



# TENAJ

SALON INSTITUTE®

## 2018 STUDENT CATALOG

11915 COUNTY ROAD 103, THE VILLAGES, FL 32162

Student Clinic Floor Services - 352.259.6717

Admissions - 352.753.5511

[www.tenajsaloninstitute.edu](http://www.tenajsaloninstitute.edu)



\* All services performed under the supervision of Educators.  
Licensed by the Florida Commission of Independent Education, List 3387.

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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 founded in November 2006 by Janet West and Joyce Parker. ZWP, LLC is a Florida Corporation with legal ownership of Tenaj Salon Institute (hereafter referred to as 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  
[www.tenajsaloninstitute.edu](http://www.tenajsaloninstitute.edu)

## 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.

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

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

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

Diane Aylor, Financial Aid Director, licensed cosmetologist (CL1172116), 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.

Christine Kolenda, Admissions Representative, a graduate of Hofstra University located in Hemstead New York with over twenty two years of experience in customer service in the salon/ spa and 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.

Katherine Belle, Director of Student Services, a graduate of College of Central Florida, located in Ocala Florida with twelve years of experience in customer services in the salon /spa, and education experience.

## INSTITUTE FACULTY

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

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

Erika Renee Stockdale, Educator; a licensed cosmetologist (CL1237844), a graduate of Master's Of Cosmetology located Fort Wayne, Indiana, with sixteen years of experience in the salon and education industries.

Adam Daniel Caplinger, Educator; a barber and licensed cosmetologist (CL1249633), a graduate of the Aveda Institute in Woodlands, Texas, with twelve years of experience in the beauty and education industries.

Ashley Rae Armstrong, Educator; a licensed cosmetologist (CL1237611), a graduate of Tenaj Salon Institute located in The Villages, Florida with six years of experience in the salon and beauty industries.

Briana Rideout, Educator: a licensed cosmetologist (CL1252467) and a graduate of Tenaj Salon Institute located in The Villages, Florida with three years of experience in the salon/spa industry.

Amanda Mastrapa, Substitute Educator; licensed cosmetologist (CL1234140). A graduate of Tenaj Salon Institute, The Villages, Florida with five years of experience in the salon and beauty 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), 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 Cosmetology Course is designated to train the student in the basic manipulative skills, safety judgments, proper work habits, business skills and desirable attitudes necessary to obtain licensure and for competency in job entry-level positions in Cosmetology or a related career field.

### Program Description:

The Cosmetology Curriculum includes 3 segments; Basic segment, Advanced segment and Senior segment (running currently with the last 3 weeks of Advanced) totaling 1200 clock hours, with a 35 to 36 week duration, depending on holidays and breaks. The institute's program is taught in English consistent with the catalog publication. Students are not employed by Tenaj Salon Institute and will not be paid a wage. The following is a condensed version of the curriculum.

#### CS101, Basics Segment (4 weeks)

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 (31 weeks)

Included in this segment students receive advanced curriculum training including classroom theory and hands-on training with live guest on the clinic floor. 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 job search 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 running current with CS201)

During this last portion of the curriculum, students will complete the last 3 weeks of CS201 and 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, to include segments on salon business and job search skills. 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.

## 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.

## 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.

## 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		
	270	930	770
	Totals	Hours	Hours
			Services

### TEXT BOOKS

WI-FI Capable Tablet  
 Milady Mindtap Course Key  
 Milady Theory Workbook

### 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	Shear 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	\$15,225.00
Registration Fee	\$75.00 (Non-refundable)
Text Books & Student Kit	\$2,992.00 (Non-refundable if issued)
Total	\$18,317.00



# 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, translated and verified Foreign Diploma
- 3) Drivers License or State Issued Photo Identification.
- 4) Enrollment Application.
- 5) Pre Enrollment Checklist
- 6) Registration Fee.
- 7) Completed and Signed Enrollment Agreement.

## PAYMENT METHOD

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

- 1) Cash payment in full when signing this enrollment agreement.
- 2) Pay as you go interest free plan i.e. \$4,589.50 down plus seven \$1,957.50 monthly payments.
- 3) Florida Prepaid payments for qualified students.
- 4) Federal Financial Aid (FSA) for qualified students. (Title IV Pell, Student Loans, and Parent Plus Loans).
- 5) Third Party financing for qualified students, between the Student and the TFC Credit Corporation.

## RE-ENROLLMENT/REPETITION

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 CEO. Decisions by the CEO regarding re-enrollment are final.

The CEO or her 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.

## 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. 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 in the admissions office, 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

Christmas Break: Monday December 24, 2018 through Tuesday January 1, 2019

Memorial Day: Monday May 27, 2019

Summer Break: Monday July 1, 2019 through Saturday July 6, 2019

Labor Day: Monday September 2, 2019

Thanksgiving: Thursday November 28, 2019

Christmas Break: Monday December 23, 2019 through Tuesday January 4, 2020

### Class Schedule

All students attend Basics CS101 from Monday through Friday. Upon entering CS201, students attend school on one of two schedules. Early shift students attend school Monday through Friday, while late shift students attend Tuesday through Saturday. All students attend five days per week, seven hours per day, which includes 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 starting dates.

Class Number	Class Start Date	Early Shift Completion	Late Shift Completion
1813CD	Mon Dec 10, 2018	Fri Aug 30, 2019	Fri Aug 30, 2019
1901CD	Mon Jan 14, 2019	Thu Sep 26, 2019	Wed Sep 25, 2019
1902CD	Mon Feb 11, 2019	Thu Oct 24, 2019	Wed Oct 23, 2019
1903CD	Mon Mar 11, 2019	Thu Nov 21, 2019	Wed Nov 20, 2019
1904CD	Mon Apr 08, 2019	Fri Dec 20, 2019	Thu Dec 19, 2019
1905CD	Mon May 06, 2019	Fri Jan 31, 2020	Thu Jan 30, 2020
1906CD	Mon Jun 03, 2019	Thu Feb 27, 2020	Thu Feb 27, 2020
1907CD	Mon Jul 08, 2019	Thu Mar 26, 2020	Thu Mar 26, 2020
1908CD	Mon Aug 05, 2019	Thu Apr 23, 2020	Thu Apr 23, 2020
1909CD	Tue Sep 03, 2019	Thu May 21, 2020	Thu May 21, 2020
1910CD	Mon Sep 30, 2019	Thu Jun 18, 2020	Thu Jun 18, 2020
1911CD	Mon Oct 28, 2019	Thu Jul 23, 2020	Thu Jul 23, 2020
1912CD	Mon Nov 25, 2019	Thu Aug 20, 2020	Thu Aug 20, 2020

## RE-ENROLLMENT/REPETITION

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 CEO. Decisions by the CEO regarding re-enrollment are final.

The CEO or her 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

## COSMETOLOGY LICENSURE INFORMATION

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 900 clock hours. However all students 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 contract 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 regardless of the reason for termination; the Institute shall abide by the following refund policy for institutional refund purposes.
  - a) For termination after attendance commences, prior to 20% completion of the current payment period of which the student commences attendance, the refund shall be a proration of the total hours completed to the total hours scheduled within the current payment period.
  - b) For termination after completion of 20% of the payment period in which the student commences attendance, there shall be no refund of the charges applied up to the period the student attended.

Refund Calculations are calculated per the tuition charge for payment period the student has entered. Students are only financially obligated for tuition charges as they progress through the program and enter each payment period. The following three (3) payment periods and tuition charges are used for calculating the above Refund Calculation.

Payment Period 1) 1-450 Hours

Payment Period 2) 451-900 Hours

Payment Period 3) 901-1200 Hours

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.
6. "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.
7. 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.
8. 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.

9. 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.
10. 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, job search skills 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 Estimated Family Contributions (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 The EFC determined when completing the FAFSA) 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 the individual's 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 at 1 hour, 451 hours and 901 hours. 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 (PDM) and at the 450 and 900 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 during their exit interview.
- 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 to 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 closed toed dress shoes, clean and polished with no scuffs.
- 2) No tennis shoes, flip-flops, or “Croc” style shoes.

### 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, pressed and properly hemmed.
- 3) No cropped pants or capris slacks.
- 4) No low-cut tops, no spaghetti straps no tank tops.
- 5) Skirts & dresses shall be solid black, at fingertip length.
- 6) Tights or ankle length leggings may be worn when under an appropriate fingertip length skirt or dress.
- 7) Hose if worn must be black or neutral in color.
- 8) No logos or designs, except as approved by the Institute.
- 9) No denim including black denim.
- 10) Socks and shoe laces must be black.
- 11) No bare midriffs, tops must meet the bottoms.
- 12) 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 finished style.
- 2) No baseball caps or hats.
- 3) No thrown up styles allowed, professionally styled 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, 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.
- 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 service a clinic guest of the Institute.
- 13) Cell phones, electronic devices (except for Institute authorized eBook 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) 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.
- 15) Title IV Financial Aid students shall maintain the Institute SAP Standards

## 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

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, which is 1412 scheduled hours.

## EXCUSED AND UNEXCUSED ABSENCES

Absences are not recognized by the institution when calculating the student's attendance rate. The institution only considers actual hours completed vs scheduled hours when calculating the student's attendance rate.

## MAKE-UP HOURS

The institution provides make-up hours periodically based on classroom space and availability. When the school directors determine the institution has the resources available, at that time they will accommodate students who need to make-up hours, exams and services. These hours can be used to increase the student's attendance rate, as they are not part of the student's contracted schedule. Sign up sheets for make-up hours will be posted when available.

A student can make up time on the clinic floor area only if a station is available. The following constitutes a station; styling station, manicure station, pedicure station, dispensary or laundry. A student can make up hours missed in classroom if space is available. If a student does not follow through with their commitment by not showing up at the arranged times, they can be denied future make-up hour opportunities.

## 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.
- 11) Failure to maintain SAP Policies and Guidelines

## 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.

## 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 miscellanies areas.

## 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’s 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 student’s 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. All students are advised of, and sign off on this policy during the Pre Enrollment Checklist process. To determine Satisfactory Academic Progress students will be evaluated for both academics and attendance, regardless of their attendance scheduled, at the student's actual hours at 450 with a minimum of 13 weeks and at 900 hours with a minimum of 26 weeks and at 1200 hours with a minimum of 35 weeks.

Students will be provided with one of the following notices each time the student is evaluated for Satisfactory Academic Progress; a letter indicating they are making satisfactory progress, a Financial Aid Warning letter, a letter canceling the student's 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. If the student cannot complete within the maximum time frame, they will be terminated. The maximum time frame is equal to 1.18 times the published length of the program, Cosmetology is 1412 scheduled hours. The Institution does not currently have a Leave of Absence Policy so contracts cannot be extended by any length of time.

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	450	15
#2	900	30
#3	1200	40

### 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%.

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

## 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. If the student fails to meet the Satisfactory Academic Progress Policy they will lose access to Title IV funds unless they are on Financial Aid Warning, or have appealed their Satisfactory Academic Progress status and prevail, making their current status Financial Aid Probation.

## Financial Aid Warning

Students failing to meet requirements for attendance or academic progress at the end of any payment period, and are not currently on Financial Aid Warning, will be placed on Financial Aid Warning until the end of the next payment period. During the Financial Aid 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.

## Financial Aid Probation

If the student fails to meet the Satisfactory Academic Policy requirements at the end of the Financial Aid Warning period, the student will be suspended from receiving Title IV funds. If the student decides to appeal the finding that they are not meeting the Satisfactory Academic Progress Policy and prevail on the appeal; the student can be placed on Financial Aids Probation until the end of the next payment period. A student cannot have successive periods in Financial Aid Warning status.

## Appeal Process Policy

If a student is determined not to be making Satisfactory Academic Progress at the end of the Financial Aid Warning period, and the student decides to appeal, the Institution must determine that the satisfactory academic standards can be met by the end of the subsequent evaluation period, or the institution must develop an academic plan specific to the student that determine's the student can meet the institutions Satisfactory Academic policy requirements by a specific point within the maximum time frame established for the individual student. 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 end of the next payment period. 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 student is still not making progress or is not following the approved academic plan the students 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 not have more than one Financial Aid Probation period during the students academic year. 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 is no longer eligible for Title IV Aid, or is terminated from the institution. A copy of the appeal documents along with the appeal determination letter will be maintained in the students file.

## Re-establishment of Status

A student determined not to be making Satisfactory Academic Progress may re-establish Satisfactory Progress and Title IV eligibility by one or both of the following:

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

## Transfer Students

The policy must establish that transfer hours from another institution that are accepted toward the student's educational program are counted as both attempted and completed hours for the purpose of determining when the allowable maximum timeframe has been exhausted. SAP evaluation periods are based on actual contracted hours at the institution.

## Re-entry Students/ Interruptions

A determination of Satisfactory Academic Progress will be made and documented at the time of withdrawal. 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.

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 CEO. Decisions by the CEO regarding re-enrollment are final. The CEO or their 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 Evaluation

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 and clinical services per the school transfer policy for the remaining hours needed to complete the program.

## 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 Policy.

## 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 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

may 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 CEO or COO. 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: Institutes CEO, COO, 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.



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SALON INSTITUTE®

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