



**ARTHUR'S BEAUTY COLLEGE**

**S C H O O L   C A T A L O G**

**2024**

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#### OWNERSHIP

Chris and Eddie Strawn purchased Arthur's Beauty College from Chris' father, Arthur Doyle, on July 1, 1999. Wade Strawn and Chet Strawn are fourth-generation family members to continue Arthur's fine reputation of educating cosmetology students in Arkansas. Arthur's Beauty College has locations in Conway, Jonesboro and Jacksonville.

**The Conway campus** is located off I-40 exit 125 on Washington Avenue. The facility is 7,800 sq. feet with ample parking available for students and clients. There are adequate stations equipped with hydraulic chairs, shampoo bowls, student lockers, break room and a designated smoking area. It is a non-smoking building. The Conway campus is a main campus Accredited by **National Accrediting Commission of Career Arts & Sciences**.

2320 Washington Avenue  
Conway, AR 72032  
Phone 501-329-7770  
Fax 501-329-7781

**The Jacksonville campus** is located off the Jacksonville Air Force Base Exit (Hwy. 67-167) on John Harden Drive. The facility is 7,200 sq. feet with ample parking for students and clients. There are adequate stations equipped with hydraulic chairs, shampoo bowls, student lockers, break room, and a designated smoking area. It is a non-smoking building. The Jacksonville campus is a branch of the Conway campus in "Additional Location Accreditation" status by **National Accrediting Commission of Career Arts & Sciences**

2600 John Harden Drive  
Jacksonville, AR. 72076  
Phone 501-982-8987  
Fax 501-982-1133

**The Jonesboro campus** is conveniently located at 1903 Grant Avenue Suite, K,L, M. The facility has 6,000 square feet with ample parking for students and clients. There are adequate stations with hydraulic chairs, shampoo bowls, student lockers, break room and a designated smoking area. It is a non-smoking building. The Jonesboro campus is a main campus Accredited by **National Accrediting Commission of Career Arts & Sciences**.

1903 Grant Avenue Suite, K,L,M  
Jonesboro, AR 72401  
Phone (870) 932-4330  
Fax (870) 336-3344

## **STAFF AND ADMINISTRATION**

### **Systems Office**

Chris Strawn - CEO

Wade Strawn - Director/Secretary/Instructor/SCO VA Certifying Official

wade@arthursbeautycollege.com

Mandy Strawn – Reporting/Collections

Hazel Elizabeth “Lizzy” Smith - Director of Education/Instructor

Natasha “LeAnn” Peek - Student Support Services Director/Financial Aid Coordinator/Campus Security Authority Coordinator

### **Jacksonville Campus**

Skylar Rea - Operations Manager/SCO VA Read Only/Campus Security Authority

Trista Fulmer - Instructor/Floor Supervisor

Jessica Cooper - Instructor

### **Conway Campus**

Charity Robinson - Director of Operations/SCO VA Read Only/Campus Security Authority

Kaylee Harrington - Operations Manager

Joni Hinton - Assistant Director of Education/Instructor

Toni Stane - Instructor/Floor Supervisor

Rachel Thomas - Instructor

Denice Gaines - Instructor

### **Jonesboro Campus**

MyKenzie Gilmer – Director of Operations/SCO VA Read Only/Campus Security Authority

Courtney Barker - Instructor/Floor Supervisor

Somer Yatska – Instructor

Rondal Mitchell - Instructor

### **Call Instructors**

Hazel Elizabeth “Lizzy” Smith, Wade Strawn, Joni Hinton

## **CREDENTIALS**

### **Licensed By**

Arkansas Department of Health

Cosmetology Section

4815 West Markham, Slot 8

Little Rock, AR 72205

501-682-2168

### **Accredited By**

National Accrediting Commission of Career Arts & Sciences

3015 Colvin Street

Alexandria, VA 22314

703-600-7600

## **MEMBERSHIPS**

- American Association of Cosmetology Schools

## **QUESTIONS AND ANSWERS**

### **Q. – What programs do we offer?**

A. – Cosmetology, Instructor

### **Q. – How many hours are required for each program?**

A. – Cosmetology – 1500 hours    Instructor – 600 hours

### **Q. – What are the admission requirements?**

A. – Personal interviews are required to explain our program and to help you determine your potential for success. You may be scheduled up to 3 interviews to complete the enrollment process. You may schedule an interview by phone, e-mail, mail or text.

NOTE: Non-credit remedial programs have no effect upon a student's satisfactory progress status.

NOTE: See Determination of Progress for more information.

### **Q. – How do I enroll?**

A. – Schedule an interview and tour (text 501.329.7770 or call 800.CUTCLASS)

B. – To enroll you need to bring the following required documents to your scheduled interview:

- (a) High school diploma, GED or its equivalent
- (b) Government issued picture ID
- (c) If you are under the age of 18, you must have your birth certificate and a parent or legal guardian must come with you to sign the enrollment agreement.
- (d) If you are enrolling in the Instructor program, you will need to bring your current Arkansas practitioner license.

### **Q. - What are the hours of the school?**

A. All campuses have the following schedules available for the Cosmetology program. All campuses have Schedule 1 available for the Instructor program. (We are closed the last Monday of each month to the public.)

	Monday	Tuesday	Wednesday	Thursday	Friday	TOTAL	
Schedule 1	9:00am-3:30pm	9:00am-3:30pm	9:00am-3:30pm	9:00am-3:30pm	9:00am-3:30pm	30 hours	12.5 months
Schedule 2	9:00am-1:30pm	9:00am-1:30pm	9:00am-1:30pm	9:00am-1:30pm	9:00am-1:30pm	22.5 hours	16 months

### **Q. - Do you have night classes?**

A. – No, we do not offer night classes.

### **Q. – When do classes begin?**

A. – Class starts the first scheduled school day of each month.

### **Q. - What holidays are you closed?**

A. - Arthur's Beauty College is closed on the following holidays: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Juneteenth, summer break in July (around the 4th), Labor Day, Thanksgiving Day and the day following (Thursday & Friday), Christmas break in December (Dec. 24th thru Jan. 1st.). Days off may vary each year.

### **Q. – How will I be graded?**

A. – Throughout your tenure at Arthur's Beauty College you will be given academic tests, practical tests and other assignments.

#### **Grading Scale**

90-100	A
80-89	B
75-79	C
60-74	D
0-59	F

You must maintain at a minimum 75% average in the theory and practical portion of your program of study.

### **Q. – Is financial aid available?**

A. – All campuses are accredited by NACCAS. Financial aid is available for those who qualify. The quality of your education will determine your earning potential throughout your lifetime. Inferior training is never a bargain. Lack of funds shouldn't prevent you from attending Arthur's Beauty College. We feel it is our duty to help you organize your tuition terms. We will try to help you resolve any tuition problems you may have.

**Q. – Is Arthur’s Beauty College approved for G.I. Benefits?**

**A. –** Yes. Any student receiving G.I. Benefits must submit a letter of eligibility to the financial aid office. The student will receive and sign for a G.I. Benefits information packet and letter of responsibility.

**Q. – What kind of jobs will I be qualified for once I receive my license?**

**A. - Cosmetology** – As a Cosmetologist, you are licensed to work in the fields of hair care, skin care and nail care. You may work with one or more specialties or in the entire field. Whatever you choose, your career options are virtually unlimited. You may choose to be a stylist, salon owner, manager, color technician, perm specialist, sales representative, platform artist, cosmetic chemistry, image consultant, etc. The list could go on and on.

**A. - Instructor** – As an Instructor, you will be licensed and qualified to teach within the scope of your practitioner’s license (i.e. – cosmetology, nail technology, aesthetics). You can work in private or public schools. All schools that teach cosmetology, nail technology and aesthetics are required to have a licensed Instructor teaching the class. Some of the larger beauty supply companies require their educators to have an Instructor license.

**MISSION STATEMENT**

*The primary objective of Arthur’s Beauty College is to provide the education and practical training needed to become a licensed professional in the field of Cosmetology or Instructor. We strive to encourage our students to meet their highest potential through a combination of faculty leadership, personal attention and technical training. At Arthur’s Beauty College, our students receive a solid foundation of knowledge and skills on which to build a successful future.*

**HIGH SCHOOL DIPLOMA POLICY**

Diplomas are gathered at each campus upon enrollment. The Financial Aid Coordinator verifies the validity of anything other than a state issued high school diploma.

**For Online Diplomas:**

1. Ed.gov website is checked to verify which accrediting agencies the Department of Education recognizes.
2. The website for the institution in question is checked for accreditation status and who the accrediting agency is. The institution’s accrediting agency must be on the approved accrediting agencies list on ed.gov.
3. If we cannot verify that the online diploma is valid, we do not accept the student into our program.

**GED:**

We accept GED Diplomas or GED Transcripts, provided that the Transcript clearly states that the Examinee has passed the test.

**Home School Diploma:**

Arkansas Department of Education recognizes and governs home schools and defines a “home school” to be a school provided by a parent or legal guardian for his or her own child (Arkansas Codes 6-15-501 through 6-15-509). Home school students must have evidence of completion of home schooling that state law treats as a home or private school. If the state issues a credential for home schooling this must be provided for enrollment.

**Private School Diplomas:**

We accept diplomas from private schools; however, we will require a transcript. The transcript will be checked for verification of the state’s core curriculum.

**Foreign High School Diploma:**

We require evidence from an outside agency that is qualified to translate documents into English and will confirm the academic equivalence to a U.S. high school diploma.

**PROGRAM DESCRIPTIONS**

**COSMETOLOGY – 1500 Clock Hour Program**

*Cosmetology* is the study of all phases of the art and science related to good grooming. Your training in cosmetology will be as follows:

**Hygiene and sanitation** (80 hours) Infection Control: Principles and Practices

**Related Science** (120 hours) General Anatomy & Physiology, Skin Structure, Growth & Nutrition, Skin Disorders & Diseases, Nail Structure & Growth, Nail Disorders & Diseases, Properties of the Hair & Scalp, Chemistry, and Electricity.

**Manicuring** (100 hours) The Art of Manicuring and Pedicuring

**Hairdressing** (1000 hours) Scalp Care, Shampooing & Conditioning, Haircutting, Principles of hair Design, Wet Hairstyling, Thermal Hairstyling, Braiding/Braid Extensions, Wigs/Hair Additions, Haircoloring & Lightening, Chemical Texture Services

**Aesthetics** (100 hours) Temporary Hair Removal, Facial Massage/Treatments, Cosmetics, Makeup Application

**Salesmanship and Shop Management** (50 hours) Record Keeping, Cosmetology Laws, Rules & Regulations, Salon Operations, Retailing

**Shop Department** (50 hours) Professional Ethics, Professional Image, Communications, Courtesy, and Attitude

**To qualify for the Cosmetology exams, you must meet the following requirements:**

a) Accrue 1200 hours or more. The hours must be documented legal hours of training in the correct areas required by the State of Arkansas

- b) Must complete theory classes as required by the Arkansas Dept. of Health, Cosmetology Section.
- c) Must have taken all tests.
- d) Must have grade point average (GPA) no less than a 75% in theory and on practicals.
- e) Must be current on tuition payments.

**To qualify for graduation from the Cosmetology program, you must meet the following requirements:**

- a) Accrue 1500 hours. The hours must be documented legal hours of training in the correct areas required by the State of Arkansas
- b) Account and final papers must be in order, including Exit interview for students who received Federal Direct Student Loans, and financial paperwork settled.

Upon completing your program and having met all the requirements to graduate you will be awarded a diploma.

**INSTRUCTOR – 600 Clock Hour Program**

This training and license will qualify you to teach within the scope of your practitioner's license. There is a need in the beauty industry to meet the never-ending demand for well-trained Instructors. As an Instructor trainee, you will study:

**Preparatory Training** (50 hours) teaching of theory and practical operation, selecting subject matter for class lecture, preparing class lectures, conducting a review of all subjects taught, preparing and grading examinations, demonstrating practical operations, teaching practical operations

**Class Attendance** (100 hours) attending classes conducted by a licensed instructor to prepare instructor-trainee to properly lecture and perform demonstrations

**Conducting Theory** (50 hours) implementing the preparatory training by conducting theory class

**Conducting Practical Class/Clinic Management** (300 hours) Planning, analysis, implementation and assessment of student ability/achievement/learning, demonstrations – return demonstrations, client communications, inventory control, supervision of clinic safety and sanitation, effective dispensary procedures

**Record Keeping and Student Advising** (10 hours) record keeping, figuring grades, etc.

**Instructor's Discretion/Individual Training** (90 hours) training in areas/subjects in which the individual instructor-trainee may be deficient.

**To qualify for the Instructor exams, you must meet the following requirements:**

- a) Accrue 480 hours or more. The hours must be documented legal hours of training in the correct areas required by the State of Arkansas
- b) Must complete theory classes as required by the Arkansas Dept. of Health, Cosmetology Section.
- c) Must have taken all tests.
- d) Must have grade point average (GPA) no less than a 75% in theory and on practicals.
- e) Must be current on tuition payments.

**To graduate you must meet the following requirements:**

- a) Accrue 600 hours. The hours must be documented legal hours of training in the correct areas required by the State of Arkansas
- b) Account and final papers must be in order, including Exit interview for students who received Federal Direct Student Loans, and financial paperwork settled

Upon completing your program and having met all the requirements to graduate you will be awarded a diploma.

**TUITION AND FEE SCHEDULE**

<b><u>COSMETOLOGY</u></b>		<b><u>1500 hours</u></b>	<b><u>INSTRUCTOR</u></b>		<b><u>600 hours</u></b>
Cosmetology Kit (nonrefundable)	1428.00	<i>Applicable sales tax will be charged on Cosmetology kit, Cosmetology book bundle and Chromebook.</i>	Instructor Books (nonrefundable)	176.95	<i>Applicable sales tax will be charged on instructor books.</i>
Cosmetology Book Bundle (nonrefundable)	500.00		Tuition	3,510.00	
Chromebook (nonrefundable)	395.00		State Permit Fee (nonrefundable)	20.00	
Tuition	17,250.00		State Test Fee (nonrefundable)	60.00	
State Permit Fee (nonrefundable)	20.00				
State Test Fee (nonrefundable)	78.00				
	<b>\$19,671.00</b>	<b>TOTAL</b>		<b>\$3766.95</b>	<b>TOTAL</b>

\*\$20 State Permit Fee must be paid in full on or before the commencement of classes in consideration for admittance into the program and providing the necessary instruction to complete the program.

Arthur's Beauty College does not charge any type of interest on the balance of your account while enrolled. Therefore, the "annual percentage rate" for interest purposes is 0%. Tuition must be paid in accordance with your enrollment agreement. Arthur's Beauty College accepts payment in any combination of the following: cash, check, money order, credit or debit card (pre-authorization required), Title IV, G.I. Benefits, Rehab, TAA, scholarship, and/or loans. Arthur's Beauty College reserves the right to interrupt training when a student is behind in the payment of tuition. If you have a balance upon completion of your hours, you will be contacted by the systems office to set up payment arrangements before your hours will be certified. Students who withdraw before

completion of course who owe balances will be contacted by the systems office to set up payment arrangements. If you have not given Arthur's Beauty College the most current contact information for you, it is your responsibility to contact either the Operations Manager at the campus you attended or the systems office. Any credit granted shall be paid promptly, in accordance with terms and agreements. If the account goes into default Arthur's Beauty College may add interest at one and one-half percent (1 ½ %) per month to any balance owed, to pay all reasonable collection charges and/or attorney fees. Any unpaid accounts sent to an outside collection agency will comply with and adhere to Arthur's Beauty College's withdrawal and settlement policy.

If a student completes the program earlier than the estimated timeframe stated in his/her enrollment agreement his/her financial aid package may be recalculated and that this may result in liabilities owed by student the institution, if applicable.

#### **VERIFICATION OF STUDENT IDENTITY POLICY**

Arthur's Beauty College uses a secure access code and unique password to ensure that the student who registers for a program is the same student who participates in the program. Arthur's Beauty College uses the Milady CIMA application to ensure measurable participation. This application will ensure that the student has, in fact, participated in the element of the program to be awarded. Students are required to authenticate each time they log into the Milady CIMA application to access their program. All online course work that is graded or contributes to a student's grade is submitted via a system that verifies a student's identity through a unique and secure login. Arthur's Beauty College does not charge additional fees for student identity verification.

#### **NONREFUNDABLE / NONRETURNABLE POLICY**

It is the policy of Arthur's Beauty College that students who withdrawal or terminate prior to course completion are charged a nonrefundable termination fee of \$150. The cosmetology kit contains the equipment necessary for completion of the course. Students are expected to maintain the cosmetology kit, cosmetology book bundle and chromebook by replacing lost or broken articles. The school is not responsible for a student's cosmetology kit, cosmetology book bundle or chromebook; either lost, or stolen. Once the student's cosmetology kit, cosmetology book bundle or chromebook are issued and accepted by the student, the items are no longer returnable to the school. The student's cosmetology kit, cosmetology book bundle or chromebook therefore, becomes the property and responsibility of the student. The cosmetology book bundle and chromebook contain interactive eBooks that are fully customizable and offer a personalized learning experience. Therefore, the cosmetology book bundle and chromebook cannot be returned and is nonrefundable as they may contain personally identifiable information. Once the cosmetology book bundle and chromebook have been opened, the school has no control of any virus that may infect the software or chromebook. The student will write their name or initials on their cosmetology kit contents. Due to personally identifiable information the student cosmetology kit cannot be returned. The cosmetology kit will be used to complete the student's course of study. Student's cosmetology kits contain many items that include clips, combs, shears, clippers, razors and hot tools (All items that must be sanitized.). Due to health and sanitary reasons these items cannot be returned. All fees are identified in the catalog and in this enrollment agreement. The cosmetology kit, cosmetology book bundle, and chromebook will be calculated separately at the time of withdrawal for the Cosmetology program. The instructor books will be calculated separately at the time of withdrawal for the Instructor program. Student books and kit items are a required purchase by the student from Arthur's Beauty College.

#### **REFUND POLICY**

- \* **This policy applies to all terminations for any reason, by either party, including student decision, administrative decision, expulsion, course or program cancellation, or school closing.**
- \* **Any monies due the applicant or students shall be refunded within 14 days of official cancellation or withdrawal. Official cancellation or withdrawal shall occur on the earlier of the dates that:**
  - a. An applicant not accepted for training by Arthur's Beauty College shall be entitled to a full refund of all monies paid.
  - b. If a student (or in the case of a student under age, his/her parent or guardian) cancels his/her enrollment and requests his/her money back in writing, within three business days of the signing of an enrollment agreement or contract, all monies collected will be refunded. The postmark on the written notification will determine the cancellation date, or the date said information is delivered to Arthur's Beauty College administrator/owner in person. This policy applies regardless of whether or not the student has actually started his/her program.
  - c. If a student cancels his/her enrollment agreement after three (3) business days after signing but prior to entering classes, he/she shall be entitled to a refund of all monies paid to Arthur's Beauty College.
  - d. A student notifies the institution of his/her withdrawal in writing.
  - e. A student on an approved Leave of Absence notifies the school that he/she will not be returning. The date of the withdrawal shall be the earlier of the date of expiration of the leave of absence or the date the student notifies the institution that the student will not be returning.

- f. A student is expelled by the school. (Unofficial withdrawals are determined through monitoring attendance daily and students are dropped after 14 consecutive missed days.)
- g. In type b, c, d, or e, official cancellations or withdrawals, the cancellation date will be determined by the postmark on the written notification, or the date said notification is delivered to the school administrator or owner in person.
- For students who enroll in and begin classes but withdraw prior to course completion (after 3 business days of signing contract) the following schedule of tuition adjustment is authorized and will be calculated based on the student's last day of attendance using actual hours accrued:

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

- All refunds will be calculated based on the student's last date of attendance. Any monies due to a student who withdrawals shall be refunded within 14 days of a determination that a student has withdrawn, whether officially or unofficially.
- When a student officially or unofficially withdraws from their course of study and a withdrawal date and determination date have been determined, a refund calculation is performed.

- Balances owed to Arthur's Beauty College upon Withdrawal (officially or unofficially)**

If you have a balance upon withdrawal from your course of study, you will be contacted by the systems office to set up payment arrangements. If you have not given Arthur's Beauty College the most current contact information for you, it is your responsibility to contact either the Operations Manager at the campus you attended or the systems office. Any credit granted shall be paid promptly, in accordance with terms and agreements. If the account goes into default, Arthur's Beauty College may add interest at one and one-half percent (1 ½ %) per month to any balance owed, to pay all reasonable collection charges and/or attorney fees. Any unpaid accounts sent to an outside collection agency will comply with and adhere to Arthur's Beauty College's withdrawal and settlement policy.

- Enrollment Time**

Enrollment time is defined as the time elapsed between the actual starting date and the date of the student's last day of physical attendance in Arthur's Beauty College. Any monies due the applicant or student shall be refunded within fourteen days (14) days of formal cancellation by the student, or formal termination by Arthur's Beauty College, which shall occur no more than fourteen days (14) from the date of determination, or in the case of a leave of absence the documented date of return or the date the student notifies the institution that they will not be returning from leave of absence, whichever date is earlier.

- When situations of mitigating circumstances are in evidence, Arthur's Beauty College may provide a refund which exceeds the refund policy.
- A student who terminates prior to course completion will be charged a \$150.00 nonrefundable termination fee.
- Additional charges not included in the tuition adjustment computation that are added as applicable include:

State Permit Fee (nonrefundable)	\$20.00
Cosmetology Kit (nonrefundable)	\$1428.00
Cosmetology Book Bundle (nonrefundable)	\$500.00
Instructor Books (nonrefundable)	\$176.95
Chromebook (nonrefundable) (Cosmetology only)	\$395.00
Applicable Sales Tax (nonrefundable) on cosmetology kit, cosmetology book bundle and chromebook.	Varies from county to county. Please refer to your enrollment agreement.
Applicable Sales Tax (nonrefundable) on instructor books.	Varies from county to county. Please refer to your enrollment agreement.
Mandatory Day Fees	\$25.00 per occurrence
Over Contract Fees	\$11.50 per hour student is scheduled per business day after the enrollment agreement graduation date until the program is completed
Termination Fee (nonrefundable)	\$150.00
State Test Fee (nonrefundable)	\$78.00
Change in Enrollment Agreement (nonrefundable)	\$100.00 per occurrence

- d. If Arthur's Beauty College is permanently closed and no longer offers instruction after a student has enrolled, and instruction has begun the student shall be entitled to pro-rata refund of tuition or participate in a Teach-Out Agreement.
- e. If a course and/or program is cancelled and ceases to offer instruction after a student's enrollment and instruction has begun, Arthur's Beauty College shall, at its option:
  - o Provide a pro-rata refund for all students transferring to another school based on the hours accepted by the receiving school; or
  - o Provide completion of the course and/or program; or
  - o Participate in a Teach-Out Agreement; or
  - o Provide a full refund of all monies paid.
- f. If a course and/or program is cancelled subsequent to a student's enrollment, and before instruction in the course and/or program has begun, the school shall at its option:
  - o Provide a full refund of all monies paid; or
  - o Provide completion of the course and/or program.

Under a pro rata refund policy, Arthur's Beauty College is entitled to obtain the amount of charges proportional to the portion of enrollment period that was actually completed by the student. Arthur's Beauty College will calculate the percentage of the enrollment that the student has completed.

### **RETURN TO TITLE IV FUNDS POLICY**

Arthur's Beauty College is required by the Department of Education to provide students with all refund policies applicable at the institution as well as information on the Title IV requirements for determining the amount of Title IV funds a student has earned when he/she withdraws.

Title IV funds are awarded to a student under the assumption that the student will attend school for the entire period for which the assistance is awarded. If a student withdraws, they may no longer be eligible for the full amount of Title IV funds that they were initially awarded.

#### **A. Payment Periods**

Listed below are the payment periods in which students are disbursed Title IV funds. The disbursement is made at the beginning of each pay period. If the student withdraws, a Return of Title IV funds may be required. Transfer students payment periods will vary.

<b>Cosmetology – 1500 Clock Hours</b>				
Payment Periods	0-450	451-900	901-1200	1201-1500

  

<b>Instructor – 600 Clock Hours</b>		
Payment Periods	0-300	301-600

#### **B. Withdrawal from the School**

When a student officially or unofficially withdraws from their course of study and a withdrawal date and determination date have been determined, a refund calculation (R2T4) is performed.

#### **C. Determination Date**

The date of determination is defined as the date that the school determines when the student dropped. In the event student misses 14 consecutive days of school, a refund calculation (R2T4) will be performed on the 14<sup>th</sup> day. The withdrawal date will be the students' last day of physical attendance and the 14<sup>th</sup> day missed will be the date determined. In the event a student does not return from a Leave of Absence on the scheduled date or if the student notifies the school that they will not be returning from Leave of Absence, a refund calculation (R2T4) will be performed on the earlier of the two dates. The withdrawal date will be the students' last day of physical attendance and either the scheduled return date or the date the student notifies the school they will not be returning, whichever date is earlier, will be the date determined.

#### **D. Official Withdrawal**

When a student officially withdraws from their course of study, the date determined will be the date that the student notifies Arthur's Beauty College. In the event we receive notification of termination via the U.S. Postal Service, the postmark date will serve as the date of determination.

#### **E. Unofficial Withdrawal**

If a student does not officially withdraw, Arthur's Beauty College will determine a withdrawal date and determination date and proceed with the Return to Title IV (R2T4) calculations set forth by the Department of Education. All refunds due to the Dept. of Education will be returned within 45 days from the date of determination of withdrawal. Unofficial withdrawals are determined through monitoring attendance daily and students are dropped after 14 consecutive missed days.

#### **F. Return of Unearned Title IV Funds**

If a Title IV financial aid recipient withdraws from their course of study after beginning attendance but prior to course completion, a calculation for return of Title IV funds will be completed based on the guidelines set out by the Department of Education and any applicable returns by the school shall be paid. Unearned funds must be returned to the Department of Education within 45 days

from the date the institution determined that the student withdrew.

The order in which Title IV funds are returned are as follows:

- a. Federal Direct Loan Program Unsubsidized –(FDLPU)
- b. Federal Direct Loan Program Subsidized –(FDLPS)
- c. Federal Direct Loan Program PLUS–(PLUSD)
- d. Federal Pell Grant
- e. Federal, State, private or institutional student financial aid programs
- f. Student

After all applicable returns to Title IV aid have been made, this refund policy will apply to determine the amount earned by the school and owed by the student. If the student has received personal payments of Title IV aid, he/she may be required to refund the aid to the applicable program. If the amount disbursed to the student is less than the amount the student earned and is eligible for, the student is eligible to receive a post-withdrawal disbursement of the earned aid that was not received. Any refunds due to the student will be made within 14 days.

#### **G. Determination of Title IV Earned by the Student**

Up through the 60% point in each payment period, a calculation is used to determine the amount of Title IV funds the student has earned at the time of withdrawal. After the 60% point in the payment period, a student has earned 100% of the Title IV funds.

#### **CHANGE IN ENROLLMENT AGREEMENT**

Students making any changes to their enrollment agreements AFTER enrollment may be charged a nonrefundable \$100.00 fee payable upon change.

#### **TERMINATION FEE**

Students who terminate prior to program completion will be charged a nonrefundable \$150.00 termination fee.

#### **ENROLLMENT AGREEMENT TIME AND SCHEDULES / MAXIMUM TIME FRAME**

Enrollment agreement time is defined as the time you are given to complete your scheduled hours of training. Maximum time frame is defined as the maximum time you can take to complete your program.

##### **Cosmetology-1500 hours**

30 hour –12.5 months/52 wks/ maximum time 18.75 months

22.5 hour-16 months/67 wks/maximum time 24 months

##### **Instructor-600 hours**

30 hour-5 months/21 wks/maximum time 7.5 months

22.5 hour-6.5 months/27 wks/maximum time 9.75 months

**The Systems Office must approve any schedule other than full-time.**

#### **HIGH SCHOOL SCHOLARSHIP QUALIFICATIONS**

1. Application for High School scholarship must be submitted no later than February 1<sup>st</sup> of the year the applicant is graduating high school.
2. Two letters of recommendation are required from school sources such as a high school counselor or high school teachers.
3. Must be a high school graduating senior.
4. Must have a minimum GPA of 2.5
5. Must submit a 250-word essay on “Why I Want to Study Cosmetology.”

The scholarship will pay \$1000 toward tuition. Scholarships are awarded in area high schools to attend the cosmetology program at Arthur’s Beauty College. The recipient will pay mandatory day fees. The recipient will pay overtime charges if he/she does not complete the program by their contract graduation date.

#### **REQUIREMENTS FOR THE SCHOLARSHIP RECIPIENT**

1. The recipient must maintain satisfactory progress in attendance, academics and daily practical work.
2. The recipient is required to pay all Arkansas Dept. of Health, Cosmetology Section Fees.
3. The recipient will lose the scholarship if the student fails to meet the quantitative and qualitative measures (minimum of 67% average monthly attendance and minimum of 75% grade point average) as outlined in the SAP policy, which could result in losing any financial aid for which the student may qualify.
4. Upon completion of program, scholarship funds will be applied towards balance.

#### **GROUND FOR TERMINATION**

Student must comply with the rules and policies and understand that the school shall have the right to terminate their enrollment agreement at any time for violent or unnecessary misconduct that the school deems unfit or unprofessional; or for violation of the rules and policies as outlined in this catalog, the enrollment agreement or any addendum.

#### **SATISFACTORY ACADEMIC PROGRESS POLICY**

Satisfactory Academic Progress (SAP) in attendance, academic and daily practical work is a requirement for all students enrolled. (NOTE: Students receiving funds under any Federal Title IV financial aid program must maintain satisfactory academic progress in order to continue eligibility for such funds.) The institution operates all programs according to a schedule of 900 hours per academic year of instruction.

### Cosmetology-1500 Hour Program

Hours Per week	Course Hours	Max time frame in weeks	Max time frame allowed Hours	Hours provided for absence before overtime	Minimum Average Cumulative Attendance
30	1500	75	2250	60	67%
22.5	1500	100	2250	60	67%

### Instructor– 600 Hour Program

Hours Per Week	Course Hours	Max time frame in weeks	Max time frame allowed Hours	Hours provided for absence before overtime	Minimum Average Cumulative Attendance
30	600	30	900	24	67%
22.5	600	40	900	24	67%

***\*transfer students will be provided hours for absence based on contracted hours\****

All students must meet the *minimum average cumulative attendance* requirements in order to be considered making satisfactory academic progress; which is 67% of your scheduled hours. The enrollment agreement has hours provided for absences. Hours per enrollment agreement are noted in the weekly hour charts. Any student NOT completing the program on or before the enrollment agreement graduation date will be charged \$10.50 per hour student is scheduled per business day after the enrollment agreement graduation date until the program is completed. If enrollment is temporarily interrupted for a Leave of Absence, the student will return to school in the same progress status as prior to the leave of absence. Hours elapsed during a leave of absence will extend the student's contract period and maximum time frame by the same number of days taken in the leave of absence and will not be included in the student's cumulative attendance percentage calculation.

#### **Example for overtime charges:**

**\$10.50 x 6** (over contract hourly rate x scheduled hours per day) x **32** (number of scheduled days after enrollment agreement graduation date and program is complete) = **\$2016** (overtime charges).

#### **A. Overtime Payment Advising**

Any student projected to graduate over his/her contracted graduation date at any SAP evaluation period will receive an Overtime Payment Advising form to be placed in his/her file. This advisement will give the student the opportunity to pay as he/she goes. The payment amount will be based on how far over contract the student is projected to be, therefore the payment can change from one evaluation period to the next evaluation period depending on their attendance. Overtime payment amounts do not include mandatory days.

#### **B. Academic Progress**

The following factors will be measured to determine academic progress:

1. Theory (tests, workbooks, etc.)
2. Practicals (services on mannequins/clients, state board drills, daily sanitation, etc.)
3. Demonstration (Instructor program only)

#### **Grading Scale**

The grading scale for theory and practical work is as follows:

90 – 100	A
80 – 89	B
75 – 79	C
60 – 74	D
0 - 59	F

**Students must maintain at a minimum 75% in the theory and practical portion of their program of study. These scores are evaluated on a cumulative basis.**

#### **C. Determination of Progress**

Each student will be evaluated during enrollment. Progress is determined from attendance, academic and daily practical work which includes sanitation. Cosmetology students will be evaluated at 450 actual hours, 900 actual hours, and 1200 actual hours. Student Instructors will be evaluated at 300 actual hours. Transfer hours are accepted and are counted as both attempted and completed hours for the purpose of determining that the allowable maximum time frame has been exhausted. "SAP" evaluation periods for transfer students are based on actual contracted hours at Arthur's Beauty College. Each "SAP" evaluation is reviewed by the student and placed in the student file. Attendance is evaluated on a cumulative basis. At each evaluation point, the attendance of the month will be added with the preceding months to determine whether the student will complete his/her program within the maximum time frame established in this policy. Students meeting minimum progress requirements at evaluation will be considered making

satisfactory academic progress until the next scheduled evaluation period and Title IV funds will be disbursed to eligible students. Students failing to meet minimum progress requirements will be placed on a Financial Aid Warning with the opportunity to meet requirements by the next evaluation period. The student will continue to receive Title IV funds for the evaluation period in which he/she received the Financial Aid Warning. Should a student not meet satisfactory academic progress by the next evaluation period, he/she will lose Title IV funding. They will be notified of the change in their eligibility for financial aid at this time. Student will be placed on monthly payments to include remaining tuition, any overtime charges, accrued mandatory days and any contracted fees; payments will be divided the number of months remaining until completion of hours. In order to regain eligibility for Title IV funding, a student must meet quantitative and qualitative requirements by the next evaluation period which are:

67% Average Cumulative Attendance/Pace of Completion

75% Grade Point Average

NOTE: 67% Average Cumulative Attendance is considered as meeting the minimum quantitative measure for Satisfactory Academic Progress (SAP). However, a student who only attends the minimum attendance of 67% will be over contract which will result in overtime charges. See pages 12 - 14, Satisfactory Academic Progress Policy.

**D. Students Who Have Passed Maximum Time Frame**

The maximum time frame for completing a program of study is 150% of the required length of the student's specific program. Any student who goes past the maximum time frame in his or her program will be dropped from the program.

**E. Withdrawals/Program Incomplete**

Any student who withdraws from his/her enrollment agreement program or fails to complete the program will have a notice placed in his/her file as to the progress at the point of withdrawal.

**F. Repetition/Re-Entry**

Any student who applies for re-enrollment will be considered making the same satisfactory academic progress he/she obtained at the point of last withdrawal.

NOTE: Non-credit remedial programs have no effect upon a student's satisfactory academic progress status.

NOTE: See Determination of Progress for more information.

**MANDATORY DAYS**

Friday is a mandatory day. Students not attending the full scheduled hours for a mandatory day will be charged \$25.00. Additional mandatory days are the day before a holiday and the day after a holiday. Example: *We are closed Thursday and Friday for Thanksgiving, you must attend the Wednesday before Thanksgiving and Monday after Thanksgiving. If you are absent on either day you will be charged \$25.00 for the day you missed.*

**TRANSFER POLICY**

All certified hours of cosmetology and instructor are transferable. Transfer hours from another institution are counted as both attempted and completed hours for the purpose of determining when the allowable maximum timeframe has been exhausted. In order to receive credit for test scores from your previous cosmetology school, we will require a transcript from the school which lists all tests that have been taken.

**ABSENCE POLICY**

Pursuant to federal policies, students who are absent for fourteen (14) consecutive calendar days are subject to being withdrawn. While in pre-clinic, you are allowed to miss no more than two (2) days, after which you may be dropped. Any additional absences of mitigating circumstances will be determined by the Systems Office on a case by case basis.

**LEAVE OF ABSENCE POLICY**

A Leave of Absence (LOA) must be requested in advance, be submitted in writing, signed and include the reason for the request unless it is not possible (unforeseen or extenuating circumstances). Students must follow this policy in requesting a LOA. Should a LOA be approved due to unforeseen circumstances we will document the reason for our decision and collect the request at a later date. The beginning date of an approved LOA will be the first date the student was unable to attend because of the unforeseen circumstances. A systems office staff member must approve ALL LOAs with the expectation that the student will return from the LOA. LOAs are limited to three per enrollment and/or 180 total days for 1500-hour students. A LOA will not be granted if the LOA, together with any additional LOA's previously granted exceeds a total of 180 days in any 12 month period for 1500-hour students. LOAs are limited to one per enrollment and/or 90 total days for 600-hour students. A LOA will extend your enrollment agreement graduation date and maximum time frame by the number of days in your LOA. An addendum to the enrollment agreement will be created to make the necessary contract period changes. This addendum must be signed by all parties. The student will not be assessed any additional institutional charges as a result of their LOA. A student granted a LOA that meets these criteria is not considered to have withdrawn, and no refund calculation is required at that time. If the student fails to return on the expected date the dropping procedure will begin and the expected date of return will be used as the date determined. If a student takes an unapproved LOA the dropping procedure will begin. The withdrawal date for the purpose of calculating a refund is always the student's last day of attendance. If your LOA is more than 30 days, you must vacate your locker. Personal items left may be removed and disposed of in any convenient way. Arthur's Beauty College assumes no responsibility for these items. Students returning from a LOA or other official interruption of training must return to school in the same satisfactory progress status they had prior to their departure. When situations of mitigating circumstances are in evidence, Arthur's Beauty College may provide an additional LOA, not

to exceed 180 days. Sequential LOAs may be granted for jury duty, military reasons or circumstances covered under the Family and Medical Leave Act of 1993 ("FMLA"). Transfer students may be provided a LOA based on contracted hours.

#### **VA PENDING PAYMENT COMPLIANCE POLICY**

In accordance with Title 38 US Code 3679(c), this educational institution adopts the following additional provisions for any students using U.S. Department of Veterans Affairs (VA) Post-9/11 G.I. Bill® (Ch.33) or Vocational Rehabilitation & Employment (Ch.31) benefits, while payment to the institution is pending from VA. This educational institution will not: Prevent the student's enrollment; assess a late penalty fee to the student; require the student to secure alternative or additional funding; deny the student access to any resources (access to classes, libraries, or other institutional facilities) available to other students who have satisfied their tuition and fee bills to the institution. However, to qualify for this provision, such students may be required to: Produce the VA Certification of Eligibility (COE) by the first day of class; provide a written request to be certified; provide additional information needed to properly certify the enrollment as described in other institutional policies. \*GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government website at <http://www.benefits.va.gov/gibill>.

#### **ADVISING**

Our staff does not include a licensed counselor. However, we do want our students to feel free to speak with the staff about any problems they may be experiencing. The advisory objectives of Arthur's Beauty College are focused on career development. A staff member will advise students on academic progress and related issues. As necessary, a staff Director may be consulted. The Operations Manager and/or Financial Aid Coordinator will advise students with financial needs. Personal problems affecting the progress of a student should be discussed with Supervisor, Operations Manager, or a staff Director who will meet with the student personally and refer them to an outside agency if necessary. The student will review a transcript on or about the 15<sup>th</sup> of each month for evaluation. If needed, a private advisory session will be arranged to discuss student's progress. Any information shared during an advisory session will remain confidential. We may not talk to anyone without the written permission from the student. This includes parents, grandparents, spouse, prospective employers, clients etc.

#### **CAREER ADVISING**

We will assist you in finding employment; however, we cannot guarantee you a job. Job opportunities can be found on the bulletin board in the break room and in the monthly student newsletter.

#### **EXPECTATIONS (Rules and Regulations)**

**ATTENDANCE** - Satisfactory attendance is very important throughout your entire enrollment. If you need to miss a day, you must call or text the operations manager to inform him/her that you will be out and when you will return. This procedure will help the operations manager in determining if you need to take a Leave of Absence.

**STUDENT REQUESTS** - If you have questions regarding your financial account, hours, grades, etc., you must fill out a request form and wait for a reply from the Operations Manager. Normally, you should receive a reply within the same day.

**REFUSING A CLIENT** - We must have clients for you to practice on. It is not the same experience on mannequins or fellow students. You will receive a written reprimand and be sent home for the day and/or suspended if you refuse to do a client. Clocking out when given a client or when you have an appointment on the book is the same as refusal. The third time you may be expelled.

**TIME CLOCK AND SIGN IN SHEETS** - Sign in sheets are legal documents. You must be the one who clocks and signs yourself in and out. Leaving without clocking and signing out or signing a fellow student in or out is considered fraud.

**WRITTEN REPRIMANDS** - Any student who is found to be disregarding the rules or regulations may receive a written reprimand that will be placed in their file. You are expected to sign it, if you don't agree you can put your information on the back. If a student receives three reprimands during their program, they may be expelled from Arthur's Beauty College. When a staff member has a conversation with you it may be documented and put in your file. Any blatant disregard of the rules and regulations of this school or the State may be grounds for expulsion.

**STUDENT SUPPLIES** - All students must have approved equipment and supplies with them at all times. Arthur's Beauty College will not be responsible for your property if it is misplaced or stolen. We recommend that all equipment and personal belongings be marked so they can be identified. ***It is required that your cosmetology kit remains at the school at all times.*** It is your responsibility to secure your belongings. All personal items must be removed from campus within 30 days of withdrawal/completion, or the items will be disposed of properly.

**PERSONAL GROOMING** - All students pay student prices for beauty supplies used for personal use. You must have an instructor's permission in writing on the sales slip to purchase a product or receive student services. All products and services must be paid for in advance.

**DRUGS, ALCOHOL AND WEAPONS** - No drugs, alcohol or any weapons are allowed on the premises of any school in the State of Arkansas. Any student found in violation of this rule may be expelled immediately.

**SMOKING** - Smoking is permitted in designated areas only. Place your cigarette butts in the ash tray, not on the ground.

**BREAK / LUNCH BREAK** - ¾ Time Students (9:00-1:30pm) are not allotted break time. If you leave the clinic floor to go on break or lunch break, you must sign out and clock out. No exceptions. Schedule of hours will determine your break time.

**BREAK ROOM** - A student break room with a refrigerator and microwave is provided and is the only place in the building where students are permitted to store food. Break rooms are for staff and students only due to limited space.

VISITORS - All visitors *MUST* come through the front door and go through the front desk to see/speak to you. Your friends and family are welcome in our school. However, they may not hang out with you. If your children come to the school to receive services, they must be accompanied by another adult the entire time.

STEALING - Any student found to be involved in stealing from another student or from Arthur's Beauty College may be expelled immediately.

SCHOOL PROPERTY - Any student found willfully, or intentionally destroying or damaging school property is subject to being charged for the property and/or immediate expulsion from Arthur's Beauty College.

MAKE UP POLICY - Students who are absent on test day will be expected to take the test the day they return to school. Students who do not make a passing score on a test will be allowed to retake the test. We have adjusted our daily schedule in order for students to make-up time by doing what is printed below:

Day students with a 9:00-3:30 schedule are allowed to stay until 4:30 which equals 5 hours weekly. Day students with 9:00-1:30 schedule are allowed to stay until 2:30 which equals 5 hours weekly. **Note: This policy does not apply to Pre-Clinic and Transition students.**

TERRORISTIC THREATENING / BULLYING - Threatening by text, face to face, or social media will not be tolerated. You may be sent home for the day and/or suspended or expelled.

TARDY POLICY - Each student is allowed to be late two times per week. Each subsequent time(s) you are late in that week, you will be sent home. Clocking in at 9:01 or any time thereafter is considered late.

DRESS CODE - Your uniform is business casual and consists of solid black from the waist down with solid black or solid white from the waist up. Your shoes must be black and have a low heel. For safety issues, shoes should preferably be non-skid. You may have clear, silver, or gold embellishments or black or clear rhinestones on shoes. You must have your smock or apron on at all times, along with your nametag. All clothes must be modest and appropriate for our profession. Our definition of modest is nothing low cut, or too short. Pants with rips or holes are not permitted. Sleeveless clothes are not permitted unless you are wearing a smock with sleeves. You may not wear hats, scarves, or sunglasses. All outerwear must be removed and stored in your locker. You have chosen a career that is all about style so please keep these things in mind as you choose what you will wear to school each day. Coming to school improperly dressed may result in a one-day suspension. Habitual dress code violations may result in expulsion.

*\*\* We occasionally make exceptions to our dress code for special events and/or holidays. You will be made aware of any days that you will be allowed to dress differently than stated above.*

PARKING PASSES - To help in making our campus safe, a parking pass will be issued to each student. The pass is to be placed in the lower driver's side windshield. If the pass is not visible, the vehicle may be towed at the owner's expense.

ELECTRONIC DEVICES - Do not bring portable radios to play at your station. Ear buds are allowed in one ear only when working on a mannequin alone on the floor.

SCHOOL TELEPHONE - The school phone is not to be used to make personal calls. However, in emergency situations messages can be left with the front desk.

CELL PHONES - Cell phones must be kept on vibrate or silent. Personal phone calls and texts are restricted to break areas.

LANGUAGE - Inappropriate language including cursing, name calling, etc... will *not* be tolerated.

FIGHTING - Fighting will not be tolerated.

SOCIAL MEDIA POLICY - It is the goal of this policy to provide guidelines on proper social networking etiquette. This policy seeks to recognize the fact that in certain contexts, social media can extend the bounds of school related activity to include out of school activities.

Positive uses for Social Media:

1. Stay in contact with people you know.
2. Extend your network personally and professionally.
3. Formalize a relationship with someone you met in person by connecting online.
4. Establish new relationships with people you may not have met otherwise.
5. Learn who your acquaintances are connected to and ask for introductions.
6. Establish your credentials and build your reputation.
7. Become a lifelong learner.
8. Connect with mentors and thought-leaders to learn about new trends, issues and industry news.
9. Become an authority in your area of expertise.
10. Be the go-to-person for information and referrals.
11. Build trust.
12. Sharing good information and connecting with others will help you become more trusted over time. People want to do business they with trust.

\*Everything written on the internet can be traced back to its author one way or another. Information is backed up and posts in one venue are often replicated in others. Use good judgment about content and respect privacy laws. Every student or employee is personally responsible for the

content they publish on any form of user-generated media. Do not provide misleading, false or confidential information about the school, the Arthur's Beauty College staff, students or customers. With the ease of tracing authors back from their posts, finding the actual identity of a poster from a few posts and a screen name is not impossible. This creates an avenue for outside parties to link your personal writings to those you have done in a professional capacity. Always be respectful and write as if everyone knows you. Never write or say anything you would not say out loud to all parties involved. Treat others the way you would want to be treated and do not use social media to subject the employees, students or customers of Arthur's Beauty College to ridicule or intentional infliction of mental distress. Truth is not a defense. Just because something may be true does not mean it is ok to broadcast it to the world. You may post content that is not threatening, obscene, a violation of intellectual property rights or privacy laws, or otherwise injurious or illegal. You may not post or refer to the staff, students or customers without their approval. Be respectful of confidential, proprietary or insider information in regards to Arthur's Beauty College. This also means that the personal information of the employees, students and customers should not be shared on or disclosed through social media. Commenting on your own or another's posts to create a false sense of support is not appropriate and neither is plagiarism.

Identify yourself. This will add credibility to your profile and to you personally. If you are not comfortable posting something under your real name, it is probably something you should not post. Steer clear of posting or linking to any materials that are defamatory, harassing or indecent. If a negative post or comment is found online about Arthur's Beauty College, someone you know, or yourself, do not counter with another negative post. Instead, offer to remedy the situation through positive action. Be professional in all situations, especially when accepting criticism.

Representation of your personal opinions as being endorsed by Arthur's Beauty College, its staff, customers, or student body in whole or part is prohibited. You may not use the Arthur's Beauty College name, likeness or logo to promote any opinion, product, cause, brand or candidate.

**SCHOOL PRIVACY POLICY** - Neither students nor staff may make recordings, videos or photos of the school, other students, clients, the staff or school property without the permission of the student, client, staff member, or in the case of the school, the school Director. Neither students nor staff may place comments or posts online that reflect negatively on the school, its students, staff, administration or campus.

**DIPLOMAS** - Upon completing your program and having met all the requirements to graduate including completion of hours and completion of all required tests you will be awarded a diploma. See page 7 under Program Descriptions.

**HANDICAPPED GUIDELINES** - Our facilities are equipped to accommodate most handicapped applicants; however, admission of all handicapped applicants will be evaluated on an individual basis to determine if admittance is in the best interest of all parties. We comply with the Title IV Government Guidelines (668.36) as to instruction and instructional material.

**REGULAR STUDENT** - The Department of Education defines a "regular student" as a person who enrolls in an institution of higher education in an eligible program for the purpose of obtaining a degree or certificate. You are considered a "regular student."

**RELEASE OF INFORMATION POLICY** - Before information is released on any student, Arthur's Beauty College must have two documents on file including a (1) Request from individual or firm wanting the information and (2) Permission from the student to release the information or permission from the parent or guardian (if the student is a dependent minor) for each occurrence. All regulatory federal or state government agencies as well as the National Accrediting Commission of Career Arts and Sciences may access information at any time.

**ACCESS TO FILES** - The student may review his/her file by appointment only. If the student is a dependent minor, the student and/or parent(s) or guardian(s) of the dependent minor may review the students' file by appointment. You may purchase a copy of any portion of your file for a cost of \$1.00 per page. All regulatory federal or state government agencies as well as the National Accrediting Commission of Career Arts and Sciences may access files at any time.

**FILE MAINTENANCE** - Arthur's Beauty College maintains student files for a minimum of six (6) years.

**DISCRIMINATION** - Arthur's Beauty College practices no discrimination based on race, sex, creed, color, religion, financial status, age, military, disability, or country or area of ethnic origin or residence. We comply with all governmental regulations pertaining to discrimination.

**COMPLAINT POLICY** - It is our sincere desire that you have a pleasant and productive educational experience at Arthur's Beauty College. If you have any complaints about procedures, rules, another student, teacher, or client, you must first address it with your supervisor. If it cannot be resolved there, it should be directed to the Director of Education. You should have all comments in writing for the Director of Education to review. You must sign your name on the complaint. Anonymous complaints hold little value. The Director of Education and/or Director will review the complaint and will decide, with your input, how the complaint will be handled. If voicing your opinion is enough, then it will stop there. If the complaint involves another student, teacher, or client, that person will be called in to hear what the problem is and have the opportunity to voice their opinion and/or defend themselves or their actions. All complaints will be documented and placed in the file of all parties. Students have the right to contact NACCAS, the Department of Education or the Arkansas Department of Health-Cosmetology Section with complaints. This information can be found on page 2 of the school catalog.

#### **GRIEVANCE COMMITTEE**

The grievance committee will consist of all staff members and the top two students in the school at the time of the complaint.

The Arthur's Beauty College school catalog, all pages of the enrollment agreement, and any addendums are one agreement.

**NOTE: Arthur's Beauty College reserves the right to make any changes to the rules and regulations at any time. Students will be notified of any changes immediately.**