

TONI & GUY®

HAIRDRESSING ACADEMY

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STUDENT CATALOG

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Welcome

We're pleased to welcome you to TONI&GUY Hairdressing Academy, the first step toward your new career in one of the most exciting industries imaginable. Our Spotlight™ Culture helps us deliver outstanding educational experiences and the same legendary excellence in hairdressing education upon which our company has built a worldwide reputation. We are honored that you have chosen to start your career here, and we look forward to helping you reach your goals as a professional hairdresser.

Sincerely,



Bruno A. Mascolo
CEO
TONI&GUY USA, LLC

Mission

Use our passion for excellence to prepare graduates for employment in the cosmetology industry as well as, create very satisfied and loyal graduates, clients, and salon owners in the cosmetology industry who recommend family and friends to experience our outstanding education programs, services, and products.

Objective

The objective for the TONI&GUY Hairdressing Academy basic cosmetology course is to surpass the criteria necessary for students to meet the state guidelines and pass the state exam required to obtain a cosmetology license. TONI&GUY Hairdressing Academy reserves the right to modify its admissions and other policies and criteria as we determine appropriate. Our cosmetology course is designed to impact standard, as well as current theory and practical applications in a precise and exciting manner that will ultimately have significance in the salon environment.

State Approval Disclosure

TONI&GUY Hairdressing Academy is a private institution and it is approved to operate by the **California Bureau for Private Postsecondary Education**:

2535 Capitol Oaks Drive, Suite 400, Sacramento, CA.
Phone: 916.431.6959/ Toll free: 888.370.7589.
Website: www.bppe.ca.gov / Email: bppe@dca.ca.gov

The Spotlight™ Culture

TONI&GUY Hairdressing Academy is committed to providing outstanding educational experiences for individuals who want to pursue the field of cosmetology. To help deliver this commitment, we have created the Spotlight Culture, a vibrant environment focused on our students. You experience the Spotlight Culture from your first point of contact with us, through graduation and beyond. Our goal is to train you in the technical and interpersonal skills that will help you reach your personal and professional goals.

During your time with us, we will place you in the Spotlight, ensuring that we offer you a solid foundation for your career and an outstanding educational experience. You will see evidence of our Spotlight Culture in many ways, big and small including:

- Instruction in TONI&GUY methodology and terminology
- On-going lessons in goal-setting and personal and professional development topics, including the interpersonal and non-technical skills required for success as a professional
- Interactive, hands-on classes taught in a supportive, dynamic environment
- Talented, seasoned professional instructors with years of experience behind the chair and in the classroom
- State of the art facility
- Professional quality tools in your student kit
- Full-color educational materials to supplement your State Board and basic cosmetology instruction
- Participation in our annual Student Soirée Hair Show and the TONI&GUY Photographic Awards, both excellent opportunities to display your talent and education
- Ample experience with clinic floor clients in a supportive, coaching environment
- Free haircuts and reduced chemical services for you and your immediate family members while you are enrolled
- Continual enhancements to our programs based on your feedback

Ownership

This TONI&GUY Hairdressing Academy located in San Jose, CA is owned by Premier Hairdressing Enterprises, LLC (“PME”) and does business as TONI&GUY Hairdressing Academy. The San Jose, CA location is considered a Main campus.

History

More than four decades ago, the first TONI&GUY salon opened in suburban London. With a focus on continuous education and a desire to elevate the industry, Bruno Mascolo and brothers Toni, Guy, and Anthony built the TONI&GUY name into a globally respected brand as outlined in the TONI&GUY History Book. In 1990, the first TONI&GUY Hairdressing Academy opened, offering future hairdressers an opportunity to study in an environment devoted to quality education and cutting-edge style.

Today the TONI&GUY network includes salons and academies stretching from Massachusetts to California, from Washington State to Florida. We look forward to welcoming new students into our family as we continue to grow and enhance our programs while constantly honoring our legacy and history of excellence and passion for this exciting industry.

The Facility

Welcome to TONI&GUY Hairdressing Academy located in San Jose, CA, inside the Eastridge Mall. All instruction will take place at 2200 Eastridge Loop, Suite #1004, San Jose, CA 95122. Eastridge is a shopping destination that features over one million square feet of exciting shopping, dining and entertainment options. It also features a two-level center with streetscape and a pedestrian lifestyle center. Located near Highway 101, I-280 and I-680 with easy access from Capitol Expressway. The primary trade area includes two of San Jose’s most affluent communities, Silver Creek and Evergreen. The Eastridge Transit Center is the second-busiest transit location in Silicon Valley. A new Light Rail extension project is underway for the Eastridge Transit Center.

The facility occupies approximately 8,400 square feet of educational space that is designed to optimize student learning. The space contains three separate educational classrooms, two multipurpose areas, and theory areas as well as a large clinic floor featuring powdered stainless steel stations and fixtures, ceramic porcelain floors, glass walls to both classrooms and offices, and sound systems throughout. In addition, there

are several flat screen televisions in classrooms, labs to view educational videos and each student is provided with their own station and lockable trolley/locker. Our clinic floor also hosts special events including Advanced Education Hairdressing Courses offered to licensed stylists from all over the world.

The TONI&GUY Hairdressing Academy clinic floor looks and runs like a real salon, giving you a salon-like experience while in school. The clinic area includes two dispensaries for shampoos, conditioners, styling products, hair colors, and developers. You will also have the opportunity to learn valuable retail skills in our expansive retail area, featuring a full line of TIGI hair care products. For your comfort, we provide one spacious student break room equipped with a refrigerator and microwaves. The facility also offers men's and women's restrooms, including two wheelchair accessible restrooms, for student, staff, and client use. The facility offers ample parking surrounding all mall building entrances. TONI&GUY Hairdressing Academy is handicapped equipped (wheelchair access).

Faculty and Staff

TONI&GUY Hairdressing Academy instructors are talented, seasoned hairdressing professionals with remarkable experience. We choose instructors who love the profession and want to help us continue to raise the standards of the industry. All of our team members are dedicated to providing outstanding educational experiences to every student. The academy team includes many full and part-time members who play an integral role in the Spotlight Experience for our students, including the following:

President	Dalena Hoang
Operations Director	Francis Chau
Academy Director	Dalena Hoang
Academy Recruiter	Kathy Hoang
Director of Education	Ethel Reddy

A list of faculty and their qualifications is attached to this catalog as Addendum A.

Becoming a Student

A printed school catalog is provided at the institution to prospective students or to the general public when requested.

Entrance Requirements and Procedures

TONI&GUY Hairdressing Academy considers applications from students who are at least 17 years of age and applicants holding a certificate of high school graduation, or its equivalent (i.e., GED, HISET, California High School Proficiency Examination or its equivalent that may contain the date of graduation) or sealed transcripts stating the graduation date, may enroll in the TONI&GUY Hairdressing Academy Cosmetology program. Applicants will not be denied admission on the basis of race, sex, age, religious preference, national origin, marital status, ethnic origin, color, religion, or disability. All prospective students must complete an interview and tour of the facility with our Recruiter. This process allows you to understand our expectations of our students and helps you better understand our program. After the tour, you will take an entrance exam. Once you pass the exam, you may be invited to enroll in the academy.

The school is accepting applicants for admissions as regular students once the following criteria have been met:

To complete the registration process, you must present a copy of your high school diploma or equivalent, a state issued I.D., and a birth certificate or social security card. Our policy is to confirm that every diploma or transcript is valid by checking the NCES listing at www.nces.ed.gov for the validity of the high school.

If the high school diploma is from a foreign school (any institution outside of the U.S.), then you will need to obtain the services of a foreign credential evaluation service to evaluate your high school diploma or transcript for the credential awarded and the U.S. equivalency. The contact information for the organization that you need to contact for this service is Span Tran Educational Services and their e-mail address is <http://en.spantran-edu.com/>. The diploma must be evaluated and translated (if applicable). The cost of the evaluation is \$85.00 and translation prices vary, please check the website for further information on cost. You should understand that you are still responsible for the evaluation fee and the translation fee, even if your diploma is not sufficient or does not meet U.S. equivalency. TONI&GUY Hairdressing Academy does not offer any Visa services or sponsor students and the academy will not vouch for a student's legal status in the United States.

Your enrollment date will be determined after we receive all required documents and registration fees.

Entrance Exam: TONI&GUY Hairdressing Academy uses the Wonderlic Basic Skills Exam to determine the student's ability to be trained in the courses offered. The required minimum scores are 210 for verbal skills and 190 for quantitative skills. The admissions personnel will provide applicants with additional information as to how to arrange for the exam. Students must take and pass the exam before being admitted into school by signing the enrollment agreement and before the first day of class.

TONI&GUY Hairdressing Academy courses are taught in English; this academy does not offer ESL instruction.

Prospective students are required to visit the physical facilities of the school to discuss personal, educational and occupational plans with school personnel before enrolling, attending class or signing enrollment agreements. As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

Comparing Cosmetology Programs

TONI&GUY Hairdressing Academy is currently not accredited by an accrediting agency recognized by the United States Department of Education.

Persons seeking to resolve problems or present complaints should first contact the immediate instructor in charge. Requests for further action may be made to the Academy Director.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, www.bppe.ca.gov, toll-free number (888) 370- 7589 or by fax (916) 263 – 1897.

Transfer Students

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at TONI&GUY Hairdressing Academy is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the diploma you earn in Cosmetology is also at the complete discretion of the institution to which you may seek to transfer. If the diploma that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending TONI&GUY Hairdressing Academy to determine if your diploma will transfer.

TONI&GUY Hairdressing Academy may accept up to 320 transfer hours from other cosmetology institutions on a case-by-case basis with the approval of the Academy Director. All transfer hours must be submitted at the time of enrollment and a *Transfer Hours Form* must be completed and authorized by the Academy Director upon signing this enrollment agreement. The student is still required to pay full tuition regardless of any transfer hours accepted.

Each course of study offered by TONI&GUY Hairdressing Academy is considered to be a single course; therefore, students with an outstanding balance on their tuition account will not be able to receive their transcripts until the account is paid in full.

Financial Aid

Currently, TONI&GUY Hairdressing Academy does not participate in federal or state financial aid programs. We offer various alternative loans to help you meet educational costs. If you need more information regarding these programs or have questions about Financial Aid, please contact the Academy Recruiter.

If a student obtains a loan to pay for an educational program, the student will have to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student receives federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal financial aid funds.

Cosmetology Course 1600 Clock Hours*

(45.7 Weeks not to exceed 58 Weeks/11.42 months/ 35 hours per week)

TONI&GUY HAIRDRESSING ACADEMY offers a Cosmetology program to individuals seeking licensure as hairdressers. Our program produces qualified hairdressers invested in the concept of hair fashion. The Cosmetology course introduces and guides beginning students in the areas of modern haircutting, coloring, and hairdressing. Our program teaches these techniques to help you meet the level of proficiency in cosmetology required by the State. The program is designed to help prepare you to obtain the knowledge and skills needed for an entry level position in the cosmetology field.

Our program is divided into five levels. Each level consists of at least one section. Some levels may have two or three sections; each section lasts one month. You will begin the program as a freshman. After a month of freshman training, you progress to the sophomore level. During the freshman and sophomore levels, theory and practical sessions entail all aspects of cosmetology, as well as classic haircutting and coloring required by **TONI&GUY**. The freshman and sophomore levels focus on theory and practice on mannequins and models. After successful completion of this component, you advance to the junior, senior, and graduating senior

levels where you receive an emphasis on practical applications with clients. Graduating seniors also complete State Board applications to prepare for the Mock State Board Exam, which includes written and practical portions. You will take this exam upon completion of approximately 1,000 hours. Passing the exam is a requisite to graduating from TONI&GUY Hairdressing Academy as well as obtaining a Cosmetology license. Graduating Seniors C may receive certain privileges associated with this level, including an expanded dress code (black, white, and/or grey) and client appointments taken at any time of the school day.

Course Format

The curriculum for students enrolled in a cosmetology course shall consist of 1,600 clock hours of theory, technical instruction and practical operations as mandated by the State. Theory and technical instruction means instruction given by demonstration, lecture, classroom participation, and examination. Practical operation shall mean actual performance by the student of a complete service on another person or mannequin.

Course Levels:

- Freshman
- Sophomore
- Junior A
- Junior B
- Junior C
- Senior A
- Senior B
- Graduating Senior A
- Graduating Senior B
- Graduating Senior C

Teaching/Instruction Methods Used

The cosmetology course is taught using the following methods: discussion, Q&A, demonstration, group study/group projects, interactive lecture, student/group presentations, educational games, lab, salon activities, and hands on lessons.

What to Expect

We will cover the following topics in each area of the curriculum:

Course Contents:

The curriculum for the cosmetology course consist of 1600 clock hours of theory, technical instruction and practical operations covering all practices constituting the art of cosmetology pursuant to section 7316 of the Barbering and Cosmetology Act. Such technical instruction and practical operations shall include:

Theory Hours	Practical Operations
Hairstyling.....65	200
Wet Hairstyling.....	40
Permanent Waiving and Chemical Straightening.....40	105
Hair Coloring and Bleaching.....60	50
Haircutting20	80
Laws and Regulations.....20	0
Health and Safety Considerations.....45	0
Disinfection and Sanitation.....20	30
Anatomy and Physiology15	0
Manual, Electrical and Chemical Facials25	40
Eyebrow Beatification and Make-up.....25	30
Manicuring and Pedicuring.....10	25
Artificial Nails and Wraps25	120
Additional Hours	510
TOTAL 1600 hours	

**One hour is equal to sixty (60) minutes*

1. The board recommends that schools provide training in the area of communication skills that includes professional ethics, salesmanship, decorum, record keeping, and client service record cards.
2. No credit of any type shall be given for time spent in laundering towels or in washing or scrubbing floors, walls, woodwork, toilets, or windows.

All students shall have completed the specified minimum required hours and operations upon completion of the sixteen hundred (1600) hour course. When warranted, additional hours may be utilized to correct individual student deficiencies.

Educational Goals

Performance Objective

- Acquire knowledge of laws and rules regulating the established California’s cosmetology practices.
- Acquire the knowledge of sanitation and sterilization as related to all phases of hair, skin, and nails.
- Acquire knowledge of general theory relative to cosmetology including anatomy, physiology, chemistry, and theory.
- Acquire business management techniques common to cosmetology.

Skills to Be Developed

- Learn the proper use of implements relative to all cosmetology services
- Acquire the knowledge of analyzing the scalp, face, and hands before all services are done, to determine any disorders.
- Will learn the procedures and terminology used in performing all cosmetology services.
- Will learn the application of daytime and evening make-up to include the application of false strip eyelashes.
- Will learn the proper procedure of manicuring to include water and oil manicure and pedicure.
- Will learn the application of brush-on nails, nail wraps, and nail tips.

Attitudes and Appreciations to be developed

- Be able to appreciate good workmanship common to cosmetology.
- Possess a positive attitude towards the public and fellow workers.

- Appreciate honesty and integrity.
- Have improved personality in dealing with patrons and colleagues.

School Calendar

School Hours

In order to excel in the Cosmetology program, you will need to attend all scheduled classes. Attendance is mandatory for all students. Class hours are Tuesday through Saturday, 9:00 a.m. – 4:30 p.m. and Theory class runs Tuesday through Friday from 9:00 a.m. to 10:00 a.m.

The required arrival time is 8:45 a.m., in order to be prepared for class by 9:00 a.m. You are considered tardy at 9:01 a.m. and will be unable to accrue hours until 10:00 a.m. In addition, two or more tardies can lead to suspension. Theory class runs every Tuesday through Friday from 9:00 a.m. to 10:00 a.m. The academy administration may adjust program hours and days to allow for holidays or other events warranting schedule adjustment. Students shall be informed of any schedule adjustments by written notice prior to any changes.

Holidays

TONI&GUY Hairdressing Academy observes the following holidays:

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day

Any student who is absent the day before or after a designated holiday or break may be suspended. The academy administration will announce, in advance, any changes in the schedule for Thanksgiving or Christmas. The holiday season is always a very busy time in the hairdressing industry. To help you make a smooth transition into a career as a professional hairdresser, we maintain a rigorous schedule throughout the holidays. To help you adapt to the demands of the industry, TONI&GUY will not approve any extended student vacations or absences during holiday breaks. The academy may take corrective action when student absences occur.

Closure Due to Inclement Weather

The academy follows the inclement weather closings announced for the local Independent School District. The academy will close any time the district closes due to bad weather. Students should always use good judgment when traveling in inclement weather.

Daily Schedule

- | | |
|------------------|--|
| 8:30 – 8:45 a.m. | Prepare for class before you clock in. Show up in professional dress with proper uniform. Apply make-up before arriving at school and be sure that your hair is groomed. Before you clock in at 8:45 a.m., prepare your station and tools for clients. |
| 8:45 – 9:00 a.m. | Clock in and be seated in the designated room. Roll call begins at 8:55 a.m. Theory class begins promptly at 9:00 a.m. You will be considered tardy at 9:01 a.m. |

10:00 a.m.	Junior and senior students go directly to their stations on the clinic floor and begin their assignments.
LUNCH BREAK	Every student is required to take a 30 minute lunch break, as scheduled by the academy administration. If you are servicing a client past your regular lunch time, you are required to notify your instructor and the front desk to reschedule your lunch break.
4:15 – 4:30 p.m.	Sanitize and clean your station. Complete your assigned duty as requested prior to leaving. All students must clock out by 4:30 p.m. unless servicing a client.

Program Start Dates

A new Cosmetology course begins the first Tuesday of each month. TONI&GUY Hairdressing Academy reserves the right to add or delete any course dates in a calendar year. Prior to beginning class, you will be required to sign an enrollment contract and attend a mandatory New Student Orientation. As you progress through the program you will also attend orientation at the beginning of each new level of the program to help you understand what to expect at each level.

Special Events

Each year, TONI&GUY Hairdressing Academy students may participate in our Student Soirée. This special event requires many hours of preparation. You may receive field trip hours for your participation only if you meet the following requirements:

- a) Participation throughout the event
- b) Attendance the day before the event
- c) Attendance the day after the event

Other special events such as the TONI&GUY Photographic Awards require you to meet the same conditions in order to earn field trip hours.

Academic Standards and Policies

Dress Code

The TONI&GUY Hairdressing Academy dress code helps us set a standard of excellence for our students and gives our clinic floor a degree of professionalism that appeals to our clinic floor clients. When selecting your school wardrobe, remember that your dress should always convey a sense of professionalism. The wardrobe items you choose must always meet the following dress code guidelines:

- Tuesday through Saturday all black dress is required
- Graduating Seniors C who pass both portions of the Mock State Board may wear any combination of solid white, black and grey.
- All clothing must be plain: no patterns, logos, emblems, stripes, plaids, or writing may appear on the clothing, other than a TONI&GUY emblem.
- You may wear an approved apron over your clothing at all times on the clinic floor.
- Shoes may be any color but must have a closed toe and closed heel. Sandals and clogs are not permitted. Wear comfortable shoes as you will be on your feet all day.

- Socks, pantyhose, leggings, tights, or “booties” must be worn at all times. Leggings, tights, and hose must be in dress code (correct color).
- Armpits and chest must be covered at all times.
- Slippers, house shoes, sweat pants, low cut blouses, tank tops, shorts, lingerie, see-through fabrics, and bare feet are not permitted.
- If you choose to wear skirts with a hemline above the knee, you must wear solid leggings underneath.
- Hats and sunglasses may not be worn in the academy.
- Any student who returns to practice for the State Board must be in proper dress code for that day.

Attendance Policy

Tardiness

You are expected to clock in each day by 8:45 a.m. You are tardy at 9:01 a.m. and a student will not be able to start accruing hours for that day until 10:00 a.m. Theory begins each morning, Tuesday through Friday at 9:00 a.m. Your attendance at Theory is a state requirement. The Academy Director may take corrective action towards any student who is tardy or absent two (2) or more times within a month. Attending class on time as scheduled helps you demonstrate your commitment to the program and keeps you in good standing at the academy.

Attendance

You must maintain an 80% attendance rate during the program at all times. TONI&GUY Hairdressing Academy does not have an excused absence/make-up policy. This strict attendance policy will help you prepare for the demanding schedule you will face as a hairdressing professional. The academy administration will take corrective action against any student who does not maintain 80% or higher attendance. Students who receive corrective action for attendance must make immediate corrections and maintain the expected level of attendance and punctuality or risk termination.

Make-Up Work

Absences are not excused for any reason. TONI&GUY Hairdressing Academy will however allow for students to take a make-up test one time only if the following requirements are met:

- If the retaken test falls within the same payment period as the missed or failed test. Once the payment period is closed the test will no longer be eligible for make-up. (Payment periods are 450, 900, and 1250 actual hours.)
- All make-up tests must be scheduled with an instructor within two weeks of its original date. It is the responsibility of the student to schedule the make-up test. Students who miss the scheduled make-up test will no longer have the opportunity for a make-up test.
- Make-up tests will only be administered once, with the highest grade awarded being 80%.

Re-Enrollment

If you withdraw from TONI&GUY Hairdressing Academy in good standing and wish to return, you shall contact the Academy Director. Re-enrollments are reviewed on a case by case basis and are subject to availability. If you are accepted for re-enrollment, you must sign a new contract, pay a nonrefundable re-enrollment fee, and settle all outstanding tuition balances. Students who are approved to re-enroll will re-enter in the same progress status as when they left, including grade point average, and attendance rate. A

student who receives a grade of incomplete and who is approved to re-enroll in the program may complete the incomplete subjects. As incomplete subjects are completed, the grade point average will improve.

Grading Policy

TONI&GUY Hairdressing Academy gives grades for written work, exams, and the Mock State Board exam, weighted evenly. We use the following grading scale to evaluate performance:

100% - 94%	Excellent Performance
93% - 87%	Very Good Performance
86% - 80%	Satisfactory Performance
79% and Below	Unsatisfactory Performance

Incomplete

TONI&GUY Hairdressing Academy will assign a grade of Incomplete (I) to a student who withdraws but who is not entitled to a refund, if the student:

1. Requests the grade at the time of withdrawal; and
2. Withdraws for an appropriate reason unrelated to the student's academic status.
3. Pays any balance due to the school in full.

A student who receives a grade of incomplete may be eligible to re-enroll in the program during the forty-eight (48) month period following the date of withdrawal provided that the original balance to the school has been paid in full. All re-enrollments are subject to availability and must be approved by the Academy Director.

Monthly Progress Report

All students enrolled in the cosmetology program will receive a progress report on the first Friday of each calendar month to review their current status in attendance and grade point average. If absent on the day the progress reports are to be received, it is the responsibility of the student to request their monthly progress report from the Academy Director. Those students that are achieving an attendance rate of 90% or higher as well as an 80% GPA or higher will be eligible for the Honors Program.

Satisfactory Academic Progress Policy (SAP)

TONI&GUY Hairdressing Academy generally requires a higher standard of attendance and GPA than the State or the Department of Education. As a student of TONI&GUY Hairdressing Academy, you must meet consistent and reasonable standards of satisfactory academic progress, including a grade point standard and an attendance standard. This policy applies to all students enrolled in our diploma program and is evaluated in actual hours.

It is printed in the catalog to ensure that all students receive a copy prior to enrollment.

Evaluation Periods

Students are evaluated for Satisfactory Academic Progress as follows:

Cosmetology 450, 900, 1250, 1600 clocked (actual) hours

Transfer Students- Midpoint of the contracted hours or the established evaluation periods, whichever comes first.

Evaluations will determine if the student has met the minimum requirements for satisfactory academic progress. The frequency of evaluations ensures that students have had at least one evaluation by midpoint in the course.

Standard for Attendance

Students are required to attend a minimum of 80% of the hours possible based on the applicable attendance schedule in order to be considered maintaining Satisfactory Attendance Progress. Evaluations are conducted at the end of each evaluation period to determine if the student has met the minimum requirements. If the student falls below the 80% at the time of evaluation the student will be placed on a SAP warning. At the end of the SAP warning if the student has failed to reach an 80% attendance rate the student may be terminated from the program. However if the student has made significant advancement with the Academy’s standard of 80% and the Academy Director can reasonably determine that the 80% standard can be achieved, the student may then be placed on a probation status after an appeal by the student has been approved allowing the student to continue in the program until the next evaluation period.

Maximum Time Frame

The maximum time (which does not exceed 125% of the course length) allowed for students to complete each course at Satisfactory Academic Progress. A student who completes the program with an 80% attendance rate would have completed within 125% of the program length.

Course	Maximum Allowed	Time
	WEEKS	
Cosmetology (Full time, 35 hrs/wk) - 1600 Hours	58 Weeks	

Transfer hours from another institution that are accepted up to 320 hours toward your program are counted as actual hours for the purpose of determining when the allowable maximum timeframe has been exhausted.

Standard for Grade Point Average

Students must maintain a minimum of an 80% grade point average to graduate from the program and in order to be considered maintaining Satisfactory Academic Progress. Evaluations are conducted at the end of each evaluation period to determine if the student has met the minimum requirements. If the student falls below the 80% at the time of evaluation the student will be placed on a SAP warning. At the end of the SAP warning if the student has failed to reach an 80% grade point average the student may be terminated from the program. However if the student has made significant advancement with the Academy’s standard of 80% and the Academy Director can reasonably determine that the 80% grade point average can be achieved, the student may then be placed on a probation status after an appeal by the student has been approved allowing the student to continue in the program until the next evaluation period.

Numerical grades are considered according to the following scale:

94 - 100	EXCELLENT
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87 - 93	VERY GOOD
86 - 80	SATISFACTORY
79 and BELOW	UNSATISFACTORY

Determination Of Progress Status

Students meeting the minimum requirements for academics and attendance at the evaluation point are considered to be making Satisfactory Academic Progress until the next scheduled evaluation.

Warning

Students who fail to meet minimum requirements for attendance or academic progress are placed on warning and considered to be making Satisfactory Academic Progress while during the warning period. The student will be advised in writing on the actions required to attain Satisfactory Academic Progress by the next evaluation. If at the end of the warning period, the student has still not met both the attendance and academic requirements, the student may be terminated from the program or placed on probation.

Probation

Students who fail to meet minimum requirements for attendance or academic progress after the warning period may be placed on probation and considered to be making Satisfactory Academic Progress while during the probationary period, if the student appeals the decision, and prevails upon appeal. Additionally, only students who have the ability to meet the Satisfactory Academic Progress Policy standards by the end of the evaluation period may be placed on probation. The student will be advised in writing of the actions required to attain Satisfactory Academic Progress by the next evaluation. If at the end of the probationary period, the student has still not met both the attendance and academic requirements required for Satisfactory Academic Progress, the student will be determined as NOT making Satisfactory Academic Progress and the student will be terminated from the program.

Re-Establishment Of Satisfactory Academic Progress

Students may re-establish Satisfactory Academic Progress by meeting minimum attendance and academic requirements by the end of the warning or probationary period.

Interruptions, Course Incompletes, Withdrawals

If enrollment is temporarily interrupted for a Leave of Absence, the student will return to school in the same progress status as prior to the leave of absence. Hours elapsed during a leave of absence will extend the student's contract period and maximum time frame by the same number of days taken in the leave of absence and will not be included in the student's cumulative attendance percentage calculation. Students who withdraw prior to completion of the course and wish to re-enroll will return in the same Satisfactory Academic Progress status as at the time of withdrawal.

Appeal Procedure

If a student is determined to not be making Satisfactory Academic Progress, the student may appeal the determination. Reasons for which students may appeal a negative progress determination include death of a relative, an injury or illness of the student, or any other allowable special or mitigating circumstance. The student must submit a written appeal to the school on the designated form describing why they failed to meet Satisfactory Academic Progress standards, along with supporting documentation of the reasons why the determination should be reversed. This information should include what has changed about the student's situation that will allow them to achieve Satisfactory Academic Progress by the next evaluation point. Appeal documents will be reviewed and a decision will be made and reported to the student within 30 calendar days. The appeal and decision documents will be retained in the student file. If the student prevails upon appeal, the Satisfactory Academic Progress determination will be reversed.

Transfer Hours

With regard to Satisfactory Academic Progress, a student's transfer hours will be counted as actual hours for the purpose of determining when the allowable maximum time frame has been exhausted.

Requirements for Graduation

TONI&GUY Hairdressing Academy has set minimum standards for completion of the program. In order to graduate you must meet the following requirements:

1. Satisfy all state requirements, consisting of:
 - a. Completion of required state hours
 - b. Completion of exams and course requirements
 - c. Passing the Mock State Board for Basic Cosmetology (You may re-take this test if you do not pass the first attempt. If unsuccessful on the second attempt, a \$250 charge will be assessed for each the additional exam administered.)
2. Fulfill practical operations required by the academy and the state.
3. Comply with all policies in the Catalog.
4. Maintain an 80% or higher grade point average throughout the program.
5. Maintain an 80% or higher attendance rate throughout the program.
6. Complete the program within 125% the normal program length.
7. Make arrangements to pay all tuition and fees to the academy before graduation day. Final payment must be made in the form of a cashier's check, money order, or credit card. (Personal checks are not accepted.)
8. Complete the Graduation Checklist: Obtain the necessary staff/faculty member signatures, and file the checklist with the School Administration.
9. Turn in all keys and academy property. You will be charged a \$15.00 fee for each key that is not returned to the academy. This charge must be paid prior to receiving your diploma.

Upon your satisfaction of the above criteria, we will issue a diploma to you and you will be recognized as a graduate of TONI&GUY Hairdressing Academy. We will report your graduation to the California State Board of Barbering and Cosmetology. You can then contact California State Board of Barbering and Cosmetology to request a state board exam date.

Once you successfully complete the course, pass the board exam, and receive a license from the state, you are qualified to become a Cosmetologist.

Leave of Absence Policy

You may request a Leave of Absence (LOA) for a minimum of five (5) calendar days and a maximum of sixty (60) calendar days. You **must** submit a written LOA request to the Academy Director and an exact date of return to the program. Approval of a LOA is not guaranteed. If the LOA request is approved, you must return by the date specified. If you fail to return from the LOA by the specified date, you will be considered to have

withdrawn from the program, effective the date which you fail to return or the date you notify the academy that you will not be returning, whichever comes sooner, with the following consequences:

If you are entitled to a refund, the academy will pay you within thirty (30) days of the date upon which the academy learns that you are not returning from the approved LOA period.

Student Conduct

We want all of our students to be successful and to have an outstanding educational experience. To meet these goals, we have established a set of guidelines for student conduct. Failure to abide by these guidelines could cause disruption to the learning environment or negatively impact the educational experience for you and other students. Proper student conduct keeps our unique Spotlight Culture strong and helps you build a foundation for success. TONI&GUY Hairdressing Academy complies with all local, state, and federal laws that apply. We may take corrective action against students who violate the policies listed within this catalog, who interfere with another student's work, or who exhibit disruptive behavior.

Non-Smoking Policy

We provide a smoke-free environment for all students, staff, and clients. Students may not congregate or loiter in front of the school or in front of or near surrounding businesses at any time.

Safety

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

- Walk through the school at all times. Running can lead to slips and falls.
- Keep aisles and work areas free from clutter and obstruction.
- Seek assistance from another person when lifting heavy items: do not lift alone.
- Immediately report any incident that results in an injury.
- Report anything that could cause an injury or place someone in a dangerous situation, such as chipped glass, broken equipment, sharp or rough edges, electrical problems, or water seepage or spills.
- Report any situation which may be suspicious or out of the ordinary.
- Use the fire escape routes in case of fire. Each classroom or area of the building has a designated escape route that must be followed in case of fire. These routes are posted throughout the building. Please inspect each area for the fire escape plan, as you will be working in various areas of the academy.

Professionalism

We are focused on graduating professional hairdressers, thus we work hard to maintain the highest standards of professionalism throughout the building. Gossiping and engaging in inappropriate topics of conversation have no place in our professional environment. You should work to consistently maintain a professional demeanor with faculty, staff, fellow students, and clients. Keep conversations with clients positive and avoid sensitive topics such as religion, personal business, or gossip. Use of vulgar or profane language is not permitted. Treat your clients, instructors, fellow students, and administration with respect at all times.

Daily Duties

Per state regulations, the break room, classrooms, and clinic floor (shampoo area, dryer area, styling stations, etc.) should be properly maintained. All students will be assigned daily duties to help keep the academy clean and well-maintained. When performing your daily duties, please be thorough and take pride in your work. Your duty should be completed thoroughly by 4:30 p.m., before you clock out. Before you leave each day, clean and sanitize your styling station and mirror. Remove all personal belongings from the academy. TONI&GUY Hairdressing Academy cannot be held responsible for lost, damaged, or stolen items that remain in the building after hours. We provide you access to a locked trolley which may be used for storing items. Bear in mind that the safest place for your belongings is with you.

Eating / Drinking

Eating and drinking are not permitted on the clinic floor. You may enjoy refreshments and meals in one of our Student Break rooms.

Telephones

Cell phones and mobile communication devices are not permitted in the classrooms, on the clinic floor or any academy business areas. Students who violate this policy may receive corrective action, up to and including suspension or termination. The lobby phone is for the exclusive use of our clinic floor clients and may not be used by students.

Reception Desk

The heart of our clinic floor operations lies at the reception desk. Our receptionists work very hard to keep the clinic floor running smoothly. Please help them provide Spotlight Service to our clinic floor clients by allowing them space to work. Students are not permitted behind the receptionist desk at any time. You will need to work in the reception area when you greet your clients and when assisting them in making product purchases and checking out. At all other times, you should stay out of the reception area.

Client Services

In order to build proficiency with the new skills and techniques you will be learning in class, you will need to perform practical applications on clients. Our clients expect and deserve your best Spotlight Service. Greet every client in a timely manner and deliver outstanding Spotlight Service until you have assisted them with checking-out. Refusing service to a client or trading tickets with another student will result in corrective action, up to and including termination. When you finish every client service, an instructor should sign off before you take the client ticket to the front desk.

Gratuities

Once you begin working with clients on the clinic floor, you may receive tips from your clients. Tips are a wonderful affirmation of your hard work; however, clients are not required to leave tips. Never solicit tips from your clients. Your primary focus should be on polishing your technique and honing your customer service skills, not on how much money a client might tip you. Concentrate on doing your best work with each client and you will be rewarded, whether with a tip, a compliment, or repeat business.

Confidentiality Policy

As your contract is made solely between you and TONI&GUY Hairdressing Academy, the information and details of the transaction are not to be shared with other parties. Additionally, any and all student

advisement or conversation between any student and the administration is confidential and private. Do not discuss your contract or interaction with other parties among fellow students. Violation of this policy may lead to corrective action, up to and including termination.

Levels of Corrective Action

You will be thoroughly informed of our expectations of you as a student during your New Student Orientation. Your commitment to upholding the standards of conduct set forth by the TONI&GUY Hairdressing Academy helps us maintain the Spotlight Culture at the TONI&GUY Hairdressing Academy and ensures that every student has a positive educational experience. Should your conduct, attendance, or academic performance require attention, the TONI&GUY Hairdressing Academy Administration may intervene with corrective action.

The levels of corrective action could include the following:

Verbal Warning

When a student violates TONI&GUY Hairdressing Academy policies, the student will be verbally informed of the violation that he/she committed. The verbal warning acknowledges the potential consequences for failure to correct the behavior.

Written Warning

Students who violate TONI&GUY Hairdressing Academy policies will be issued a Written Warning which is to be signed by the student. The Written Warning acknowledges the consequences for failure to correct the behavior addressed in the Verbal Warning, which may be suspension and/or termination.

Suspension

Students who violate TONI&GUY Hairdressing Academy policies may be immediately suspended or withdrawn from TONI&GUY Hairdressing Academy. Out-of-school suspension may last for a period of not less than one (1) day but no longer than (30) thirty days.

Termination

The TONI&GUY Hairdressing Academy will terminate students who no longer clock hours due to voluntary withdrawal by the student.

You will also be terminated by the TONI&GUY Hairdressing Academy for any one or more of the following actions:

1. Possession or obvious use of drugs and/or alcohol during TONI&GUY Hairdressing Academy hours, including being under the influence after breaks.
2. Bringing firearms or weapons onto campus grounds.
3. Any act of bullying, violence or verbal/physical abuse to other students, instructors, administrators, or clients.
4. Refusal to provide assigned client services.
5. Disruptive behavior.
6. Refusal to wear assigned apparel, use assigned equipment, or perform assigned tasks.
7. Stealing from the TONI&GUY Hairdressing Academy, a client, a member of the faculty or staff, or a fellow student.

8. Clocking in or out for another student.
9. Leaving the TONI&GUY Hairdressing Academy premises while clocked in.
10. Failure to pay tuition as outlined in your contract.
11. Unsatisfactory attendance preceded by verbal warning, written warning, and/or suspension.
12. Failure to maintain an 80% grade point average or better.
13. Failure to maintain a minimum 80% attendance rate.
14. Misrepresentation of personal information on contracts or documents.
15. Violation of school policies as outlined in this catalog or any written supplemental notices provided to you.
16. Exceeding more than 125% of the program length without completing the program.
17. Violation of state regulations applicable to students.
18. Failure to correct behavior as outlined in terms of written warning.
19. Discussing confidential information with other parties (i.e., contract details, disciplinary action, private administration advisement sessions.)
20. Any act of vandalism to school property.

Withdrawal

You may voluntarily withdraw from TONI&GUY Hairdressing Academy by mailing a written notice of your intent to withdraw, as of a particular date, to the Director of TONI&GUY Hairdressing Academy.

Your official date of withdraw will be determined by the postmark on written notification sent to TONI&GUY Hairdressing Academy.

If you do not provide such notice, the date of determination of your withdrawal is fourteen (14) calendar days from the last date attended, unless you have received an approved leave of absence. To officially withdraw from TONI&GUY Hairdressing Academy, you must initiate the process with the Administration. The tuition refund policy will apply to withdrawn students.

Students who withdraw from the program are required to empty their locker and gather all personal items. Any items left behind by the student will be stored for 60 days, at which time the items become the property of TONI&GUY Hairdressing Academy.

TONI&GUY Hairdressing Academy will assign a grade of Incomplete (I) to a student who withdraws but who is not entitled to a refund, if the student:

1. Requests the grade at the time of withdrawal; and
2. Withdraws for an appropriate reason unrelated to the student's academic status.
3. Pays any balance due to TONI&GUY Hairdressing Academy in full.

A student who receives a grade of incomplete may be eligible to re-enroll in the program during the forty-eight (48) month period following the date of withdrawal provided that the original balance to the school has been paid in full. All re-enrollments are subject to availability and must be approved by the Academy Director.

Student Complaint / Grievance Policy

We value your feedback about ways that we can continue to improve the education experience for you and your fellow students. We conduct monthly student evaluations in which we request your feedback about your experiences at the TONI&GUY Hairdressing Academy.

If you have a complaint that you feel needs more attention, please provide a written statement to the Academy Director. Upon receipt, the complaint may be discussed with the Administrative Staff and you will receive a response within five (5) working days.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's internet Web site www.bppe.ca.gov.

Purpose of the Student Grievance Policy

The purpose of the student grievance policy is to provide a way for resolving student grievances of an academic nature.

General Guidance

The general grievance procedure as described below is for Academic Grievances. Academic Grievances include those based on items such as classroom procedures, complaints of unfair treatment by an instructor, complaints of unfair grades given by an instructor, absence and tardiness practices, course requirements that differ substantially from those set forth in the syllabus, and the right to participate in certain activities.

SPECIAL NOTE:

Any grievance involving a complaint of discrimination or sexual harassment should be directed to the Academy Director.

Academic Grievance Procedure

The following procedure is to be used to resolve an Academic Grievance. Generally speaking, once this process has begun, students should follow the procedure and not omit steps in the procedure. However, in extenuating circumstances, students may bring their grievance directly to the attention of the Academy Director or Director of Operations. At any point in the procedure below, TONI&GUY may require a written statement of complaint in order to proceed.

- 1. The Offending Person** – the student should first make contact with the offending person to resolve their differences within five school days.
- 2. The Instructor** – if the complaint is not resolved in the informal conference with the offending person, the student may then discuss the matter with their instructor. The instructor may schedule a conference with the student and the other involved parties, or the instructor may bring the issue to the attention of the Education Director.
- 3. The Academy Director** – if the grievance is not resolved by the instructor, the student may request a meeting with the Academy Director.

Student Services

As part of our Spotlight Culture, we provide a range of student services to support you in your education and to benefit you during your coursework. At any time during your enrollment period information is readily available to you in the Academy Director's office pertaining to counseling, crisis, substance abuse, and family violence. All requests for information will be kept confidential.

Housing

TONI&GUY Hairdressing Academy does not provide on-campus housing and is not obligated to provide housing; however there are rental communities nearby the institution's facility and the approximate cost of housing is between \$950 – \$1,650/month.

Student Advisement

Our administrators maintain an Open Door policy. Student Services and advisement are generally overseen by the Academy Director, but several other departments or individuals may be involved including Admissions. You are always welcome and encouraged to seek out the advice of the school administrators. We want to support you in your program and in reaching your educational goals. Where possible, we will assist you with issues that relate to your success in the program. TONI&GUY Hairdressing Academy does not provide psychological assessment or counseling to students in any manner or capacity. If you are in need of advice on personal issues, faculty or administrators may refer you to a licensed counselor. In such cases, we will provide you with a list of counselors published by the local school district to help you seek out the professional of your choice. The Resource Directory we provide is for informational purposes and serves only as a guide to you. We do not endorse, sponsor, or promote any of the resources/facilities provided.

Library/Resources

The bulk of academic material required for each course is covered during regular theory hours. We also maintain library resources to enhance your education. These resources consist primarily of teaching DVDs, trade magazines, specialty books, and may include online web-based information. You may review the resources available at designated areas in the school, upon request.

Placement

TONI&GUY Hairdressing Academy does not guarantee placement to any student. However, limited job placement assistance is provided to graduates at no additional charge. Upon graduation, the student's name is recorded in a placement register for the follow-up process. Results from the State Board of Cosmetology license examination are recorded as passed or failed. Students that failed the exam are encouraged to return to TONI&GUY Hairdressing Academy for assistance and guidance for subsequent attempts to pass the exam. Placement assistance is provided by reviewing the listings of salons seeking employees, their job requirements, salary, and other pertinent information. Students are referred to interviews and the results of these interviews are recorded in the placement register. The school may show prospective students this register upon request.

Student Benefits

Personal Services

We offer free hair cuts and a reduced cost for chemical services while you are enrolled at the academy. You may receive services only upon approval from the Education Director. We service clients before we approve any student services. You are required to pay product costs which will be collected the same day the service is performed. Technical services require a minimal fee to cover the cost of the chemicals used. Refusal to make payment on the day services are performed will result in revocation of this privilege.

Family Services

Haircutting services for immediate family members (spouse, children, parents, and grandparents) are available at no charge (chemical services require a minimal fee) as long as you perform the services for your family members. All other family members are charged the regular price for all services.

Voter's Registration Rights

As per the Department of Education requirements, TONI&GUY Hairdressing Academy encourages students to register to vote. You can go to the following website and follow the instructions to register – http://www.sos.ca.gov/elections/elections_vr.htm. This webpage contains everything you need to know about the requirements to be allowed to vote and how to become a registered voter as well as deadlines for submission of the applications.

Constitution Day – September 17th

As per the Department of Education requirements, TONI&GUY Hairdressing Academy provides a class to all students about the United States Constitution. All students are required to attend this class.

Career Coaching

TONI&GUY Hairdressing Academy will spend significant time preparing you for a career as a successful hairdresser, but we do not guarantee employment. To help prepare you for success in the hairdressing industry, we provide the following services:

Personal and Professional Development

Our curriculum includes a focus on the non-technical skills required for you to excel in the industry. You will receive training and information to help you develop the habits, attitudes, and beliefs that will help you reach your career goals after you leave the TONI&GUY Hairdressing Academy. This material will also provide helpful information about the industry including knowing your job options, comparing salons, interviewing salons, choosing the best position, and more.

Interview Training and Resume Development

We may assist you and provide recommendations for preparing your professional resume and offer interview training as part of our curriculum.

Career Representatives

The academy cannot and does not guarantee employment to any student, but the academy's Student Services Office will endeavor to identify employment opportunities and place students in employment positions. We encourage students to seek employment in the industry with the salons and companies of their choice and local salon representatives are invited to speak with students regarding employment opportunities on a regular basis. It is the TONI&GUY Hairdressing Academy's practice to maintain employment information on its alumni, and you are requested to provide such information to the TONI&GUY Hairdressing Academy's Placement Office following your departure from the academy.

Drug Abuse Prevention Program

The TONI&GUY Hairdressing makes the following information available to its students, staff and instructors. Any individual associated with **TONI&GUY Hairdressing Academy** who is seeking information, counseling, or assistance concerning Drug Abuse Prevention may call or visit following agency:

National Council on Alcoholism & Drug Dependence
1446 Ethan Way, Sacramento, CA 95825
916-922-5122

Costs

Tuition

Tuition and fees are your responsibility as a student. All tuition is due on the first Tuesday of each month, with the exception of the first payment, which is made on or before the first day of school. Tuition will be considered late on the first Friday of the month, and you will be assessed a late fee of \$25. Thereafter, a daily \$5 late fee including weekends (excluding holidays) will accrue until you make full payment of tuition and all late fees. Failure to pay tuition as agreed upon in your contract may result in corrective action up to and including termination. Payment shall be made by credit card, personal check, cashier's check, or money order. The TONI&GUY Hairdressing Academy does NOT accept cash payments. The final payment must be made by cashier's check, money order, or credit card. Returned checks will result in a Non-sufficient Fund Fee (NSF fee) and you will be assessed with a fee of \$25.00. TONI&GUY Hairdressing Academy reserves the right to change tuition and fees for each course as needed.

A non-refundable Registration Fee of \$100.00 is required to be paid by every student for each course or program of study, upon enrollment into the program or course.

A non-refundable Re-Enrollment Fee of \$100.00 (not considered tuition) will be required for any student requesting a re-enrollment into the TONI&GUY Hairdressing Academy.

Tuition and Fee Schedule

Charges will continue to be assessed and billed per payment period.

COURSE	TUITION ^a	REGISTRATION ^b	STUDENT TUITION RECOVERY FUND (STRF) ^c	KITS ^c	TOTAL	WEEKS ^d
Cosmetology	\$12,000.00	\$100.00 Non-refundable	\$0.00 Non-refundable	\$2,855.00	\$14,955.00	45.7

a – REFUNDABLE. Cost shown represents cost for the entire course.

b – NON-REFUNDABLE.

c – NON-REFUNDABLE. Once opened, issued kits are not returnable due to sanitary considerations.

d – Length of course duration will vary in accordance to the number of hours the student is expected to attend on a weekly basis as stated on the enrollment agreement.

e –The instructional charges are calculated as \$7.50 per hour.

Exceeding Your Contract

Your Enrollment Agreement is written for a specific time period, and therefore you must complete the course or program within this time frame. If you do not graduate within the time period agreed upon, additional training will be provided at the following cost:

Cosmetology **\$7.50 per hour**, regardless of your absence or attendance, including corrective action absences such as suspension, until you fulfill your graduation requirements.

Books, Equipment, and Supplies

You must purchase the TONI&GUY Hairdressing Academy Student Kit, which includes the required books, equipment, and supplies, as required by your contract. Your Student Kit contains the necessary professional

hairdressing tools needed to complement the instruction you receive at the TONI&GUY Hairdressing Academy. The items in the kit may change from time to time, at the discretion of TONI&GUY Hairdressing Academy and without notice to students. The TONI&GUY Hairdressing Academy has done its best to outline itemized costs in your contract; however, we do not claim that the costs listed will be the only expenses that you incur as a student at the TONI&GUY Hairdressing Academy.

A Student Kit of \$2,855 (tax included) effective January 1st, 2016 is required to be paid by every student attending the Basic Cosmetology Program on or before the first day of class. Monies paid for Student Kits are refundable through attendance at the first class session, or the seventh (7) calendar day after enrollment, whichever is later if the Kit has not been opened or damaged in any way. The amount must be paid by credit card, cashier's check, or money order. A personal check is only acceptable up to fourteen (14) calendar days prior to start date. If a Re-Enrollment Student is not required to purchase a complete Student Kit, kit items may be purchased separately if necessary.

Other Costs

You will need to pay other fees and costs for program requirements including **State Registration fees** and **State Board exam fees**. You will pay these fees directly to the state and the testing agencies and not to TONI&GUY Hairdressing Academy.

Tuition Discounts

TONI&GUY Hairdressing Academy may provide tuition discounts to employees, spouses of employees, and children of employees, after a minimum employment of one year with a TONI&GUY Salon or TONI&GUY Hairdressing Academy.

Cancellation and Settlement Policy

We will provide a full refund of money you have paid toward tuition, fees, and other charges if you:

STUDENT'S RIGHT TO CANCEL

- You have the right to cancel and obtain a refund of charges paid through attendance at the first class session, or the seventh (7) calendar day after enrollment, whichever is later. All monies paid will be refunded except the non-refundable registration fee. And the student kit has not been opened or damaged in any way.
- After the end of the cancellation period, you also have a right to stop school at any time and you have the right to receive a refund for the part of the course not taken. Your refund rights are described in the [Tuition Refund Policy](#).
- Official cancellation must be made in writing and delivered by certified mail to the institution's address. The cancellation date will be determined by the postmark on written notification. No other form of cancellation is acceptable. FAX transmissions, telephoning the school, or by not coming to class are NOT acceptable forms of cancellation. Written notice of cancellation need not take any particular form.
- If the school closes permanently and no longer offers instruction after a student has enrolled, the school will provide a pro rata refund of tuition to the student.
- A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling toll-free (888) 370-7589 or by completing a complaint form, which can be obtained on the Bureau's website at: www.bppe.ca.gov.

- If we cancel a start date, you can opt to move any monies paid into an alternate start date or request a refund less the registration fee. We may need to cancel a start date due to the size of the student body, repairs to the facility, or other operational issues.
- If TONI&GUY Hairdressing Academy terminates you for failure to complete all required coursework in the program within 125% of the stated length of the program or because of failure to comply with the requirements, rules, and regulations outlined in the catalog, your enrollment will be terminated. The extent of any refund due to you will be determined according to our Tuition Refund Policy.

Tuition Refund Policy

- If you withdraw or are terminated from TONI&GUY Hairdressing Academy prior to completing your academic program, depending upon the point in the program at which your enrollment ended, you may be entitled to a refund of part of the payments you have made for tuition, fees, and other charges. A refund is based on your termination date. If the student has received federal student financial aid funds, the student is entitled to a refund of monies not paid from federal student financial aid program funds.
- If you withdraw from the course of training before your cancellation period expires, we will refund the amount you paid to TONI&GUY Hairdressing Academy less the registration fee. Monies paid for Student Kits are refundable through attendance at the first class session, or the seventh (7) calendar day after enrollment, whichever is later if the Kit has not been opened or damaged in any way.
- If you withdraw from the course of training after the cancellation period expires, we will determine your refund amount by calculating the difference between the total payments you made to TONI&GUY Hairdressing Academy prior to your withdrawal and the total program charges which TONI&GUY Hairdressing Academy may retain based on actual hours attended up to your termination date. The institution will remit a pro rata refund of tuition fees, less the registration fee within 30 days following your withdrawal.

Pro Rata Refund

The State of California requires a pro rata refund of nonfederal student financial aid program moneys paid for institutional charges to students who have completed 60 percent or less of the period of attendance.

The pro rata refund will be determined using the following calculations:

1. Identify all amounts paid for instruction less cost of equipment.
2. Subtract Registration fee not to exceed \$250.00.
3. Apply a pro rata refund based on the percentage of actual hours completed in the program.

Below is an example of a pro rata refund for the Cosmetology Program: The amount listed is the amount a school may retain based on the percentage of actual hours completed in the program.

Tuition amount	10%	25%	50%	60%	61%-100%
\$12,000.00	\$1,200.00	\$3,000.00	\$6,000.00	\$7,200.00	\$12,000.00

- If the amount that you have paid is more than the amount that you owe for the time you attended, then a refund will be made within 30 days of the official withdrawal.
- If the amount that you owe is more than the amount that you have already paid, then you owe a balance to the school and you must arrange to pay the balance within 30 days. If you fail to pay the balance within 30 days your account will be considered overdue.

In the event a balance due to TONI&GUY Hairdressing Academy becomes overdue, we may contact you to make arrangements to receive the balance in full, or we may send your account to a third party for collections. All efforts to receive a balance due will reflect good taste and sound, ethical business practices. Any third parties engaged to assist with collections will acknowledge the existence of, and comply with, the Cancellation and Settlement policy.

You agree, in order for the Academy to service your account or to collect any amounts you may owe, we may contact you by telephone at any telephone number associated with your account, including wireless telephone numbers, which could result in charges to you. The Academy may also contact you by sending text messages or e-mails, using any e-mail address you provide to us. Methods of contact may include using pre-recorded/artificial voice messages and/or use of an automatic dialing device, as applicable. You also agree that any third party may contact you in the same manner for collection of any balance you may owe.

Any refund we owe you will be paid to you no later than the 30th day after the Termination Date. If you are owed a refund and TONI&GUY Hairdressing Academy fails to make the refund payment to you within the refund payment period, we will be obligated to pay you interest on the refund amount at a rate set by the California Board of Cosmetology, beginning the first date the refund period expires and ending the day preceding the date the refund is made, unless the state exempts TONI&GUY Hairdressing Academy from any obligation to pay interest based on our unsuccessful attempts to locate you.

Your termination date shall be determined using the following guidelines:

1. The withdrawal date shall be the last date of recorded attendance. Unofficial withdraws are determined by the school through monitoring clock hour attendance at least every 30 days.
2. The student would be determined to have withdrawn from institution on the earliest of:
 - The date you notify TONI&GUY Hairdressing Academy Director of your intent to withdraw. Only TONI&GUY Hairdressing Academy Director would be authorized to accept a notification of your intent to withdraw.
 - The date the institution terminates your enrollment due to academic failure or violation of its rules and policies stated in the catalog.
 - The date you fail to attend classes for 14 consecutive calendar days and fail to inform the institution that you are not withdrawing.
 - If you are absent for 14 consecutive calendar days and are not on an approved leave of absence, you will be deemed a withdrawal even though you have indicated that you were not withdrawing. Your determination date shall be the last date of recorded attendance.
 - The date you failed to return as scheduled from an approved leave of absence. The withdrawal date shall be the last date of recorded attendance.

Student Records

TONI&GUY Hairdressing Academy administration maintains all student records. The TONI&GUY Hairdressing Academy maintains educational records for all currently enrolled students that consists of all admissions, academic, and financial records and information upon which a student's enrollment is based. These records are securely maintained and protected against damage or loss. The TONI&GUY Hairdressing Academy maintains student financial records related to tuition and fee payments, and tuition refunds for a minimum of five years. Only TONI&GUY Hairdressing Academy Administrators may have access to these files. If you wish to review your file, you may do so in the presence of an Administrative staff member. We will not release

information to any party without your written consent each time a request is made, except under subpoena or in accordance with state or federal laws or funding programs. If such a situation occurs, we will make every possible effort to contact you, when allowed by law. If you are a dependent minor, your parents may have access to your file. In such an event, the Administrator will assist your parents in interpreting the contents of the file. Please be advised that we are only required to keep student records on location for a minimum of five years. Further questions about your records may be addressed to the California Bureau of Private and Postsecondary Education.

TONI&GUY Hairdressing Academy Administration maintains all student transcripts. The Academy permanently retains transcripts.

Bankruptcy Disclosure

TONI&GUY Hairdressing Academy does not have a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the proceeding five years, and has not had a petition in bankruptcy filed against it within the proceeding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).

Student Tuition Recovery Fund Statement (STRF)

(California Residents Only)

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student who is enrolled in an educational program, who is a California resident or are enrolled in a residency program and prepays all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:

1. You are not a California resident or not in enrolled in a residency program.
2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency program attending certain schools regulated by the Bureau for Private Postsecondary Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act or the Division within 30-days before the school closed or, if the material failure began earlier than 30-days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act."

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

NOTES:

ADDENDUM (A)

FACULTY

Evan Regua – Education Director

Lesly Juarez – Educator

Ethel Reddy – Educator