

TENAJSALONINSTITUTE.EDU

# 2026 STUDENT CATALOG

**TENAJ**  
SALON INSTITUTE®

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



**FAFSA®**  
Federal Student Aid



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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 was 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) 259-6707  
 Fax # (352) 259-6711  
[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-nine years of experience in the salon/spa & education industries.

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

Ruben Zavarce, Chief Information Officer (CIO), with over twenty 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 fourteen years of experience in customer services in the salon /spa, and education experience.

Hannah Butner, Admission Representative, with over fifteen years of experience in customer services in the salon /spa, and education experience.

## INSTITUTE FACULTY

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

Elizabeth Bradford, Educator; a licensed cosmetologist (CL1240254). A graduate of Franklin Academy, located in Cleveland, Tennessee with over fifteen years of experience in the salon and beauty industry.

Ashlee Robbins, Educator; a licensed cosmetologist (CL0228175). A graduate of Penn State Beauty Academy, located in Hermitage, Pennsylvania with over twenty seven years of experience in the salon and beauty industry.

Raven Martinez, Substitute Educator; a licensed cosmetologist (CL1264996) A graduate of Tenaj Salon Institute located in The Villages Florida with over seven years of experience in the salon/spa industry.

Tricia Durham, Substitute Educator; a licensed cosmetologist (CL1318308) A graduate of Withlacoochee Technical Institute located in Inverness Florida with over twenty one years of experience in the salon/spa industry.

Ivette Marti, Substitute Educator; a licensed cosmetologist (CL1262703). A graduate of Tenaj Salon Institute, located in The Villages Florida with over twenty three years of experience in the salon and beauty industry.

Hannah Butner, Substitute Educator; licensed cosmetologist (CL1228528). A graduate of Lake Technical College, located in Eustis Florida with over fifteen years of experience in the salon and beauty industry.

Giovanna Hernandez, Substitute Educator; a licensed cosmetologist (CL1277577). A graduate of Tenaj Salon Institute, located in The Villages Florida with over five years of experience in the salon and beauty industry.

# 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 45 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 must score 73% or higher on the Basics midterm to move on. 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 the last 3 weeks of CS201, students will review all material covered. They will earn their HIV-AIDS certification, gain a full understanding of Florida law, and apply to take the Florida State Board of Cosmetology Examination, including salon business, social media, and job search skills. Students will complete a final practical exam with a full makeover and a theoretical exam covering all subjects. A score of 73% or higher on the Senior Final is required to complete the segment.

## 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	10
Makeup	5	3	5
Skin Theory, Disease and Disorders of the Skin	85		
Hair Shaping	25	65	100
Scalp Treatment and Hair Care Rinses	10	50	45
Shampoos and Rinses	15	50	50
Hair Arranging (Styling)	50	280	350
Hair Coloring	45	105	85
Chemical Waving and Relaxing/Straightening	49	115	65
Manicuring, Pedicuring and Nail Extensions	20	40	40
Beauty Salon Management	17		
Professional Image	20		
State Board Licensure Preparation	26		
<b>Totals</b>	<b>476</b>	<b>724</b>	<b>760</b>
	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–Tuesday online using Tenaj software and hardware, and Wednesday–Friday on campus. They gain a secure foundation in cosmetology, learning history, communication, consultation, hair and scalp properties, hairstyling, haircutting, color theory, chemical restructuring, nail care, hair removal, and infection control. Training includes theory and practical assessment. Students must score 73% or higher on the Basics Midterm to advance. They will leave 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 the last 3 weeks, students attend entirely on campus for review and continued clinic floor service. They will earn HIV-AIDS certification, study Florida law, and apply for the State Board Exam, including salon business, social media, and job search skills. Students complete a final practical makeover and a theoretical exam on all subjects. A score of 73% or higher on the Senior Final is required to complete the segment.

## 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	10
Makeup	5	3	5
Skin Theory, Disease and Disorders of the	85		
Hair Shaping	30	60	100
Scalp Treatment and Hair Care Rinses	10	50	45
Shampoos and Rinses	15	50	50
Hair Arranging (Styling)	60	270	350
Hair Coloring	45	105	85
Chemical Waving and Relaxing/Straightening	55	109	65
Manicuring, Pedicuring and Nail Extensions	20	40	40

Beauty Salon Management	17		
Professional Image	20		
State Board Licensure Preparation	5	21	
Totals	476	724	760
	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 Cima 14<sup>th</sup> Edition Milady Course Key

## **STUDENT KIT COSMETOLOGY & COSMETOLOGY HYBRID**

### **APPAREL**

Apron – Black  
Nylon Chemical Cape – Black  
Nylon Haircutting Cloth – Black  
Vinyl Shampoo Cape – Black

### **BRUSHES&COMBS**

Professional Comb Set  
Dual Purpose Carbon Comb – 8"  
Fluff Carbon Comb – 6 1/4"  
Styling Carbon Comb – 7"  
Carbon Rat Tail Comb – 9"  
Round Brush with Pik – 2"  
Round Brush with Pik – 2 3/4"  
Round Neck Brush – 7 Row  
Teasing Brush – 3 Row

### **CASES&TOTES**

Deluxe Travel Case on Wheels  
Manikin Tote Bag

### **CUTLERY**

Shear – 5 3/4"  
Replacement Blades – 10/box  
Styling Razor with Japanese Blade

### **ELECTRICALS**

Clipper/Trimmer Combo  
Nano size Dryer  
Marcel Curling Iron – 3/4"  
Straightening Iron – 1"

### **HAIRCOLOR**

Tint Brush Set – 3pc  
Color Bowl  
Coloring Bottle – 9oz

### **MANICURE/PEDICURE**

Manicure Brush  
Manicure Kit – 6pc  
Toenail Clipper

### **6- MANIKINS**

Manikin  
Basic Manikin Holder  
Manikin  
Manikin  
Color Training Manikin

### **SUNDRIES**

Spray Bottle  
Grip Clips – 4/pk (2x)  
Makeup Mirror  
Wide Butterfly Clamps

# 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  
2601 N. Blair Stone Rd.  
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**

Memorial Day: Monday May 25, 2026

Summer Break: Monday June 29, 2026 through Friday July 3, 2026

Labor Day: Monday September 7, 2026

Thanksgiving: Thursday November 26, 2026

Winter Break: Monday December 21, 2026 through Friday January 1, 2027

### **Class Schedule**

On-Premise (35 hours a week) 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.

35 HOURS/WEEK SCHEDULE START/COMPLETION DATES			
CLASS NUMBER	CLASS MONTH	SCHEDULED CLASS STARTING DATE	1239 HOUR CONTRACT COMPLETION DATE
2602 CD-35	FEBRUARY	Monday, February 23, 2026	Thursday, November 5, 2026
2603 CD-35	MARCH	Monday, March 23, 2026	Friday, December 4, 2026
2604 CD-35	APRIL	Monday, April 20, 2026	Friday, January 15, 2027
2605 CD-35	MAY	Monday, May 18, 2026	Friday, February 12, 2027
2606 CD35	JUNE	Monday, June 15, 2026	Friday, March 12, 2027
2607 CD-35	JULY	Monday, July 20, 2026	Friday, April 9, 2027
2608 CD-35	AUGUST	Monday, August 17, 2026	Thursday, May 6, 2027
2609 CD-35	SEPTEMBER	Monday, September 14, 2026	Thursday, June 3, 2027
2610 CD-35	OCTOBER	Monday, October 12, 2026	Thursday, July 8, 2027
2611 CD-35	NOVEMBER	Monday, November 9, 2026	Thursday, August 5, 2027
2612 CD-35	DECEMBER	Monday, December 7, 2026	Monday, November 1, 2027

## 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, and 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 \$33.00 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 prorate 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>
- 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 minor's 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 made 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 2024 data shows 575,200 Cosmetology employees and projects a 5% to 6% increase or 75,800 jobs openings over the 10 year period of 2024 to 2034.

The data show 37,590 Cosmetologist's are employed in the state of Florida and project that number to grow 14% to 42,790 employees by 2032. Florida is on track to create an additional 5,940 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.

### Uniform

- 1) Solid black clothing 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 low-cut tops, no spaghetti straps no tank tops.
- 4) Skirts & dresses shall be solid black, at fingertip length.
- 5) Tights or ankle length leggings may be worn when under an appropriate fingertip length skirt or dress.
- 6) No bare midriffs, tops must meet the bottoms.

### Makeup

- 1) Appropriate daytime makeup for women or female transgender.

### Hair

- 1) Clean, freshly shampooed, blow-dried, polished and finished style.
- 2) No baseball caps, hats, headwear, etc.
- 3) 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 responsibility 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. Cell phones may only be used for hair, skin, and nail purposes and not for personal use.
- 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: #TENAJSLONINSTITUTE.

### **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 ABSENCE

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.

12) Threats of violence, harm or damage to the school, students or staff members.

## 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. Substance abuse and mental health services administration (SAHSA) Hotline is open 24 hours daily, 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.

## SAFETY IN PRIVATE SPACES POLICY

Purpose Tenaj is committed to complying with all federal, state, and local laws and regulations. This policy was created to comply with Section 553.865, Florida Statutes (2023), as mandated by Rule 6E-7.001, Florida Administrative Code (2023), as the “Safety in Private Spaces Act” which requires TENAJ to provide restrooms and changing facilities to females and males for their exclusive use, or that there is a unisex restroom and unisex changing facility.

Scope This policy applies to TENAJ’s employees, personnel, vendors, visitors, volunteers, and students/interns (if any) on TENAJ’s premises.

### Definitions:

- **TENAJ premises** – refers to all land, buildings, facilities and other property in the possession of, owned, used, maintained, or controlled by TENAJ
- **Employee** – is defined in section 1.5 of TENAJ’s Employee Handbook
- **Personnel** – For the purposes of this policy, the following list includes specified personnel in Rule 6E-7.001, Fla. Admin. Code (2023): “administrative personnel, instructional personnel, security personnel, or law enforcement personnel”
- **Sex** – means the classification of a person as either female or male based on the organization of the body of such person for specific reproductive role, as indicated by the person’s sex chromosomes, naturally occurring sex hormones, and internal and external genitalia present at birth.
- **Female** – is defined as a person belonging, at birth, to the biological sex which has the specific reproductive role of producing eggs.
- **Male** – is defined as a person belonging, at birth, to the biological sex which has the specific reproductive role of producing sperm.
- **Restroom** – means a room that includes one or more water closets. This term does not include a unisex restroom.
- **Unisex restroom** – means a room that includes one or more water closets that is intended for a single-occupant, or a family, and the room is enclosed in floor-to-ceiling walls and accessed by a full door with a secure lock that prevents another individual from entering while the room is in use.

- **Changing facility** – means a room in which two or more persons may be in a state of undress in the presence of others, including, but not limited to, a dressing room, fitting room, locker room, changing room, or shower room.
- **Unisex changing facility** – means a room intended for a single occupant or a family in which one or more person may be in a state of undress, including, but not limited to, a dressing room, fitting room, locker room, changing room, or shower room that is enclosed by floor-to-ceiling walls and accessed by a full door with a secure lock that prevents another individual from entering while the changing facility is in use
- **Water closet** – means a toilet or urinal.

Policy TENAJ maintains restrooms and changing facilities designated for the exclusive use of “females,” restrooms and changing facilities for the exclusive use of “males,” and unisex restrooms and unisex changing facilities which may be used by any person regardless of sex or gender. Per Florida Law, willfully entering a restroom or changing facility designated for the opposite sex and refusing to depart when asked to do so by TENAJ personnel is prohibited. Limited Exceptions to the entry of designated restrooms and changing facilities by persons of the opposite sex are limited. They include:

1. To accompany a person of the opposite sex to assist or chaperone a child under 12 years of age, an elderly person, or a person with a physical disability or developmental disability;
2. For law enforcement or governmental regulatory purposes;
3. For rendering emergency medical assistance or intervening in any other emergency situation where the health or safety of another person is at risk;
4. For custodial, maintenance, or inspection purposes, provided that the restroom or changing facility is not in use; or
5. If the appropriate designated restroom or changing facility is out of order or under repair, and the restroom or changing facility designated for the opposite sex contains no person of the opposite sex.

TENAJ’s employees/personnel, (and students, if any), have the right to file a complaint with the Attorney General alleging that the TENAJ has failed to meet the minimum requirements under the Florida Law specified above.

#### Disciplinary Action

**Employees/Personnel in Violation of This Policy**—any employee/personnel who willfully enters a restroom or changing facility on TENAJ’s premises designated for the opposite sex for reasons other than the limited exceptions enumerated above and/or refuses to depart when asked to do so by TENAJ personnel shall be subject to disciplinary action up to and including termination of employment, consistent with TENAJ’s Employee Handbook.

**Third Parties, Visitors, Volunteers, or Students/Interns (if any) in Violation of This Policy**--Any third party, visitor, volunteer, or student/intern (if any), who willfully enters a restroom or changing facility on TENAJ's premises designated for the opposite sex for reasons other than those exceptions enumerated above and/or refuses to depart when asked to do so by TENAJ personnel:

- (1) shall be subject to removal and/or banned from TENAJ's premises;
- (2) shall be subject to termination of affiliation with TENAJ; and
- (3) shall be subject to criminal charges and penalties.

#### Conflicting Obligations

To the extent that TENAJ's policy conflicts with any federal, state, statute, or local laws, TENAJ's policy shall not apply in that instance. Should the Safety in Private Spaces Act be amended by way of federal, state, statue, or local laws after the institution of this policy, such amendment will apply to TENAJ's policy.

#### 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. 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 provision 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 incomplete, 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 APPS

Each student will be provided and assigned a Tablet including a Milady CIMA 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 calendar 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.



# TENAJ

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📞 352.753.5511  
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