

STUDENT  
*Catalog*  
2022



All services performed by supervised students. Licensed by the Florida Commission for Independent Education. Lic. #3387.

[TENAJSALONINSTITUTE.EDU](http://TENAJSALONINSTITUTE.EDU)

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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  
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 center, 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-seven years of experience in the salon/spa & education industries.

Joyce Parker, Business Office Manager: with forty-three 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-three years of experience in the salon/spa, manufactures representative and beauty school industries.

Ruben Zavarce, Chief Information Officer (CIO), with over sixteen years of experience in the information technology field, customer service and beauty industry.

Katherine Combee, School Director & Financial Aid Director, 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.

Amy Jobe, Director of Admissions, a graduate of Manhattan Hairstyling Academy located in Inverness Florida with over twelve years of experience in customer service in the beauty and education industry.

## INSTITUTE FACULTY

Kimberly Alonso, Director of Education and Student Services: a licensed cosmetologist (CL1274818) and a graduate of Tenaj Salon Institute located in The Villages, Florida with three year of experience in the salon/spa industry.

Francisca Paez, Educator: a licensed cosmetologist (CL1258967) a graduate of Coleman Cosmetology, located in Coleman, Florida with over six years of experience in the salon/spa industry.

Edgardo Garayua, Educator; licensed cosmetologist (CL1183405). A graduate of Modern Hairstylist Institute, Bayamon Puerto Rico with over twentee years of experience in the salon and beauty industry.

Trenton Venezia, Educator; licensed cosmetologist (CL1209644). A graduate of The Salon Professional Academy, Gainesville Florida with over thirteenth years of experience in the salon and beauty industry.

Careliz Torres, Substitute Educator; licensed cosmetologist (CL1284315). A gradute of Tenaj Salon Institute, The Villages Florida with over three years of experience in the salon and beauty industry.

Amanda Mastrapa, Substitute Educator; licensed cosmetologist (CL1234140). A graduate of Tenaj Salon Institute, The Villages, Florida with nine years of experience in the salon and beauty industry.

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 eleven 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 PROGRAMS

## 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 attitude 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 totaling 1200 clock hours, with a 35 to 36 week duration, depending on holidays and breaks. The institute's program is taught entirely On-Premise 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 (28 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, social media promotional 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)

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, social media promotional skills 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.

## COSMETOLOGY PROGRAM COSTS

Tuition	\$16,000.00
Registration Fee	\$75.00 (Non-refundable)
Student Books, Kit & Supplies	\$3,925.00 (Non-refundable if issued)
Total	\$20,000.00

## PROGRAM REQUIREMENTS

Curriculum Item	Theory	Clinic	Services
Florida Laws and Rules	5		
HIV & AIDS	5		
Sanitation	10		
Ethics	2		
Basics of Electricity	8		
Facial Techniques & Contraindications	66	12	10
Product Chemistry	8		
Hair Removal	5	4	5
Makeup	5	3	
Skin Theory, Disease and Disorders of the Skin	85		
Hair Shaping	25	65	75
Scalp Treatment and Hair Care Rinses	10	50	45
Shampoos and Rinses	15	50	50
Hair Arranging (Styling)	50	280	300
Hair Coloring	45	105	45
Chemical Waving and Relaxing/Straightening	49	115	65
Manicuring, Pedicuring and Nail Extensions	20	40	20
Beauty Salon Management	17		
Professional Image	20		

State Board Licensure Preparation	26		
Totals	476	724	615
	Hours	Hours	Count

## GRADING SYSTEM

The Institute uses a 100-point grading scale: 94% -100% = A; 87%-93% = B; 80%-86% = C; 0%-79% = 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.

## PROGRAM TITLE: COSMETOLOGY HYBRID

### About Cosmetology Hybrid:

Hybrid Synchronous Distance Education includes a blending of On-Premise and Online education. Synchronous (a group of students learning at the same time) occurs when the educators and students interact in different places online during the same time period. During online synchronous sections students are required to be logged on with their Tenaj supplied tablet or acceptable computer during assigned time with the exception of scheduled breaks.

### 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 attitude 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 totaling 1200 clock hours, with a 35 to 36 week duration, depending on holidays and breaks. The institute's Hybrid Distance Education program is taught 60% On-Premise and 40% Online 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.

### CSH101, Basics Segment (4 weeks)

In Basics students attend class Monday and Tuesday Online utilizing Tenaj supplied software and hardware. Wednesday, Thursday and Friday students attend class on premises. 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 time will encompass not only a theoretical comprehension, but will also include practical assessment. Students will leave the basics classroom ready to thrive on the clinic floor.



## CSH201, Advanced Segment (28 weeks)

Included in this segment students attend class Online two day per week for advanced theory curriculum. During these Online sessions 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, social media promotional skills, salon business skills and job search skills to transition from school to the salon. Students will take periodic theoretical On-Premise assessments throughout this segment.

Students attend class On-Premise three days per week for and hands-on training on the clinic floor with mannequins and live guest 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.

## CSH301 Senior Segment (3 weeks)

During this last portion of the curriculum, students will complete their last 3 weeks entirely on Premise for thorough review of all things covered thus far and continue servicing live on the clinic floor. 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, social media promotional skills 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.

## COSMETOLOGY HYBRID PROGRAM COSTS

Tuition	\$16,000.00
Registration Fee	\$75.00 (Non-refundable)
Student Books, Kit & Supplies	\$3,925.00 (Non-refundable if issued)
Total	\$20,000.00

## COSMETOLOGY HYBRID PROGRAM REQUIREMENTS

Curriculum Item	Distance Education	On-Premise Education	Clinic Services
Florida Laws and Rules	5		
HIV & AIDS	5		
Sanitation	10		
Ethics	2		

Basics of Electricity	8		
Facial Techniques & Contraindications	66	12	10
Product Chemistry	8		
Hair Removal	5	4	5
Makeup	5	3	
Skin Theory, Disease and Disorders of the	85		
Hair Shaping	30	60	75
Scalp Treatment and Hair Care Rinses	10	50	45
Shampoos and Rinses	15	50	50
Hair Arranging (Styling)	60	270	300
Hair Coloring	45	105	45
Chemical Waving and Relaxing/Straightening	55	109	65
Manicuring, Pedicuring and Nail Extensions	20	40	20
Beauty Salon Management	17		
Professional Image	20		
State Board Licensure Preparation	5	21	
Totals	476	724	615
	Hours	Hours	Count

## GRADING SYSTEM

The Institute uses a 100-point grading scale: 94% -100% = A; 87%-93% = B; 80%-86% = C; 0%-79% = 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 meet 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.

TEXT BOOKS COSMETOLOGY & COSMETOLOGY HYBRID

WI-FI Capable Tablet

Milady Mindtap Course Key

Over The Top Textbook

STUDENT KIT COSMETOLOGY & COSMETOLOGY HYBRID

Book Bag	Regular Color Brush	French Nail Polish Brush
Student Kit Bag	Blow Dryer	Hair Brush Set
Flat Iron	Hair Clips	Mannequins
Curling Iron	Shear Kit	Mirror
Apron	Slant Tip Tweezers	Pintail Combs
Clipper & Trimmer	Spray Bottle	Rattail Comb
Detangling Comb	Styling Combs	Combination Lock
Timer	Teasing Combs	
Tint Bowl	Drinking Water Bottle	

# 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 Diploma. Should an enrolling student provide a foreign high school diploma, the institution will work with the student to obtain an English translation of the document along with confirmation that the education received is equivalent to a U.S. high school diploma. This documentation must come from an outside agency.
- 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. \$75.00 registration fee plus \$5,925.00 down payment and seven \$2,000.00 monthly payments.
- 3) Paypal, Cash or Checks are the only direct method of payments accepted.
- 4) Florida Prepaid payments for qualified students.
- 5) Federal Financial Aid (FSA) for qualified students. (Title IV Pell, Student Loans, and Parent Plus Loans).
- 6) Third Party financing for qualified students, between the Student and the TFC Credit Corporation.

## 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. 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 Friday 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 Business and Professional 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 for those 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 for those students who qualify. 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

Thanksgiving: Thursday November 25, 2021

Winter Break: Monday December 27, 2021 through Friday December 31, 2021

Memorial Day: Monday May 30, 2022

Summer Break: Monday July 4, 2022 through Friday July 8, 2022

Labor Day: Monday September 5, 2022

Thanksgiving: Thursday November 24, 2022

Winter Break: Monday December 26, 2022 through Friday December 30, 2022

## Class Schedule

On-Premise students attend Monday through Friday 9:00 am to 4:45 pm, five days per week, seven hours per day, including a 45 minute lunch break.

Hybrid Distance Education students attend class Online Monday & Tuesday 9:00 am to 4:45 pm, two days per week, seven hours per day, including a 45 minute lunch break. Wednesday, Thursday and Friday attendance is On-Premise 9:00 am to 4:45 pm, three days per week, seven hours per day, 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 starting dates.

<u>CLASS</u>	<u>MONTH</u>	<u>SCHEDULED START DATE</u>	<u>1239 HOUR CONTRACT DATE</u>
2112 -CD	NOVEMBER	Monday November 15, 2021	Friday August 05, 2022
2113 -CD	DECEMBER	Monday December 13, 2021	Wednesday August 31, 2022
2201 -CD	JANUARY	Monday January 17, 2022	Thursday September 29, 2022
2202 -CD	FEBRUARY	Monday February 14, 2022	Thursday October 27, 2022
2203 -CD	MARCH	Monday March 14, 2022	Friday November 25, 2022
2204 -CD	APRIL	Monday April 11, 2022	Friday December 23, 2022
2205 -CD	MAY	Monday May 09, 2022	Friday January 27, 2023
2206 -CD	JUNE	Monday June 06, 2022	Thursday February 23, 2023
2207 -CD	JULY	Monday July 11, 2022	Thursday March 23, 2023
2208 -CD	AUGUST	Monday August 08, 2022	Thursday April 20, 2023
2209 -CD	SEPTEMBER	Tuesday September 06, 2022	Thursday May 18, 2023
2210 -CD	OCTOBER	Monday October 03, 2022	Thursday June 15, 2023
2211 -CD	NOVEMBER	Monday October 31, 2022	Thursday July 20, 2023
2212 -CD	DECEMBER	Monday November 28, 2022	Wednesday August 16, 2023

## 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 the Student does not complete training by the contract ending date, an additional fee of \$13.00 per clock hour may be charged until the required clinic services and course clock hours are completed, as permitted by applicable law.

## 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. All cancellations after training begins regardless of the reason for termination by either party including student’s decision; commencing with class 2006-CD that starts June 1, 2020 the Institute shall abide by the following refund policy for institutional refund purposes. 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 First Payment Period is 1 hour to 450 hours, the Second Payment Period is 451 hours to 900 hours and Third Payment Period is 901 hours to 1200 hours.

Percent Length Complete to Total Length of Billing Period	Amount of Tuition Owed to the School
0.10% to 20%	Pro-rata
20.1% to 24.9%	45%
25% to 49.9%	70%
50% and over	100%

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 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/>

Nationwide O\*NET's 2019 data shows 656,100 Cosmetology employees and projects a 2% decrease or 14,300 fewer jobs openings over the 10 year period of 2019 to 2029.

The data show 48,180 Cosmetologist's are employed in the state of Florida and project that number to grow 12% to 53,750 employees by 2028. Florida is on track to create an additional 5,570 Cosmetology jobs 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. Repair lost buttons, runs, torn seams and hems.
- 2) Slacks must be full length, pressed and properly hemmed.
- 3) No cropped pants or capris slacks. No denim including black denim.
- 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.

### Makeup

- 1) Appropriate daytime makeup for women or female transgender, including lipstick, foundation, blush, eye makeup and mascara is Institute policy.
- 2) Coordinate makeup color with skin tone.

### Nails

- 1) Clean and filed, polish must be neat and not chipped.

### Hair

- 1) Clean, freshly shampooed, blow-dried, polished and finished style.
- 2) No baseball caps, hats, headwear, etc.
- 3) No thrown up styles allowed, no ponytails.
- 4) Frequent styling and color change is encouraged.
- 5) Men’s facial hair must be well groomed and edged.

## 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 restrooms, classrooms and clinic floor unless directed by an educator.
- 14) Only Institute approved items and equipment are allowed on the clinic floor and classroom, 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.

## PROMOTIONAL TRAINING POLICY

Students may, in specified locations during designated periods of time as posted on the Institute's video information center, use their Institute authorized eBook Tablet for the sole, express purpose of training students to utilize self-promotion of their professional skills and market their services by photographing their client, displaying mannequin work, and posting the results on various social media platforms. Postings are to be positive and professional, with the express consent of the client (where applicable), and at all times shall remain in compliance with the applicable social media website's posting rules and regulations, as well as the Institute's Student Rules/Code of Conduct. Display of offensive, vulgar, profane, or unprofessional, inappropriate language or materials, or confidential information regarding the Institute or its owners, staff or students, will result in immediate disciplinary action up to and including permanent dismissal from the Institute. If a student has a question as to whether a particular post is appropriate, he or she should refrain from posting such material until it is reviewed and approved by the Institute's instructional and/or administrative staff. If a student views inappropriate content posted by another student, he or she has an affirmative obligation to report such content immediately to the Institute's instructional and/or administrative staff. All posts must contain: #TENAJSALONINSTITUTE.

## 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 1.77 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. Signup 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, color center and 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) Unauthorized 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, transgender status, sexual orientation, sexual preference, disability, creed, religion, color, citizenship, national origin, or ethnic origin.

## STUDENTS WITH DISABILITIES

Students with disabilities qualifying for and requiring reasonable accommodation should notify Institute Administration for determination of eligibility in accordance with state and federal law.

## 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.

## 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

The Institute Satisfactory Academic Progress Policy applies to Cosmetology and Cosmetology Hybrid, in attendance and academic work is a requirement for all students. 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, within seven business days and 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. Cosmetology and Cosmetology Hybrid are full time 35 hours per week programs, the Institute does not offer part time programs.

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. SAP records are kept within the students permanent file located within a secured electronic filing system, that only the Financial Aid Director has access to. Students can request SAP documentation from the Financial Aid Director at any time.

## 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 student may be permitted to re-enroll in the program on cash-pay basis in a manner consistent with the re-enrollment provisions of the institution's admission policy. The maximum time frame for Cosmetology and Cosmetology Hybrid programs are equal to 1.18 times the published length of the program, Cosmetology and Cosmetology Hybrid is 1412 scheduled hours within a maximum of 40 weeks. 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 actual clocked 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. All Institute's programs use a 900 hour academy year and both programs are 1 1/3 academic years in length.

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
0%	To	79%	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 determines 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 time-frame 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/TENAJ SALON INSTITUTE APP

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. Wi-Fi connection is provided to the student 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.

All students are issued their Tenaj Salon Institute App login and profile in class. Students are required to update any changes to their email during their enrollment period as this email provides access to accurate data.

Students are required to login to the Tenaj Salon Institute App dashboard weekly during their enrollment to complete any forms and review correspondence related to contracted enrollment.

## 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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