



# Creative Touch Cosmetology School

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Where Life Becomes Art

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## Student Handbook and Orientation Guide

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## Welcome to Creative Touch Cosmetology School

Welcome and Congratulations! We are thrilled that you decided to begin your exciting new career with us. The purpose of this handbook is to ensure that you are sufficiently informed and familiar with the policies and procedures at Creative Touch Cosmetology School. This enables you, the student, to feel comfortable and concentrate on taking full advantage of all the learning opportunities available to you. During your first official day at Creative Touch Cosmetology School most of the materials included in this handbook will be reviewed and discussed. It is recommended that all students read this handbook in its entirety. Please see the Director if you need clarification on any part of the handbook. Once again welcome to your new future and exquisite career.

## Creative Touch Cosmetology School Mission

Creative Touch Cosmetology School is dedicated to providing students with a quality learning environment, which will prepare students to obtain their license after graduation in Cosmetology or a Cosmetology Teacher.

This mission is achieved based on, but not limited to, the following criteria:

- Creating an environment of trust and respect
- A commitment to teamwork
- Promoting personal and professional development
- Inspiring the continuous quest for knowledge and growth
- Enabling students to provide services that exceed our client's expectations
- This institution does not discriminate on the basis of sex, race, age, color, ethnic origin, sexual orientation, gender identity, or religion.

Life is a classroom, we are both student and teacher, each day is a test and each day we receive a passing or failing grade in one particular subject: Grace. It's something money cannot buy, and credentials rarely produce.

This is what we truly believe.....

# The Students Commitment

## Attitude is everything

I understand that a consistently positive, mature and enthusiastic attitude is the most important ingredient to my success. **I commit myself to demonstrating, at all times, an attitude that will convince employers that I am the type of person they most prefer to hire.** I understand that I am expected to demonstrate this attitude in the following five areas:

### Attendance:

I understand that I must be in school on time when scheduled. **I commit to myself to a level of attendance of at least 95%.** I understand that regular attendance will ensure that I receive the training I need to convince employer that I will be a steady, dependable employee.

### Instructors:

I understand that I must treat my instructors and student teachers with the utmost respect and cooperation. **I commit myself to affording school staff all the cooperation and respect they merit.** I understand that this behavior will convince employers that I am a mature professional who will work efficiently with salon ownership and management.

### Students:

I understand that I must get along with my fellow students. **I commit myself to developing and sustaining positive, helping relationships with all students, without exceptions.** I understand that my relationship with other students is a clear indication to employers that I can be a team member and get along with future co-workers.

### School:

I understand that I am expected to take personal responsibility for the appearance and cleanliness of school facilities. **I commit myself to demonstrating a constant pride in my school.** I understand that this demonstration of pride will indicate the care I will eventually take in my employer's place of business.

### Clients:

I understand that I must work to the peak of my ability to learn, practice, and perfect my skills. **I commit to myself to work to the best of my ability, to take full advantage of all learning opportunities, and to apply what I have learned to ensure that my student salon clients look and feel good.** I understand that employers will be keenly interested in my technical and people skills as prime indicators of my future success and value as an employee.

## Educational Goals

There are 12 goals common to all Creative Touch Cosmetology School courses of study. In the most progressive manner possible the School will provide opportunities to:

1. Develop the habits and characteristics of valued and successful employees, through the application of student policy & standards, particularly “The Students Commitment” in the behavioral areas of attitude, respect, cooperation, teamwork, pride, and professionalism.
2. Enjoy attending school regularly and punctually by providing educational content and teaching approaches which self-motivate students to use their training time wisely and productively.
3. Learn Cosmetology: the most up to date theory and corresponding technical applications.
4. Practice intensively on mannequins, models, and student salon clients.
5. Exceed satisfactory academic and attendance progress minimum requirements.
6. Exceed minimum educational standards & competencies.
7. Learn, practice and refine skills, strategies, tactics and behaviors of high-earning potential salesmanship, value added service, goal setting/tracking, time management, retail & additional service sales, client-base development & retention, salon management, job placement and more.
8. Learn practice, and refine people skills, the strategies, tactics and behaviors of customer service excellence: attitude development & maintenance, interpersonal communications, customer service, guest relationships, success psychology, and more.
9. Combine salon/people skills techniques to help client’s look and feel good long term, through effective bonding, discovery, consultation, asking, and follow-through, thereby retaining clients and generating consistently high “average tickets”.
10. Plan careers; be ready; pursue job opportunities; secure employment prior to graduation.
11. Be confident in passing the Illinois State Board Cosmetology Theory and Practical examinations, obtain a profession license, and sustain lifelong employment and earnings.
12. Find happiness and professional satisfaction in an industry that supports and promotes each graduate’s entrepreneurial opportunity to climb whatever heights their attitude, ability, hard work, commitment and imagination can take them.



## **Attendance Policy & Procedure**

### **Policy**

The school uses a time clock to record attendance. The school is a clock hour institution, therefore clocking in and out is mandatory. Creative Touch Cosmetology School can only issue credit for hours that are properly documented through the time clock. The attendance rate is 80% during the program. One day consists of seven (7) hours for full time students and four (4) for part-time students. Students who do not comply with the attendance policy will be charged for overtime hours, at the rate specified in their contract and be subject to disciplinary actions specified in the attendance procedure.

### **Procedure**

1. Students must clock in/out upon arrival to and departure from the School.
2. Classes begin promptly at 9:00 A.M. and end at 4:30 P.M Tuesday through Saturday for full time students and 9:00 A.M. to 1:00 P.M. for part time students. No student is permitted to clock in prior to 8:55 A.M and 11:55 A.M. for first clock in of the day.
3. Students must clock out for a minimum of thirty (30) minutes for lunch every day for full time students.
4. Students can miss only 11% of Saturdays in their program. Any student missing a Saturday after the 11% threshold will be assessed \$50.00 fee payable at the end of their current phase.
5. If a student falls below 80% attendance rate at the end of a phase, they will be place on a Financial Aid Warning. If the student completes a second phase below 80%, they will no longer be eligible for Title IV funding (financial aid).
6. If a student falls below 80% attendance rate for two phases in a row, the student will not have met the 125% completion time frame set by the Department of education. The student will be terminated from the program.
7. Students removed for attendance will follow all re-entry procedures and must pay any balance remaining before reentry.
8. If you are forced to be absent from school for an extended period, you may request a leave of absence. Leave of absence will be further explain in this handbook.
9. If a full-time student is not clocked in by 9:00 A.M., Tuesday through Friday, the student will not be allowed to clock in till 12 PM. The student will be issued a tardy. If a student is not clocked in by 12:00 P.M. the student will not be allowed to clock in for the day and will receive an unexcused absence.
10. If a part-time student is not clocked in by 9:00 A.M., Tuesday through Friday, the student will not be allowed to clock in for the day and will receive an unexcused absence.
11. A student must stay clocked in till 4:30 P.M. (1:00 P.M. for part-time students). Any full-time student leaving before 4:30 P.M. (1:00 P.M. for part time) will receive a tardy.

12. If you are going to be late or absent a courtesy phone call is required.
13. Please call and give your message to a **School Official - Not a student. Student messages will not be accepted in any circumstance.**
14. Over 5 un-excused tardies per month will result in a suspension. Suspensions count toward missed attendance and overtime charges.
15. The student's suspension will be served the next school day. If this falls on a Saturday it will count towards your 11% threshold to miss. All suspensions count toward time missed and overtime hours.
16. Saturdays have a closed-door late policy after 10:00 A.M. A tardy will be issued if a student does not clock in between 9:00 A.M. and 10:00 A.M.
17. If the Student does not clock in by 10:00 A.M. on a Saturday, they may not attend for that day and will receive an unexcused absence.

## Overtime Policy & Procedure

### **Policy: Excessive absences will result in overtime penalties**

The School believes unequivocally that the best interests of students are served when they attend training regularly, receive a consistent education, graduate as soon as possible, and begin timely employment. Therefore, the School will take any and all persuasive steps within its rightful authority to promote high levels of student attendance. As stated in the Enrollment Contract, should a student demonstrate poor attendance, and if that student's absence exceeds maximum hours permitted according to the student's contract end date, overtime charges will be applied.

1. The current hourly overtime rate is stated in the enrollment contract is \$10.00 per hour. The levy of overtime charges will be applied consistently to all students in all courses of study. Once over time is reached the overtime charge is calculated at 150 hours plus an excess of 150 hours.
2. Maximum allowable hours of absence before the levy of overtime time charges for each course of study , full or part-time, are as follows : (a) Cosmetology 1500-150 hours (b) Teacher 1000 hour program-100 hours.
3. Overtime charges become due in full at the end date of the enrollment contract. (Student may, if they choose, pay part or all of overtime prior to contract end date). If the student should withdrawal prior to contract end date all overtime monies paid will be refunded. Transcripts and graduation information will not be release until all charges are paid in full.
4. Normally, students are not charged overtime if dismissed or suspended for cause. However, there are six (6) exceptions: Students is dismissed for: (1) being in improper/unacceptable uniform; (2) not having all required tools and learning materials; (3) refusing to service a client or a student service (if assigned); (4) refusing to participate in legitimate learning activities; (5) not following all attendance procedures; (6) any disruptive conduct toward instructors or students. In all such cases, overtime will be applied.
5. Certain extenuating circumstances may occur which might result in waiver of accumulation charge, and collecting overtime, as follows: (1) If a student has a serious and pre-existing medical condition at the time of enrollment and provides a physician's certificate, some or all of overtime may be waived; (2) if a student that is into overtime has already used one allowable leave of absence and encounters serious medical difficulties and has had absences due to these circumstance may not be charged as overtime if validated by a doctor's note; (3) if a student that is into overtime has already used one allowable leave of absence and encounters a serious personal difficulty (legal, family, etc.), absences may not be charged as overtime if validated by a signed certificate from an appropriate profession (attorney, court official, counselor, etc., excluding traffic court) covering all the absences in question.

## Questions & Answers about Overtime

The following "Q&A" is intended to resolve misunderstanding about overtime by responding to the more frequently asked questions.

### "Why does Creative Touch Cosmetology School make such a "big deal" about my attendance?"

Because we don't want you to waste anytime reaching your required hours needed to graduate, and begin your career. Your school attendance habits are a direct indication of what your habits will be on the job. Most importantly, every day you are absent means one more day in training until you reach your required hours, one less day you will be earning an income.

### "Why is there a such thing as 'Overtime'?"

Because when you enrolled, you signed a legally-binding contract in which you promised to complete your training by a specific end date. You were charged an hourly rate for all hours you need for licensure. If you're absent too much, then you'll still be in school after you should have finished. It costs the institution additional money to keep you beyond your end date, money you didn't pay in the tuition.

### "What is mean by 'Allowable Hours of Student Absence'?"

All student in all programs are given a number of hours they can be absent without overtime penalty. Cosmetology 1500-hour program: 150 hours, Cosmetology Instructor 500 hour program: 50 hours, Cosmetology Instructor 1000 hour program: 100 hours. These hours of allowable absence are not "built" into your contract end date. Instead they are factored after your contract end date and no charge is made for these hours, either in tuition or overtime.

### "Will anyone tell me when I go beyond my 'Allowable Hours of Absence'?"

If and when you go beyond your allowable hours of absence, you will be informed in writing. (Overtime Alert Notice)

### "How do you calculate my overtime?"

Overtime will be calculated once a student goes over 150 allowable hours. Once over 150 hours the additional hours will be added to the 150 allowable hours. For example:

SAMPLE 1: Student A went over contracted hours by 30 hours. This means Student A went over contracted hours by 182 hours. Student A would then owe a balance of \$300 assuming contract overtime rate is \$10 per hours.

SAMPLE 2: Student B is 196 hours over contracted hours. This is 46 hours over the allowable 150 hours. Student B now owes overtime charges of \$460 assuming contract overtime charge is \$10 per hours. (46 hours x \$10)

SAMPLE 3: Student C is 142 hours over contracted hours. This is 0 hours over the allowable 150 hours. The student owes no overtime charges.

## Questions & Answers about Overtime Continued

### *"If I owe 'Overtime', when must I pay it?"*

You are required to pay overtime in full at the end of your enrollment contract. You may begin to pay overtime before your end date, but that is entire up to you.

### *"What happens if I don't pay my Overtime in full when it's due?"*

No transcripts or graduation information will be given out to **ANY** party until all balances are paid in full.

### *"Is there a maximum limit on how many hours I can be absent?"*

Yes, according to our accrediting body and the Satisfactory Progress Policy, you may not exceed your maximum time frame for course completion. A maximum time frame is 1.5 times the total hours in your course.

### *"What does it mean when I am warned that I am into overtime?"*

This is our way of alerting you that you've used all your allowable hours of absence before the end date of your contract, and all further absences until you complete your hours and graduate will be charged as overtime. Once you're into overtime, no matter how you attend, you will owe overtime because you've used all the hours of absence you're allowed.

### *"May I use financial aid (grants/loans/scholarships) to pay my overtime?"*

No. Financial aid may not be used to pay overtime.

### *"Does a leave of absence count as overtime?"*

No. Overtime is never charged for time missed while you're on an approved leave of absence.

### *"If the school is closed for inclement weather or in-services, will I be charged for overtime not being in school?"*

No, overtime is never charged against the students when the school is officially closed.

### *"If I'm suspended from school, will I be charged overtime for days I missed?"*

Overtime is rarely charged for student absence because of some action taken by the school that prohibits the student from attending. However, there are six (6) exceptions: Students is dismissed for: (1) being in improper/unacceptable uniform; (2) not having all required tools and learning materials; (3) refusing to service a client or a student service (if assigned); (4) refusing to participate in legitimate learning activities; (5) not following all attendance procedures; (6) any disruptive conduct to instructors or other students. In all such cases, overtime will be applied.

## Leave of Absence Policy & Procedure

An authorized leave of absence (LOA) is a temporary interruption in a student's program of study. Leave of absence refers to the specific time period during a program when a student is not in attendance. Leave of absence is not required if a student is not in attendance only for an institutionally scheduled break. However, a scheduled break may occur during a leave of absence. In the event of extended absence, a leave of absence may be granted. Such leaves may be granted for medical or some qualified personal reasons. A leave of absence must meet certain conditions to be counted as a temporary interruption in a student's education instead of being counted as a withdrawal.

For a LOA to qualify as an approved LOA, the school has established the following policy with regard to leaves of absence LOA that a student must follow to be approved for a LOA:

1. All requests for a leave of absence must be in writing, outlining the reason and specific period in which the student will not participate in any educational activities provided by the School.
2. Leave of absences will only be approved with proper documentation from a medical or judiciary authority.
3. The request must include the anticipated start and end date of the leave.
4. The request must be signed and dated by the student requesting the leave and turned into along with leave documentation from medical or judiciary authority.
5. All leaves must be approved by the owner or administrator.
6. Failure to gain approval for an official leave may result in unofficial withdrawal according to the School's withdrawal and or termination policy.
7. Request for such leave must be made in no less than one (1) day prior to the start day of the leave and must specify the reason for the requested leave, unless unforeseen circumstances that would not allow for the advance notice, (i.e.: a car accident recovery time; sudden illness requiring emergency hospitalization).
8. If the leave is requested due to unforeseen circumstances that would not allow for the advance notice, (i.e.: a car accident recovery time; sudden illness requiring emergency hospitalization), the school will document the reason for its decision to place a student on LOA and collect the request from the student at a later date. The student will be placed on leave from the date the student was unable to attend due the unforeseen circumstance.
9. Leave of absence days must not exceed the total 180 days in any 12-month period. Any leave of absence that exceed 180 days consecutively or in combination with any prior leave of absences in any 12-month period will not be granted.
10. The student will not incur any institutional charges during an approved leave.
11. The student's contract will be extended by the total number of days of the leave taken. An addendum contract or enrollment agreement must be signed and dated by all parties for leaves.
12. Students that are granted a leave of absence (LOA) that meets these criteria is not considered to have withdrawn and no refund calculations will be made.
13. If the student on leave does not return from such leave at the expiration of an approved LOA (or a student taking an unapproved leave), the student's withdrawal date is the date the student last attended, and all refund calculations will be determined for that date.

# Reinstatement Policy & Procedure

## **Policy:**

There are circumstances that may force student to be dropped or withdraw for extended periods (other than leave of absence). Reinstatements will be considered on a student-by-student basis, and the decision remains solely that of Creative Touch Cosmetology School. The student will re-enter training at regularly scheduled program start date following a thirty (30) day minimum wait period.

If a student is forced to leave Creative Touch Cosmetology School for legitimate reasons (such as health, financial difficulties, family problems, etc.), that student will be automatically reinstated in good standing. If, however, the student withdraws or is dropped for attendance and/or academic difficulties, the standards set forth by Creative Touch's "Satisfactory Academic Progress Policy: Reinstatement of Status" will apply. To wit: If a student left on attendance and/or academic probation or not making Satisfactory Progress, that student will return on the same status. If a student had an attendance rate of 80% or less at the time of withdrawal, said student will be placed on attendance probation upon reinstating. If the student is dropped for reasons relating to their function or behavior, the procedures associated with approval for reinstatement are outlined below.

If a student was terminated for infringement of the following "Student Code of Conduct Standards", re-entry will automatically be denied: (see Student Orientation Handbook Section Student Code of Conduct).

#2 Possessing/distributing drugs and/or alcohol in or around school facilities

#3 Engaging in violence, verbal threats/innuendo/epithet, or any kind of discrimination

#3 Vandalizing and/or stealing property of the school, staff, and/or fellow students

## **Procedure:**

1. Applicant desiring reinstatement must complete all required documents, including the Entrance Application, thereby updating all information. A \$100 registration fee is required. Applicant must have waited a minimum of thirty (30) after withdrawal date.
2. Applicant desiring reinstatement must meet first with the School Director to explain how and why circumstance have changed since the departure which will enable acceptable function and performance.
3. Applicants desiring reinstatement to complete training hours will not be charged for hours already earned, (within five (5) year period), but must pay the current hourly rate for all remaining hours.
4. In certain circumstances (to be decided by ownership on a student by student basis), if a student departed from Creative Touch Cosmetology School owing money due to the "Minimum Cancellation & Settlement" (Refund Policy), and the student has paid the debt in full, the monies paid may be deducted from the current tuition charges. If they student has not however, the account must be paid before reinstatement.

# Composure and Behavior Policy and Procedure

## **Policy:**

The primary responsibility for quality adult education rests with the student. Creative Touch Cosmetology School standards for composure and behavior are very similar to those you will encounter in your career. If you do your best to attend every day, maintain a positive attitude, be on time, well-groomed and in uniform, abide by "The Student's Commitment", then Creative Touch Cosmetology School can do its best to provide the finest educational opportunity possible. Violation of any or a combination of the following procedures may lead to advisement, warning, parent conference, probation, suspension, and/or permanent dismissal.

## **Procedure:**

1. Students are required to wear: Uniforms issued in student kit every school day. Any solid colored t-shirt or long sleeve t-shirt with no writing or pictures is allowed under uniform. Black shoes (rubber soled sneakers are acceptable), and socks (any color) must be worn. Visible body piercings and tattoos are allowed as long as they are not offensive. Instructors hold last judgment if any attire, piercings, and tattoos are offensive. Instructors reserve the right to send home any student not properly attired or found offensive or not in uniform. Hair is to be styled every day. No pony tails are allowed. Makeup is to be worn in some form, a student must wear any form of makeup on their eyes, lips are to have gloss or color, and some form of blush or foundation is to be worn. Nails if polished, are to not be chipped or cracked, if nails are naked they are to be trimmed and clean. Acrylics are not allowed to be worn at the school during the program due to interference with educational training. Lanyards are not allowed.
2. The school is a drug free environment: No alcoholic beverages or illegal drugs are permitted in or around school property. All students suspected of being under the influence will be sent home for the day. (The decision to dismiss a student is solely at the discretion of the director and need not to be supported by actual proof of drug or alcohol use.) Any student distributing illegal or prescription drugs to other students will be immediately and permanently dismissed. Students taking prescribed or over the counter medication that may affect their function should inform their instructor.
3. The school is a safe and secure environment: Violence of any kind, in or around school property will not be tolerated. Verbal threats, intimidation, bullying, discriminatory and sexual innuendo/epithet, and/or harassment are all considered forms of violence. No foul or profane language is permitted. Students are not allowed to invite anyone into the school. Any student who vandalizes school property or steals will be automatically and permanently dismissed.
4. Keep personal problems to yourself and avoid gossip: If your personal problems are interfering with your education, the School Director in private. Otherwise, leave your personal problems at home.



5. All classroom and clinic work is assigned by Instructors only: All work on other students must be approved by an instructor in advance and supervised within the classroom or student salon as a legitimate learning activity. Any student refusing to perform an assigned service or participate in a valid learning activity for whatever reason, will be dismissed for the day. Students are required to have all kit equipment and learning materials with them every day. Students without proper equipment and materials will be sent home for the day.
6. Personal calls on business phones and cell phones are strictly prohibited. No incoming calls for students, other than true emergencies are permitted. Student may keep their cell phone on them during the day. The use of cell phones within the school itself is prohibited in all classrooms and student salon floor. Breaks and meal periods are the only times cell phones can be used. Cell phones are only allowed in the break room and outside the building. Students found using cell phones outside of permitted times and zones will be sent home for the day.
7. All school personnel and guests will be treated with respect, courtesy, and cooperation. Any student disrespecting school personnel and guests will be sent home for the day and a meeting with the school director the next school day before the student will be allowed back into the classroom and or student salon.
8. Students are expected to look and behave as professionals, particularly in terms of personal hygiene, good grooming, and fashionable image. You are in the beauty/personal care business and you must come to school every day looking your best and behaving professionally at all times.

## Image checks Purpose & Procedure

You are expected to look and behave as a professional, particularly in terms of personal hygiene, good grooming and image. Your hair, makeup, and nails must be completed before class begins each morning. We reserve the right to send home any student not meeting the professional image standards. We are in the beauty industry, and you must come to school every day looking your very best!

Image checks are conducted prior to clocking. Image checks begin each instructional day or evening. No student is permitted to move on to classroom or student activities until image (grooming/attire) issues have been resolved to the instructor's satisfaction. If a student is sent home for image check violation they may return at the next available clock in period. The student sent home will receive a tardy or unexcused absence.

Image checks are conducted to: (1) Ensure that all students meet the high professional standards required for success: (2) Foster and maintain student pride in themselves, their School, and their profession.

Instructors observe that dress code standards are met as well as make up worn every day.

## Salon and Classroom Rules

All students are expected to follow the rules and schedules below.

9am	School starts
9:05am	Theory starts
9:55am	Theory ends
9:55-10am	Set stations up
10-10:10am	Break
10:15-12pm	Work on clients, daily assignments and clinic practices
12-1pm	Lunch
1-2:45pm	Work on clients, project sheets and clinic practices
2:50-3pm	Break
3-3:50pm	(Optional) Study time
3:50-4pm	Station cleanup
4-4:30pm	Sanitation time

1. Theory starts promptly at 9:05am. Any student not in class will forfeit theory time and must sit in the breakroom. Teachers will NOT reteach the days lesson.
2. No one should be in the breakroom between 10:10-12pm and 1-2:50pm unless they are getting kit items out of their locker.
3. Students must take their assigned lunch breaks unless client related. Students may not wait for another student to leave and only students who are on lunch can be in the breakroom at that time.
4. The breakroom must stay clean at all times. Nothing is allowed to be left out on the tables or anywhere else.
5. Students must resume with their training after clocking in from lunch and coming back from breaks. Additional time may NOT be taken.
6. Between 3-3:50pm, students may use this time to work on any theory assignments and/or projects. This time may be interrupted for clients.
7. Students refusing to take a client or do a service will be sent home.
8. Students must stay productive throughout the day. Additional assignments will be given if idle for too long. Any student refusing the assignment or being unprofessional will be sent home.
9. Between 3:50-4pm, students must put away and clean their station so it's ready for the evening students.
10. All sanitations MUST be checked by a teacher when completed.

11. Students are ONLY responsible for their assigned sanitation. Completing sanitations for those who are absent is appreciated but not required.
12. Students may not talk to or interrupt another student while they are with a client. Conversations should be client focused and students must remain productive throughout the service.
13. Students must conduct a client consultation first, then let the teacher know what they are doing. The client may NOT leave the service area until the final results are checked by teacher.
14. Students may NOT loiter around the reception area or dispense
15. CTCS does NOT require clients to tip, we allow it. It is unprofessional to wait around for or to ask after each client if they left a tip. The receptionist will bring it to you if one was given.
16. Stations need to be cleaned and organized at ALL times. Students should clean up while a chemical service is processing and at the end of each client.
17. NOTHING is allowed in the station drawers unless it is used to secure clipper/trimmer with an attached cord.
18. Caddy's must be cleaned and organized daily. Any missing items MUST be replaced before returning to school. Random caddy checks may take place and any student found missing items will be sent home.
19. Any student caught using or borrowing (even if permission was given) another students kit item will be sent home.
20. Self-awareness needs to be practiced on a daily basis. Students need to be concerned with their own experiences and education, no one else's.
21. For safety reasons, students may keep their cellphones on them, but they MUST be on silent, NOT vibrate. \*Students must get permission from the teacher in order to take before and after pictures of a service.
22. Students are not allowed to sit in the service area with the exception of the receptionist and dispense clerk. The service floor consists of every area in the building, except for the classroom, bathrooms, administrator's office, owner's office, teacher's office and the breakroom.
23. Station chairs are for clients ONLY and they must be pushed in when not in use.
24. Assigned breaks must be taken at the allotted time unless client related. Break times must be written down and will be monitored by the receptionist or teacher. Any student taking a longer break or additional breaks will be sent home.
25. **Dress code:** See handbook. Daily checks will take place prior to clocking in for the day. Any student not following the dress code policy will not be allowed to clock in.
26. Students are prohibited to perform services on themselves while clocked in.
27. **Student services:** One per student, once per month. Tuesday through Thursday ONLY.
  - a. 90-100% GPA and 90-100% attendance = Free student service

- b. 80-89% GPA or 80-89% attendance = Half price
  - c. Less than 80% GPA or attendance = Not eligible
28. **Clinics:** Clinics will begin on time, on their assigned day.
- a. Students refusing to participate on clinic day will be sent home and receive a zero as a grade.
  - b. Mannequins must be prepped prior to mannequin related clinics.
  - c. ALL equipment, implements, materials and supplies must be set up prior to clinic start time.
  - d. No questions about the clinic service will be answered on clinic day.
  - e. Students will be allowed to review the Rubrics prior to the clinic start time.  
When the student writes their name and date on the top and gives it back to the teacher, the teacher will know they are ready to start.
  - f. The teacher will be grading the pre-service setup while the student is reviewing the Rubrics. If anything is missing, you will be allowed to make adjustments, but the points have already been deducted.
  - g. Students must be respectful to other students. **No talking** is allowed during a clinic.
  - h. Time checks will be given at the half way mark, five-minute mark and the one-minute mark.
  - i. If the student gets finished with the clinic before the timer runs out, they are to perform the post service and go sit in the assigned area.
  - j. In order to receive “timed” credit, all hands must be done with the model.
  - k. The student will be given additional time, worth half of the amount of the clinic time, if they do not complete it on time. No additional time will be given, and the student will have to retake the clinic.
  - l. Students may not leave the clinic area during a clinic.
29. Stations may not be decorated.
30. The stereo and thermostats are off limits to the students.
31. CTCS is not responsible for personal items and the state of Illinois does not require us to provide lockers. Personal belongings must be put away at all times; cannot be left on the floor or tables in the breakroom or classroom. If they do not fit inside the locker, they cannot be in the school.
32. Each student is only allowed to use one (1) locker.
33. The shampoo area; bowl, chair, backbar and floor must be wiped down after each use and products cleaned and put back.
34. The dispense area is off limits to all students unless you are the dispense clerk. If the dispense clerk is not available, the floor teacher takes their place.
35. If you start a service with one teacher, it must end with that same teacher. Lunches and breaks are the exception.

36. Yelling across the service floor is not allowed.
37. NO food is allowed in the classroom. Drinks are permitted; ONLY if they have a screw top lid with no opening (including one for straws).
38. Students MUST remain in uniform until they clock out for the day.
39. Students are NOT allowed in the classroom, during the day, when lessons are being taught to new students.
40. Gossip and Bullying are NOT allowed.
41. Students are not allowed to receive personal phone calls. Clients should NOT be calling to speak to students. In case of an emergency, a message will be taken and then delivered to the student.
42. Friends and family are not allowed to be here, during school hours, unless they are receiving a service. Any food or personal items brought, must be given to the teacher to deliver. Medicines will not be allowed to be delivered.
43. Students are not allowed to leave the school grounds if they are clocked in.
- 44. Theory time:**
  - a. Headphones are not to be worn during theory unless instructed by the teacher.
  - b. If there is time left after each lesson, students may work on assignments, read ahead, work on the questions at the end of the chapter, review the days material, watch videos (only with headphones) or lay their head down.
  - c. Students are responsible for assigned assignments, even if they are absent. Assignments will no longer be re-opened if they weren't completed.
  - d. Be considerate on test day. Students may not leave the room unless it is to use the bathroom.
  - e. No talking on test day. Once the test is complete, Students need to begin reading the next chapter until class is over.
- 45. Appointment Book:**
  - a. Students are rotated, on a daily basis, to handle client services
  - b. The order resets when each student receives, at least, one "service", not "client".
  - c. Assigned clients are not to be debated. Somedays, you will have more than one, other days, you may not have any.
  - d. All clients must sign the release form before being brought back to the service area.
  - e. "Requests" trump ALL.
  - f. Students will NOT lose their spot in rotation if they bring in a "New Request Client" unless it conflicts with another appointment.
  - g. Teachers may skip rotation if one student is getting too many of the same service.

- h. Students may not ask the receptionist anything about the service unless they need to get notes. A proper consultation must be done.
  - i. Any students caught repeatedly scheduling an appointment to avoid taking other clients and that scheduled appointment gets “canceled” will forfeit their right to make any future appointments.
46. Students must conduct themselves in a professional manner at all times. Anyone caught breaking these rules will automatically be sent home for the day.

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# Satisfactory Academic Progress Policy

The Satisfactory Academic Progress Policy is consistently applied to all students enrolled at the school. It is printed in the catalog to ensure that all students receive a copy prior to enrollment. The policy complies with the guidelines established by the National Accrediting Commission of Career Arts and Sciences (NACCAS) and the federal regulations established by the United States Department of Education.

## **EVALUATION PERIODS**

Students are evaluated for Satisfactory Academic Progress as follows based on actual clocked hours:\*

<b>Program</b>	<b>Hours</b>	<b>Weeks</b>	<b>Hours</b>	<b>Weeks</b>	<b>Hours</b>	<b>Weeks</b>
Cosmetology	450	13	900	26	1200	34
Teacher	450	13	900	26	NA	NA

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

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

## **Academic Year**

The chart below shows how each program academic years hours are broken down.

<b>Program</b>	<b>Academic Year 1</b>	<b>Academic Year 2</b>
Cosmetology	0-900 Hours	901-1200 Hours
Teacher	0-900 Hours	901-1000 Hours

## **ATTENDANCE PROGRESS EVALUATIONS**

Students are required to attend a minimum of 80% of the hours possible based on the applicable attendance schedule in order to be considered maintaining satisfactory attendance progress. Evaluations are conducted at the end of each evaluation period to determine if the student has met the minimum requirements. The attendance percentage is determined by dividing the total hours accrued by the total number of hours scheduled. At the end of each evaluation period, the school will determine if the student has maintained at least 80% cumulative attendance since the beginning of the course which indicates that, given the same attendance rate, the student will graduate within the maximum time frame allowed.

## **MAXIMUM TIME FRAME**

The maximum time (which does not exceed 125% of the course length) allowed for students to complete each course at satisfactory academic progress is stated below:

<b>COURSE</b>	<b>MAXIMUM TIME ALLOWED</b>	
	<b>WEEKS</b>	<b>SCHEDULED HOURS</b>
Cosmetology (Full time, 35 hrs/wk) - 1500 Hours	54 Weeks	1875
Cosmetology (Part time, 20 hrs/wk) – 1500 Hours	94 Weeks	1875
Teacher (Full time, 35 hrs/wk) – 1000 Hours	36 Weeks	1250
Teacher (Part time, 20 hrs/wk) – 1000 Hours	63 Weeks	1250

The maximum time allowed for transfer students who need less than the full course requirements or part-time students will be determined based on 80% of the scheduled contracted hours. Students who exceed max time frame will be terminated from the program. Students terminated due to max time frame may re-enroll into the program on a cash pay basis once the student has met the re-enrollment policy.

### **ACADEMIC PROGRESS EVALUATIONS**

The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic learning. Students are assigned academic learning and a minimum number of practical experiences. Academic learning is evaluated after each unit of study. Practical assignments are evaluated as completed and counted toward course completion only when rated as satisfactory or better (the computer system will reflect completion of the practical assignment as a 100% rating). If the performance does not meet satisfactory requirements, it is not counted, and the performance must be repeated. At least two comprehensive practical skills evaluations will be conducted during the course of study. Practical skills are evaluated according to text procedures and set forth in practical skills evaluation criteria adopted by the school. Students must maintain a written grade average of 80% and pass a FINAL written and practical exam prior to graduation. Students must make up failed or missed tests and incomplete assignments. Numerical grades are considered according to the following scale:

97 - 100	EXCELLENT
89 - 96	GOOD
80 - 88	SATISFACTORY
79 and BELOW	FAILURE

### **DETERMINATION OF PROGRESS STATUS**

Students meeting the minimum requirements for academics and attendance at the evaluation point are considered to be making satisfactory academic progress until the next scheduled evaluation. Students will receive a hard-copy of their Satisfactory Academic Progress Determination at the time of each of the evaluations. Students deemed not maintaining Satisfactory Academic Progress may have their Title IV Funding and GI Bill® benefits interrupted, unless the student is on warning or has prevailed upon appeal resulting in a status of probation.

### **WARNING**

Students who fail to meet minimum requirements for attendance or academic progress are placed on warning and considered to be making satisfactory academic progress while during the warning period. The student will be advised in writing on the actions required to attain satisfactory academic progress by the next evaluation. If at the end of the warning period, the student has still not met both the attendance and academic requirements, he/she may be placed on probation and, if applicable, students may be deemed ineligible to receive Title IV funds and/or GI Bill® benefits.

### **PROBATION**

Students who fail to meet minimum requirements for attendance or academic progress after the warning period will be placed on probation and considered to be making satisfactory academic progress while during the probationary period, if the student appeals the decision, and prevails upon appeal. Additionally, only students who have the ability to meet the Satisfactory Academic Progress Policy



standards by the end of the evaluation period may be placed on probation. Students placed on an academic plan must be able to meet requirements set forth in the academic plan by the end of the next evaluation period. Students who are progressing according to their specific academic plan will be considered making Satisfactory Academic Progress. The student will be advised in writing of the actions required to attain satisfactory academic progress by the next evaluation. If at the end of the probationary period, the student has still not met both the attendance and academic requirements required for satisfactory academic progress or by the academic plan, he/she will be determined as NOT making satisfactory academic progress and, if applicable, students will not be deemed eligible to receive Title IV funds and/or GI Bill® benefits.

#### **RE-ESTABLISHMENT OF SATISFACTORY ACADEMIC PROGRESS**

Students may re-establish satisfactory academic progress and Title IV aid and GI Bill® benefits, as applicable, by meeting minimum attendance and academic requirements by the end of the warning or probationary period.

#### **INTERRUPTIONS, COURSE INCOMPLETES, WITHDRAWALS**

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

#### **APPEAL PROCEDURE**

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

#### **NONCREDIT, REMEDIAL COURSES, REPETITIONS**

Noncredit, remedial courses, and repetitions do not apply to this institution. Therefore, these items have no effect upon the school's satisfactory academic progress standards.

#### **TRANSFER HOURS**

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

# Testing policy & Procedure

## **Policy:**

Tests (theory and practical) and quizzes are to be viewed, by student and instructor alike, as learning tools- not simply as a means of generating grades.

The purpose of tests and quizzes is to help students identify, not what they know, but what they don't know. Tests and quizzes are only an indicator of a student's overall performance progress.

## **PROCEDURE:**

Students will be tested once a unit has been completed. Testing will be scheduled as the first activity of the day.

1. All testing environments must be supervised by instructors and/or student teachers. The penalty for cheating is automatic failure. All test grades are recorded on cumulative grade records.
2. Practical tests are taken until the student passes. Theory tests are administered twice per chapter. The two grades are then averaged together. Student must take two tests unless the first test take is a 100%.
3. Practical level tests and theory tests are mandatory.

## Grading System/Grade Composition

Creative Touch Cosmetology School's grading system is intended to assist instructors in evaluating and self-motivating students. Grading enables instructors and students to determine, objectively, progress toward mastery of theoretical knowledge and practical skills.

Poor attendance, tardiness, negative or immature attitude, unprofessional behavior and/or non-compliance with "The Student's Commitment" will have a negative impact on grades.

### **Theory Grading System**

(Tests/Quizzes/Project)

<b>Grade</b>	<b>Quality</b>	<b>Score</b>
A	Excellent	100-97
B	Good	96-89
C	Satisfactory	88-80
F	Failure	79 and below

### **Practical Grading System**

Rubrics are used to grade all Practical tests. Every Rubric has a different point scale. Rubrics are designed for pass/fail only.

## Make-Up Work Policy & Procedures

All students in all courses of study are provided with a syllabus indicating the due date for all homework and activities. Should students be absent, they are expected to consult their syllabus and return to school with assignments up to date. However, if students are not able to complete scheduled work when due, the following procedures apply:

### **PROCEDURE:**

1. Classroom work is assigned by chapter. Once the chapter is complete all homework and quizzes for that chapter must be completed. Teachers will not reopen any assignment for absences. Failure to complete assignments by chapter end will result in a grade of 0 being issued for each missed assignment and quiz.
2. Theory tests must be made up by the next attended theory day. Failure to do so will result in a 0 grade for that test.
3. Make up theory testing time is from 3:00 P.M. to 4:00 P.M. Tuesday through Friday for full time students. Mondays at 4:00 P.M. for part time students.
4. Practical tests must be made up by the end of the current phase.
5. Any practical tests or project sheets not completed by end of the current phase will result in a 0.

Instructors will not "re-teach" assigned information; rather they will base lesson planning and teaching approaches on assisting students in the application of acquired knowledge, not its review. Consequently, students who do not complete reading and study assignments diligently may find themselves at great disadvantages and miss learning opportunities).

## Make Up Time Policy & Procedures

Currently the school does not offer make up time.

## Complaint Policy

### **Policy**

Students may have legitimate complaints related to their participation. There is a standard complaint form and details can be provided by the School Director, as necessary. If warranted, a copy of the procedure is given to the complainant.

## Termination Policy

Creative Touch Cosmetology School may terminate a student's participation under one or more of the following circumstances.

Student:

1. Fails to return from a scheduled Leave of Absence.
2. Possesses and/or distributes alcohol or drugs in or around school property
3. Engages in verbal threats, physical violence, excessive profanity, any discrimination or sexual innuendo/epithet/harassment
4. Vandalizes or steals
5. Purposely misrepresents information on applications, contracts, or documents
6. Demonstrates consistent negative attitude and/or unprofessional comportment
7. Fails to meet tuition or overtime payment responsibilities
8. Demonstrates unacceptable attendance and/or punctuality
9. Consistently refuses participation

(Student may be suspended or terminated from Creative Touch Cosmetology School, at the school's sole discretion, upon written notification to the student).

## Graduation Requirements

In order to graduate from Creative Touch Cosmetology School a student must meet the following requirements:

1. Complete 1500 hours for a Cosmetology Student, 1000 hours for a Teaching Student.
2. Complete tuition and fee obligations
3. Meet Satisfactory Academic Progress requirements
4. Pass final Theory Exam
5. Pass final Practical Exam

# Student Services

## **Salon Services**

All services complete by students on another student receives a 50% discount off Salon prices. Retail product pricing is based on the schools cost. Services must be paid for at the time of the service. Services are only allowed on Tuesdays, Wednesdays, and Thursdays. Students who bring in their own product must still pay for the service completed on them.

## **Housing**

Creative Touch Cosmetology School neither owns nor operates student housing.

## **Transportation**

Creative Touch Cosmetology School does not provide transportation services for students. However, specific activities occur periodically to assist students in arranging among themselves, car-pooling and other shared arrangements

## **Parking**

Creative Touch Cosmetology School provides parking for students. The parking lot is in front closest to the street of or on the side of the school. Students are not allowed to part directly in front of the building. The spots in front of the building are reserved for clients.

## **Inclement Weather**

In the event that weather and road conditions interfere with the normal operation of the school, it will be at the Director's discretion to close campus. We list the school on local St. Louis news channels (KSDK, KMOV, and KTVI) concerning late openings or closings of the school.

Additionally, if mobile phone numbers are provided SMS messages will be sent by the school to provide relevant updates to any changes to hours of operation.

## **Career Planning & Advertisement**

All students at Creative Touch Cosmetology School are encouraged and assisted in investigating the wide choice of career options and paths in the cosmetology profession. We endeavor to assist students in applying post-secondary education to their chosen career paths. All students engage in activities to plan their career, including development of cover letters, resumes, interviewing skills, and job hunting strategies. Creative Touch Cosmetology School's goal is to assist students in securing employment prior to graduation.

## **Drug- Free Schools**

Creative Touch Cosmetology School is a drug- free environment. In aid of this and the health and well- being of our students, each enrollee has available to them a packet of drug and

alcohol abuse information (as required by the U.S department of education for all schools offering financial aid to students).

### **Job Readiness & Placement**

Creative Touch Cosmetology School is an institution of higher learning and does not guarantee placement. However, the school does maintain close communication with the finest salons and spas in the area.

The schools hold salon and spa career fairs twice a year (spring and fall). Salon and spas from the area are invited to participate. Cosmetology students 1200 hours and above, are strongly encouraged by instructors and staff to attend the career fair and interview with the different salons and spas.

The school maintain a job opportunities board listing employment.

### **Internship Program**

Creative Touch Cosmetology School may as part of its program of full experience salon awareness, coordinates for students to work as assistants in area salons. This is a learning activity requiring an internship evaluation from the owner/ manager of the salon that is discussed with the student upon return to school. *Days of internship are counted as days of school attendance; training hours will be gained during internship; the total number of internships per student is limited; and transportation to and from the salon is the student's responsibility.* Internships can result in eventual full-time employment. Any student missing any days or is late to an internship will be removed from the internship. The student must then repeat the internship course of study. (At this time no internship program is offered).

## Client Experience Philosophy

Creative Touch Cosmetology School pledges its commitment to provide the most up-to-date, progressive and scientific training possible.

To enable our commitment, the school has a basic client experience philosophy that all cosmetology applicants must understand before they enroll:

The professional delivery of hair care services is determined solely according to the condition of the client's hair. Our curriculum requires that student's approach technical decisions and services scientifically, based on texture, porosity, elasticity, density, and other conditions of the hair. The school do not include specific curricula components based on either race or ethnicity. Creative Touch Cosmetology School requires students to become fully competent in all types of hair and guests. To do otherwise would result in students being limited in the types of guests they could effectively serve and the breadth of service techniques they could professionally deliver.

# Student Rights of Privacy & Access Policy and Procedure

## **Policy:**

The school respects and protects each student's right to privacy and access. No personal information about any student will be communicated by staff or faculty to anyone without the student's written permission. Student files are maintained in restricted areas, with access limited to appropriate personnel only. Further, any student has the right to inspect his/ her files and may authorize release of any information to any recipient by signing a "Release of Information". All requests for information about students from outside parties must be in writing. No telephone inquiries about students will be acknowledged without the student's explicit permission. (Exception: parents/ guardians of any student under the age of eighteen may be given information about the student and gain access to the student's files without permission from the student).

## **PROCEDURE:**

1. At time of enrollment, all students are required to complete and sign a "Release of Information" authorizing the institute to make specific types of information available to only those the student specify.
2. Whenever a student requests an information release to outside parties the student is required to complete and sign a "Release of Information." Signed releases are kept with all corresponding information and maintained in the student's file.
3. Protected files are maintained in the student services office, which is kept locked whenever unoccupied. Access to protected files is limited to school employees. (Student teachers do not have access to students' personal files.
4. No originals may be released from student files without explicit permission from institute directors.
5. Students may inspect their files with reasonable notice. A student may authorize others to inspect file contents but must first complete and sign a "Release of Information". No student file may be reviewed by students or others unless done so in the presence of staff member.

\*Students are hereby informed that the school's accrediting commission(NACCAS), State and Federal Student Aid Organizations, and Program Reviewers/Auditors, are authorized access to all student records for any accreditation process initiated by NACCAS, in responding to a NACCAS directive, and during the implementation of DOE related Financial Aid Audits and/or Program Reviews.

## Return of Title IV Funds

The law specifies how Creative Touch Cosmetology School must determine the amount of Title IV program assistance that has been earned if a student withdraws from school. The Financial Aid Office will perform a Return of Title IV Funds calculation when a federal student financial aid (Title IV) recipient withdraws from his/her program. This process ensures that the institution correctly calculates the amount of federal student financial aid earned by the student and returns any unearned funds back to the respective federal student financial aid program(s). In some cases, the student will be required to return unearned Title IV funds. In addition, the Return of Title IV process may result in the student owing the school for unpaid tuition and fees.

The requirements for Title IV program funds when you withdraw are separate from Creative Touch Cosmetology School's institutional refund policy. Therefore, the student may still owe a balance to the school to cover unpaid institutional charges.

A student may withdraw from Creative Touch Cosmetology School at any time by notifying the Director. It is highly recommended that the student speaks to a Financial Aid Administrator prior to withdrawing. A student's withdrawal date is defined as:

- 1) The date the student notifies Creative Touch Cosmetology School of his/her decision to withdraw, or;
- 2) The last date of attendance for a student who has ceased attending all classes and has not provided Creative Touch Cosmetology School with his/her decision to withdraw. A student is considered withdrawn from Creative Touch Cosmetology School after 14 days of nonattendance.

The portion of Title IV funds a student is allowed to retain is calculated on a percentage basis by dividing the total number of clock hours scheduled to be completed as of the withdrawal date in the period, by the total clock hours in the payment period.

For example, if the student withdrew at 252 scheduled clock hours of a payment period that has 450 clock hours, the student has completed 56% of the period and therefore has earned 56% of federal student financial aid that was disbursed or could have been disbursed. That means that 44% of the aid that was disbursed or could have been disbursed remains unearned and must be returned to the federal student financial aid programs(s).

A student earns 100% of federal financial aid once he or she has completed more than 60% of the scheduled clock hours in the payment period.

If the amount of aid disbursed to the student is greater than the amount of aid earned by the student, the unearned portion must be returned to the federal student financial aid program(s). In returning unearned funds, Creative Touch Cosmetology School is responsible for returning the portion of the excess equal to the lesser of: The institutional charges for the payment period multiplied by the unearned percentage of funds, or the entire amount of excess funds. A student may be required to return excess unearned Title IV funds. However, if the excess unearned funds consist of Title IV loans, then the student repays the loan(s) in accordance with the terms and conditions of the promissory note.



If the excess unearned funds consist of a Title IV grant, the student is required to repay only the portion which exceeds 50 percent of the amount of grant received over \$50.

If the amount of aid disbursed to the student is less than the amount of aid earned by the student, a post-withdrawal disbursement may be available to assist the payment of any outstanding tuition and fee charges on the student's account. The post-withdrawal disbursement will be made from Title IV grant funds before available Title IV loan funds. If part of the post-withdrawal disbursement is a grant, the institution may apply the grant funds to tuition and fees or disburse the grant funds directly to the student.

If a student is eligible to receive a post-withdrawal disbursement from Title IV loan funds, the student (or parent in the case of a PLUS loan) will be asked for his/her permission to either disburse the loan funds to the student's account to reduce the balance owed to the institution, or disburse the excess loan funds directly to the student. Creative Touch Cosmetology School has 45 days from the date of Creative Touch Cosmetology School's determination the student withdrew to offer the post-withdrawal disbursement of a loan to the student (or the parent in the case of a PLUS loan).

The student (or parent) has 14 days from the date Creative Touch Cosmetology School sends the notification to accept the post-withdrawal disbursement in writing. If the student accepts the post-withdrawal disbursement, Creative Touch Cosmetology School will make payment as soon as possible, but no later than 180 days from the student's withdrawal date. No portion of the post-withdrawal disbursement of loan funds will be disbursed if the student (or parent) does not respond to Creative Touch Cosmetology School's notification.

Once the unearned portion of the return of funds has been calculated, the Financial Aid Office will return the aid to the appropriate federal student financial aid program(s) within 45 days of the date of determination that the student withdrew. The order of return is specified below. The unearned funds will be "charged back" to the student's tuition account, and this may result in unpaid tuition and fees. The students will then be billed for any unpaid institutional charges that result from the return of funds to the Title IV programs, and will be responsible for full payment.

A student will not be allowed to re-enter, register, or receive an official academic transcript until the outstanding balance has been paid in full.

Unearned Title IV funds will be returned to the federal student aid programs in the following order:

1. Unsubsidized Direct Loan
2. Subsidized Direct Loan
3. Direct PLUS
4. Federal Pell Grant

## Veteran Affairs Pending Payment Compliance Policy

Beginning August 1, 2019, Creative Touch Cosmetology School will not take any of the four following actions toward any student using U.S. Department of Veterans Affairs (VA) Post 9/11 G.I. Bill® (Ch. 33) or Vocational Rehabilitation and Employment (Ch. 31) benefits, while their payment from the United States Department of Veterans Affairs is pending to the educational institution:

- Prevent their enrollment;
- Assess a late penalty fee;
- Require they secure alternative or additional funding;
- Deny their 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's Certificate of Eligibility by the first day of class;
- Provide written request to be certified;
- Provide additional information needed to properly certify the enrollment as described in other institutional policies (see our VA School Certifying Official for all requirements).

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 Web site at <https://www.benefits.va.gov/gibill>.

# Faculty & Staff & School Information

## Staff

**Pat McDonald**

**President/Owner/Instructor**

Email [Pat@Creativetouch.edu](mailto:Pat@Creativetouch.edu)

**Michael Bierman**

**Director of Operations/Title IX Coordinator/Director of Financial Aid/NACCAS Liaison/Veteran Affairs Coordinator**

Email: [Michael@creativetouch.edu](mailto:Michael@creativetouch.edu)

**Randy Thatcher**

**Director of Curriculum/Instructor/Financial Aid Counselor**

Email: [Randy@creativetouch.edu](mailto:Randy@creativetouch.edu)

## School Information

**Creative Touch Cosmetology School**

234 E Third St

Waterloo IL 62298

Phone: (618) 939-0322

Website: [Creativetouch.edu](http://Creativetouch.edu)

## Accrediting Agency

**The National Accrediting Commission of Cosmetology Arts and Sciences**

3015 Colvin St.

Alexandria, VA 22302-1432 USA

Phone: (703) 600-7600

In this guide certain pages are intentionally left blank.

Certain pages are designated to be removed as they are sign off sheets.

## STUDENT'S RIGHTS

As a **STUDENT** enrolled in an approved school in the State of Illinois, you have the following **RIGHTS**:

1. You have the **RIGHT** to a completed enrollment agreement (student contract) before you sign it. This means there should be **NO** blank spaces on the agreement.
2. If the enrollment agreement is negotiated orally in a language other than English, you have a **RIGHT** to receive a copy of all disclosures written in the language in which the agreement was negotiated prior to signing the enrollment agreement.
3. You have the **RIGHT** to receive an exact copy of the enrollment agreement (student contract) which you sign.
4. You have the **RIGHT** to know the scheduled starting and calculated completion date of your course of study.
5. You have the **RIGHT** to know the total cost of the course of instruction including any charge made by the school for tuition, books, materials, supplies, and other expenses.
6. You have the **RIGHT** to cancel your initial enrollment agreement up to midnight of the fifth business day after you have been enrolled.
7. Should you use your **RIGHT** to cancel your initial enrollment agreement, cancellation **MUST** be in writing and given to the registered agent, if any, or managing employee of the school.
8. You have the **RIGHT** to know the number of students who did not complete the course of instruction for which they enrolled for the past calendar year as compared to the number of students who enrolled in the school during the school's past calendar year.
9. You have the **RIGHT** to keep all hours earned during your course of study. Once hours are earned they cannot be taken away.
10. You have the **RIGHT** to receive an official transcript upon your graduation or other permanent exit from the school provided you have met all financial obligations set forth in your enrollment agreement.
11. You have a **RIGHT** to a refund for certain unearned tuition, fees, and other charges. The refund policy is contained in the Illinois Barber, Cosmetology, Esthetics and Nail Technology Act of 1985.
12. You have the **RIGHT** to register complaints against the school with the Department of Financial and Professional Regulation. Direct your written complaints to either COMPLAINT INTAKE UNIT, Department of Financial and Professional Regulation, Division of Professional Regulation, The James R. Thompson Center, 100 West Randolph Street, Suite 9-300, Chicago, Illinois 60601. You may also submit a complaint on the Department's Website at [www.idfpr.com](http://www.idfpr.com), or call the COMPLAINT INTAKE UNIT at 312/814-6910.
13. You may obtain a copy of the Illinois Barber, Cosmetology, Esthetics and Nail Technology Act of 1985 and the Rules for the Administration of the Act by calling 217/782-8556

DPR-COS-SR 07/07

**Notes:**



# CREATIVE TOUCH COSMETOLOGY SCHOOL

*Where*  
**life becomes**  
*art*

Federal  
Student  
Aid



IDFPR



## Salon/Classroom/Breakroom Rules Commitment

I have read and understood all the rules associated with the student salon, classroom, and breakroom.

I understand all these rules have been given to me during orientation.

I understand that failure to follow any of the rules listed will result in being written up, sent home, suspension, or expulsion.

I understand that if sent home, that is an unexcused absence or tardy, that will count towards overtime or Friday/Saturdays missed.

I will not argue with a teacher or discuss the rules on the Salon floor.

I understand that there are channels to take to discuss the rules in an adult manor.

I understand that if I do not agree with the rule, I will still follow the rule and proceed to fill out a suggestion form to discuss the rule.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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**Must Be Completed By Students in All Programs**

**Master Orientation Sign-Off**

**Student** \_\_\_\_\_

**Date** \_\_\_\_/\_\_\_\_/\_\_\_\_

Please Print

**Affirmations:**

I verify that prior to enrollment, the following information was provided for my review: (1) Salary ranges, (2) Physical Demands, (3) Safety Requirements,(4) Working Conditions, (5) Licensing Requirements, (6) Non-Discrimination Policy, (7) Drug Free Schools & Communities, (8) Campus Crime Statistics, (9) Graduation, Job Placement, and Licensure Rates, and if applicable, (10) Transfer Policy & Procedure, (11) Reinstatement Policy & Procedure.

I verify that I am currently in possession of an Enrollment Contract signed and dated by the School, that fully outlines the rights and obligations of both the Student (and/or Guarantor) and the School. I also verify that at the time I tendered the Enrollment Deposit and the signed Enrollment Contract, I was provided with information to the school catalog that includes the Addenda for Educational Costs, School Calendar & School Closings, Staff and Faculty. I also verify receipt of where the Student Orientation Guide is located. I verify my understanding that Enrollment Contract/School Catalog/Student Orientation Guide all contain information related to my participation at the Creative Touch Cosmetology School.

I verify that the Student Handbook and or Catalog includes the following information: (1) Mission Statement, (2) Ownership, (3) Facility Description, (4) Educational Goals, (5) Admission Requirements/Procedures, (6) Attendance Policy/Procedure, (7) Composure & Behavior Policy/Procedure, (8) Satisfactory Progress Policy/Procedure, (9) Minimum Cancellation & Settlement ("Refund Policy") (10) Student Rights of Privacy & Access, (11) Student Advisement Policy/Procedure, (12) Make-up Work Policy/Procedure, (13)Termination Policy, (14) Overtime Policy/Procedure, (15) Testing Policy/Procedure, (16) Graduation Requirements, (17) Grading System, and (18) Course Outlines. (Handbook also includes date of publication, School's address/phone, and the name/address/phone of the School's accrediting agency.)

I verify that at the time of enrollment, if applicable, I was given information pertaining to: (1) Selective Service (Draft) registration, (2) Voter's registration, (3) Student Financial Aid materials is, to the best of my knowledge, true and correct.

I verify that I have agreed, prior to my enrollment, to abide by "THE STUDENT'S COMMITMENT", I understand and accept that a consistently negative, immature, or unprofessional attitude, alone is sufficient reason for my suspension and/or permanent dismissal from Creative Touch Cosmetology School. I have read, fully understand, and agree to abide by all Attendance and Behavior Standards as set forth in the Student Handbook and Orientation Guide. I understand all the penalties if I do not accept my responsibilities in the areas of attitude, attendance, dependability, respect, cooperation, pride, and professionalism.

I verify my obligation to abide by the requirements as set forth by the Illinois State Board of Cosmetology: (1) Students are prohibited by law from performing cosmetology services any place outside duly established clinics. Students violating will be punished to the fullest extent of the law, (2) Each student is required to have in his/her possession and maintain in sanitary condition all tools and books required for learning in order to receive credit for hours of training, and (3) Each student is required to be in complete uniform as set down by school regulations and in compliance with the standards of the State Board of Cosmetology. ("I understand that if I am sent home for infringement of either #2 or #3 above, that missed hours will be charged as overtime, if applicable.)

I verify that I have received an information regarding "Drug-free Schools and Communities" I have read and signed a document that sets forth the stipulations of my continued eligibility for the receipt of financial aid.

I verify that should I leave anything whatsoever in my assigned student locker for a period of 60 days beyond my last day of attendance, the assigned locker may be opened, and those items discarded or donated by Creative Touch Cosmetology School.

**By my Signature I verify that all statements are true and accurate.**

**Student Signature** \_\_\_\_\_

**Date** \_\_\_\_/\_\_\_\_/\_\_\_\_



**Must Be Completed By Students in All Programs**

**Master Orientation Sign-Off**

**Student** \_\_\_\_\_

**Date** \_\_\_\_/\_\_\_\_/\_\_\_\_

Please Print

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**Student Signature** \_\_\_\_\_

**Date** \_\_\_\_/\_\_\_\_/\_\_\_\_

