



Don Roberts School of Hair Design

Student Catalog

Revised August 31, 2018

CHI® PARTNER
SCHOOL
FAROUK SYSTEMS INC.

TABLE OF CONTENTS

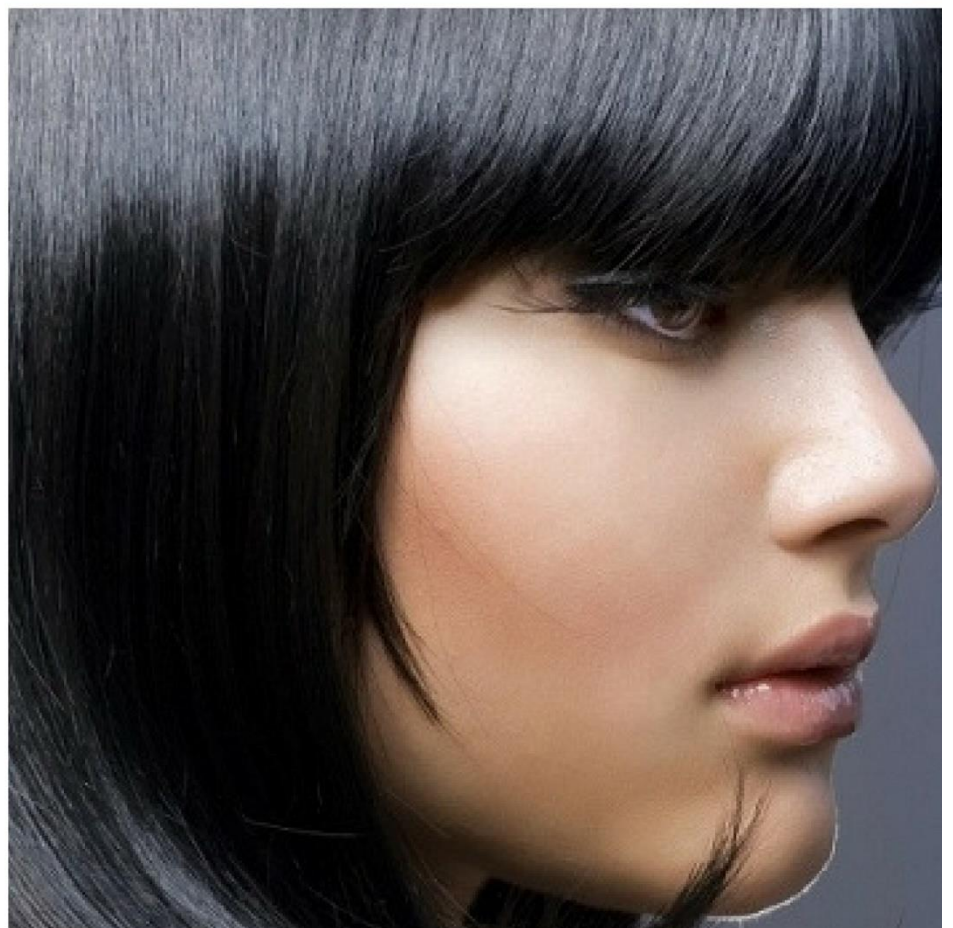
1	INTRODUCTION.....	5
2	PAST TO PRESENT/OWNER.....	5
3	LOCATION/FACILITIES/FACULTY/STAFF.....	6
3.1	CAMPUS FACILITIES.....	7
3.2	2016 OUTCOME RATES OUTCOME RATES/ACCREDITATION/LICENSURE (PUBLISHED 2018).....	7
3.3	LICENSURE/ACCREDITATION.....	8
4	GENERAL INFORMATIONAL CENTER.....	9
4.1	ACCREDITATION:.....	9
4.2	CAREER:.....	9
4.3	FINANCIAL AID:.....	9
4.4	INDUSTRY:.....	9
5	MISSION STATEMENT.....	9
6	CODE OF CONDUCT.....	10
6.1	GUIDING PRINCIPLES.....	11
7	BRAGGING BOARD.....	11
8	ADMISSION CRITERIA/RE-ADMITTANCE.....	12
9	CALENDAR.....	12
10	PROGRAM CHARGES.....	12
11	COURSES/PROGRAM OFFERED.....	13
11.1	COSMETOLOGY.....	13
11.2	INSTRUCTORS.....	13
11.3	AESTHETICS.....	14
11.4	MASSAGE THERAPY.....	14
11.5	MANICURING.....	14
12	COUNSELING/CAREER SUPPORT.....	14
13	DISCLAIMERS/DISCLOSURES.....	15
14	DISCRIMINATION.....	15
15	EMPLOYMENT ASSISTANCE.....	15

15.1	EMPLOYMENT OPPORTUNITIES.....	15
16	FILE ACCESS/RELEASE OF INFORMATION	15
17	FINANCIAL AID/SCHOLARSHIPS.....	16
18	GRADING SYSTEM.....	16
19	GRADUATION.....	16
20	HOUSING	16
21	LICENSURE	17
22	INDIVIDUAL ACADEMY DETAIL/LENGTH AND UNITS OF EACH PROGRAM.....	17
23	SCHOLARSHIPS.....	19
24	TERMINATED STUDENTS	19
25	TRANSFER POLICY	19
26	VACATIONS.....	19
27	REFUND POLICY.....	19
27.1	MESSAGE THERAPY – OFFICE FOR CAREER AND TECHNICAL SCHOOLS – RESIDENT REFUND POLICY	19
27.2	COSMETOLOGY, ESTHETICS, MANICURING AND INSTRUCTORS PROGRAMS	21
27.3	COLLECTION POLICY	22
28	SATISFACTORY ACADEMIC PROGRESS/SAP	23
28.1	QUALITATIVE/GRADING SCALE	24
28.2	QUALITATIVE CRITERIA/PRACTICAL WORK RUBRICS.....	24
28.3	QUANTITATIVE/ACCRUED VS. SCHEDULED HOURS	24
29	LEAVE OF ABSENCE/LOA.....	25
30	RULES OF THE ROAD/REGULATION.....	25

WE'RE PASSIONATE ABOUT EDUCATION. WE EDUCATE ONE STUDENT AT A TIME.

PUBLICATION DATE 2018





1 INTRODUCTION

Ask yourself if a successful career just happens.

Ask yourself if a successful career comes easy and without hard work.

Our school is about success, hard work and exceptional outcomes.

Any exciting new career requires sincere effort and daily application. It takes a “team” of educators that are dedicated to success of each student. We are the most qualified team in Northwest Indiana.

Our educators provide one on one education. Our education is communicated through a hands-on experience.

We are proud of our exceptional 50 plus year’s history. We work hard to maintain our high completions, exceptional first time licensing rates/100% and successful long term placement of our graduates. Our outcome rates are exceptional and envied by many.

- 50 Plus Years of Quality Education
- Small Class Size and Exceptional Education
- Cross Trained Educators
- Thorough Licensure Preparation
- Advanced Education
- CHI Student Kits and Product Knowledge!
- High Completion Rates and Licensing Scores
- Graduates That are in Demand
- Free Job Placement

Before choosing a school, decide what is important to you. Do a Discovery Day! **Experience CHI** Tour our classrooms and clinic areas. Visit with the students and staff.

2 PAST TO PRESENT/OWNER

The school is a privately held corporation. Janet Stemmer, owner and president, purchased two schools from Don Roberts in 1978 and 1980. Prior to that she taught and managed multiple campuses for the Don Roberts Beauty Schools.

Mr. Roberts opened the first of six schools in 1961 in Calumet City, Illinois. Prior to opening schools, Mr. Roberts owned salons in Chicago, Illinois. His desire to find qualified hairdressers generated his desire to open the six schools

Jan, who is a Reiki Master, is an educator in every sense of the word. She is a licensed cosmetologist, esthetician, manicurist, electrologist and instructor. She clearly understands the

needs of the ever-changing industry. She has seen many successes and she continues to learn from those she teaches and mentors. Since 1978, the school has provided quality education to thousands of licensed professionals in both Northwest Indiana and the Chicago land area.

The **Learning Layers**, written by Jan, is a comprehensive and competency curriculum, that is student driven. It allows the student to demonstrate competencies and progress through each program at their own pace. State licensure is an option for those that excel prior to graduation.

The campus offers off site study opportunities. It allows the student to observe and understand the “real salon/spa environment.” Offsite mentorships, real salon spa education, immediate and repetitive hands on skill set and determination of the student make our exceptional education possible.

The offsite opportunities allow a majority of our students to find employment prior to graduation! Mentorships are an opportunity that is afforded to our students as part of our innovative education.

We are a CHI Partnership school.

CHI partner schools have demonstrated a commitment to upholding the principles of environment, education and ethics to ensure the safety of stylists and their clients while providing the highest quality beauty results. The three-phase CHI system approaches beauty as a science with an emphasis on theory, technique and a comprehensive understanding of beauty products, their uses and the ideal results.

We use high-quality CHI hair care products and equipment to ensure our clients’ hair is treated with natural, organic-based compounds and nutrients without the harsh chemicals. We strive to instill these values and dedication to quality products in every student at our Academy.

Contact us today to speak with one of our staff about CHI products, the CHI system and why CHI partner schools are superior institutions for cosmetology and beauty education programs.

3 LOCATION/FACILITIES/FACULTY/STAFF

This institute is the:

Don Roberts School of Hair Design

152 East US Route 30

Schererville, Indiana 46375

Phone 219–864–1600

Fax 219–864–1623

Email drschooll@sbcglobal.net

Web Site: www.donrobertsspaschool.com

The campus is located 1 mile east of Route 41 /Indianapolis Blvd. and US Route 30/Oak Ridge Center.

152 East US Route 30 is our main unit; educational classes are also held in units 144 & 146 East US Route 30, Schererville, IN 46375, respectfully. Students are asked to attend classes in all three suites.

3.1 CAMPUS FACILITIES

The cosmetology lab is comprised 25 modern work stations. Each station is supported with the equipment and products to mirror a professional salon. The clinic stations are fully supported with electrical devices and tools needed to optimize the learning experience. The manicure/pedicure area is private and provides the opportunity to practice manicuring, pedicuring, artificial nails and art design.

The Spa Studies, esthetics and massage therapy areas provide the equipment, modalities and products to train each student with the job skills required of our graduates.

Multiple classrooms, used by all programs/academies offered, are equipped with demonstration facilities, modern visual aids, and equipment needed for student practice.

The school dispensary provides a free selection of product lines; hair, skin and nails, that support the learning needs of the students.

(219) 864–1600

Administrative Staff and Faculty

Admissions; Miss Lisa, Miss Jan

Financial Aid Office; Miss Jan, Miss Jenn

Faculty; Miss Michelle, Miss Jenn, Miss Kae, and Miss Nikki

3.2 2016 OUTCOME RATES OUTCOME RATES/ACCREDITATION/LICENSURE (PUBLISHED 2018)

Completion 79% Disclaimer: In 2016 one student took their state exam and passed, **prior to graduation.**

Licensure 100% Disclaimer: All students that sat for the exam passed the test first time.

Placement 80% Disclaimer: Our surveys indicated that the 20% not placed chose not to be employed in the industry at the time survey was completed.

Program Breakdown	Completion	Licensure	Placement
Cosmetology	64%	100%	63%
Esthetics	100%	100%	71%
Massage Therapy	n/a	n/a	n/a
Manicuring	75%	100%	100%
Instructors	100%	100%	100%
Totals for all programs (listed above)	79%	100%	80%

3.3 LICENSURE/ACCREDITATION

State Licensed:

Indiana Professional Licensing Agency www.PLA.in.gov

402 West Washington Street, Room W072

Indianapolis, Indiana 46204

317-234-3031

Nationally Accredited:

National Accrediting Commission Of Career Arts and Sciences www.naccas.org

3015 Colvin Street

Alexandria, Virginia 22314

703-600-7600

State Massage Accreditation:

Indiana Department of Workforce Development Office for Career and Technical Schools

www.in.gov/dwd/2731.htm

10 N Senate Avenue, Suite SE 308 Indianapolis IN 46204

317-234-8338 or 317-232-1732

This institution is regulated by:

Indiana Department of Workforce Development Office for Career and Technical Schools

10 N Senate Avenue, Suite SE 308 Indianapolis IN 46204

OCTS@dwd.in.gov <http://www.in.gov/dwd/2731.htm>

317-234-8338 or 317-232-1732

4 GENERAL INFORMATIONAL CENTER

4.1 ACCREDITATION:

www.PLA.in.gov

www.naccas.org

www.in.gov/dwd/2731.htm

4.2 CAREER:

www.bls.gov/oes/current/oes395012.htm

www.careerplanning.about.com/cs/occupations/p/cosmetology.htm

<http://beauty.about.com/od/haircutscolor/a/colorforhair.htm>

4.3 FINANCIAL AID:

www.fafsa.gov

www.studentloans.gov

www.irs.gov/individuals/get-transcrip

4.4 INDUSTRY:

www.beautychangeslives.org

www.hairbrained.com

www.behindthechair.com

www.hairdressers.com

www.firstchair.com

www.indeed.com

5 MISSION STATEMENT

Our core mission, on an entry level, is to prepare graduates for exceptional careers in cosmetology arts and sciences/related or unrelated fields. We validate our success with our reoccurring 100% licensure rate.

We offer multiple programs, called **ACADEMIES**. The academies offered are cosmetology, esthetics, massage therapy, manicure and instructors training. Each academy offers a separate curriculum. Each academy is unique. Cross training is available between the academies, resulting in multi-licensing.

Our school provides a professional education that is supported by an innovative curriculum called **Learning Layers**. It allows each student the opportunity to learn, evaluate and progress through

their program at their own rate. Those that qualify can sit for their licensing exam prior to graduation. Employment is available immediately after graduation.

Learning Layers combines industry and licensing standards with the proven skill sets required to be successful in retailing and business protocols. We emphasize intra personal and wellbeing awareness. We continually self-access and identify the industry needs, while making the most appropriate improvements to meet the ever changing demands of the industry.

Education in this century is global and ever evolving. For this reason we have chosen to continue the use of the traditional textbook. It is our belief that the mandatory use of an iPad/Android is intended to replace the educator/mentor. Yes the answer to the question is consistent on a device, but it does not teach at learner's level of understanding and skill set, only well trained educators can do this. Simply stated, not all students learn the same, nor do they require the same methodologies to learn the skill.

We believe the student should have every advantage available to provide a quality education, this means that the teacher must teach.

Our students can choose to experience their education on a tablet/on line system. We provide a team of cross trained educators that not only are skilled in their craft, but also provide a quality education that is adaptable to the learning level of the student.

Education, if approached correctly, is learner driven, never ends and provides our graduate with skills to earn an exceptional income.

Janet Stemmer

6 CODE OF CONDUCT

The Code of Conduct (Code) applies to the following members of the Don Roberts School of Hair Design (Academy) community:

- faculty and staff
- any individual employed by the Academy, using Academy resources or facilities, or receiving funds administered by the Academy;
- and other representatives when speaking or acting on behalf of the Academy.
- Students taking courses, attending classes, or enrolled in academic programs: Student Conduct Code.

This code is intended to reflect other Academy policies and procedures. It does not create any additional or different rights or duties of a substantive or procedural nature.

6.1 GUIDING PRINCIPLES.

These values embrace commitment to:

- excellence and innovation;
- diversity of community and ideas;
- integrity;
- academic freedom;
- accountability;
- sharing knowledge in a learning environment;
- application of knowledge and discovery;
- be personally accountable for individual actions;
- be fair and respectful to others;
- avoid all forms of harassment, illegal discrimination, threats, or violence; and
- manage responsibly.

7 BRAGGING BOARD

- **CHI Partner School**
- Only Spa School in Northwest Indiana!
- 100% Licensure! No one retested!
- Off Site Education!
- Easy Endorsement to Illinois!
- Choice Scholarship Program! Earn Educational Dollars!
- Digital Resumes and Portfolios!
- State Exams Prior to Completion, for those that qualify!
- Learning Layers Curriculum!
- Hands on Education!
- Small Class Sizes! Cross Training!
- Continual Interaction and Education from the Staff!
- Flexible Class Schedule!

8 ADMISSION CRITERIA/RE-ADMITTANCE

All programs require the same admissions criteria. This school does not accept training received at another institution.

Students that have withdrawn may apply for re-enrollment/Refer to Student Handbook.

Prior to enrollment, enrolling students are required to attend an orientation.

Enrollment students must meet the following criteria:

- High School Diploma/GED Completion/Credential of Home Schooling/State/Indiana Issued
- Completion of Enrollment Application and submission of supporting documents
 - Photo ID, Social Security Card, Birth Certificate/Valid Passport/Proof of Legal Name Change

All Documents must be in English

The school reserves the right to review all applications on an individual basis.

9 CALENDAR

Classes begin multiple times per year/Academy specific. Program specific starts dates are available in the enrollment office.

The school takes four weeks of vacation per year; Easter, 4th of July, Thanksgiving and Christmas. The school is closed on major holidays, such as Memorial and Labor Day.

In the event a scheduled class is cancelled or postponed, new enrollees will be notified by mail no later than 1 week prior to the anticipated class start.

10 PROGRAM CHARGES

The cost of each program includes the tuition, applicable fee, one student ID, books and equipment. Books and equipment are subject to applicable taxes. Miscellaneous charges are applicable throughout the program and are estimated to be \$150.00. Broken or misplaced equipment is to be replaced immediately, at the expense of the student.

The school does not charge for over completion date expenses. In addition to financial aid, this school accepts cash, money orders, personal checks, Visa and Master Charge as acceptable methods of payment.

2018 Academy Cost

Cosmetology	\$ 18,300
Aesthetics	\$ 14,800
Manicure	\$ 9,000
Massage Therapy	\$ 9,150
Instructors Training	\$ 8,100

11 COURSES/PROGRAM OFFERED

All courses are taught in English. The State of Indiana provides testing in English, Spanish, and Vietnamese.

It has been this school's experience that all programs offered provide the licensed professional with multiple opportunities; to provide immediate hands on experience in their field, the opportunity to expand their client base with individual opportunities to network as well as working in an environment that affords flexible scheduling and continuing education, such as an apprenticeship program.

Each academy offers a program length that will allow the graduate to sit for the licensing exam in Indiana as well as endorsement to the State of Illinois.

11.1 COSMETOLOGY

1500 Hours

Cut/color, chemically restructure and design hair

Facials, make - up, hair removal manicure and pedicure services.

The licensed cosmetologist will find employment in a full - service salon/spa, specialty salon/spa, mobile salon, booth rental/private employment, retail and merchandising, makeup/blow dry bar, demonstration work, beauty and fashion consultant, and/or health care facility.

11.2 INSTRUCTORS

1000 Hours

Curriculum Design and Lesson Planning

Student Teaching Experience

Principles of Teaching

The licensed instructor will find employment in a public or private school, manufacturer or research facility and/or within a publishing environment.

11.3 AESTHETICS

900 Hours

Massage of the face and body with the intent of beautification and relaxation.

Wide variety of facial services, not limited to spa facials, exfoliations, non-surgical face lifts, eye tabbing, make up, hair removal, micro-dermabrasion and chemical peels.

The licensed esthetician will find employment in a full – service salon/spa, specialty salon/spa, mobile salon, booth rental/private employment, retail and merchandising, makeup bar, demonstration work, medical facility, beauty and fashion consultant, and/or health care facility.

11.4 MASSAGE THERAPY

750 Hours

Massage of the body and its extremities with various therapeutic massage techniques.

Soap Charting, various modalities, spa development, and special needs studies.

The licensed massage therapist may find employment in a medical spa/practice, health facility, private studio, mobile salon and/or full – service salon/spa.

11.5 MANICURING

600 Hours

Basic and Spa Manicure and Pedicures

Artificial Nails and Nail Enhancements

Hand and Foot Massage/Reflexology

The licensed manicurist will find employment in a private studio, full service salon/spa, mobile salon, and/or platform work.

Our Spa Studies offer additional education in the study of reflexology, essential oils, hot stone therapies, body services and paraffin applications. All academies offer classes in client retention, retailing, resume' and portfolio presentation

12 COUNSELING/CAREER SUPPORT

The school reserves the right to counsel students throughout their enrollment. Counseling may include, but not be limited to, individual achievements, personal grooming, social behavior, job placement, SAP, and interpersonal relationships.

For those areas out of this school's expertise, referrals to outside agencies are made.

Academic Time Out/Refer to Student Handbook.

Career counseling is made available throughout the various programs. Job shadowing

13 DISCLAIMERS/DISCLOSURES

All disclosures and disclaimers are located on the school web site under disclosers and disclaimers at www.donrobertsspaschool.com.

14 DISCRIMINATION

This school does not discriminate on the basis of sex, race, age color, ethnic origin or religion.

15 EMPLOYMENT ASSISTANCE

The school does not guarantee employment. There is no charge for employment assistance and it is available before and after graduation. We have found that some graduates chose not to work, for reasons such as health or family.

Our school is very successful in helping the vast majority of the graduates find employment.

15.1 EMPLOYMENT OPPORTUNITIES

Employment is available to the undergraduate student. This employment could consist of assistant positions in the industry. This could include jobs in the retail market, shampooing, receptionist, assistant positions and varied apprenticeships.

Licensed graduates of the cosmetology, instructors, aesthetics, massage and manicure programs will find entry level job opportunities in the salon/spa/medical field.

After completed apprenticeships, there are multiple job opportunities in management and education. Many of our graduates have become successful as salon and school owners, manufacturer representatives, platform artists and state inspectors.

Graduates of the instructors program have the skills necessary to teach the lessons of their craft, both in the private and public sector. Professional manufacturers choose to hire licensed instructors when selecting licensed professionals for their educational team.

16 FILE ACCESS/RELEASE OF INFORMATION

Independent students/Dependent students/Parent or guardian of dependent student, have access to their school records, by appointment.

Any person/agency requesting information about a student must do so in writing. The student, parents, and/or guardians of dependent minors, must give written permission each time for the release of such information to third party request unless otherwise required by law/FERPA.

17 FINANCIAL AID/SCHOLARSHIPS

Pell Grants, Seog Grants and Students loans are available. Alumni Waivers and Choice Scholarships are available for those that qualify. Information about all sources of financial support can be obtained from the enrollment office.

Payment plans are also available. The school accepts Discover, Visa and MasterCard.

18 GRADING SYSTEM

Honors Program	A	95%–100%
High Achievers	B	94%–90%
Acceptable	C	89%–80%
Non–Acceptable	F	0%–79%

19 GRADUATION

A diploma is issued at graduation for all programs completed based on the requirements.

Requirements:

- Debt Accountability
- Complete Course Applicable Hours and Assigned work, including but not limited to a digital portfolio
- Pass written/practical exams/not less than 75% on either exam, with a cumulative score of not less than 80%
- Cosmetology requires 1500 hours for graduation.
- Massage requires 750 hours for graduation.
- Esthetics requires 900 hours for graduation.
- Manicuring requires 600 hours for graduation.
- Instructor requires 1000 hours for graduation.

20 HOUSING

Our school does not offer housing. Referrals are made for those with housing needs.

21 LICENSURE

Obtained from the State of Indiana/Endorsement available to applicable states.

Pass written and practical exams/not less than 75%

License renewable every four years/No CE hours required.

22 INDIVIDUAL ACADEMY DETAIL/LENGTH AND UNITS OF EACH PROGRAM

Units of Study/Subject Dependent.

- The units and applicable subjects are the minimum standards required by the State of Indiana.
- The school reserves the right to implement the studies within the discretionary studies, based the student's individual needs and objectives.

Cosmetology		Units/Hours		Units/Hours		Units/Hours
1500 Hours	Sanitation	40	Manicure/Pedicure	50	Hair Styling	280
	Statues and Rules	10	Facials/Make-up	65	Hair Coloring	190
	Salesmanship	10	Shampooing	35	Texture	320
	Management	10	Scalp	20	Services	275
	Anatomy and Physiology	5	Hair Removal	15	Haircutting	10
	Skin and Hair	10	Discretionary	150	Chemistry	5
					Electricity	

Aesthetics		Units/Hours		Units/Hours	Units	Units/Hours
900 Hours	Sanitation	35	Chemistry	40	Physiology/Histology	60
	Statues and Rules	10	Machinery	50	Introduction to Skin Care	45
	Safety	20	Spa Studies	25	Skin Care	155
	Salesmanship	45	Discretionary	270	Make Up	55
		20				70

	Professional ism				Hair Removal	
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Manicure		Units/Hours		Units/Hours	Units	Units/Hours
600 Hours	Sanitation	40	Manicure	95	Chemistry	10
	Statues and	10	Pedicure	20	Anatomy	25
	Rules	15	Electric	190	and	195
	Salesmanship		Filing/Drill Nail Techniques		Disorders Discretionary	

Instructors		Units/Hours		Units/Hours		Units/Hours
1000 Hours	Course Overview	150 50	Introduction to Teaching Course Outline/Dev elopment	60 330	Teaching/A ssisting Teaching/Pr actice	150 260
	Statues and Rules					

Massage Therapy		Units/Ho urs		Units/Ho urs		Units/Ho urs
750 Hours	History/Ethics	30	Hands On	150	Business/J	40
	Anatomy/Physiology	80	Instructio	50	ob Prep	10
	Pathology	30	n	30	Statue/La	100
	SOAP Charting	10	Massage	40	ws	30
	Contraindications/Benefi ts/Effects	20	Practices	40	Spa	90
			Clinical Massage Therapeu tic Massage Advanced Modalitie s		Developm ent National Certificatio n Discretion ary	

23 SCHOLARSHIPS

Private/Choice Scholarships are offered periodically and are made available to those that qualify. Alumni scholarships are available to those graduates that continue their education. The school reserves the right to define the applicable criteria of all scholarships offered.

24 TERMINATED STUDENTS

Terminated students will not be considered for re-enrollment for one year from date of termination.

25 TRANSFER POLICY

This school has a no transfer policy.

It does reserve the right to review each application independently.

26 VACATIONS

The school is closed for four weeks: Easter Week, Week of the 4th of July, Thanksgiving and Christmas.

The school reserves the right to close for weather related emergencies, pre-scheduled building maintenance and instructor's education. When possible, the school will make every effort to pre-notify students of unannounced closures.

27 REFUND POLICY

27.1 MESSAGE THERAPY – OFFICE FOR CAREER AND TECHNICAL SCHOOLS – RESIDENT REFUND POLICY

The postsecondary proprietary educational institution shall pay a refund to the student in the amount calculated under the refund policy specified below or as otherwise approved by the Office for Career and Technical Schools (OCTS). The institution must make the proper refund no later than thirty-one (31) days of the student's request for cancellation or withdrawal. If a postsecondary proprietary educational institution utilizes a refund policy of their recognized national accrediting agency or the United States Department of Education (USDOE) Title IV refund policy, the postsecondary proprietary educational institution must provide written verification in the form of a final refund calculation, upon the request of OCTS, that its refund policy is more favorable to the student than that of OCTS. The following refund policy applies to each resident postsecondary proprietary educational institution as follows:

1. A student is entitled to a full refund if one (1) or more of the following criteria are met:
 - a. The student cancels the enrollment agreement or enrollment application within six (6) business days after signing.
 - b. The student does not meet the postsecondary proprietary educational institution's minimum admission requirements.
 - c. The student's enrollment was procured as a result of a misrepresentation in the written materials utilized by the postsecondary proprietary educational institution.
 - d. If the student has not visited the postsecondary educational institution prior to enrollment, and, upon touring the institution or attending the regularly scheduled orientation/classes, the student withdrew from the program within three (3) days.
2. A student withdrawing from an instructional program, after starting the instructional program at a postsecondary proprietary institution and attending one (1) week or less, is entitled to a refund of ninety percent (90%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).
3. A student withdrawing from an instructional program, after attending more than one (1) week but equal to or less than twenty-five percent (25%) of the duration of the instructional program, is entitled to a refund of seventy-five percent (75%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).
4. A student withdrawing from an instructional program, after attending more than twenty-five percent (25%) but equal to or less than fifty percent (50%) of the duration of the instructional program, is entitled to a refund of fifty percent (50%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).
5. A student withdrawing from an instructional program, after attending more than fifty percent (50%) but equal to or less than sixty percent (60%) of the duration of the instructional program, is entitled to a refund of forty percent (40%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).
6. A student withdrawing from an institutional program, after attending more than sixty percent (60%) of the duration of the instructional program, is not entitled to a refund.

27.2 COSMETOLOGY, ESTHETICS, MANICURING AND INSTRUCTORS PROGRAMS

This refund policy applies to all terminations for any reason, by either party, including student decision, course or program cancellation or school closure.

ALL REFUNDS ARE CALCULATED SOLEY ON THE COST OF TUITION.

All refunds are based on scheduled hours, thru the last day of attendance. All refunds are calculated solely on the cost of tuition.

Any monies due the applicant or student shall be refunded within 45 days of official cancellation or withdrawal. All termination shall occur no later than 30 days from the last day of attendance.

Official, unofficial cancellation or withdrawal shall occur on the earlier of the dates that:

The school does not accept an applicant. This applicant shall be entitled to a refund of all monies paid with the exception of an application fee of \$100.00.

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, within three business days of the signing of the enrollment agreement or contract. In this case all monies collected by the school shall be refunded except a nonrefundable application fee of \$100.00. This policy applies regardless of whether or not the student has actually started training.

A student cancels his/her contract after three business days after signing, but prior to entering classes. In this case he/she shall be entitled to a refund of all monies paid to the school less an application fee of \$100.00.

A student notifies the school of his/her cancel/withdrawal in writing. The postmark on written notification will determine official cancellations/withdrawals or the date said information is delivered to the school administrator.

A student on an approved leave of absence notifies the school that he or she will not be returning. The date of withdrawal shall be the earlier of the date of expiration of the leave of absence or the date the student notifies the institution that the student will not be returning or a student is expelled by the school.

A student on an approved leave of absence does not notify the school that she/he is withdrawing, formal termination shall be based on monitoring of participation in class/attendance records. The

last date of the leave is used as the termination date. Unofficial withdrawals are determined by the school through monitoring every 30 calendar days.

If a Title IV financial aid recipient withdraws prior to course completion, a calculation for return of Title IV funds will be completed and any applicable returns by the school shall be paid, as applicable, first to unsubsidized Federal Stafford Student Loan Program; second to subsidized Federal Stafford Student Loan Program; third to Federal Pell Grant Program; fourth to other Federal, State, Private or institutional student financial assistance programs; and last to the student. After all applicable returns to Title IV aid have been made, this refund policy will apply to determine the amount earned by the school and owed by the student. If the student has received personal payments of Title IV aid, he/she may be required to refund the aid to the applicable source.

This school does not accept any mitigating circumstances that will preclude payment of the enrollment contract.

All extra costs, such as books, equipment, graduation or rental fees, etc. that are not included in the tuition price are stated and any non-refundable items are identified.

For all students who enroll and begin class, refunds will be made as follows:

Percentage Time to Total Time of Course	Amount of Total Tuition Owed to the School
0.01% to 4.9%	20%
5% to 9.9%	30%
10% to 14.9%	40%
15% to 24.9%	45%
25% to 49.9%	70%
50% and over	100%

If a program is canceled subsequent to a student's enrollment and before instruction has begun, the school shall at its option provide a full refund of all monies paid or provide completion of the program.

If the school closes permanently and ceases to offer instruction after students have enrolled, and instruction has begun, the school will use a pro-rated calculation.

Pro Rata calculations will also be used to enrollees sponsored by the VA/Veterans Administration.

27.3 COLLECTION POLICY

The collection agency used in the event payment is not received by this school uses procedures that reflect ethical business practices per federal regulations.

Any collection correspondence regarding cancellations and settlements from this school to any bank, collection agency or any other third party representing this school will acknowledge the withdrawal and settlement policy. No promissory note or contract is sold or discounted to a third party.

28 SATISFACTORY ACADEMIC PROGRESS/SAP

This policy applies to every student enrolled in a NACCAS approved program and all students, in each program regardless of the terms of their enrollment. SAP is applied to all students enrolled in a specific program and scheduled for a particular category of attendance/full time, three quarter time, and/or half time.

Students are required to maintain SAP throughout their training to be complying and to remain eligible for Title IV funds

SAP/Satisfactory Academic Progress is key to a successful education. Details are provided prior to enrollment

Sap Criteria:

- Qualitative Definition; Evaluation of practical and academic work and assignments
Practical work is graded each time a task or assignment is completed. The practical criteria work is consistent for all assigned work. Academic work is graded each time an assignment is completed and a written exam is taken.

The minimum acceptable level for both practical and academic work is 80%

- Quantitative Definition; Evaluation of actual hours completed.
Attendance is taken on a daily basis. Evaluation periods are based on actual hours in relation to scheduled hours.

The minimum acceptance level, as defined in all enrollment contracts is 90% attendance.

SAP is measured in cumulative reviews of both Quantitative and Qualitative. An average of all Qualitative and Quantitative areas determines SAP. The minimum acceptable level is 80%.

Students who meet the attendance and academic standards described in this policy will be considered to be making satisfactory academic progress/SAP until the next scheduled evaluation.

SAP is determined by periodic assessment every 450 clock hours or mid- point of the program, whichever comes first. If the course length exceeds 900 clock hours the evaluations are scheduled midpoint of the last academic year.

28.1 QUALITATIVE/GRADING SCALE

A	95%–100%	Excellent
B	94%– 90%	Above Average
C	89%– 85%	Average
D	84%– 80%	Below Average
F	79% – 0	Unsatisfactory/Failing

28.2 QUALITATIVE CRITERIA/PRACTICAL WORK RUBRICS

- Set Up
- Safety
- Sanitation
- Preparation
- Consultation
- Staff Interaction
- Execution of Task
- Time Frame Commitment
- Communication
- Completion

28.3 QUANTITATIVE/ACCRUED VS. SCHEDULED HOURS**Examples:**

- $450 \text{ Accrued Hours} / 450 \text{ Scheduled Hours} = 100\% \text{ Attendance/Pass}$
- $275 \text{ Accrued Hours} / 450 \text{ Scheduled Hours} = 61\% \text{ attendance/Fail}$

Students who exceed the Maximum Time Frame will be terminated from the program and will not be eligible for re-enrollment for at least one year from termination.

Course Name	Course Length	Scheduled Evaluations	Absences Per SAP	Maximum Time Frame/Scheduled Hours
Cosmetology	1500 hours	450/450/300/300	45/30	2250 hours
Instructors	1000 hours	450/450/100	45/10	1500 hours
Esthetic	900 hours	450/450	45	1350 hours
Manicure	600 hours	300/300	30	900 hours
Massage	750 hours	375	37	1125 hours

29 LEAVE OF ABSENCE/LOA

This school does not offer a Leave of Absences. Those students absent from class for more than fourteen (14) consecutive calendar days will be terminated from the program.

The exception to this policy is a medically documented pregnancy/MDP. There are no additional charges when a student returns from a MDA; it will have no negative effect on SAP and returning students will re-enter in the same progress status as when they began the MDP/LOA; including but not limited to an extension of their enrollment contract, which will match the numbers of days absence while on the MDP/LOA.

Students who are absent from class for more than 15 calendar days, but do not exceed 3 months, 90 consecutive calendar days, will not be charged additional educational expenses. Those students that exceed the three month/90 consecutive day term, are subject to applicable education charges upon re-enrollment.

30 RULES OF THE ROAD/REGULATION

Tardiness/Unexcused and Excused Absences

Each program allows for a 10% absences in the enrollment contract, inclusive of both excused and unexcused absences. Students that exceed the 10% allowance are subject to, at the schools' discretion, counseling, probation and/or termination.

Students are allowed one late per calendar month. Students arriving late must pre-notify the school, via phone or email, no later than 30 minutes prior to the start of their scheduled class.

Make Up Work

Make up work is pre-scheduled. It includes, but is not limited to:

- Monday thru Saturday 8:00 am to 9:00 am
- Wednesday and Thursday 7:30 pm to 8:00 pm
- Friday and Saturday 2:00 pm to 3:00 pm

Conduct/Termination

All students are expected to display exemplary conduct at all times. Those students that do not adhere to the rules as defined in the Student Handbook, will be terminated from this school.

The rules and regulations of this school can be found at www.donrobertsspaschool.com.

Further information concerning the school, its policies and protocols can be located at www.donrobertsspaschool.com under disclaimers/student handbook.