skills are required. If the student is accepted by the Institute their enrollment agreement will be modified to reflect the transferred hours and tuition cost. The transfer credits granted by the Institute will be the clock hours and services documented in the official transcript multiplied by the written test score percentage with a maximum of 33.3% of the Institute's 1200 hour cosmetology program or 400 hours. The Institute does not recruit students currently enrolled in other schools offering similar courses of study.

Transferability of Institute credits to another institution is at the discretion of the accepting institution and it is the student's responsibility to determine whether or not credits will be accepted by the institution of the student's choice.

## ENROLLMENT

Students are admitted on the basis of educational background, aptitude and commitment. The Institute admits students without regard to race, age, sex, gender, sexual preference, creed, religion, color, citizenship, national origin, or ethnic origin. Prior to acceptance, all applicants must complete a campus visit and personal interview with the Institute's admissions department. It is at this time the student will learn about curriculum, books, kits, and tuition. The Institute offers enrollment Monday through Saturday year around. Class sizes are limited, and therefore early enrollment is encouraged.

The Institute does not offer a GED program, however the Public School Systems of Sumter County (352) 793-5719, Lake County (352)-589-2250 and Marion County (352)-671-7200 offer a GED program. The Institute does not currently have any agreements with any institutions overseas for training of students where credit received would be used to meet the graduation requirements of the Institute.

Potential students with certain felony convictions should contact the Florida Board of Cosmetology; Department of Professional & Business Regulations to determine their eligibility to obtain licensure prior to enrollment at the Institute. The Board may be reached at;

Division of Professions, Board of Cosmetology  
1940 North Monroe Street  
Tallahassee, FL 32399-0783  
Phone: (850) 487-1395

## SCHOLARSHIP INFORMATION

Scholarships are an excellent tool in offsetting a student's tuition. They are granted to students who qualify and are processed through the admissions office. Our admissions team works hard to secure scholarship opportunities for our students throughout the calendar year. The Institute maintains a list of available scholarships including; the Ace Grants Program sponsored by AACCS, BBSI & CAF, Alice Madden Barton Great Clips Scholarships, National Cosmetology Association Sally Beauty Scholarships and OPI Scholarships. The Institute has no influence or control of the forgoing scholarship organizations, each entity controls the eligibility and granting functions unique to their individual mission.

## ACADEMIC CALENDAR

### Holidays

Memorial Day: Monday May 29, 2017

Summer Break: Monday July 3, 2017 through Saturday July 8, 2017

Labor Day: Monday September 4, 2017

Thanksgiving Day: Thursday November 23, 2017

Christmas Break: Monday December 25, 2017 through Monday January 1, 2018

Memorial Day: Monday May 28, 2018

## Class Schedule

Students attend school five days per week, Monday through Friday, seven hours per day, 9:00 AM to 4:45 PM including a 45 minute lunch break.

Class starting dates are subject to size starting restrictions and may not start as listed. Check with the admissions office to confirm class starts.

CLASS	START DATE	FINISH DATE
1704 CD	Monday April 10, 2017	Friday December 22, 2017
1705 CD	Monday May 08, 2017	Monday January 29, 2018
1706 CD	Monday June 05, 2017	Friday February 23, 2018
1707 CD	Monday July 10, 2017	Friday March 23, 2018
1708 CD	Monday August 07, 2017	Friday April 20, 2018
1709 CD	Tuesday September 05, 2017	Friday May 18, 2018
1710 CD	Monday October 02, 2017	Friday June 15, 2018
1711 CD	Monday October 30, 2017	Friday July 20, 2018
1712 CD	Monday November 27, 2017	Thursday August 16, 2018
1801 CD	Tuesday January 02, 2018	Friday September 14, 2018
1802 CD	Monday January 29, 2018	Thursday October 11, 2018
1803 CD	Monday February 26, 2018	Thursday November 08, 2018
1804 CD	Monday March 26, 2018	Thursday December 06, 2018
1805 CD	Monday April 23, 2018	Tuesday January 15, 2019
1806 CD	Monday May 21, 2018	Tuesday February 12, 2019

### RE-ENROLLMENT/REPETITION

Terminated students wishing to re-enroll in the Institute must complete a reenrollment application and a personal interview with the Institute's admissions department. It is at this time the student will learn about curriculum, books, kits, and tuition. Re-enrollment is at the discretion of the Director. Decisions by the Director regarding re-enrollment are final.

The Director or his representative will meet with the student within 21 business days of receiving the re-enrollment request. Re-entering students are required to pay a \$75.00 non-refundable registration fee and are subject to a new enrollment agreement, locker assignment and schedule change. Re-entering students are required to attend Institute orientation in uniform as detailed in the Personal Appearance Policy prior to starting. Upon re-entering the Institute the student will receive their new attendance schedule and subject to availability a locker reassignment. Returning students are required at their expense to purchase an Institute authorized master keyed combination lock.

# IMPORTANT INSTITUTE INFORMATION

## GRADING SYSTEM

The Institute uses a 100-point grading scale: 94% -100% = A; 87%-93% = B; 80%-86% = C; 73%-79% = D; 0%-72% = F. Grades are given for curriculum and practical performance. Work habits, appearance, conduct, initiative, cooperation, and attendance are also considered. Test results are provided to the students the first curriculum day following the test.

## REPORT CARDS

Report cards are issued to all current students at the 600 scheduled hour point.

## GRADUATION REQUIREMENTS

The following must be met prior to graduating from all programs:

- Required clock hours.
- Required clinic services.
- A minimum overall final grade of 80%.
- All financial agreements and arrangements must be current.
- Proof of their Institute funded State of Florida Board of Cosmetology HIV/AIDS course certification

## ADDITIONAL GRADUATION REQUIREMENTS

Upon completion of the 1200 clock hour Cosmetology Program, the student receives a diploma (granting they have met all Academic and Financial requirements). To receive their Cosmetology license, they must submit through the Institute, an application along with their HIV/AIDS certification to the Department of Professional and Business Regulations (Department). The Institute pays the Department's \$63.50 application fee for all graduating Institute cosmetology students. Once the Department deems an applicant eligible for testing, the graduate will be contacted by the Department contracted vendor with a date/time for their exam. The current vendor testing fee is \$31.50 and is an expense of the student. Degree programs or additional training outside of our curriculum are not offered at the Institute.

## ADVISING STUDENTS

Once a student is enrolled at the Institute they're assigned a Team Leader. They are mentored throughout enrollment including periodic coaching sessions. During these sessions, the student's progress is discussed including hours, services, grades, attendance, tardiness, attitude, career desire, and other concerns or ideas pertaining to the student's education.

## ACADEMIC CREDIT

The Institute is a clock hour school; "Clock Hour" means a period of 60 minutes with a minimum of 50 minutes of instruction in the presence of an instructor. The

academic year is established at 1200 clock hours. However all student are required to complete all of their program clock hours to graduate from the Institute. Students shall be considered full time status at 35 clock hours per week.

### OVER CONTRACT CHARGES

If a student does not complete training by the contracted ending date, the student shall be charged additional tuition at the hourly rate stated in their Enrollment Agreement

### CANCELLATION AND REFUND POLICY

- 1) If a student (or in the case of a student under legal age, his/her parent or guardian) cancels their enrollment and demands their money back in writing, within three (3) business days after midnight on the day on which the enrollment agreement was signed, all monies collected by the Institute shall be refunded. This policy applies regardless of whether or not the student has actually started training. The cancellation date will be determined by the postmark on written notification or date said information is delivered to the Institute administrator in person.
- 2) If a student cancels their enrollment after three (3) business days, but prior to entering classes, they shall be entitled to a refund of all monies paid to the Institute less a registration fee of \$75.00.
- 3) An applicant rejected by the Institute prior to commencement of training shall be entitled to a refund of all monies paid.
- 4) Cancellation after training begins; the Institute shall abide by the following refund policy:
  - a) For termination after attendance commences and prior to 40% completion of the program or 480 clock hours the refund shall be a proration of the total hours completed to the total program hours.
  - b) For termination after completion of 40% or 480 clock hours there shall be no refund.
- 5) Any monies due the applicant or student shall be refunded within 30 days of formal cancellation by the student as described in paragraph 1) or formal termination by the Institute, which shall be deemed to have occurred in any of the following circumstances: (1) at the end of any month in which a student has been absent from class for 14 consecutive days as determined by weekly monitoring of attendance; (2) the student is expelled by the Institute; or (3) the student notifies the Institute of his or her cancellation/withdrawal. In the case of a student who does not return from a leave of absence, the documented expected date of return will become the date of withdrawal/termination.
- 6) Title IV funded students shall follow the forgoing process following the Return of Unearned Title IV Funds calculation. The Federal Return of Title IV Funds Calculation will be used for students who have received financial assistance under the Higher Education Act, i.e. Federal Pell Grants, Stafford Loans and Federal PLUS Loans awarded under the Direct Loan

Program. If enrollment is terminated during the first 60% of the scheduled hours of any payment period the Return to Title IV Funds calculation will apply. If the calculation exceeds 60% of the scheduled payment period no refund is due.

- 7) "Time Attended" is defined as the time elapsed between the actual starting date and the student's last day of physical attendance in the school, or written postmarked notification is received. Any monies due to the applicant or student shall be refunded within 30 days of formal cancellation by the student as defined in paragraph one (1) or formal termination by the Institute, which shall occur no more than 45 days from the last day of physical attendance, or in the case of a leave of absence, the earlier of the scheduled date of return or the date that the student notifies the Institute that he/she will not be returning. The policy for the granting of credit for previous training shall not impact the refund policy.
- 8) The refund policy will apply to tuition and fees charged in the enrollment agreement. Other miscellaneous charges to the students for replacement books & tablets, extra kit items, products, etc., or debts to the Institute incurred by the student will be calculated separately at time of withdrawal/termination. Kits, books and tablets that have been issued to the student may not be returned to the Institute for refund upon termination of enrollment.
- 9) The Institute reserves the right to reschedule, postpone, or cancel classes. If the course is rescheduled, postponed, or cancelled subsequent to a student's enrollment and before instruction in the course has begun, the Institute will provide a refund of all monies paid.
- 10) If the Institute discontinues a course or program of education during a period of time within which a student could have reasonably completed the same, a full refund of tuition and fees will be made to the student; except that this provision shall not apply in the event that the Institute ceases operation.
- 11) If the Institute is permanently closed or no longer offering instruction, after a student has enrolled, the Institute will provide the student a reasonable opportunity to promptly resume and complete the cancelled course(s) of study or receive a prorated refund or a substantially similar course of study at an institution(s) which offers similar educational programs, in the same geographic area as the Institute. The Teach-out School shall not charge students more than the Institute has been charging and for which the student has not paid. Individual notice shall be provided to students.

## PLACEMENT AND EMPLOYMENT

The Institute exhibits a successful placement record for graduating students. Those students that are focused, highly determined, motivated, and serious are in high demand in the ever growing beauty industry.

The Institute maintains contacts in the cosmetology profession to assist students in job placement. Employers are encouraged to interview students, and every effort is made to



secure a job opportunity for each graduate. The program curriculum includes segments on salon business and interview skills. Job opportunities are routinely announced and posted in the student breakroom. The Institute cannot guarantee student job placement. Students are monitored on job placement following their graduation in an effort to offer further assistance if requested.

## FINANCIAL AID PROGRAMS

For those students who qualify the Institute participates in Federal Pell Grant Program. Also the Institute participates in the Stafford/Ford Subsidized Direct Loan Program, Stafford/Ford Unsubsidized Direct Loan Program and their associated Plus Loans elements. To apply for federal financial aid, the student must complete the Free Application for Federal Student Aid (FAFSA), and supply the required documentation or verification of the information as submitted.

- 1) Subsidized loans are need based; based on the school's COA and the Student's EFC a determination is made concerning the need or lack thereof.
- 2) Unsubsidized loans are not need based. School personnel counsel each student carefully as a means of enabling students to minimize the amount of debt incurred while attending school.
- 3) The Pell Grant is a grant to those who qualify (qualification is based on family earnings) and does not have to be repaid except in cases where a student fails to complete a specified percentage of the pay period of which they are currently attending. In cases where a student withdraws before completing 60% of the specified pay period, a portion of the grant becomes the student's liability and as such may create a greater liability on the student in terms of balance owed the school.

The financial aid administrator works with students in determining loan amount needs, all loans must be certified by the school's financial aid office. All student loans are binding agreements between the student and the U S Department of Education and as such must be repaid. Failure to repay student loans by student's and or parents (Plus Loan) to the U S Department of Education as scheduled on the promissory note will have adverse effects on if the individuals credit history.

Students are apprised of expected federal funds for a specified award period on or before the first day of class based on financial and or other pertinent information the student provides to the school when filing or verifying FAFSA information. Federal funds shall be disbursed in pay periods of 600 hour increments. Disbursement of federal funds is contingent on the students being in satisfactory progress at the scheduled disbursement date. Failure to maintain satisfactory progress as defined in the school's satisfactory progress policy will cause a student's federal funds to be withdrawn.

## FDLE SEXUAL OFFENDER REGISTRY

The Florida Department of Law Enforcement (FDLE) maintains a Sexual Offender Registry. This registry is made available to Institute applicants, students and staff by accessing the following links;

- FDLE Website: <http://offender.fdle.state.fl.us/offender/homepage.do>
- FDLE Toll-Free Number: 1-(888) 357-7332
- TTY Accessibility Number: 1-(877) 414-7234

## STUDENTS RIGHTS AND PRIVACY ACT (FERPA)

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

FERPA gives parents of dependent minors certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond the high school level. Students to whom the rights have transferred are "eligible students."

Parents of dependent minors or eligible students have the right to inspect and review the student's education records maintained by the school. Schools are not required to provide copies of records unless, for reasons such as great distance, it is impossible for parents or eligible students to review the records. The Institute will provide copies at the cost of \$1.00 per page.

Parents of dependent minors or eligible students have the right to request that a school correct records which they believe to be inaccurate or misleading. If the school decides not to amend the record, the parent or eligible student then has the right to a formal hearing. After the hearing, if the school still decides not to amend the record, the parent or eligible student has the right to place a statement with the record setting forth his or her view about the contested information.

Generally, schools must have written permission from the parent of dependent minors or eligible student in order to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):

- 1) School officials with legitimate educational interest;
- 2) Other schools to which a student is transferring;
- 3) Specified officials for audit or evaluation purposes;
- 4) Appropriate parties in connection with financial aid to a student;
- 5) Organizations conducting certain studies for or on behalf of the school;
- 6) Accrediting organizations;
- 7) To comply with a judicial order or lawfully issued subpoena;

- 8) Appropriate officials in cases of health and safety emergencies;
- 9) State and local authorities, within a juvenile justice system, pursuant to specific State law.

Schools may disclose, without consent, "directory" information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. However, schools must tell parents and eligible students about directory information and allow parents and eligible students a reasonable amount of time to request that the school not disclose directory information about them. Schools must notify parents and eligible students annually of their rights under FERPA. The actual means of notification (special letter, inclusion in a bulletin, student handbook, or newspaper article) is left to the discretion of each school.

## STUDENT SERVICES

The Institute presents a package of student services, including;

- 1) Academic Advisement;  
Academic advising is provided monthly during the student's monthly personal development meeting and at the 600 hour formal evaluation point.
- 2) Financial Aid Advisement;  
Students are advised of their loan repayment obligations prior to commencement of class, throughout their time in school and upon completion.
- 3) Personal Advisement;  
The Institute's Title IX Coordinator maintains a referral list of local, state and federal agencies to assist student with mental health issues, drug and alcohol counseling, crime reporting, domestic abuse and sexual Assault.
- 4) Placement Services;  
Employment interview skills are included in the program curriculum and local Salons are routinely invited present job opportunities to the students.

## RESPONSIBILITY FOR CATALOG INFORMATION

Each student is responsible for knowing the information in this catalog. The Institute makes available to each prospective student a written copy, or access to an electronic copy, of this catalog one week prior to enrollment or collection of tuition. A current copy of this Catalog is kept available at the Institute website. Tenaj Salon Institute reserves the right to change policies, schedules and/or make revisions to the curriculum

## EMPLOYMENT OUTLOOK

The following information was assembled using information from the United States Department of Labor, Occupational Outlook Handbook, 2014-15 Edition (Department) and O\*NET Resource Center (O\*NET) in partnership with the Department. For further

details about occupational code 39-5012.00 which includes Hairdressers, Hairstylists, and Cosmetologists (collectively referred to as Cosmetology) visit the website of the Department; <http://www.bls.gov/ooh/> and O\*NET; <http://www.onetonline.org/>

O\*NET list Cosmetology as a “Bright Outlook” occupations. Bright Outlook Occupations are projected to grow much faster than average with employment increase of 22% or more over the period 2012-2022. Projected growth represents the estimated change in total employment over the projections period, as published by the Bureau of Labor Statistics . The "much faster than average" designation comes from the Department of Labor Occupational Outlook Handbook , 2014-15 edition. Bright Outlook growth rates vary, depending on the occupation, location and other factors.

Nationwide O\*NET’s 2012 data shows 611,000 Cosmetology employees and projects a 13% increase or 220,000 additional jobs openings over the 10 year period of 2012 to 2022. It is projected that 220,600 annual Cosmetology job openings will be created due to growth and net job replacement.

The data show 42,680 Cosmetologist are employed in the state of Florida and project that number to grow 12% or 47,970 an employee increase by 2022. Florida is on track to create an additional 1,340 Cosmetology jobs annual due to growth and net replacement.

The Department suggests that, overall Cosmetologist job opportunities are expected to be good. A large number of job openings will stem from the need to replace workers who transfer to other occupations, retire, or leave the occupation for other reasons. However, workers should expect strong competition for jobs and clients at higher paying salons, of which there are relatively few and for which applicants must compete with a large pool of experienced hairdressers and cosmetologists.

## COURSE NUMBERING SYSTEM

The Institute follows an independent course numbering system to assign courses in accordance with program requirements. The system is designed to identify courses and differentiate the level of study. Courses are numbered sequentially and assigned a letter prefix depicting the program title.

# STUDENT POLICIES

## PERSONAL APPEARANCE POLICY

To Create a Perfect First Impression all students must present a professional and polished appearance in accordance with following standards:

### Shoes

- 1) Black in style closed toed dress shoes shall be clean, polished with no scuffs.
- 2) No Tennis shoes, flip-flops, foam soles, “Croc” style shoes and “Ugg style shoes or boots”.

### Uniform

- 1) Solid black clothing (with the exception that Level 3 & 4 students may wear solid white tops) at all times, in good, clean & pressed condition, not faded and properly fitted.
- 2) Slacks must be full length, not too tight fitting and properly hemmed.
- 3) No Cargo type slacks and no Capris slacks.
- 4) No jackets, no bulky sweaters no sweat shirts, no sloppy shirts and no “hoodies” style shirts.
- 5) No low-cut tops, no spaghetti straps, no tank tops and (except for designated days) no t-shirts.
- 6) Skirts & dresses shall be solid black, at the knee length and not too tight fitting.
- 7) Tights or ankle length leggings may only be worn when under an appropriate length skirt or dress.
- 8) Hose if worn must be black or neutral in color.
- 9) No logos or designs, except as approved by the Institute.
- 10) No denim including black denim.
- 11) Socks and shoe laces must be black.
- 12) No bare midriffs, tops must meet the bottoms.
- 13) No bulky sleeve smocks except when performing color applications.
- 14) Repair lost buttons, runs, torn seams and hems.

### Makeup

- 1) Appropriate daytime makeup for women, including lipstick is Institute policy.
- 2) Coordinate makeup color with skin tone.

### Nails

- 1) Clean and filed.
- 2) Polish must be neat and not chipped.

### Hair

- 1) Clean, dry and finish style combed in place.
- 2) No baseball caps or hats.
- 3) No thrown up styles allowed, professional done ponytails are acceptable.
- 4) Frequent styling and color change is encouraged.

## GENERAL INSTITUTE RULES

The Institute rules are subject to change at any time.

- 1) All students must obey all rules of personal hygiene, sanitation assignments, apparel code and code of conduct.
- 2) All students are requested to arrive at least fifteen minutes prior to their assigned starting time.
- 3) Tuition payments are the responsibility of the student. Late fees will apply for outstanding payments.
- 4) Each student is responsible for their books, kits and personal items.
- 5) All damaged or lost kit items, including textbooks, combination lock and bags shall be replaced at the student's expense; kit items should not be sold or traded.
- 6) Only Institute issued or approved luggage and/or equipment bags are allowed in class rooms and on the clinic floor.
- 7) Each student is responsible for their clock in and clock out times. Failure to clock in or out may result in the loss of that time to the student.
- 8) Smoking including E-Cigarettes is not permitted inside of the Institute.
- 9) Smoking sanitation shall be the responsibly of smoking students.
- 10) Disrespect, open hostility, belligerence, or quarrelsome attitudes towards educators, staff members, fellow students or guests will not be tolerated and may result in an automatic suspension.
- 11) Profanity will not be tolerated.
- 12) No refusal of any service, as long as a student is on the clock, students shall never refuse to a service clinic guest of the Institute.
- 13) Cell phones, electronic devices (except for Institute authorized tablets), purses, sunglasses, and other personal items are to remain in student's locker. Cell phones may be used in the breakroom and the exterior activity area, never in the hallways, restrooms, classrooms and clinic floor.
- 14) With the exception of the Institutes authorized ASUS Tablet students may not utilize cell phones, or any other device or technology that enables Wi-Fi access or "Hotspots" while on the premises.
- 15) Only Institute approved items and equipment are allowed on the clinic floor, service stations shall be clean and free of all personal items including food & beverage.

## COPY INFRINGEMENT POLICY

The Institute prohibits copyright infringement. The Institute will take disciplinary action against any student who distributes unauthorized copyrighted materials including peer-to-peer file sharing and the prohibited use of the institution's information technology system for those activities. Any student involved in such an act will be reported to the proper authorities.

## ATTENDANCE POLICY

The Institute does not differentiate between excused and unexcused absences or tardies when recording attendance or calculating the students actual graduation date.

Attendance is the sole responsibility of the student. The student is expected to attend all scheduled hours and complete the program within their contracted time period. Students should not leave the premises unless instructed to do so by an Educator or lunch breaks.

## CAUSE FOR STUDENT SUSPENSION

Students found in violation of the following situations may receive a suspension.

- 1) Poor attendance and/or failure to meet the requirements of the Attendance Policy.
- 2) Student refusal to take a guest.
- 3) Student not being prepared for class or clinic.
- 4) Student not adhering to the apparel code.
- 5) Student being disruptive or confrontational on Institute property.
- 6) Use of cell phones in the Institute.

## CAUSE FOR STUDENT DISMISSAL

Full or partial enforcement of this list will be at the discretion of the Institute.

- 1) Absent from the Institute for 14 calendar days.
- 2) Failure to meet tuition payments.
- 3) Failure to follow Institute rules and regulations.
- 4) The use of profanity and immoral conduct.
- 5) Violence on Institute property.
- 6) Fraudulent time clock usage.
- 7) Violation of the smoking policy
- 8) Inadequate grades and demonstration of a lack of willingness to learn.
- 9) The use of or effects of alcohol and/or illegal drugs during scheduled hours, including lunch break.
- 10) Repeat offense of tardiness and/or absence.

## DRUG ABUSE AND ALCOHOL PROGRAM

The Institute is a Drug-Free facility and therefore does not accept nor tolerate drug abuse of any kind. All staff members have access to helpful resources and phone numbers for Lake, Sumter, and Marion counties to advise students should there be a

need. This information is also posted in common areas for student access. Information regarding this matter shared between student and staff is kept confidential.

Staff and Students are prohibited from the unlawful manufacture, distribution, possession, or use of illicit drugs or alcohol. This prohibition applies while on the property of the Institute or participating in any institutional activity, Students or employees who violate this policy will be subject to disciplinary action up to and including expulsion or termination from the Institute or employment.

Additionally, there are numerous local, state and federal laws, which can be used to punish violators. Penalties can range from suspension revocation and/or denial of a driver's license, to 20-50 years imprisonment at hard labor without benefit of parole. Property may also be seized. Community service may also be mandated.

Students could lose eligibility for financial aid, could be denied other federal benefits, such as Social Security, retirement, Welfare, health care benefits, disability and Veterans benefits. Public housing residents could also be evicted. Finally, a record of a felony or conviction in a drug-related crime may prevent a person from entering certain career. Drugs can be highly addictive and injurious to the body as well as one's self. People tend to lose their senses of responsibility and coordination.

There are drug or alcohol counseling, treatment and rehabilitation facilities in our area where advice and treatment are available. The telephone numbers of these facilities may be found in your local telephone book or yellow pages under Drug Abuse and Addiction – Information and Treatment. If other help is required for rape counseling, or domestic violence you should contact 1-800-500-1119.

There are national organizations that can be contacted for help. The Alcoholism and Drug Abuse Hotline is open 24 hours daily, 1-800-252-6465. The Cocaine Hotline, 1-800-444-9999 is also open 24 hours. The National Institute on Drug Abuse Hotline is available 8:00 AM to 2:00 AM, Monday through Friday and 11:00 AM to 2:00 Am on weekends, 1-800-662-4357.

## STUDENT CONDUCT

Students are expected to observe the highest level of conduct with respect to courtesy, professional manner and following the Institute rules and procedures at all times.

## NON-DISCRIMINATION POLICY

The Institute admits students without regard to race, age, sex, gender, sexual preference, creed, religion, color, citizenship, national origin, or ethnic origin.

This act guarantees a student's right of access to the student's personal file and the student's rights to the privacy of that file. Information from a student's file will only be released upon written permission from the student. Parents/guardians of a minor (or tax dependent) student, accrediting agencies, and government officials may gain access to a student's file without the expressed permission of that student.

## IDENTIFICATION



An Institute provided photo identification name badge and lanyard shall be worn at all times while on campus. Only Institute issued identification and lanyard are allowed. If the name tag and/or lanyard are lost, it will be replaced at the expense of the student.

## STUDENT DESIGNATED PARKING AND SMOKING AREAS

Students are expected to park in the designated “Student Parking Areas” depicted on the Exterior Activity Plan (Plan) displayed in the student break room. Except for the “Student Smoking Area” depicted on the Plan, smoking including E-Cigarettes is a prohibited campus wide activity including sidewalks, porches, parking lot, landscape areas and other miscellaneous areas.

## LEAVE OF ABSENCE

The Institutes Leave of Absence (LOA) Policy requires all students who need a temporary interruption in training must follow the following steps to be considered eligible to request and receive an LOA.

All requests for an LOA must be in writing and on the Institute Leave of Absence Request Form. The request must be made in advance unless unforeseen circumstances prevent the student from doing so. (Example car accident, an emergency medical condition of a student or family member, death in the family) If the student's LOA is for an unforeseen reason the student must submit the completed LOA form as soon as physically possible.

The maximum amount of days the Institutes LOA policy allowed is 180 days within a 12 month period. During any approved LOA the Institute will not assess the student any additional institutional charges as a result of the LOA.

For students that apply for a leave of absence under the requirement of CFR 34 section 106.40 (5) (Title IX) which requires the school to grant a leave of absence deemed medically necessary, or in the case of a student who does not otherwise qualify for leave under such a policy, a recipient shall treat pregnancy, childbirth, false pregnancy, termination of pregnancy and recovery therefrom as a justification for a leave of absence for so long a period of time as is deemed medically necessary by the student's physician, at the conclusion of which the student shall be reinstated to the status which she held when the leave began. For those students who are granted a leave of absence under this paragraph all other requirements of this policy apply except if the leave of absences is going to result in the maximum amount of days that the student will be gone exceeds 180 days in a 12 month period. If leave required by the student physician exceeds the 180 days the student Title IV funding will be canceled and the student will have to reapply when they return.

If a student does not return to the Institute at the expiration of an approved LOA (or a student takes an unapproved LOA), the student's withdrawal date is the date the student began the LOA. At the Institute, the withdrawal date for the purpose of calculating a refund is always the student's last day of attendance.

The Institute will review the LOA request and will either approve or deny the LOA within 3 business days of receiving the written request. The Institute will only approve LOA under the following conditions:

1. Circumstances that would under normal conditions require the student to quit school because they would not be able to continue meeting the Institutes Satisfactory Academy Policy
2. Current circumstance, outside of the control of the student, requires the student to miss school for an extended period of time.

The LOA will only be considered approved once the school administration has reviewed the request and approved the LOA. The Institute reserves the right to set the LOA return date regardless of the student's request for a particular return date on the request form. The school administration will provide to the student a signed copy either approving or denying the LOA which if approved will have an expected date of return from the LOA.

Students granted an LOA shall relinquish their assigned locker and original attendance schedule. Upon re-entering the Institute the student will receive their new attendance schedule and subject to availability a locker reassignment. Returning students are required to present their original combination lock or at their expense purchase a new Institute authorized master keyed combination lock.

The Institutes policy on granting LOA is that all requests will cover the amount of time the institution believes the student will need for the temporary interruption in their training to resolve completely whatever reason the student requested the LOA for, but under no condition will a student who requested a leave of absence be able to return to The Institute before 14 days following of the approved LOA starting date

The approved Leave of Absence Request and Approval Form will also act as an addendum to the contract with the Institute showing the adjustment to the end date for the contract and will be attached to the student's contract in the file.

## STUDENT LOCKERS

Lockers are provided at no cost to the student. An Institute authorized combination lock is provided as part of the Student Kit. No more than two students will be assigned to a locker. If a lock is damaged, lost or the combination is forgotten the Institute, at the student expense, will replace the lock. Damaged lockers are the responsibility of the student and will be repaired or replaced by the Institute at the student's expense. Only Institute provided master keyed combination locks are allowed, if other locks are used they will be cut from the locker at the students expense. It is required that lockers are always locked except in the presence of the student. The Institute reserves the right without student permission to enter, inspect and repair lockers at any time. No food or beverages are allowed in the lockers.

Over contract students are required to relinquish their assigned locker and subject to availability may receive a locker re-assignment.

## SATISFACTORY ACADEMIC PROGRESS POLICY

Satisfactory Academic Progress in attendance and academic work is a requirement for all students, and students must maintain Satisfactory Academic Progress to continue eligibility for funding. To determine Satisfactory Academic Progress students will be evaluated for both academics and attendance when they're scheduled to complete 600 hours. The student must also complete at least 15 weeks at 600 hours. Students will be provided with one of the following notices each time student is evaluated for Satisfactory Institute Progress, a letter indicating they are making satisfactory progress, or a Financial Aid Warning letter, or a letter canceling the student eligibility, or a Financial Aid Probation Letter if the student appeals and wins.

### Attendance Policy/Progress

Students must attend a minimum of 85% of the cumulative scheduled hours to maintain Satisfactory Academic Progress and complete the program within the maximum time allowed. The maximum time frame is equal to 1.18 times the published length of the program (example for Cosmetology would be 1412 scheduled hours). Time off for authorized leaves of absence will be added to the maximum time frame.

The following is an example of the number of hours that students have to complete at the end of each payment period within the maximum weeks listed to be considered making Satisfactory Academic Progress.

Payment Period	Minimum Hours	35 Hr./Wk. Schedule Maximum Weeks
#1	600	20
#2	1200	40

### Determination of Progress

Students meeting requirements at the end of each payment period review points will be considered making Satisfactory Academic Progress until the end of the next scheduled payment period. In order for a student to be considered making Satisfactory Academic Progress, the student must meet both cumulative attendance and academic minimum requirements.

### Academic Progress

Students are assigned theory study and practical assignments. Theory is evaluated by written exams given after each unit of study. Practical assignments are evaluated as completed and counted toward program completion only when rated as satisfactory or better. Practical skills are evaluated according to text procedures and performance standards established by the state licensing agency. Students must maintain a

cumulative theory grade average of 80% and pass (73% or better) the final written and practical exam prior to graduation. Numerical grades are considered according to the following grading scale:

94%	To	100%	Equals	A
87%	To	93%	Equals	B
80%	To	86%	Equals	C
73%	To	79%	Equals	D
00%	To	72%	Equals	F

## Financial Aid Warning

Students failing to meet requirements for attendance or academic progress at the end of any payment period will be placed on Financial Aid Warning until the end of the next payment period or until re-establishing Satisfactory Academic Progress, whichever occurs first. During the Financial Warning period, students are considered to be making Satisfactory Academic Progress and students who receive federal funds may continue to be funded. If the student is meeting minimum requirements at the end of the Financial Aid Warning period, the student will be determined as making Satisfactory Academic Progress. If the student fails to meet requirements at the end of the Financial Aid Warning period, the student will be suspended from receiving Title IV funds, unless the student appeals the finding that they are not meeting the satisfactory academic Policy and prevails on the appeal. A student cannot have successive periods in Financial Aid Warning status.

## Appeal Policy

If a student is determined NOT to be making Satisfactory Academic Progress at the end of the Financial Aid Warning period the student may appeal the negative determination. The appeal must be based on the following: The death of a relative, an injury or illness of the student, or other special circumstances. The Student must submit his/her written appeal notice to the school administration with supporting documentation including reasons why the determination should be reversed and what has changed in the student's situation that will allow the student to demonstrate satisfactory academic progress at the next evaluation. The written appeal will be reviewed within five business days by the school administration and the student will be notified of the results in writing. The results of the appeal review are final and not appealable. If the student prevails on appeal the student will be placed on Financial Aid Probation and will be considered making Satisfactory Academic Progress until the end of the next payment period.

If the institution determines during the review of the appeal that the student appeal should be granted but still could not complete the training within the maximum timeframe the institution will develop an academic plan for the student. The academic plan will be monitored by the institution and reviewed at the next scheduled payment period to make sure the student is adhering to the academic plan. If at the end of the next payment period the

students is still not making progress or is not following the approved academic plan the student will then receive another letter canceling the student eligibility to receive Title IV funding. If the student wishes to continue to receive Title IV funding the student has to submit a new appeal which will follow the same appeal procedure listed above.

A student may have more than one Financial Aid Probation during the student academic career. A Student may appeal each time the institution determines that the student is no longer making Satisfactory Academic Progress and the results of that determination would mean the student would be no longer eligible for Title IV aid or being terminated from the institution. A copy of the appeal documents along with the appeal determination record will be maintained in the students file

## Reestablishment of Status

A student determined NOT to be making Satisfactory Academic Progress may reestablish Satisfactory Progress by:

- 1) Making up missed tests and assignments and increasing cumulative grade point average to 80% and
- 2) Increasing cumulative attendance to 85%

## Reentry Students/ Interruptions

A determination of Satisfactory Academic Progress will be made and documented at the time of withdrawal or beginning of a Leave of Absence. That determination of status will apply to students at the time they return to school. The student may appeal a negative Satisfactory Academic Progress determination according to the appeal policy. Elapsed time during a Leave of Absence does not affect Satisfactory Academic Progress and will extend the contract period by the same number of days in the Leave. There will be no additional charges to a student for the time off when they are on an approved leave of absence.

Terminated students wishing to re-enroll in the Institute must complete a re-enrollment application and a personal interview with the Institute's admissions department. It is at this time the student will learn about curriculum, books, kits, and tuition. Re-enrollment is at the discretion of the Director. Decisions by the Director regarding re-enrollment are final.

The Director or his representative will meet with the student within 21 business days of receiving the re-enrollment request. Re-entering students are required to pay a \$75.00 non-refundable registration fee and are subject to a new enrollment agreement, locker assignment and schedule change. Re-entering students are required to attend Institute orientation in uniform as detailed in the Personal Appearance Policy prior to starting. Upon re-entering the Institute the student will receive their new attendance schedule and subject to availability a locker reassignment. Returning students are required to present their original combination lock or at their expense purchase a new Institute authorized master keyed combination lock.

## Transfer Students

New students that transfer to the Institute with hours from another school will start with 0 hours and be evaluated at the same schedule as any other new student except that their contract length will be adjusted to give them credit for attempted and completed hours per the school transfer policy for the remaining hours needed to complete the program.

## Reinstatement of Financial Aid

Title IV aid will be reinstated to students who have prevailed upon appeal regarding the status of Satisfactory Academic Progress or who have reestablished Satisfactory Academic Progress.

## Program Incompletes, Repetitions, Non-Credit Remedial Courses

The school does not recognize course incompletes, repetitions, and non-credit remedial courses. As a result, these events will have no effect on the institution's Satisfactory Academic Progress.

## STUDENT TABLET

Each student will be provided and assigned a Tablet including a Milady Mindtap course Key an interactive eBook allowing 24 months access to the Milady the Institute required curriculum materials. The Tablet will be purchased by the student as part of their student kit. There will be no additional charge such as monthly fees, etc. to the student for school-related use of the Tablet until the student successfully completes the program and graduates from the Institute. Until such completion and graduation, the Institute has full access to, and control of the assigned Tablet, its content and materials. The Student shall have no right to or expectation of privacy with respect to the use of the Tablet during School hours or on Institute premises. The student Tablet will be collected and accessed by the Institute at various times for Institute purposes, including but not limited to downloading and storage of course materials, accessing student materials stored on the Tablet, etc. Any non-curriculum related content on the Tablet may be deleted. Upon completion and graduation from the Institute, the Student may retain sole ownership, possession and use of the Tablet. If the Tablet is damaged, lost, or stolen prior to the Student's completion of the curriculum and graduation from the program, the Student may be required to pay for such replacement or repair. During School hours, Students may only access and use the Tablet for authorized purposes, such as the access to approved classroom materials or as otherwise directed by Educators or Institute Personnel. When not in use for authorized purposes, the Student shall store the Tablet in his or her assigned Student locker. Any use of the Tablet for unauthorized or personal purposes during School hours or while on Institute premises, including but not limited to: accessing the internet, email account(s), streaming live video, Facebook, Snapchat and/or other social media sites or for non-school or curriculum related purposes is strictly prohibited and may result in forfeiture of the Tablet and/or

dismissal of the Student from the Institute in accordance with General Institute Rules, policies and/or applicable law.

## STUDENT COMPLAINT/GRIEVANCE POLICY

Any student, educator, or interested party may file a complaint with the Institute, but all complaints must be filed in writing and given to the Institute Owner or Director of Operations. The complaint must outline the allegation or nature of the complaint.

An Institute representative will meet with the complainant within 10 days of receiving the written complaint to see if the complaint can be resolved to the satisfaction of the complainant. If the complaint cannot be resolved it will be referred to the Institute complaint committee.

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

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

If no further information is needed the complaint committee should act on the allegation and a letter be sent to the complainant within 15 calendars days stating the steps taken to correct the problem, or information to show that the allegations were not warranted or based on fact.

The complainant may contact the following agencies if the complainant wishes to pursue the complaint any further;

- National Accrediting Commission of Career Arts & Science, (NACCAS) School No. 02587. 3015 Colvin St. Alexandria, VA. 22314. Telephone Number (703) 600-7600.
- Florida, Commission for Independent Education, License No. 3387. 325 West Gaines Street, Suite 1414, Tallahassee, FL 32399-0400. Toll Free Telephone Number: 1-(888)-224-6684.



11915 County Road 103, The Villages Florida 32162  
(352) 753-5511 [www.tenajsaloninstitute.edu](http://www.tenajsaloninstitute.edu)

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