

TONI&GUY[®]
HAIRDRESSING **ACADEMY**

TIGI[®]
CREATIVE SCHOOL

Date of Publication: January 1st, 2018



STUDENT CATALOG

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Welcome

We're pleased to welcome you to TONI&GUY Hairdressing Academy | TIGI Creative School, 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 | TIGI Creative School 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. The school 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 | TIGI Creative School 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

The school 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 Catwalk 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 school located in San Jose, California is owned by Premier Hairdressing Enterprises, LLC. and does business as TONI&GUY Hairdressing Academy | TIGI Creative School. The San Jose, California location is considered a Main campus.

History

More than five 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 | TIGI Creative School located in San Jose, CA, inside the Eastridge Center also known as Eastridge Mall. All instruction will take place at 2200 Eastridge Loop, Unit #1004, San Jose, CA 95122. Eastridge Center 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, three multipurpose areas, and theory areas as well as a large clinic floor featuring powdered stainless steel mobile stations and fixtures, Eleganza Crystal Stone 2.0 glass floors that is stain resistant and has zero porosity, glass walls and sound systems throughout the school. In addition, there are nine large flat screen televisions networked with Apple TV in classrooms, labs to view educational videos and each student is provided with their own mobile 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 school clinic floor looks and runs like a real salon, giving you a salon-like experience. The clinic and shampoo areas includes dispensaries for shampoos, conditioners, styling products, hair colors, and developers. You will also have the opportunity to learn valuable retail skills in our expansive salon-like retail lobby area, featuring a full line of TIGI hair care products. For your comfort, we provide one spacious student break room equipped with two large refrigerators, microwaves, dishwares, and a dishwasher. The facility also offers men's and women's restrooms,

including two wheelchair accessible restrooms, for student, staff, and client use. The school is handicapped equipped (wheelchair access).

Parking

The Eastridge Center offers abundant free parking surrounding all mall building entrances.

Nondiscrimination

TONI&GUY Hairdressing Academy | TIGI Creative School, in its admission, instruction, and graduation policies and practices, does not discriminate on the basis of sex, race, religion, age, ethnic origin, color, disability, sexual orientation, or ancestry. The school does not allow or tolerate discrimination of any kind, bullying, harassment, or hazing of any sort. If any student or team member experiences or witnesses anyone being bullied, harassed, or hazed in any way, he or she is required to report the matter to the school's Academy Director in person or by calling (408) 531-9036 immediately so appropriate action can be taken.

Faculty and Staff

The school's 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 school administrator includes members who play an integral role in the Spotlight Experience for our students, including the following:

Academy Director	Francis Chau
Policy Director	Dalena Hoang
Admissions Director	Kathy Hoang
Education Director	Evan Regua

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

Becoming a Student

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

Admission Requirements

TONI&GUY Hairdressing Academy | TIGI Creative School admits as regular students those who are high school graduates, holders of high school graduation equivalency certificates. The school does not accept ability to benefit (ATB) students at this time.

Admission Procedure

- 1.) **Complete a Potential Student Questionnaire at the front desk & Tour the Facility:** This process allows you to understand our expectations of our students and helps you better understand our program.
- 2.) **Personal Interview:** Applicant must complete a personal interview with the admission's team prior to registration.
- 3.) **Submit an Application Fee:** Action will not be taken on admission or any student loan application until an application fee of \$100.00 is received. Please submit the fee in the form of a credit card, check, cash, money order, or cashier's check payable to TONI&GUY Hairdressing Academy | TIGI Creative School. This fee is not included in the cost of tuition.
- 4.) **Provide Verification Documents:**
 - a. **Identification (provide only one):** Copies of a driver's license, a passport, a government-issued identification, or a birth certificate are required.

b. Education (provide only one): Copies of a standard high school diploma, high school transcripts, an academic transcript of a student who has successfully completed at least a two-year program that is acceptable for full credit towards a bachelor's degree or high school equivalency diploma or official high school equivalency diploma test scores, a GED.

Please note that a modified high school diploma, a certificate of completion, or a certificate of attainment is not accepted for our admissions requirements. They are not considered equivalent to a standard high school diploma. We are required to verify that your proof of education is from a valid high school or high school equivalency program. If we determine that your diploma or high school equivalency diploma is not valid, you will be denied admission to the school.

If the high school diploma is from a foreign school (any institution outside of the U.S.), the student will need to obtain the services of a foreign credential evaluation service to evaluate their high school diploma or transcript for the credential awarded and the U.S. equivalency. The diploma must be evaluated and translated. The contact information for the organization that you may contact for this service is Span Tran Educational Services and their website is <http://en.spantran-edu.com/>. Please check their website for further information on cost. The student may also use another outside agency for the foreign credential evaluation. The student should understand that he or she is responsible for the evaluation fee and the translation fee, even if their diploma is not sufficient or does not meet U.S. equivalency. The school does not offer any Visa services or sponsor students and will not vouch for a student's legal status in the United States.

The school's courses are taught in English; this school 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.

Acceptance

After a prospect has completed the enrollment application process, the enrollment team and director reviews each applicant and his or her required admissions materials to determine acceptance. Upon the acceptance decision from the enrollment team and director, an enrollment date will be determined. Note: All applicants must go through the entire enrollment application process which includes re-enrollment students (withdrawals) and transfer students.

Re-Enrollment

If you withdraw from the school in good standing and wish to return, you shall contact the Admissions 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 if the tuition has increased from the existing contract and pay or finance the tuition difference or sign an addendum to the existing contract if there is no tuition increase, pay a nonrefundable re-enrollment fee of \$100.00, and settle all outstanding tuition balances. The new contract or addendum will reflect the new contract end date. 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.

Comparing Cosmetology Programs

TONI&GUY Hairdressing Academy | TIGI Creative School is currently not accredited by an accrediting agency recognized by the United States Department of Education. The school is a candidate for accreditation with the National Accrediting Commission of Career Arts & Sciences (NACCAS).

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 | TIGI Creative School 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 | TIGI Creative School to determine if your diploma will transfer.

The school 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 the school 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, the school 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 Admissions Director.

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

(53.33 weeks / 13.33 months / 30 hours per week)

TONI&GUY Hairdressing Academy | TIGI Creative School 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 (Fundamentals One and Two), theory and practical sessions entail all aspects of cosmetology, as well as classic haircutting and coloring required by the school. 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 start upon completion of approximately 1,200 hours.

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 Waving and Chemical Straightening.....	40	105
Hair Coloring and Bleaching.....	60	50
Haircutting	20	80
Laws and Regulations.....	20	0
Health and Safety Considerations.....	45	0
Disinfection and Sanitation.....	20	30
Anatomy and Physiology	15	0
Manual, Electrical and Chemical Facials	25	40
Eyebrow Beatification and Make-up.....	25	30
Manicuring and Pedicuring.....	10	25
Artificial Nails and Wraps	25	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

- a. Learn the proper use of implements relative to all cosmetology services.
- b. Acquire the knowledge of analyzing the scalp, face, and hands before all services are done, to determine any disorders.
- c. Learn the procedures and terminology used in performing all cosmetology services.
- d. Learn the application of daytime and evening make-up.
- e. Learn the proper procedure of manicuring to include water and oil manicure and pedicure.
- f. Learn the application of brush-on nails, nail wraps, and nail tips.
- g. Learn the application of facials.

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 Thursday, 9:00 a.m. – 7:30 p.m. and theory class runs Tuesday through Thursday at 9:00 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. The school 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

The school observes the following holidays:

- Summer Break (July 3rd, 2018 thru July 5th, 2018)
- Thanksgiving Break (November 20th, 2018 thru November 22nd, 2018)
- Winter Break (December 25th, 2018 thru January 3rd, 2019)

The school administration will announce, in advance, any changes in the schedule for holiday breaks

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.
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.
11:00 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.
7:00 – 7:30 p.m.	Sanitize and clean your station. Complete your assigned daily duties to help keep the school clean and well-maintained prior to leaving. All students must clock out by 7:30 p.m. unless servicing a client.

Program Start Dates

A new Cosmetology course begins the first Tuesday of each month. The school 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.

Special Events

Each year, students may participate in our Student Catwalk Hair Show. 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 school's 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 outfit should always convey a sense of professionalism. The wardrobe items you choose must always meet the following dress code guidelines:

- Tuesday through Thursday all black outfit is required
- 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 black dress code.
- 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. Theory begins each morning, Tuesday through Thursday 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 school.

Attendance

The school records attendance in clock hours and gives appropriate attendance credit for all hours attended. The school does not add or deduct attendance hours as a penalty. Attendance is calculated using a manual time clock and does not round hours. In order to ensure proper clock hours are credited, full time students are required to clock in/out four (4) times per day: when they arrive to school, when they leave for lunch, when they return from lunch, and when they leave at the end of the day. If a student fails to clock in or out for their schedule on the student time clock, the student will not receive hours. If the student wishes to dispute any hours they feel earned, the student must provide documentation to verify attendance on the missing time form.

Make-Up Work

Absences are not excused for any reason. The school will however allow for students to take make-up tests up to three times only if the following requirements are met:

- All make-up tests must be scheduled with an instructor. It is the responsibility of the student to schedule the make-up test.
- 1st make-up test will be administered with the highest grade awarded being 90%.
- 2nd make-up test will be administered with the highest grade awarded being 85%.
- 3rd make-up test will be administered with the highest grade awarded being 80%.

Grading Policy

The school gives grades for written work, exams, and the mock state board exam, weighted evenly. Examinations are given in all subjects. Students must receive a cumulative grade of 80% or higher on all written work and exams to maintain Satisfactory Academic Progress (SAP). We use the following grading scale to evaluate performance:

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

Satisfactory Academic Progress Policy (SAP)

The school generally requires a higher standard of attendance and GPA than the State or the Department of Education. As a student, 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

Formal Satisfactory Academic Progress evaluations in both attendance and academics will occur when cosmetology students reach 400, 800, 1200, and 1600 actual hours. The first evaluation will occur no later than the midpoint of the academic year.

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. Satisfactory Academic progress evaluation records are reviewed and signed by the student and maintained in the student file.

Standard for Attendance

Students are required to attend a cumulative attendance of 80% or higher of their scheduled hours 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 the 80% attendance rate the student may be terminated from the program. However, if the student has made significant advancement to meet the attendance standard of 80% and the Academy Director can reasonably determine that the 80% attendance standard can be achieved, the student may then be placed on a probation status after a prevail upon appeal by the student has been approved allowing the student to continue in the program until the next evaluation period.

Maximum Time Frame

Students must complete the educational program within the maximum time frame, which does not exceed 125% of the course length (66.66 weeks) and is based on attending at least 80% of the scheduled hours.

Students who have not completed the course within the maximum time frame may continue as a student at the school on a cash pay basis and are subject to availability.

Standard for Grade Point Average

Students must maintain a cumulative grade point average of 80% or higher 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 to meet the grade point average 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 a prevail upon appeal by the student has been approved allowing the student to continue in the program until the next evaluation period.

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. A student who does not achieve the minimum standards is no longer eligible for Title IV, HEA program funds, if applicable, unless the student is on warning or has prevailed upon appeal of the determination that has resulted in the status of probation. The institution will notify students of any evaluation that impacts the student's eligibility for financial aid, if applicable.

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 period. 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 probation period.

Interruptions, Course Incompletes, Withdrawals, or Repetitions

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. Repetitions do not apply to the school.

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 period. 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.

Graduation Requirements

The school 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 number of clock hours of training
 - b. Completion of exams and course requirements
2. Fulfill theory and practical operations required by the state.
3. Comply with all policies in the Catalog.
4. Maintain a cumulative 80% or higher grade point average throughout the program.
5. Maintain a cumulative 80% or higher attendance rate throughout the program.
6. Pay all tuition cost or make satisfactory arrangements for payment of all monies owed to the school.
7. Complete the Graduation Checklist: Obtain the necessary staff/faculty member signatures, and file the checklist with the School Administration.
8. Turn in all keys and school property. You will be charged a \$15.00 fee for each key that is not returned to the school. 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 the school. 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 state board exam, and receive a license from the state, you are qualified to become a cosmetologist.

Leave of Absence Policy

A Leave of Absence (LOA) is a temporary interruption in a student's program of study. LOA refers to the specific time period during a program when a student is not in attendance.

In order to be placed on a Leave of Absence, the student must:

1. Complete and sign the school's Leave of Absence Request Form in advance and submit an exact date of return to the school.
2. Must state the reason for the Leave of Absence (LOA) request.
3. Must be approved by the Academy Director. Approval of a LOA is not guaranteed.
4. Must be in Satisfactory Progress for both cumulative attendance and grade point average at 80% or higher
5. Leaves must be a minimum of five (5) calendar days and a maximum of sixty (60) calendar days and must not exceed a total of 180 days in a 12-month period.

The policy requires a student to apply in advance for an LOA unless unforeseen circumstances prevent the student from doing so. For example, if a student were injured in a car accident and needed a few weeks to recover before returning to the school, the student would not have been able to request the LOA in advance.

The school may grant a LOA to a student who did not provide the request prior to the LOA due to unforeseen circumstances, if the school documents the reason for its decision and collects the request from the student at a later date. In this example, the beginning date of the approved LOA would be determined by the school to be the first date the student was unable to attend the school because of the accident.

The school will extend the student's contract period and maximum time frame by the same number of days taken in the LOA. Changes to the contract period on the enrollment agreement must be initialed by all parties or an addendum must be signed and dated by all parties. Students may not arbitrarily decide to "take" a leave of absence. The school may not assess the student any additional school charges as a result of the LOA. If the student fails to return or contact the Academy Director on the documented return date, the student will be considered to have withdrawn from school as of the last day of attendance. In order to grant a leave of absence there must be the expectation that the student will be returning to school. A student who is granted a LOA that meets these criteria is not considered to have withdrawn and no refund calculation is required at that time.

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. The school 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 Guidelines

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 school.

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, laundry area, styling stations, etc.) should be properly maintained. All students will be assigned daily duties to help keep the school 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 7:30 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 school. The school 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 our student break room.

Telephones

Cell phones and mobile communication devices are permitted in the classrooms, on the clinic floor or any school areas only for school and education related activities. Personal phone calls should be taken at break times only in the break room. Students who violate this policy may receive a corrective action, up to and including suspension or termination. The lobby phone is for the exclusive use of our clinic floor client bookings 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 a client with another student will result in a corrective action, up to and including suspension or termination. When you finish every client service, an instructor should sign off before you take the client sheet 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 the school, 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 school helps us maintain the Spotlight Culture and ensures that every student has a positive educational experience. Should your conduct, attendance, or academic performance require attention, the school administration may intervene with a corrective action.

The levels of corrective action may include the following:

Verbal Warning

When a student violates the school's 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 the school's 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 the school's policies may be immediately suspended or withdrawn from the school. 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 school will terminate students who no longer clock hours due to voluntary withdrawal by the student.

You may also be terminated by the school for any one or more of the following actions:

1. Possession or obvious use of drugs and/or alcohol during the school 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 school, a client, a member of the faculty or staff, or a fellow student.
8. Clocking in or out for another student.
9. Leaving the school premises while clocked in.
10. Failure to pay tuition as outlined in your contract.
11. Levels of corrective action preceded by verbal warning, written warning, and/or suspension.
12. Failure to maintain a cumulative 80% of grade point average or higher.
13. Failure to maintain a cumulative 80% of attendance rate or higher.
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.

Incomplete

The school will assign a grade of Incomplete (I) to a student who withdraws if the student:

1. Withdraws for an appropriate reason unrelated to the student's academic status; and
2. Pays any balance due to the school.

A student who receives a grade of Incomplete may be eligible to re-enroll in the program during the thirty-six (36) 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 surveys in which we request your feedback about your experiences at the school.

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 toll-free 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 at the local level.

General Grievance

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. At any point in the procedure below, the school 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 (5) 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

The school 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. The school 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

The school 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 the school 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 school. You may receive services only upon approval from the Academy Director and must meet satisfactory attendance rate of 80% or higher two (2) school weeks preceding the scheduled service date. The school reserves the right to reschedule or cancel any student services. 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.

Career Coaching

The school 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 school. 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 school cannot and does not guarantee employment to any student, but the school'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 school's practice to maintain employment information on its alumni, and you are requested to provide such information to the school's Placement Office following your departure from the school.

Drug Abuse Prevention Program

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

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

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 Thursday of the month, and you will be assessed a late fee of \$25. Failure to pay tuition as agreed upon in your contract may result in a corrective action up to and including termination. Payment shall be made by credit/debit card, cash, personal check, cashier’s check, or money order payable to: TONI&GUY Hairdressing Academy | TIGI Creative School. Returned checks will result in a non-sufficient fund Fee (NSF fee) and you will be assessed a fee of \$25.00.

A non-refundable re-enrollment fee of \$100.00 (not considered tuition) will be required for any student requesting a re-enrollment into the school.

Cost of Tuition and Supplies

Because we must occasionally change equipment to remain current, the school reserves the right for the following tuition information to be subject to change.

Course - Cosmetology

Tuition:	\$10,000.00
Application Fee (non-refundable):	\$100.00
Student Tuition Recovery Fund (STRF) (non-refundable):	\$0.00
Student Kit, Equipment, Ebooks, Supplies (non-refundable):	<u>\$3,277.50</u>
TOTAL COSTS	\$13,377.50

Total cost of tuition and supplies are based on payment in full (PIF) prior to the first day of class. For installment payment plans, there will be an additional finance charge based on the length of the repayment plan. Please contact the school’s Admission Director for payment options and details. Payment shall be made by credit/debit card, cash, personal check, cashier’s check, or money order payable to: TONI&GUY Hairdressing Academy | TIGI Creative School. Returned checks will result in a non-sufficient fund Fee (NSF fee) and you will be assessed a fee of \$25.00.

Note: The schedule of total charges for a period of attendance and an estimated schedule of total charges for the entire educational program.

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 **\$6.25 per hour**, regardless of your absence or attendance, including corrective action absences such as suspension, until you fulfill your graduation requirements.

Student Kit, Equipment, EBooks, and Supplies

You must purchase the school’s student kit, which includes the required equipment, ebooks, 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 school. The items in the kit may change from time to time, at the discretion of the school and without notice to students. We do not claim that the costs listed will be the only expenses that you incur as a student at the school. Monies paid for student kit, equipment, ebooks, and supplies are non-refundable through attendance at the first day of class, or the seventh (7) calendar day after enrollment, whichever is later.

Other Costs

You will need to pay other fees and costs for program requirements including **state license registration fees** and **state board exam fees**. You will pay these fees directly to the state and the testing agencies and not to the school.

Student’s Right to Cancel – Institutional Refund/Withdrawal Policy

1. Any monies due the student shall be refunded within 30 days of official cancellation or withdrawal. Official cancellation or withdrawal shall occur on the earlier of the dates that:

- a. A student is not accepted by the school. This student shall be entitled to a refund of all monies paid to the school except a non-refundable application fee of \$100.00.
 - b. A student (or in the case of a student under legal age, his/her parent or guardian) cancels his/her contract and demands his/her money back in writing, through attendance of the first day of class, or the seventh (7) calendar day after enrollment, whichever is later. In this case all monies collected by the school shall be refunded except a non-refundable application fee of \$100.00.
 - c. A student who cancels his/her contract through attendance of the first day of class, or the seventh (7) calendar day after enrollment, whichever is later. In this case all monies collected by the school shall be refunded except a non-refundable application fee of \$100.00.
 - d. A student notifies the institution of his/her official withdrawal in writing.
 - e. A student is expelled by the institution.
 - f. For official cancellations as defined in paragraphs b, c, d, or e, the cancellation date will be determined by the postmark on written notification at the following address: TONI&GUY Hairdressing Academy | TIGI Creative School, 2200 Eastridge Loop, Unit #1004, San Jose, CA 95122. Written cancellations need not take any particular form.
 - g. Monies paid for student kit, equipment, ebooks, and supplies are non-refundable.
2. You have the right to cancel your enrollment contract and obtain a refund of charges paid through attendance of the first day of class, or the seventh (7) calendar day after enrollment, whichever is later. YOU MUST CANCEL IN WRITING. Students do not have the right to cancel by telephoning the school or by failing to attend classes.
 3. Any monies due a student who unofficially withdraws from the institution shall be refunded within 45 days of a determination by the institution that the student has withdrawn without notifying the institution. Unofficial withdrawals are monitored every 30 days and a determination is made to withdraw a student who has been absent from school for fourteen (14) or more consecutive calendar days; the withdrawal date that will be used in this calculation is the student's actual last date of attendance.
 4. Students who withdraw from the program are required to empty their locker/trolley and gather all personal items. Any items left behind by the student will be stored for 30 days, at which time the items become the property of the school.
 5. All extra costs, such as student kit, equipment, ebooks, supplies, application fee, and other such charges, are not considered in the tuition adjustment computation if the charges are itemized separately in the enrollment contract.
 6. Monies paid for student kit, equipment, ebooks, and supplies are non-refundable through attendance of the first day of class, or the seventh (7) calendar day after enrollment, whichever is later.
 7. Students who withdraw or terminate prior to course completion are charged a cancellation or administrative fee of \$150.00.
 8. If a course and/or program is cancelled subsequent to a student's enrollment, and before instruction in the course and/or program has begun, the school shall either provide a refund of all monies paid except the non-refundable application fee of \$100.00 or provide completion of the course and/or program.
 9. A student's account will be sent to a collection agency for non-payment.
 10. 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.
 11. A student on a leave of absence date of withdrawal determination shall be the student's last day of attendance.
 12. A student is entitled to a refund of moneys not paid from federal student aid program funds.

Pro Rata Refund

The institution shall provide a pro rata refund of nonfederal student financial aid program monies paid for institutional charges to students who have completed 60 percent or less of the period of attendance.

Step 1: Identify all amounts paid for instruction less cost of student kit, equipment, ebooks, and supplies.

Step 2: Subtract Registration/Application fee not to exceed \$250.00. The school does not charge a registration fee the student is only charged an application fee of \$100.00.

Step 3: Apply a pro rata refund based on the percentage of *scheduled 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 *scheduled hours* completed in the program.

TUITION:	\$10,000.00
10% of scheduled hours:	\$1,000.00
25% of scheduled hours:	\$2,500.00
50% of scheduled hours:	\$5,000.00
60% of scheduled hours:	\$6,000.00
61% - 100% of scheduled hours:	\$10,000.00

You have the right to withdraw from a course of instruction at any time. If you withdraw from the course instruction after the period allowed for cancellation of the agreement, which is through attendance of the first day of class, or the seventh (7) calendar day after enrollment, whichever is later, the school will remit a refund less an application fee, if applicable, within 30 days following the withdrawal. You are obligated to pay for educational services rendered and for a non-refundable application fee, student kit, equipment, ebooks, and supplies. IF THE AMOUNT YOU HAVE PAID IS MORE THAN THE AMOUNT YOU OWE FOR THE TIME YOU ATTENDED, THEN A REFUND WILL BE MADE WITHIN 30 DAYS OF WITHDRAWAL. IF THE AMOUNT YOU OWE IS MORE THAN THE AMOUNT YOU HAVE ALREADY PAID, THEN YOU WILL HAVE TO MAKE ARRANGEMENTS TO PAY IT. FOR NON-PAYMENT, YOUR ACCOUNT WILL BE SENT TO A COLLECTION AGENCY.

REMEMBER, YOU MUST CANCEL IN WRITING. You do not have the right to cancel by telephoning the school or failing to attend classes. If you have any complaints, questions, or problems that you cannot resolve with the school, write or call 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.

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.

Student Right of Access and Record Retention Policy

The school’s administration maintains all student records. The school 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 school maintains student financial records related to tuition and fee payments, and tuition refunds for a minimum of five years. Only the school’s administrators may have access to these files. If you wish to access your file, you are guaranteed the right to 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. Please be advised that we are only required to keep student records on location for a minimum of five years; transcripts of graduates are kept indefinitely. Further questions about your records may be addressed to the California Bureau of Private and Postsecondary Education.

Release of Information to Regulatory Agencies

The school provides and permits access to student records as required for any accreditation process initiated by the school or by the National Accrediting Commission of Career Arts & Sciences (NACCAS), or in response to a directive of said Commission. 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 any every possible effort to contact you, when allowed by law. If you are a dependent minor, your parents may have access to your file.

Bankruptcy Disclosure

The school 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 Disclosures (STRF)

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

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

ADDENDUM (A)

FACULTY

Francis Chau – Academy Director; Bachelors of Science Degree - Business Administration specialization in Decision & Information Sciences, University of Florida Alumni - 1998, Gainesville, Florida. Instructor (Cosmetology License Number: KK595343, Expires: 4/30/2019).

Dalena Hoang – Policy Director; Bachelors of Arts Degree - Psychology, San Francisco State University Alumni - 2002, San Francisco, California.

Kathy Hoang – Admissions Director; Bachelors of Arts Degree - Liberal Arts specialization in Education, Fresno State University Alumni - 1999, Fresno, California.

Evan Regua – Education Director; Instructor (Cosmetology License Number: KK514786, Expires: 6/30/2018).

Lesly Juarez – Instructor (Cosmetology License Number: KK589023, Expires: 7/31/2018).