

PAUL MITCHELL

**schools**

# Catalog

## Paul Mitchell The School East Bay

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This is to certify this catalog as being true and correct in content and policy.

Director signature: \_\_\_\_\_

**Steve Eidle**

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100 Crescent Drive, Suite D, Pleasant Hill, CA 94523, (925) 691-7687

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**APPROVAL/DISCLOSURE STATEMENT**

PAUL MITCHELL THE SCHOOL EAST BAY, 100 Crescent Drive, Suite D, Pleasant Hill, CA 94523, has approval to operate in the State of California, based on provisions of the California Private Postsecondary Education Act (CPPEA) of 2009, (California Education Code, Title 3, Division 10, Part 59, Chapter 8), effective January 1, 2010. PAUL MITCHELL THE SCHOOL EAST BAY, under section 94802 (a) of CPPEA, will by operation of law be approved to operate until January 2013. The Act is administered by the Bureau for Private Postsecondary Education under the Department of Consumer Affairs. The Bureau can be reached at: P.O. Box 980818, West Sacramento, CA 95798-0818, (888) 370-7589.

This school is a private institution that was approved to operate by the Bureau for Private Postsecondary Education on April 19, 2011, and is approved to operate until January 31, 2013. **For more information, call the Bureau for Private Postsecondary Education at (916) 431-6959, or call toll-free at (888) 370-7589, or visit its Web site at [www.bppe.ca.gov](http://www.bppe.ca.gov).**

<b>Cosmetology</b>	<b>1600 hours</b>
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Instruction is in residence with facility occupancy level accommodating 238 students at any one time.

California statute requires that a student who successfully completes a course of study be awarded an appropriate diploma or certificate verifying the fact.

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's Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement. This school is currently approved to participate in approved sponsored programs, government or otherwise, to provide grants and/or loans to pay for portions of tuition and fees.

The Board of Barbering and Cosmetology (BBC) set minimum standards for these programs of study: Cosmetology Programs. The minimum number of class hours and the total clock hours for each course, as outlined in the program's Rules and Regulations booklet, must be met to qualify the student for licensure.

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 (BPPE) at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95834, [www.bppe.ca.gov](http://www.bppe.ca.gov), toll-free telephone (888) 370-7589 or by fax (916) 263-1897.

Persons seeking to resolve problems or complaints should first contact the instructor in charge. Requests for any further action may be made in writing to Steve Eidle, Director; however, if a complaint cannot be resolved, then a student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary (BPPE) or by calling toll-free (888) 370-7589 or by completing a complaint form, which can be obtained on the BPPE's Internet Web site at [www.bppe.ca.gov](http://www.bppe.ca.gov).

All information in the content of this school catalog is current and correct and is so certified as true by Steve, Eidle, Director.

Signature \_\_\_\_\_  
Steve Eidle Director

## **MISSION STATEMENT**

Our school's mission is to provide a quality educational system to prepare students to pass the state board examination and gain employment within their chosen field of study. We are passionately committed to providing a solid educational foundation to empower our team in the pursuit of excellence and we strongly believe that when people come first, success will follow.

## **SCHOOL FACILITIES**

Our programs offer the challenge of a stimulating and rewarding career. PAUL MITCHELL THE SCHOOL is fully equipped to meet all the demands of modern hair care, while at the same time providing a high-tech atmosphere and attitude for progressive personal development. The facilities include student lounge and lockers, client reception and work areas, management offices, private classrooms, workstations, and equipment.

## **SCHOOL FACULTY**

Under the controlling direction of prestigious designers, you will receive a quality education in the exciting and changing industry of hair design. Our instructors are licensed by the state and are successful professionals who continue to work in salons and spas as time permits.

## **ADMINISTRATION/OWNERSHIP**

PMHBW, LLC, dba PAUL MITCHELL THE SCHOOL EAST BAY, is an independently owned and operated franchisee of Paul Mitchell Advanced Education, LLC.

## **COURSE DESCRIPTIONS** *(All courses are taught in English)*

### **Cosmetology: Standard Occupational Classification (SOC 39-5012.00): Classification of Instructional Program (CIP 12.0401)**

The curriculum involves 1600 hours to satisfy California state requirements. The course includes extensive instruction and practical experience in cutting, hair coloring, perming, customer service, personal appearance and hygiene, personal motivation and development, retail skills, client record keeping, business ethics, sanitation, state laws and regulations, salon-type administration, and job interviewing.

## **PARKING AND AMENITIES**

Students must abide by local (city and/or landlord) parking rules, which are announced during orientation. PAUL MITCHELL THE SCHOOL will not be responsible for parking violations and/or towing fees.

## **NONDISCRIMINATION**

PAUL MITCHELL THE 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 Director, Steve Eidle, in person or by calling (925) 691-7687, or by mail at 100 Crescent Drive, Suite D, Pleasant Hill, CA 94523, immediately so appropriate action can be taken.

## ADMISSION REQUIREMENTS

PAUL MITCHELL THE SCHOOL admits as regular students those who are high school graduates, holders of high school graduation equivalency certificates (GEDs). PAUL MITCHELL THE SCHOOL does not accept ability to benefit (ATB) students at this time.

## ADMISSION PROCEDURE

- 1 **Complete an Application Form:** Complete and submit the application form to the school prior to registration. All forms may be obtained by requesting them from PAUL MITCHELL THE SCHOOL.
- 2 **Submit a 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 check or money order, payable to PAUL MITCHELL THE SCHOOL. This fee is not included in the cost of tuition.
- 3 **Submit Two (2) Photos:** The photos should be a recent head and shoulder shot of the applicant.
- 4 **Entrance Essay:** The essay should include the applicant's accomplishments and career goals.
- 5 **Personal Interview:** Applicant must complete a personal interview with the admission's Team prior to registration.
- 6 **Provide Verification Documents:** Copies of your high school diploma, high school transcripts, college or university transcripts showing that you went through at least 2 years of postsecondary education toward a bachelor's degree, or GED, and driver's license or birth certificate are required. We are required to verify that your proof of education is from a valid high school or GED program, if it is determined that the diploma or GED Certificate is not valid the applicant will be denied admission to the school.

PAUL MITCHELL THE SCHOOL does not recruit students who are already enrolled in a similar program at another institution.

If you have a disability and need an academic adjustment, please notify the admissions officer as soon as possible so the school can review your request. If you are interested in attending our school and you do not have a high school diploma or GED certificate, please contact our admissions office for a list of GED programs located near the school. PAUL MITCHELL THE SCHOOL does not require a student to have immunizations / vaccinations to enroll in our school.

### Verification Documents for Non-Citizens:

PAUL MITCHELL THE SCHOOL does not vouch for students status. Non-citizen applicants must provide a 1-20 form and a copy of their visa, in addition to the above admission documents. Non-citizen applicants cannot qualify for any type of financial aid. They must attend the full-time schedule and can only attend the program for 12 months. There are no additional charges for non-citizens.

## STATE LICENSING DISCLAIMER

The state may refuse to grant a license if a student has been convicted of a crime; committed any act involving dishonesty, fraud, or deceit; or committed any act that, if committed by a licensee of the business or profession in question, would be grounds for the Board of Barbering and Cosmetology to deny licensure. The Board of Barbering and Cosmetology denies licensure on the grounds that the applicant knowingly made a false statement of fact required to be revealed in the application for such license. Students who are not U.S. citizens or who do not have documented authority to work in the United States will not be eligible to apply to take the state licensure examination. PAUL MITCHELL THE SCHOOL is not responsible for students denied licensure.

## ENROLLMENT INFORMATION

- 1 **Enrollment periods:** PAUL MITCHELL THE SCHOOL usually begins a new cosmetology class about every eight (8) weeks, depending upon space availability. Please refer to the Tuition and Registration Schedule supplement or contact PAUL MITCHELL THE SCHOOL for exact starting dates.
- 2 **Holidays and school closures:** PAUL MITCHELL THE SCHOOL allows the following holidays off: New Year's Day, Memorial Day, July 4, Labor Day, Thanksgiving Day, December 24 and 25, and one day per month for staff personal development.
- 3 **Enrollment contract:** PAUL MITCHELL THE SCHOOL clearly outlines the obligation of both the school and the student in the enrollment contract. A copy of the enrollment contract and information covering costs and payment plans will be furnished to the student before the beginning of class attendance.
- 4 **Payment schedule:** PAUL MITCHELL THE SCHOOL offers a variety of monthly financial payment schedules. See PAUL MITCHELL THE SCHOOL'S Admissions Leader or Financial Aid Leader for details.

## EDUCATION GOALS

PAUL MITCHELL THE SCHOOL strives to provide a quality educational system that prepares students to pass the state board examination and gain employment within their chosen field of study. Our quality education system includes an outstanding facility, experienced and competent instructors, and a curriculum developed through years of experience and expertise. Our education goals are:

- 1 To educate students to be professional, knowledgeable, and skilled in their field for marketability within the industry.
- 2 To maintain a constantly updated program that provides students with the knowledge to compete in their field of study.
- 3 To promote the continuing educational growth of our faculty and students, using current teaching methods and techniques.
- 4 To teach courtesy and professionalism as the foundation for a successful career in their chosen field of study.
- 5 To prepare students to successfully pass the state licensing exam for entry-level employment.
- 6 To train and graduate students while empowering them to become confident and excited to enter a successful career within the salon and beauty industry.

## **STUDENT TUITION RECOVERY FUND (STRF)**

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

- ① 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 either in cash, guaranteed student loans, or personal loans, and
- ② Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have separate agreement to repay the third party.

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

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

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

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

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

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

PAUL MITCHELL THE SCHOOL will collect the STRF fee from the student (\$52.50 for cosmetology students) and remit it to the BPPE.

## **COST OF TUITION AND SUPPLIES**

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

### **TUITION – Cosmetology**

Tuition	\$18,000.00
Applicaiton Fee ( <i>nonrefundable</i> )	100.00
Student Tuition Recovery Fund (STRF) ( <i>nonrefundable</i> )	52.50
Kit, Textbook, Supplies ( <i>nonrefundable</i> )	2,500.00
Kit Sales Tax ( <i>nonrefundable</i> )	<u>206.25</u>
<b>TOTAL COSTS</b>	<b>\$20,858.75</b>

Please contact the school's Financial Aid Leader for payment options. The school accepts cash, credit card, and personal check payments. Financial aid recipients understand that monies received on their behalf are applied first to tuition costs. Any remaining funds available for the student will be paid to the student only at which time the course costs have been paid in full.

*Financial aid available to those who qualify.*

***Note: The total charges for a period of attendance are equivalent to the cost of the entire program, due to the length of the program.***

## **NOTICE**

YOU MAY ASSERT AGAINST THE HOLDER OF THE PROMISSORY NOTE YOU SIGNED IN ORDER TO FINANCE THE COST OF THE EDUCATIONAL PROGRAM ALL OF THE CLAIMS AND DEFENSES THAT YOU COULD ASSERT AGAINST THIS INSTITUTION, UP TO THE AMOUNT YOU HAVE ALREADY PAID UNDER THE PROMISSORY NOTE.

## 2012 CLASS START DATES

<b>Cosmetology</b>	
<b>DAY SCHOOL:</b>	January 10, February 28, April 17, June 12, July 31, September 11, November 6
<b>NIGHT SCHOOL:</b>	January 16, May 21, September 24

### STUDENTS WHO WITHDRAW

Students who withdraw from the program are required to empty their locker and gather all personal items. Any items left behind by the student will be stored for 60 days, at which time the items become the property of PAUL MITCHELL THE SCHOOL. The students who withdraw from the program will be charged a fee of \$100.00.

Students wishing to transfer to another institution must pay all monies owed to PAUL MITCHELL THE SCHOOL, and all applicable academic requirements must be met in order for the hours to be released.

### REENTRY STUDENTS

- 1 Outstanding tuition, fee, and overtime expenses must be paid in advance or the student must make satisfactory arrangements with the Financial Aid Leader.
- 2 Previous tuition payments will be credited to the student's balance.
- 3 Because tuition fees and costs are subject to change, reentering students will be contracted according to the current tuition costs and will be required to pay any additional fees if applicable.
- 4 Students who are Student Tuition Recovery Fund (STRF) eligible (refer to page 8 for eligibility guidelines) will be assessed a prorated STRF fee.

The school does not deny readmission to any service member of the uniformed services for reasons relating to that service.

Readmission is reserved to the sole discretion of PAUL MITCHELL THE SCHOOL and may require special conditions.

Readmission for a student requires a personal interview with school administration. The reentering student will be placed on 30-day probation. During the 30-day probationary period the student must demonstrate for that period that they can meet the school's minimum attendance and academic requirements for Satisfactory Academic Progress. The student will then be evaluated for Satisfactory Academic Progress at the next scheduled evaluation period to determine their new status. Students who fail to meet the minimum attendance and academic requirements for that 30-day period may be terminated. Students who re-enter the program are placed in the same Satisfactory Academic Progress standing as when they left. If a reenrolling student has previously used all of their excused absences provided under their original contract, the student will not receive any additional time for excused absences under the new reenrollment contract. In addition, a student may be responsible for any previous overtime charges that had previously accrued, but not yet assessed.

## **TRANSFER STUDENTS**

PAUL MITCHELL THE SCHOOL will accept transfer hours from other schools based on an evaluation of the student's comprehension of the course material. A maximum of 1200 hours will be accepted for students who transfer from another school; all transfer students must attend a minimum of 400 hours at PAUL MITCHELL THE SCHOOL, to obtain the Paul Mitchell culture and educational program. Students who have had training outside the state of California must provide proof of the number of hours of training to the Board of Barbering and Cosmetology and PAUL MITCHELL THE SCHOOL prior to enrollment.

The cost for transfer students is \$11.25 per hour attended at PAUL MITCHELL THE SCHOOL; this does not include the cost of a complete and current Paul Mitchell student kit.

Please note that students transferring to another school may not be able to transfer all the hours they earned at PAUL MITCHELL THE SCHOOL; the number of transferable hours depends on the policy of the receiving school.

PAUL MITCHELL THE SCHOOL has not entered into an articulation or transfer agreement with any other college or university.

### **Notice of Transferability of Credits and Credentials Earned at Our Institution**

The transferability of credits you earn at PAUL MITCHELL THE SCHOOL is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in our cosmetology program is also at the complete discretion of the institution to which you may seek to transfer. If the certificate you earn at this institution is 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 PAUL MITCHELL THE SCHOOL to determine if your certificate will transfer.

### **Notice of Transferability of Credits and Credentials Earned from another institution**

The transferability of credits or certificate you earn at another institution, is at the sole discretion of PAUL MITCHELL THE SCHOOL. You may be required to repeat some or all of your coursework, if PAUL MITCHELL THE SCHOOL does not accept some or all of your credits. For this reason you should speak to PAUL MITCHELL THE SCHOOL's admissions leader to determine if your credits or certificate will transfer. If a student wishes to appeal the credits accepted, please refer to the school's appeal policy located on page 26 of this catalog.

## **TERMINATION POLICY**

PAUL MITCHELL THE SCHOOL may terminate a student's enrollment for immoral or improper conduct; receiving five suspensions; and/or failing to comply with educational requirements, Student Professional Development Guidelines, general policies, or this contract. The student will be charged an administrative fee of \$100.00.

## COSMETOLOGY COURSE OVERVIEW

### Course Hours: 1600 clock hours

The course is divided into pre-clinical classroom instruction and clinical service learning experiences.

- ① **Pre-clinical Classroom Instruction:** The first 210 hours are devoted to classroom workshops where students learn design principles, technical information, and professional practices.
- ② **Clinic Learning Experience:** The remaining 1390 hours are spent in the clinic area where practical experience is gained.

## COSMETOLOGY COURSE OUTLINE

Your time at PAUL MITCHELL THE SCHOOL for the cosmetology program will be divided into six designations:

- ① **Core Curriculum:** A 210-hour orientation, known as the Core program, instills the basic fundamentals. Students are graded and evaluated using written, oral, and practical testing methods. Students must successfully complete the Core curriculum prior to attending regularly scheduled daily classes in cutting, coloring, permanent waving, and chemical texture services.
- ② **Protégé Learning Experience:** Your experience as a Protégé produces a smooth transition from Core student to Adaptive student. You spend 70 hours as a Protégé preparing you for the clinic experience.
- ③ **Clinic Learning Experience:** Your clinic time from 280 to 1600 hours will be guided with individual attention and group learning experiences using workshops, monthly worksheets, and periodic tests developed specifically for this monitoring progress. This is when you begin working on paying clients in the clinic floor area.
- ④ **Classroom Learning Experience:** Your classroom time from 280 to 1600 hours is divided into five (5) areas: cutting, coloring, texture, makeup, and nails. Each area has a specialist in the field who conducts the different elective classes once a week; these may include guest artists, retail, motivation, self-improvement, nail artistry, makeup, etc.
- ⑤ **Adaptive Curriculum:** From 280 to 800 hours you will enter a new phase of elective classroom workshops coupled with challenging practical services designed to continue building you into a confident designer.
- ⑥ **Creative Curriculum:** You will spend your last 800 hours in PAUL MITCHELL THE SCHOOL in “high gear” by dressing, acting, and working like a true professional. You will use your own artistic and creative abilities, coupled with the assistance of the Learning Leaders, to prepare yourself for your future salon career.

## STATE OF CALIFORNIA REQUIREMENTS

### Cosmetology

The instructional program of PAUL MITCHELL THE SCHOOL meets or exceeds these requirements:

<b>Subject</b>	<b>Theory Hours</b>	<b>Practical Application</b>
Hairstyling	65	240
Permanent Waving and Chemical Straightening	40	105
Hair Coloring and Bleaching	60	50
Hair Cutting	20	80
Laws and Regulations	20	
Health and Safety Considerations	45	
Disinfection and Sanitation	20	
Anatomy and Physiology	15	
Manual, Electrical, and Chemical Facials	25	40
Eyebrow Beautification and Makeup	25	30
Manicuring and Pedicuring	10	25
Artificial Nails and Wraps	25	120 Nails
Additional Training	100	440
<b>TOTAL HOURS</b>	<b>470</b>	<b>1130</b>

In addition to the state requirements listed above, PAUL MITCHELL THE SCHOOL provides training in the areas of communication skills, professional ethics, salesmanship, decorum, record keeping, and client service record cards.

## **COSMETOLOGY PROGRAM TESTING AND GRADING PROCEDURE**

The following tests and grading procedures are incorporated during the student's 1600-hour course:

- ① **Weekly theory exams:** Students must receive a grade of 70% or higher on each weekly theory exam.
- ② **210-hour orientation practical skills evaluation test:** Students must receive a grade of 70% or higher.
- ③ **Final exam 1 (800-hour written exam):** This test covers an overview of all related cosmetology subjects (e.g., anatomy, chemistry, etc.). Students must receive a grade of 70% or higher on all final exams.
- ④ **Final exam 2 (1500-hour written test):** The written exam covers an overview of all theory instruction, California state law, and other items covered on the state cosmetology exam. Students must receive a grade of 70% or higher on all final exams.
- ⑤ **Monthly practical worksheets:** Full-time students must complete eleven (11); part-time students must complete eighteen (18).

## **MEASURABLE PERFORMANCE OBJECTIVES**

- ① Complete the required number of clock hours of training.
- ② Achieve and receive passing grades on all practical graduation requirements and projects, including practical and theoretical examinations.
- ③ Satisfactorily pass final written and practical exams.
- ④ Upon completion, receive a graduation certificate.
- ⑤ Pass state board exam.

## **SAFETY PRECAUTIONS FOR THE BEAUTY INDUSTRY**

By following safety precautions you contribute to the health, welfare, and safety of the community. Always have good hygiene and be professionally dressed. Keep a first aid kit on hand, follow safety regulations, and keep equipment properly sanitized. The following precautions should always be taken with each client:

- ① Protect clients' clothing by appropriately draping them.
- ② Ask clients to remove any jewelry, hair accessories, glasses, etc.
- ③ Keep any and all chemicals away from the eyes. In case of eye contact with chemicals, thoroughly rinse eyes with cold water.
- ④ Wear gloves when dealing with chemicals.
- ⑤ Remember that anything containing chemically active ingredients must be used carefully to avoid injury to you and your client.

## INDUSTRY REQUIREMENTS

Students interested in pursuing a career in cosmetology should:

- ① Develop finger dexterity and a sense of form and artistry.
- ② Enjoy dealing with the public.
- ③ Keep aware of the latest fashions and beauty techniques.
- ④ Make a strong commitment to your education.
- ⑤ Be aware that the work can be arduous and physically demanding because of long hours standing and using your hands at shoulder level.

## STUDENT SERVICES

- ① **Housing:** PAUL MITCHELL THE SCHOOL keeps a file of information about housing in the surrounding areas; however the school does not provide dormitory facilities and does not have any facilities under its control. The Program are "non-residential" does not satisfy this subparagraph 71810(b)(13)(c).
- ② **Advising:** Students are provided with academic advising and additional assistance as necessary. If referral to professional assistance is necessary, the school maintains a record of such referral. Information and advice on any financial assistance are accessible to students. PAUL MITCHELL THE SCHOOL also gives advice and information to students on these subjects:
  - a. Regulations governing licensure to practice, including reciprocity among jurisdictions.
  - b. Employment opportunities.
  - c. Opportunities for continuing education following graduation.

## GRADUATION REQUIREMENTS IN COURSES

- ① Receive the required number of clock hours of training.
- ② Complete and receive passing grades on all practical graduation requirements and projects, including practical and theoretical examinations.
- ③ For a student to meet state requirements, all practical worksheets must be completed 100%.
- ④ Satisfactorily pass final written and practical exams.
- ⑤ Complete the required theory hours.
- ⑥ Make satisfactory arrangements for payment of all debts owed to the school.
- ⑦ Upon graduation the student will receive a graduation certificate.

***Once the student has met all these requirements, he/she will receive a CERTIFICATE of COMPLETION.***

PAUL MITCHELL THE SCHOOL reserves the right to retain a student in school if the student's progress is not satisfactory as determined by the school's administration and/or the student fails to complete all listed requirements or fails to pass the written and practical exams. PAUL MITCHELL THE SCHOOL can retain the student until all graduation requirements are met.

A certified transcript will be provided to a student who withdraws which will include hours that the school has been compensated for. For the purposed of transfer or graduation, hours will not be released by the school until all monies owed to the insitution have been paid and all academic requirements pertaining to those hours have been completed.



## FEDERAL RETURN OF TITLE IV FUNDS POLICY

*The school participates in federal financial aid. Please refer to the following refund policy for specific consumer information pursuant to the Federal Financial Aid program.*

- ① Students who receive loans are responsible for repaying the loan amount, plus any interest, less the amount of any refunds, and if the student has received federal student financial aid funds, the student is entitled to a refund of the moneys not paid for federal student financial aid program funds.
- ② For students who have received Title IV financial assistance, the Federal Return of Title IV Funds calculation will be completed first and applicable funds returned. Returned funds will be reduced from the payments received on behalf of the student before applying the institutional refund policy to determine whether the student is owed a refund or if a balance is owed to the institution.
- ③ If a student has received less aid than that student earned, he/she may be eligible for a post-withdrawal disbursement. If a student is eligible for this disbursement, the school will notify the student in writing of the amount he/she is eligible. The student will have 14 days to accept or decline the disbursement. If an acceptance is not received within this timeframe, the institution will not make the post-withdrawal disbursement to the student.
- ④ The Federal Return of Title IV Funds formula dictates the amount of federal Title IV aid that must be returned to the federal government or the lending institution by the school and/or the student. The federal formula is applicable to an eligible student receiving federal aid when that student withdraws on or before the 60% point in time in the payment period.
- ⑤ The federal formula requires a return of Title IV aid if the student received federal financial assistance in the form of Stafford Loans, Pell Grants, or Plus loans and withdraws on or before completing 60% of the payment period. The percentage of Title IV aid earned is equal to the percentage of the payment period that was completed as of the withdrawal date if this occurs on or before the 60% point of time. The percentage that has not been earned is calculated by determining the complement of the percentage earned (e.g., if 40% was earned, 60% was unearned).
- ⑥ The amount to be returned is calculated by subtracting the amount of Title IV assistance earned from the amount of Title IV aid that was or could have been disbursed as of the withdrawal date. The percentage of the payment period scheduled to complete is calculated by dividing the total number of clock hours scheduled to complete by the payment period as of the last date of attendance.
- ⑦ If a student unofficially withdraws and has received federal loans, the loans will go into repayment.

*NOTE: A student who withdraws prior to completing 60% of the charging period may be required to repay some of the funds released to the student because of credit balance on the student's account.*

The following Title IV refund distribution is used for all financial aid applicants/students due a refund:

- ① Federal Unsubsidized Stafford Loan
- ② Federal Subsidized Stafford Loan
- ③ Federal Plus Loan
- ④ Federal Pell Grant

# TREATMENT OF TITLE IV FUNDS WHEN A STUDENT WITHDRAWS FROM A CLOCK-HOUR PROGRAM

Treatment of Title IV Funds When a Student Withdraws From a Clock-Hour Program		
Student's Name:	<input type="text" value="John Doe"/>	Social Security #:
		<input type="text" value="123-45-6789"/>
	Date of school's determination that student withdrew:	<input type="text" value="1/6/11"/>

Period used for calculation (check one):  1st Payment Period  Period of Enrollment

Monetary amounts should be in dollars and cents (rounded to the nearest penny).  
When calculating percentages, round to three decimal places. (for example, .4486 = .449 = 44.9%)

### STEP 1: Students Title IV Aid Information

<p><b>Title IV Grant Programs:</b></p> <ol style="list-style-type: none"> <li>1. Pell Grant</li> <li>2. Academic Competitiveness Grant</li> <li>3. National SMART Grant</li> <li>4. FSEOG</li> <li>5. TEACH Grant</li> </ol>	<p>Amount Disbursed</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">2,775.00</td></tr> <tr><td style="text-align: center;"> </td></tr> <tr><td style="text-align: center;"> </td></tr> <tr><td style="text-align: center;"> </td></tr> <tr><td style="text-align: center;"> </td></tr> </table>	2,775.00					<p>Amount that Could Have Been Disbursed</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;"> </td></tr> </table>						<p>E. Total Title IV Aid Disbursed for the Period</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: right;">A.</td><td style="text-align: center;">2,775.00</td></tr> <tr><td style="text-align: right;">+ B.</td><td style="text-align: center;">6,727.00</td></tr> <tr><td style="text-align: right;">= E.</td><td style="text-align: center;">9,502.00</td></tr> </table>	A.	2,775.00	+ B.	6,727.00	= E.	9,502.00
2,775.00																			
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+ B.	6,727.00																		
= E.	9,502.00																		
	A. <input type="text" value="2,775.00"/> (sub-total)	C. <input type="text" value="0.00"/> (sub-total)																	
<p><b>Title IV Loan Programs:</b></p> <ol style="list-style-type: none"> <li>6. Unsubsidized FDLP / FFELP</li> <li>7. Subsidized FDLP / FFELP</li> <li>8. Perkins Loan</li> <li>9. PLUS FDLP / FFELP (Grad Student)</li> <li>10. PLUS FDLP / FFELP (Parent)</li> </ol>	<p>Net Amount Disbursed</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">2,985.00</td></tr> <tr><td style="text-align: center;">1,742.00</td></tr> <tr><td style="text-align: center;"> </td></tr> <tr><td style="text-align: center;"> </td></tr> <tr><td style="text-align: center;">2,000.00</td></tr> </table>	2,985.00	1,742.00			2,000.00	<p>Net Amount that Could Have Been Disbursed</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;"> </td></tr> </table>						<p>F. Total Title IV grant aid disbursed and that could have been disbursed for the period</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: right;">A.</td><td style="text-align: center;">2,775.00</td></tr> <tr><td style="text-align: right;">+ C.</td><td style="text-align: center;">0.00</td></tr> <tr><td style="text-align: right;">= F.</td><td style="text-align: center;">2,775.00</td></tr> </table>	A.	2,775.00	+ C.	0.00	= F.	2,775.00
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1,742.00																			
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	B. <input type="text" value="6,727.00"/> (sub-total)	D. <input type="text" value="0.00"/> (sub-total)																	
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A.	2,775.00																		
B.	6,727.00																		
C.	0.00																		
+ D.	0.00																		
= G.	9,502.00																		

### STEP 2: Percentage of Title IV Aid Earned

Last Day Attended:

H. Determine the percentage of the period completed:  
Divide the clock hours scheduled to have been completed as of the last day of attendance in the period by the total clock hours in the period.

<input type="text" value="271.00"/>	/	<input type="text" value="450.00"/>	=	<input type="text" value="60.2%"/>
Hours scheduled to complete		Total hour in period		

► If this percentage is greater than 60%, enter 100% in Box H and proceed to Step 3.  
► If this percentage is less than or equal to 60%, enter that percentage in Box H and proceed to Step 3.

H.

### STEP 4: Title IV Aid to be Disbursed or Returned

► If the amount in Box I is greater than the amount in Box E, go to Post-withdrawal disbursement (Item J).  
► If the amount in Box I is less than the amount in Box E, go to Title IV aid to be returned (Item K).  
► If the amounts in Box I and Box E are equal, **STOP**. No further action is necessary.

J. Post-withdrawal disbursement  
From the amount of Title IV aid earned by the student (Box I) subtract the Total Title IV aid disbursed for the period (Box E). This is the amount of the post-withdrawal disbursement.

<input type="text" value="9,502.00"/>	-	<input type="text" value="9,502.00"/>	=	<input type="text" value="0.00"/>
Box I		Box E		Box J

K. Title IV aid to be returned  
From the Total Title IV aid disbursed for the period (Box E) subtract the Amount of Title IV aid earned by the student (Box I). This is the amount of Title IV aid that must be returned.

<input type="text" value="9,502.00"/>	-	<input type="text" value="9,502.00"/>	=	<input type="text" value="0.00"/>
Box E		Box I		Box K

### STEP 3: Amount of Title IV Aid Earned by the Student

Multiply the percentage of Title IV aid earned (Box H) by the Total Title IV aid disbursed and that could have been disbursed for the period (Box G).

<input type="text" value="100.0%"/>	x	<input type="text" value="9,502.00"/>	=	<input type="text" value="9,502.00"/>
Box H		Box G		Box I

**STEP 5: Amount of Unearned Title IV Aid Due from the School**

<b>L. Institutional Charges for the Period.</b>	Tuition	4,500.00
	Room	
	Board	
	Other	
	Other	
	Other	
Total Institutional Charges (Add all the charges together)		<b>L. 4,500.00</b>

**M. Percentage of unearned Title IV aid**  
 $\frac{100.0\%}{\text{Box H}} - \frac{100.0\%}{\text{Box H}} = \frac{0.0\%}{\text{Box M}}$

**N. Amount of unearned charges**  
 Multiply institutional charges for the period (Box L) by the Percentage of unearned Title IV aid (Box M).  
 $\frac{4,500.00}{\text{Box L}} \times \frac{0.0\%}{\text{Box M}} = \frac{0.00}{\text{Box N}}$

**O. Amount of school to return**  
 Compare the amount of Title IV aid to be returned (Box K) to Amount of unearned charges (Box N), and enter the lesser amount.  
**O. 0.00**

**STEP 6: Return of Funds by the School**

The school must return the unearned aid for which the school is responsible (Box O) by repaying funds to the following sources, in order, up to the total net amount disbursed for each source.

Title IV Programs	Amount for School to Return
1. Unsubsidized FDLP / FFELP	0.00
2. Subsidized FDLP / FFELP	0.00
3. Perkins Loan	0.00
4. PLUS FDLP / FFELP (Grad Student)	0.00
5. PLUS FDLP / FFELP (Parent)	0.00
<b>Total loans the school must return =</b>	<b>P. 0.00</b>
6. Pell Grant	0.00
7. Academic Competitiveness Grant	0.00
8. National SMART Grant	0.00
9. FSEOG	0.00
10. TEACH Grant	0.00

**STEP 7: Initial Amount of Unearned Title IV Aid Due from the Student**

From the amount of Title IV aid to be returned (Box K) subtract the Amount for the school to return (Box O).

$\frac{0.00}{\text{Box K}} - \frac{0.00}{\text{Box O}} = \frac{0.00}{\text{Box Q}}$

► If Box Q is < or = zero, **STOP**. If > zero, go to Step 8.

**STEP 8: Repayment of the Student's loans**

From the Net loans disbursed to the student (Box B) subtract the Total loans the school must return (Box P) to find the amount of Title IV loans the student is still responsible for repaying (Box R).

These outstanding loans consist either of loan funds that student has earned, or unearned loan funds that the school is not responsible for repaying, or both; and they are repaid to the loan holders according to the terms of the borrower's promissory note.

$\frac{6,727.00}{\text{Box B}} - \frac{0.00}{\text{Box P}} = \frac{6,727.00}{\text{Box R}}$

- If Box Q is less than or equal to Box R, **STOP**. The only action a school must take is to notify the holders of the loans of the student's withdrawal date.
- If Box Q is greater than Box R, Proceed to Step 9.

**STEP 9: Grant Funds to be Returned**

**S. Initial amount of Title IV grants for student to return**  
 From the initial amount of unearned Title IV aid due from the student (Box Q) subtract the amount of loans to be repaid by the student (Box R).

$\frac{0.00}{\text{Box Q}} - \frac{6,727.00}{\text{Box R}} = \frac{0.00}{\text{Box S}}$

**T. Amount of Title IV grant protection**  
 Multiply the total of Title IV grant aid that was disbursed and that could have been disbursed for the period (Box S) by 50%.

$\frac{2,775.00}{\text{Box S}} \times 50.00\% = \frac{0.00}{\text{Box T}}$

**U. Title IV grant**  
 From the initial amount of unearned Title IV aid due from the student (Box S) subtract the amount of loans to be repaid by the student (Box T).

$\frac{0.00}{\text{Box S}} - \frac{0.00}{\text{Box T}} = \frac{0.00}{\text{Box U}}$

► If Box U is less than or equal to zero, **STOP**. If not, go to step 10.

**STEP 10: Return of Grants Funds by the Student**

Except as noted below, the student must return the unearned grant funds for which he/she is responsible (Box U). The grant funds returned by the student are applied to the following sources in the order indicated, up to the total amount disbursed from that grant program minus any grant funds that school is responsible for returning to that program in Step 6.

Note that the student is not responsible for returning funds to any program to which the student owes \$50.00 or less.

**Title IV Grant Programs:**

Title IV Grant Programs:	Amount to Return
1. Pell Grant	0.00
2. Academic Competitiveness Grant	
3. National SMART Grant	
4. FSEOG	
5. TEACH Grant	

## **INSTITUTIONAL REFUND POLICY "STUDENT'S RIGHT TO CANCEL"**

- ① Any monies due the applicant or student shall be refunded within 45 days of official cancellation or withdrawal. Official cancellation or withdrawal shall occur on the earlier of the dates that:
  - a. An applicant is not accepted by the school. This applicant shall be entitled to a refund of all monies paid to the school except an application fee.
  - 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, until the first day of class session or the seventh (7) calendar day of signing the enrollment contract, whichever is later. In this case all monies collected by the school shall be refunded except an application fee. This policy applies regardless of whether or not the student has actually started training.
  - c. A student who cancels his/her contract after the seventh (7) calendar day of signing the contract but prior to entering classes is entitled to a refund of all monies paid to the school less an 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: *Paul Mitchell The School East Bay, 100 Crescent Drive, Suite D, Pleasant Hill, CA 94523*, or by the date said information is delivered to the school administrator/owner in person. Written cancellations need not take any particular form.
  - g. Monies paid for student kits are nonrefundable.
- ② 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 monthly and a determination is made to withdraw a student who has been absent from school for 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.
- ③ When situations of mitigating circumstances are in evidence, such as serious illness, a disabling accident, or death in the immediate family, the school may make a settlement that is reasonable and fair to both parties.
- ④ All extra costs, such as books, equipment, graduation fees, application fee, rentals, and other such charges, are not considered in the tuition adjustment computation if the charges are itemized separately in the enrollment contract.
- ⑤ Monies paid for supplies and equipment are nonrefundable after seven (7) calendar days of signing the enrollment contract, but prior to entering classes, whichever is later.
- ⑥ If a course is cancelled subsequent to a student's enrollment, and before instruction in the course has begun, the school shall either provide a full refund of all monies paid or provide completion of the course.
- ⑦ For students who terminate prior to completion, an administration fee in the amount of \$100.00 will be assessed.
- ⑧ A student's account may be sent to collections for nonpayment.
- ⑨ If the school closes permanently and no longer offers instruction after a student has enrolled, the school will provide a pro rata refund of tuition to the student. A list of all students who were enrolled at the time of school closure, including the amount of each pro-rata refund, is submitted to NACCAS.

An institution that participates in the federal student financial aid programs complies with this article by complying with applicable regulations of the federal student financial aid programs under Title IV of the federal Higher Education Act of 1965.

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

**Step 1:** Identify all amounts paid for instruction less cost of equipment.

**Step 2:** Subtract Registration/Application fee not to exceed \$250.00.

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

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

Tuition amount	10%	25%	50%	60%	61%-100%
\$18,000.00	\$1,800.00	\$4,500.00	\$9,000.00	\$10,800.00	\$18,000.00

PAUL MITCHELL THE SCHOOL does not have a pending petition in bankruptcy, has never filed for bankruptcy petition within the preceding five (5) years, nor operated as a debtor in possession or had a petition of bankruptcy filed against it within the preceding five (5) years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code.

You have the right to withdraw from a course of instruction at any time. If you withdraw from the course of instruction after the period allowed for cancellation of the agreement, which is until the first day of class session, or the seventh (7) calendar day after enrollment, whichever is later, the school will remit a refund less a registration fee, if applicable, within 30 days following your withdrawal. You are obligated to pay only for educational services rendered and for unreturned equipment. 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.

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 Department of Consumer Affairs, Consumer Information Division: 1625 North Market Blvd, Suite N112, Sacramento, CA 95834, (800) 952-5210.

## **NOTICE OF STUDENT'S RIGHTS**

- ① You may cancel your contract for school, without any penalty or obligation, until the first day of class session or the seventh (7) calendar day after enrollment, whichever is later. A different cancellation policy applies for home study or correspondence courses.
- ② After the end of the cancellation period, you also have the right to stop school at any time, and you have the right to receive a refund for the part of the course not taken. Your refund rights are described in the Retail Installment Contract. If you have lost your contract, ask the school for a description of the refund policy.
- ③ If the school closes before you graduate, you may be entitled to a refund. Contact the Bureau for Private Postsecondary Education (BPPE), 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 or toll-free (888) 370-7589.
- ④ If you have any complaints, questions, or problems that you cannot resolve with the school, write or call: Department of Consumer Affairs, Consumer Information Division, 1625 North Market Blvd, Suite N112, Sacramento, CA 95834, (800) 952-5210.

## **STUDENT FINANCIAL AID RELEASE**

The undersigned agrees that PAUL MITCHELL THE SCHOOL does not guarantee the student loan process in any respect. A Federal Parent Plus loan requires a credit check and is based on the parent's credit. Pre-approval for a Parent Plus loan does not guarantee that the parent will receive a Federal Parent Plus loan. It is critical that the parent be able to pass a credit check when the loan is certified. The school has no control over the approval or decline of a parent's credit history. Nor does the school assume any responsibility for mistakes on any Department of Education financial aid forms. It is up to the student to make sure all forms are accurate and complete.

## **POLICY FOR VERIFICATION OF TITLE IV FUNDING**

The school has policies and procedures that it follows for verification of Title IV funding. The school provides students with a verification form so they can collect the necessary information. The school gives the student a 30-day deadline to return the form to the financial office with verification items attached. If verification documents are not submitted by the due date, the student will be placed on a monthly cash pay status until verification is completed. The corporate office sends to the school a change in EFC form for students to sign if their EFC changes. FAME handles our student overpayments and alerts the school so it can make changes to the award packet, which is reported to Common Origination and Disbursement (COD) for the Department of Education.

## **REINSTATEMENT OF FINANCIAL AID *for those who qualify***

If applicable, Title IV financial aid will be reinstated to qualified students who have prevailed upon appeal or who have reestablished satisfactory progress by meeting the minimum cumulative attendance and academic requirements.

## **ELIGIBILITY OF FINANCIAL AID AFTER A DRUG CONVICTION**

Students will be given written notice advising them that a conviction of illegal drugs, of any offense, during an enrollment period for which the student was receiving Title IV financial aid will result in the loss of eligibility for any Title IV per HEA Sec. 484(r)(1) and 20 U.S.C. 1091(r)(1). Students whose eligibility has been suspended due to a drug conviction may resume eligibility if they successfully pass two (2) unannounced drug tests conducted by a drug rehabilitation program that complies with criteria established under HEA Sec. 484(r)(2) (20 U.S.C. 1091(r)(2)).

## **MAKEUP WORK**

Students must complete all required assignments and tests. To accommodate students, makeup test days and worksheet periods are scheduled. Students must complete makeup work at the scheduled time. Monthly makeup test dates are posted on the theory and school calendars.

## **SATISFACTORY ACADEMIC PROGRESS POLICY**

Students enrolled in programs approved by NACCAS must meet formal standards that measure their satisfactory progress toward graduation. The policy is provided to all students prior to the first class session. For those students who fail to meet the academic requirements at a specific SAP evaluation point, the school will develop an Academic Plan to address the student's specific needs. The policy is consistently applied to all applicable students, regardless of whether they receive Title IV funding or not. *Evaluations are maintained in the student file.*

## **QUANTITATIVE AND QUALITATIVE FACTORS**

Factors for measuring the student's progress toward satisfactory completion of the program include maintaining:

- ① A minimum cumulative Theory grade level of 70% or higher.
- ② A minimum cumulative academic level of 70% or higher on practical worksheet completion.\*
- ③ To determine whether a student meets the academic requirements for Satisfactory progress, theory and practical grades are averaged together to give a cumulative academic grade of 70% or higher.
- ④ A minimum cumulative attendance of 80% of their scheduled hours\*\*

*\*To meet the state practical requirements for graduation, students must eventually complete monthly practical worksheets 100%. See LEARNING PARTICIPATION GUIDELINES.*

*\*\*To determine your rate of attendance, divide the cumulative number of hours completed by the scheduled hours to date.*

A student who has not achieved the minimum cumulative GPA of 70% and/or who has not successfully completed at least a cumulative rate of attendance of 80% is not eligible for Title IV assistance, if applicable, unless the student is on warning or has prevailed upon appeal of the determination that has resulted in status of probation.

## COMPLETION OF COURSE WITHIN DESIGNATED PERIOD OF TIME

Full-time day students attend five (5) days (Tuesday through Saturday), 35 hours per week, from 9:30 AM to 5:00 PM. Part-time night school students attend four (4) days (Monday through Thursday), 20 hours per week, from 5:00 PM to 10:00 PM. Information regarding other course schedules is available upon inquiry.

The state of California requires 1600 clock hours for the cosmetology course. Students are expected to complete the course in no more than 125% of the program length. If a student is never absent, he/she should complete the course within 45.71 weeks for a full-time student and 80 weeks for a part-time student.

## MAXIMUM TIME FRAME

Students must complete the educational program within the maximum time frame, which is based on attending at least 80% of the scheduled hours.

<b>COURSE</b>	<b>LENGTH</b>	<b>MAXIMUM TIME FRAME</b>
Cosmetology – Full Time	45.71 Weeks	57.14 Weeks
Cosmetology – Part Time	80 Weeks	100 Weeks

## LEAVE OF ABSENCE, INTERRUPTIONS, COURSE INCOMPLETES, AND WITHDRAWALS

The school does not have a leave of absence policy. If the student needs to take off more time than allotted in the contract or more than 14 consecutive calendar days, he/she must drop and reenroll when ready to return. Students who withdraw prior to completing the course of study and who wish to reenter will reenter at the same progress status as applicable at the time of withdrawal. Course incompletes, repetitions, and noncredit remedial courses have no effect upon the school's satisfactory progress standards.

## EVALUATION PROCEDURES AND REQUIRED LEVEL OF ACHIEVEMENT

Formal Satisfactory Progress Evaluations in both attendance and academics will occur when cosmetology students reach 450, 900, and 1250 *actual hours*. At least one evaluation will occur prior to the midpoint of the academic year.

The following grading system is used to evaluate a student's academic ability:

- ① Examinations are given in all subjects.
- ② Grades and attendance (Satisfactory Academic Progress) records are reviewed and signed by the student and maintained in the student's financial file. The student may request to review their financial aid file from the Financial Aid Leader or Director.

The following grading scale is used for theory progress:

**A = 90 – 100%**      **B = 80 – 89%**      **C = 70 – 79%**      **Failing = Below 70%**

Practical and clinical work is graded by a signature on the student's worksheet or client ticket. A signature from an instructor represents a grade of 70% or higher. No signature indicates a score of less than 70% and the student has not met minimum satisfactory standards on the practical application. Students are required to continue the practical application until they receive a signature from an instructor.

Transfer hours accepted by the school are applied to the total number of hours necessary to complete the program and are considered both attempted and completed hours.

## DETERMINATION OF PROGRESS STATUS

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

## **PROBATION AND REESTABLISHMENT OF SATISFACTORY PROGRESS**

Students failing to meet minimum requirements will be notified in writing and placed on Financial Aid Warning for the next evaluation period. They will be counseled regarding actions required to attain satisfactory requirements by the next evaluation point. During the Financial Aid Warning period, students are eligible, if applicable, to receive financial aid funds.

If, at the end of the Financial Aid Warning period, the student still has not met both the attendance and academic progress requirements, he/she will be determined as not making satisfactory progress; he/she will be ineligible for Title IV assistance and will be placed on financial aid probation.

A student may appeal the Financial Aid Probation decision, at the beginning of the probationary period, if he/she has a reason for not making satisfactory progress and if he/she can document that the circumstances that caused the unsatisfactory progress determination have in some way changed and that satisfactory progress standard can be met by the end of the next evaluation period. The basis for filing an appeal, such as death of a relative, injury or illness of the student, or other special circumstances, must be documented. If the school grants the appeal, it may impose conditions for the student's continued eligibility to receive Title IV, such as changing schedules. If such an appeal is granted the student remains on Financial Aid Probation for one evaluation period. If at the end of the Financial Aid Probation the student has not met both academic and attendance requirements all federal aid will be suspended and at that point the student can go through the approval process in order to try and reestablish Satisfactory Academic Progress. Federal financial aid, if applicable, will not be disbursed to students on Financial Aid Probation unless the student appeals and prevails on appeal. Students may reestablish satisfactory progress by meeting minimum attendance and academic requirements at the next evaluation period, if those requirements can be met.

If the student has not met academic and attendance requirements for two (2) consecutive evaluation periods, the student will be determined as not making satisfactory progress and will be terminated.

This policy applies to all students regardless of whether or not they are eligible for Title IV funding programs. In order to comply with DOE requirements the terminology financial aid warning or financial aid probation will be used for both Title IV and non-Title IV students.

## **APPEAL PROCEDURE**

If a student is determined as not making satisfactory progress or is terminated for not making satisfactory progress, the student may appeal the negative determination. The student must submit a written appeal to the school administration within five (5) business days of not making satisfactory progress or termination. The student must include any supporting documentation of reasons why the determination should be reversed. If the student fails to appeal the decision, it will stand.

An appeal hearing will take place within 15 business days of receipt of the written appeal. This hearing will be attended by the student, parent/guardian (if the student is a dependent minor), the student's instructor, and the director of education. A decision on the student's appeal will be made within three (3) business days by the director of education and will be communicated to the student in writing. This decision will be final. *Appeal documentation will be kept in the student's permanent file.*

Should a student prevail on his or her appeal and be determined as making satisfactory progress, the student will be automatically reentered in the course, and financial aid funds will be reinstated to eligible students.

If a student is terminated for gross misconduct, which includes but is not limited to reporting to school under the influence of alcohol or illegal drugs, cheating, stealing, insubordination, threats, and/or bullying, such termination is final and may not be appealed.

## STUDENT RIGHT OF ACCESS AND RECORD RETENTION POLICY

PAUL MITCHELL THE SCHOOL requires written consent from the student or guardian for release of records in response to each third-party request unless otherwise required by law, such as by a court order or subpoena. PAUL MITCHELL THE SCHOOL does not publish "directory information" on any student. PAUL MITCHELL THE SCHOOL provides and permits access to student and other school records as required for any accreditation process initiated by the school or by the National Accrediting Commission of Career Arts and Sciences (NACCAS), or in response to a directive of said Commission.

Student records are maintained for a minimum of five (5) years for withdrawal students; transcripts of graduates are kept indefinitely. Students have the right to seek an amendment to their school records. To seek an amendment, students must meet with the school director and bring any supporting documentation to show that the record is incorrect. We adhere to the guidelines of the Family Educational Rights and Privacy Act (FERPA), which sets limits on the disclosure of personally identifiable records and defines the rights of students to review their records and request changes.

## PERFORMANCE STATISTICS/JOB OUTLOOK

PAUL MITCHELL THE SCHOOL EAST BAY's performance statistics for the calendar year 2010:

<b>Completion</b>	<b>Licensure</b>	<b>Placement</b>
<b>70.80%</b>	<b>90.12%</b>	<b>69.12%</b>

PAUL MITCHELL THE SCHOOL EAST BAY's Bureau for Private Postsecondary Education (BPPE) performance statistics for the calendar year 2010:

<b>Completion</b>	<b>Licensure</b>	<b>Placement</b>
<b>70.80%</b>	<b>90.12%</b>	<b>69.12%</b>

Since 1990, NACCAS has commissioned several Job Demand Surveys to provide quantitative data on cosmetology careers, earnings potential, and job openings. The most recent survey, completed in May 2007, compiled data from 6,203 salons responding to a national survey.

The 2007 Job Demand Survey results indicate that salons in California plan to hire 45,967 new employees in the next 12 months. The average annual salary for a salon professional in California is \$44,134. This amount does not include tips and gratuities. Nationally, the average salon professional's salary is \$35,973.

As of January 2007, there were 103,074 professionals employed at California's salons. Most important, 69% of California salon owners who attempted to hire new employees in 2006 said they were unable to find properly trained applicants.

## PROGRAM INTEGRITY

PAUL MITCHELL THE SCHOOL is accredited by NACCAS and uses its calculation for student placement based on each program offered. NACCAS shows that for the most recent annual reporting period that the cosmetology program:

Placement rate	On Time Graduation Rates	Median Loan Debt
69.12%	23%	<b>2008–2009 Title IV: \$N/A, Private: \$0, Institutional: \$0</b> <b>2009–2010 Title IV: \$0, Private: \$0, Institutional: \$0</b> <b>2010–2011 Title IV: \$0, Private: \$0, Institutional: \$0</b>

For more information about our graduation rates, the median debt of students who completed the program, and other important information, please visit our Web site at:

<http://school.paulmitchell.edu/east-bay-ca/programs>.

## LIST OF LIBRARY REFERENCE MATERIALS

23 Cutting and Coloring DVDs / *Paul Mitchell Product Guide Workbook* / Color System DVD Box Set / Color System Skill Cards / Cutting System DVD Box Set / Cutting System Book / MASTERS CDs / *Milady's Standard Cosmetology 2012 Theory Workbook* / *Milady's Standard Cosmetology 2012 Exam Review* / *Milady's Standard Cosmetology 2012 Textbook*

## STUDENT PROFESSIONAL DEVELOPMENT GUIDELINES

All students must commit to and follow the Student Professional Development Guidelines during their enrollment at PAUL MITCHELL THE SCHOOL. These guidelines were established to assist in creating a safe, focused, and enjoyable learning experience.

### Attendance and Documentation of Time

- 1 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 computerized 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 4 times a 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. Part time students are required to clock in/out 2 times a day: when they arrive to school and when they leave at the end of the day.
- 2 The school is open from 9:30 AM to 5:00 PM for day students and 5:00 PM to 10:00 PM for night students.
- 3 All courses require continuous attendance.
- 4 The prescribed attendance schedule must be maintained each week. Alternate schedules are available to those students who qualify.
- 5 Night students may not miss Mondays; day students may not miss Saturdays.
- 6 Students must be on time, as tardiness inhibits the learning process. Students who are late for theory class may not enter the classroom and will not receive theory credit. They may “clock in” and will be assigned special projects or assignments pertaining to their course of study. Students who are late for a specialty class or a guest artist class may attend the class, but must be accompanied into the classroom by an instructor. Students are never excused from mandatory theory class to work in the clinic.
- 7 During the enrollment contract period, Applicant must maintain a 90% attendance average each month in order to complete the program within the Scheduled program length. The Applicant is allowed to miss 10% of his or her scheduled hours before having to pay extra instructional charges. The Applicant may use the allowed 10% of his/her scheduled hours for vacation, doctor appointments, illness, etc. If the Applicant must attend additional Program hours beyond his/her maximum Scheduled Program length due to attendance problems or to complete academic graduation requirements, the applicant will be charged an additional \$13.00 for each hour scheduled to complete after the Scheduled Program length is reached.

#### Scheduled Program Length is defined as:

<p><i>Cosmetology:</i> Hours in program = 1600 hours 10% absent hours = 160 hours Scheduled Program Length = 1760 hours</p>
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*Please note that if a student misses more than 14 consecutive calendar days, the student will be terminated from the program.*

- 8 Students who are late or cannot attend school must contact the school and talk to the school service desk immediately. Day students must call in by 9:00 AM; night students must call in by 1:30 PM.
- 9 Students must request time off from school from the Education Leader.

- ⑩ Students are required to be in attendance a minimum of seven (7) hours per day, 35 hours per week for the full-time schedule; 20 hours per week for part-time students. Holidays such as Thanksgiving, Christmas, and New Year's Day will be set according to the calendar each year. Students cannot bank hours and attend over 35 hours per week to make up for missing hours. If a student will miss hours during the week, arrangements must be made with the Learning Leader Advisor to make up those hours within the same week, or the hours missed will count against the hours allowed to miss and overtime charges can occur.
- ⑪ Lunches and breaks are scheduled for all students. Day students will take 30 minutes for lunch between 12:00 noon and 1:30 PM, if possible, according to their booking. Students should communicate with their instructor if they have not had lunch by 1:30 PM.
- ⑫ Documentation of time: Students may not leave the school premises during regular hours without an instructor's permission.
  - a. Students who leave school premises for more than 15 minutes or those who leave early must document their time by clocking out on the time clock, signing the sign-out sheet, and having an instructor book them out.
  - b. Students who leave school premises for less than 15 minutes must sign the sign-out sheet.
  - c. Day students must clock out on the time clock for lunch for 30 minutes every day. Students will not receive credit for the hour if they fail to clock in/out for lunch.
- ⑬ Students may not clock in or out for another student.
- ⑭ Students must keep a record of all services each day on the "service tracking sheet," which must be completed daily and turned in every month.

**Professional Image:** A professional image is a requirement for successful participation in school. Students must maintain the following professional dress code:

- ① Core and Phase One students must wear all black.
- ② Phase Two students must wear black or white in any combination.
- ③ A minimal print in clothing is acceptable only if it is a black and white print.
- ④ Clothing must be professional, clean, and free of stains and tears.
- ⑤ Shoes should be black, professional, and comfortable for all students.
- ⑥ Hair must be clean and styled prior to arriving at school. Ponytails are not acceptable.
- ⑦ Cosmetics must be applied prior to arriving at school, using trend-appropriate makeup techniques.
- ⑧ The following is a list of unacceptable dress:
  - a. Tennis shoes, gym shoes, foot thongs, Crocs, or beach sandals
  - b. Jeans or clothing made of jeans material
  - c. Tank or sleeveless tops
  - d. Sweatpants and sweatshirts
  - e. Printed T-shirts other than those with a PAUL MITCHELL logo; acceptable T-shirts must be clean and professional, and you must dress them up
  - f. Short skirts that fall above fingertips
  - g. Hats, visors, bandanas, caps, or beanies
  - i. Shorts, spandex or biking shorts
  - j. Hooded sweatshirts, jackets, or tops
- ⑨ Students who fail to comply with the professional dress code will be asked to leave and return with appropriate attire.

### **Sanitation and Personal Services**

- ① Students must keep workstations and classroom areas clean, sanitary, and clutter free at all times.
- ② Students must clean their stations, including the floor, after each service.
- ③ Hair must be swept up immediately after a service is completed, before blow drying.
- ④ Workstations must be cleaned at the end of the day, prior to clocking out for the day.
- ⑤ Students may have their hair or other services done Tuesday through Thursday. To receive a service, students must do the following prior to starting the service:
  - a. Notify an instructor.
  - b. Be scheduled off the service books by a Learning Leader.
  - c. Pay for service supplies including perms, tints, bleaches, rinses, conditioning, treatments, manicures, nails, etc.
  - d. If a service guest comes in and the service desk personnel needs the student giving the personal service or the student receiving it to take care of the guest, then the students must reschedule their personal service and complete the assigned service guest appointment.
  - e. Personal services are considered rewards and scheduled for students who are up to date with all projects, tests, and worksheets. School assignments and successful learning are the priority.

### **Communication Guidelines and Professional Conduct**

- ① Visitors are allowed in the reception area only. Visitors are not allowed in the classrooms, student lounge, or clinic floor area.
- ② Only emergency calls are permitted on the business phone. Students may use the student phones for a limited time. Please keep your calls to three (3) minutes or less.
- ③ Cell phones are not permitted in the school.
- ④ Students may not visit with another student who is servicing a client.
- ⑤ Students may not gather around the reception desk, reception area, or offices.
- ⑥ Food, drinks, and water bottles are allowed only in the lunchroom.
- ⑦ PAUL MITCHELL THE SCHOOL is a smoke-free campus.
- ⑧ Stealing or taking school or another's personal property is unacceptable.

## Learning Participation Guidelines

- ① Peer teaching and tutoring are encouraged. Taking credit for another's work or cheating during exams is unacceptable.
- ② Students will be expected to maintain an average of 70% on all theory tests and assignments.
- ③ Students must take all appointments assigned to them. This includes last-minute walk-ins.
- ④ Students may not be released from required theory class to take a client.
- ⑤ Only desk personnel may schedule or change client service appointments.
- ⑥ All services must be checked and the service ticket initialed by an instructor.
- ⑦ Students are expected to be continuously working on school-related projects, assignments, reading, or test preparation during school hours.
- ⑧ Students will receive clock hours during the times they fully participate in their learning experience.
- ⑨ When students are not scheduled with service appointments or are not scheduled to attend theory or an elective class, they may focus on the following:
  - a. Completion of monthly worksheets
  - b. Completion of theory review worksheets
  - c. Performing a service on another student
  - d. Listening to or reading school resource center materials, including educational videos, audiotapes, and books
- ⑩ Students must comply with school personnel and instructor's assignments and requests as required by the curriculum and student guidelines and rules.
- ⑪ Students may not perform hair, skin, or nail services outside of school unless authorized to do so by school administration. Conducting unauthorized hair, skin, or nail services outside of school will be reported to the state board and may result in your inability to receive a professional license.
- ⑫ Students are responsible for their own equipment and may use a station drawer only while working at that station. All equipment, tools, and personal items must be secured in their assigned locker. PAUL MITCHELL THE SCHOOL is not responsible for any lost or stolen articles.
- ⑬ Parking is allowed in assigned parking areas only or cars may be towed at the owner's expense.
- ⑭ All worksheets are due the end of each month by 5:00 PM for day students and 10:00 PM for night students.
- ⑮ If a student fails to complete a worksheet 100%, the student will be placed on the Back on Track list and will remain on the list until the following month, as long he/she completes the worksheet.

## COACHING AND CORRECTIVE ACTION

Part of your learning experience includes fine-tuning and mastering the skills and behaviors of a salon professional. The school team will coach all students to correct noncompliant or destructive behavior.

The following actions may be inspected for noncompliance:

- ❶ **Attendance and Documentation of Time Guidelines:** Attendance, promptness, and documentation of work are cornerstones of successful work practices. Students may be clocked out, released for the day, or suspended when they do not comply with guidelines.
- ❷ **Professional Image Standards:** Professional image standards were created to provide guidance and direction to students as they develop their professional image and persona. Students may be clocked out and released for the day when they do not meet professional image standards.
- ❸ **Sanitation and Personal Service Procedures:** Sanitation and personal service procedures have been established to comply with state laws and to provide a safe and clean service environment. Students may be clocked out and released for the day when they do not follow sanitation and personal service procedures.
- ❹ **Communication Guidelines and Professional Conduct:** It is the school's responsibility to provide a learning environment that is professional, positive, and conducive to learning. Staff and students all contribute to a mutually respectful learning environment that fosters effective communication and professional conduct. Students who fail to follow communication guidelines and who do not conduct themselves in a respectful and professional manner may experience suspension or termination.
- ❺ **Learning Participation Guidelines:** The learning participation guidelines have been established to provide a creative, fun, interactive, and collaborative learning environment that empowers students to act as "future salon professionals" and committed learners. Positive behavior is required to create a mutually beneficial learning environment for all students. Students who fail to meet the guidelines and create challenges for other students or staff may be released from school, suspended, or terminated.

### Corrective Action Steps

After a cosmetology student has received five (5) coaching sessions, he/she may be suspended for five (5) days. If the student receives another coaching sessions after readmission, his or her attendance may be permanently terminated.

We believe in providing a quality environment with an exceptional educational program. This framework gives everyone the opportunity to enjoy the experience! The entire staff appreciates the students' respect of these guidelines.

## REASONABLE ACCOMMODATIONS POLICY

It is the policy of PAUL MITCHELL THE SCHOOL to respond to requests for reasonable accommodations in accordance with Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794) or section 202 of the Americans with Disabilities Act of 1990 (2 U.S.C. 12132), which states in part, “no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any such entity.”

Reasonable accommodation shall refer to modification or adjustment to a job, academic program, or work or learning environment to enable a qualified individual with a disability to enjoy an equal employment or educational opportunity. An equal employment or educational opportunity means an opportunity to attain the same level of performance or to enjoy equal benefits and privileges of employment or education available to similarly situated staff, faculty, or students without a disability.

The Americans with Disabilities Act requires reasonable accommodations in three (3) aspects of employment and education:

- ❶ To ensure equal opportunity in the application process
- ❷ To enable a qualified individual with a disability to perform the essential functions of a job or to benefit from an educational program
- ❸ To enable staff, faculty, or students with disabilities the opportunity to enjoy equal benefits and privileges of employment and education

PAUL MITCHELL THE SCHOOL is obligated to provide reasonable accommodations, adjustments, and/or auxiliary services only to the known limitations of an otherwise qualified individual with a disability. It is the responsibility of the individual with a disability to inform school staff and to provide documentation (from an appropriate professional) of a disability and demonstrate or document how the disability limits participation in employment programs, services, or activities at the time of admission.

When a qualified individual with a disability requests an accommodation, the school will make a reasonable effort to provide an accommodation, adjustment, and/or auxiliary service that is effective for the individual. Appropriate accommodations or modifications will be provided to ensure that the evaluation of performance represents achievement rather than reflecting the impact of disability.

PAUL MITCHELL THE SCHOOL defines *accommodation* as “measures taken to supplement or modify instruction during the student’s tenure at the school.”

Any qualified individual with a disability requesting an accommodation or auxiliary aid or service should follow this procedure:

- ❶ Notify the school director in writing of the type of accommodation needed, date needed, documentation of the nature and extent of the disability, and need for the accommodation or auxiliary aid. The request should be made at least four (4) weeks in advance of the date needed. You may contact the Compliance Coordinator if you have any questions.
- ❷ The Compliance Coordinator will respond within two (2) weeks of receiving the request.

## STUDENT CONSUMER INFORMATION

Provisions of the Higher Education Amendment of 1976 require that effective July 1, 1977, each post-secondary institution which receives Federal Financial Aid funds must make certain student consumer information available to any enrolled or prospective student who request such information.

This section compiled by the Financial Aid office staff attempts to meet the requirements.

The school is approved for and participates in Federal PELL Grants, Subsidized Direct loans, Unsubsidized Direct Loans, and Parent PLUS loans. Such programs help to defray the costs of attending school for those students eligible for financial aid consideration.

Financial aid is any mechanism that reduces out of pocket costs that the students and/or parents must pay to obtain a specific post-secondary education. Put differently, financial aid is monies made available to help students meet the cost of the program. Financial aid includes grants and need and non-need loans.

Need-based financial aid is available to families that demonstrate a financial need for additional resources. The formula below is used to determine how much financial need a student has:

$$\text{Cost of Attendance} - \text{Expected Family Contribution (EFC)} = \text{Financial Need}$$

Non-Need is the difference between the cost of education and Financial Need.

Based on these calculations Federal Aid may not cover all the cost of attendance.

All financial aid is awarded to students that qualify meeting the following criteria: Citizen or permanent noncitizen alien recipient codes that are eligible are 1- 151, 1-55 1, and 1-94. Ineligible codes include F- 1, F2, J-1, and J-2, students that are in Federal Loan default, grant over payment, or male students that meet the Selective Service registration criteria.

## SEXUAL HARASSMENT POLICY

PAUL MITCHELL THE SCHOOL is committed to maintaining a working and learning environment that provides for fair and equitable treatment, including freedom from sexual harassment. This policy covers anyone who engages in sexual harassment on school property or at school activities.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal and/or physical conduct of a sexual nature, when:

- ❶ Submission to the conduct or communication is either explicitly or implicitly made a term or condition of an individual's employment, work opportunity, education, or other benefit;
- ❷ Submission to or rejection of the conduct or communication is used as a factor for employment decisions or other school-related decisions affecting an individual; and/or
- ❸ Such conduct or communication has the purpose or effect of substantially interfering with an individual's work or school performance or creates an intimidating, hostile, or offensive work or school environment.

Sexual harassment can occur between staff to student, student to staff, student to student, staff to staff, female to male, male to female, female to female, and male to male. Administration will take prompt, equitable, and remedial action on reports and complaints that come to the attention of school personnel, either formally or informally. Allegations of criminal misconduct will be reported to the appropriate law enforcement agency.

Sexual harassment may include but is not limited to:

- ❶ Verbal harassment or abuse of a sexual nature
- ❷ Subtle pressure for sexual activity
- ❸ Inappropriate or unwelcome touching, patting, or pinching of a sexual nature
- ❹ Intentional brushing against a student's or an employee's body
- ❺ Demanding sexual favors accompanied by implied or overt threats concerning an individual's employment or educational status
- ❻ Demanding sexual favors accompanied by implied or overt promises of preferential treatment with regard to an individual's employment or educational status
- ❼ Use of sexually or gender-degrading words or comments, verbal or written (e.g., graffiti)
- ❽ Display in the school, on school grounds, or at school-sponsored events of sexually suggestive pictures
- ❾ Leering of a sexual nature
- ❿ Spreading of sexual rumors

Engaging in sexual harassment will result in appropriate discipline or other appropriate sanctions against offending students, staff, or contractors. Anyone else engaging in sexual harassment on school property or at school activities will have their access to school property and activities restricted or revoked, as appropriate.

The school shall respect the confidentiality of the complainant and the individual(s) against whom the complaint is filed as much as possible, consistent with the school's legal obligations and the necessity to investigate the allegations and take disciplinary action when the conduct has occurred.

Retaliation is prohibited against any person who makes a complaint or is a witness under this policy and will result in appropriate disciplinary action against the person responsible for the retaliation. Individuals who knowingly report or corroborate false allegations will be subject to appropriate disciplinary action.

Each staff member is responsible to immediately report alleged discrimination and/or harassment to his/her supervisor or other appropriate school personnel. Staff members who fail to take prompt action to report allegations or violation(s) of this policy may be subject to disciplinary action up to and including termination.

## **BULLYING, HARASSMENT, AND DISCRIMINATION POLICY**

PAUL MITCHELL THE SCHOOL is committed to maintaining a working and learning environment that provides for fair and equitable treatment, including freedom from bullying, harassment, and discrimination of any kind. This policy includes anyone who engages in such behavior on school property or at school activities.

Harassing, bullying, and discrimination may take many forms, including verbal acts and name calling; graphic and written statements, which may include use of cell phones or the Internet; and other conduct that may be physically threatening, harmful, or humiliating. Harassment, bullying, and discrimination do not have to include intent to harm, be directed at a specific target, or involve repeated incidents. Harassment, bullying, and discrimination create a hostile environment when the conduct is sufficiently severe, pervasive, or persistent so as to interfere with or limit a student's ability to participate in or benefit from the services, activities, or opportunities offered by the school.

Such conduct or communication has the purpose or effect of substantially interfering with an individual's work or school performance or creates an intimidating, hostile, or offensive work or school environment. Bullying, harassment, and/or discrimination can occur between staff to student, student to staff, student to student, staff to staff, female to male, male to female, female to female, and male to male. Administration will take prompt, equitable, and remedial action on reports and complaints that come to the attention of school personnel, either formally or informally. Allegations of criminal misconduct will be reported to the appropriate law enforcement agency.

Engaging in any of these acts will result in appropriate discipline or other appropriate sanctions against offending students, staff, or contractors. Anyone engaging in bullying, harassment, or discrimination on school property or at school activities will have their access to school property and activities restricted or revoked, as appropriate.

The school shall respect the confidentiality of the complainant and the individual(s) against whom the complaint is filed as much as possible, consistent with the school's legal obligations and the necessity to investigate the allegations and take disciplinary action when the conduct has occurred.

Retaliation is prohibited against any person who makes a complaint or is a witness under this policy and will result in appropriate disciplinary action against the person responsible for the retaliation. Individuals who knowingly report or corroborate false allegations will be subject to appropriate disciplinary action. Each staff member is responsible to immediately report alleged bullying, harassment, or discrimination to his/her supervisor or other appropriate school personnel. Staff members who fail to take prompt action to report allegations or violation(s) of this policy may be subject to disciplinary action up to and including termination.

## COPYRIGHT MATERIAL POLICY FOR PAUL MITCHELL THE SCHOOL

All material in this program is, unless otherwise stated, the property of PAUL MITCHELL THE SCHOOL. Reproduction or retransmission of the materials, in whole or in part, in any manner, without the prior written consent of the copyright holder, is a violation of copyright law.

At PAUL MITCHELL THE SCHOOL we abide by the provisions of the federal Digital Millennium Copyright Act (DMCA), which requires prompt response to claims of copyright infringement by copyright holders or their agents. If the school receives an allegation of copyright infringement based on your use of the school's computers, the matter will be referred to the school director for further investigation. If you are found responsible after meeting with the school director, you are subject to disciplinary action including loss of network access, suspension or termination from school, and/or restitution or community service.

The Internet is an essential tool in everyone's lives for both academic and everyday pursuits. Along with these benefits come responsibilities. One of the most critical is conforming to the copyright laws governing music, movies, games, and software over the Internet. You must have the consent of the copyright holder to make copies.

The consequences of copyright infringement also extend outside of the school. Copyright holders may assess civil liability and even criminal prosecution. Recently, the Recording Industry Association of America (RIAA) has adopted the practice of sending schools pre-litigation settlement letters to be forwarded to individuals offering them "the opportunity to resolve copyright infringement claims against them at a discounted rate." Published reports indicate that the minimum settlement is \$3,000.00 per case.

Another reason to be careful with file-sharing programs is that the installation procedures for most of them enable default open access worldwide to information on your system; thus, the integrity of your computer and personal information can be compromised through illegal file sharing, including making you vulnerable to identity theft.

To facilitate student access to legal sources of music and video online, we have listed a couple of sites below:

- ① **iTunes:** This Apple store works with both Windows and Mac operating systems. Currently, over 99% of their song catalog is "unlocked," meaning you can transfer the songs to any device or computer you own.
- ② **eMusic.com:** This site features mostly independent and jazz/blues music. They offer low prices for signing up (up to 45 songs for free), and a good portion of their catalog can be purchased for about \$0.50 to \$0.89/song.
- ③ **Netflix.com:** For about \$7.99/month, you can set up an online list of over 20,000 movies that can be streamed directly to your computer.

## SOCIAL NETWORKING POLICY

Paul Mitchell School respects the rights of students to use social media during their personal time. Social media includes all forms of publicly accessible communications which include, but are not limited to, written and verbal communications (including podcast and video uploads) and all forms of electronic communication including discussion groups, forums, newsgroups, e-mail distribution, blog postings, and or social networking sites (such as Facebook, MySpace, Twitter, You Tube, Friendster, etc.) . Students are personally responsible for the content they publish on social networking sites. Students are expected to treat each other with fairness and respect, consistent with the Paul Mitchell Schools culture.

Paul Mitchell Schools does not permit ethnic slurs, personal insults, obscenity, and intimidation, cyber bullying or engaging in conduct that would be unbecoming of a Paul Mitchell Future Professional and misrepresent Paul Mitchell culture. Paul Mitchell Schools reserves the right to request the removal of any posts at its discretion and take necessary disciplinary action as appropriate.

## **REGULATORY AND ACCREDITATION AGENCIES**

The following institutions license and regulate our institution:

### **Department of Consumer Affairs**

Consumer Information Division  
1625 North Market Blvd, Suite N112  
Sacramento, CA 95834  
(800) 952-5210

### **Bureau for Private Postsecondary Education (BPPE)**

2535 Capitol Oaks Drive, Suite 400  
Sacramento, CA 95833  
(916) 431-6959  
Toll-free: (888) 370-7589

### **Board of Barbering and Cosmetology (BBC)**

P.O. Box 944226  
Sacramento, CA 94244-2260  
(916) 575-7281  
Toll-free: (800) 952-5210

### **National Accrediting Commission of Career Arts & Sciences, Inc. (NACCAS)**

4401 Ford Avenue, Suite 1300  
Alexandria, VA 22302  
(703) 600-7600

NACCAS is recognized by the Department of Education as the National Agency for Private Cosmetology Schools.

If you are interested in reviewing or receiving a copy of the school's state license/approval or a copy of the school's letter of accreditation, please contact the school director.

If you are interested in reviewing or receiving a copy of the school's Campus Crime Report, please see the school director.

## **GRIEVANCE POLICY**

In the event a student has a concern or grievance that cannot be resolved with the student's immediate Learning Leader or Education Leader, the student must file the concern in written form. The complaint will then be referred to the school's Management Team, which consists of the director, the Admissions Leader, the Operations Leader, the Education Leader, and the night school Education Leader. The team will receive and attempt to resolve each complaint or concern within 21 days of receiving the written complaint. If more information is needed, a letter requesting the additional information will be sent to the student. If no further information is needed, the team will determine a resolution and notify the student in writing within 15 calendar days of the steps taken to correct the concern or an explanation as to why no action was required. PAUL MITCHELL THE SCHOOL will maintain records of the complaint and response in accordance with the published record retention policy.

*Upon request, the school will provide its annual campus security report to a prospective student or prospective employee.*

## SCHOOL ADMINISTRATION AS OF FEBRUARY 2012

**Owners:** PMHBW, LLC

**Director/Operations Leader:** Steve Eidle

**Admissions Leader:** Claudette Peters and Mindy Odell

**Sales Leader:** Hermann Sentker

**Financial Aid:** Leader: Rose Stadler

**Financial Aid Assistant:** Loraine Pagayonan

**Education Leader:** Amber Coelho

**Future Professional Advisor:** Desli Olds, Kerry Bremhorst

### Learning Leaders:

**Ashley Arata** is one of our Future Professionals' most beloved and respected Learning Leaders. Ashley graduated from Paul Mitchell The School – Costa Mesa and worked in a salon before becoming a Learning Leader at Paul Mitchell The School – East Bay. By training and certifying, she advanced her knowledge and skills, moved into the Learning Leader Advisor position, and is currently the Education Leader. Ashley is bright, organized, confident, and open. Her knowledge of state board procedures makes her an invaluable resource to the team. Ashley's calm and incredibly kind teaching method makes her a favorite not only on the clinic floor and in the classroom but also in her role overseeing the education department.

**Elayne Becker** graduated with a bachelor's degree in fine arts from the Art Institute of Chicago, joined the Art Students League in NYC, and began creating window displays for Bergdorf Goodman. As a professional interior designer, she received local, national, and international acclaim in magazines for her showcase homes in the San Francisco Bay area, Hong Kong, and Thailand. Appreciating hair design as yet another form of art, Elayne expanded her artistic genius by attending and graduating from Paul Mitchell The School, where she loves the diversity of experiences, the myriad opportunities to reinvent herself, and sharing her skills and knowledge with Future Professionals and in her own Paul Mitchell Hair Design Studio.

**Amber Coelho** has been in the beauty industry for a little over five years, working in salons, and is trained in all aspects of this business. Amber graduated from a Paul Mitchell Partner School in Temecula, CA, and recently relocated her life in a move to the East Bay. Amber's impressive résumé and brilliant attitude stood out in a sea of applicants for the Learning Leader position. Since joining the team at Paul Mitchell The School – East Bay, Amber has trained, certified, and is now the Education Leader. She loves the hands-on education she teaches every Future Professional. Observing from the beginning, when they barely know how to hold a comb to seeing them grow and become great stylists, inspires Amber to keep motivated to learn and grow herself. So much to love about Amber!

**Katie Cowden** has been in the beauty industry for over five years as a salon artist. Katie was introduced to Paul Mitchell The School – East Bay by a Future Professional who recognized that she would be a great asset to the team. After a training period and being certified, Katie now works on the clinic floor, sharing her knowledge and special artistic talent. Katie's passion for the beauty industry began when she was a little girl, and she truly loves what she does. It makes her day to contribute to Future Professionals growing into amazing stylists. She also believes that having fun while working is always a must. Her bubbly personality is amazing!

**Stefani Fletcher** graduated from the San Francisco Institute of Esthetics and Cosmetology– A Paul Mitchell Partner School in June 2007 and has been very active in the hair industry, currently working at a salon in Santa Rosa several days a week. She has a tremendous passion for teaching, especially Core. All of her Future Professionals adore her and love her boundless energy and the experience she brings to her classes.

**Kelly Hall** began her career in salon reception and management at a local salon while attending college. After graduating from California State University, Sacramento, she decided to follow her heart and enrolled in The California Academy – A Paul Mitchell Partner School. Upon graduation, Kelly continued working in the salon, doing hair, skin, and nails. Although she loved the career path she had chosen, she missed the environment of the Paul Mitchell culture. Her passion for helping people and her excitement in the hair industry brought her to Paul Mitchell The School – East Bay.

**Amber Hazelrigg** has been in the industry since 2006. She has worked in several salons located in southern California and loves what she does. Amber is most enthusiastic about hair cutting, styling, and up do's. Her career path led her to Paul Mitchell because she loves the culture and is so passionate about teaching. Her main objective for all of her Future Professionals is to ensure a well-rounded and in-depth education as well as a positive experience while at Paul Mitchell The School – East Bay.

**Kim Hunt** is both a licensed manicurist and cosmetologist with 20-plus years in the beauty industry. She is Paul Mitchell-trained and fell in love with the Paul Mitchell culture. She joined our team to help motivate and inspire Future Professionals to reach their dreams and goals in this exciting industry.

**Tara Hermanson** is an experienced and well-trained professional hairdresser with seven-plus years as a licensed cosmetologist. Tara also enjoys providing services in nails and waxing. She recently moved to the San Francisco Bay area from her hometown in Florida in the further pursuit of her passion as a hairstylist. Tara enjoys volunteering her time for a cause and participating in fashion shows, cut-a-thons, etc. She insists upon continuing her education and has attended countless training seminars in her trade and in business and motivational speaking, where she has received the tools and knowledge for success. As a National Educator for John Paul Mitchell Systems, Tara celebrates the culture by living, breathing, and implementing the systems, tools, and techniques provided. Tara aspires to inspire and be inspired.

**Jennifer Hunt** was born and raised in Pleasant Hill. She attended Paul Mitchell The School – San Diego. After graduating, she moved back to Bay area, worked in salons in San Francisco and Walnut Creek, and taught preschool for a short time. Jennifer has decided to combine both worlds by teaching at Paul Mitchell The School – East Bay.

**Debbie Bell** has been in the industry for over 12 years as a salon artist. She has always been a follower of Paul Mitchell, and when she had the opportunity to become part of the team at Paul Mitchell The School – East Bay, she was ecstatic. Debbie is now the Theory Specialist and works on the clinic floor, sharing her knowledge and special artistic talent. Debbie's passion for the beauty industry has always been a big part of her life: coming from a family of stylists, she loves the beauty industry.

**Amber Sevey** has always loved doing hair and makeup for her family and friends. In 2009, she became a licensed cosmetologist to fully pursue her passion. Since then, she has spent time as an assistant to get her foot in the door and moved on to working behind her own chair. Amber joined our team in 2011, when she fell in love with the Paul Mitchell culture and helping to shape the lives and careers of Future Professionals. She spends the majority of her time at Paul Mitchell The School – East Bay working on the clinic floor and is also our Worksheet Specialist. She loves coming to work every day to our fun-loving yet professional atmosphere and sharing her passion with those around her.

**Melissa Oliveira** is a San Francisco Institute of Esthetics and Cosmetology graduate. She worked in a salon after graduating and decided to go back to her roots and become a Learning Leader at Paul Mitchell the School East Bay sharing her passion as the Texture Specialist. While here at Paul Mitchell she has had the opportunity of becoming the Night School Program's Core Learning Leader. Start your journey with her!

**Liz Kosierowski** has been a licensed hairstylist for over 4 years, trained under known colorist Jennifer Johanbialoo. Liz is extremely ambitious, quick thinker, self-motivated, multi-tasker, sociable and professional. These traits help motivate her to expand her expertise in the fields of color, cut and style.

**Tara Hermanson** is an experience and well trained professional hairdresser. She comes with eight plus years of experience as a licensed cosmetologist. Tara also enjoys performing services in nails and waxing. As a National Educator for John Paul Mitchell Systems, Tara celebrates the culture by living, breathing, and implementing the systems, tools, and techniques provided. Tara aspires to inspire and be inspired!

**Kori Henley** graduated from Paul Mitchell The School – East Bay, Kori honed her skills and expertise working in salons such as Ultra Salon and Salon Suites. Always exhibiting that energetic, upbeat attitude, Kori loves the atmosphere and focus which Paul Mitchell dedicates to its students, so she wanted to join the Team! With an interest in texture, she hopes to continue her focus to achieve levels of certification to match the best in our network!