

LINDSEY INSTITUTE

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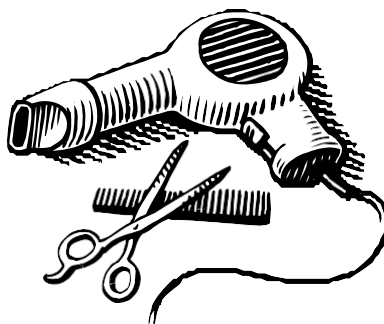
COSMETOLOGY

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SCHOOL CATALOG

Published August 2018 Volume 7
All courses taught in ENGLISH

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OWNERS

Tony Lindsay and Company (a Sub S Corp. (Tony Lindsey (50%) and Sharon Lindsey (50%))

ADMINISTRATIVE STAFF AND FACULTY

Executive Director/President Tony Lindsey
Chief Administrator Sharon Lindsey
School Director / Instructor Dianne Burton
Financial Aid Administrator Kathleen Doughty
Instructor Betty Jones
Instructor Zach Lindsey
Instructor Deena Meza
Instructor Odilla Simmons

APPROVAL AND LICENSING

LINDSEY INSTITUTE OF COSMETOLOGY has been approved and licensed:

Kentucky state Board of Hairdressers and Cosmetologists
111 St. James Court, Suite A
Frankfort, KY 40601 502.564.4264 (phone) 502.564.0481 (fax)
<http://www.kbhc.ky.gov/>.

LINDSEY INSTITUTE OF COSMETOLOGY is accredited by:

National Accrediting Commission of Career Arts & Sciences (NACCAS)
3015 Colvin Street
Alexandria, VA 22314
703.600.7600 (phone) 703.379.2200 (fax)
<http://www.naccas.org>

CHANGE AND REVISIONS

The school retains the right to change and/or revise materials, programs, classes and policies as changing conditions and law may dictate. Catalog revised August 2018.

WELCOME

Welcome to *LINDSEY INSTITUTE OF COSMETOLOGY*. The administrators, instructors and staff welcome you to this cosmetology school, which is dedicated to teaching all phases of cosmetology. By choosing a career in the cosmetology field, you have made available to you an endless choice of specialties in this profession.

This catalog is designed to familiarize you with your role here. It explains the rules and regulations, which are necessary for the orderly operation of your school. It will clarify our policies and acquaint you with *LINDSEY INSTITUTE OF COSMETOLOGY*.

Prior to your first day of class, there will be a general orientation, while on your first day of class you will have a more in-depth orientation. At this time, the institute's training and school policies will be thoroughly explained to you.

Again, welcome to *LINDSEY INSTITUTE OF COSMETOLOGY*. Make the most of your time, take advantage of what you find, give us the benefit of your ideas, and contribute with creativity as only you can.

OUR PHILOSOPHY

LINDSEY INSTITUTE OF COSMETOLOGY is a coeducational cosmetology school dedicated to improving the standards of our profession through education. We are committed to preparing our students for a productive and satisfying future. Founded in 1993, we are committed to training and producing the ultimate in stylists, color technicians, and in all areas of cosmetology. We insist that students fulfill requirements in both theory and practical work.

LINDSEY INSTITUTE OF COSMETOLOGY's philosophy and purpose is reviewed annually by the staff and advisory committee.

Today, beauty culture is an essential profession and the best-trained hairdressers are always in demand. Millions of dollars are spent annually in beauty salons; there are no layoffs or slump periods. No other profession offers an ambitious person the opportunities comparable with other fields, yet no other profession offers such financial opportunities after only eleven to twenty-three months of training.

MISSION STATEMENT

The mission of *LINDSEY INSTITUTE OF COSMETOLOGY* is to educate students in the art of Cosmetology or Apprentice Instructor programs and to encourage the development of creative hair design or innovative instructional techniques to prepare graduates for licensure and entry-level job skills. Lindsey Institute of Cosmetology is dedicated to improving standards of our profession through education.

OBJECTIVES AND PURPOSE

1. To help the students discover and develop the skills of their chosen field in order to earn a living.
2. To enlarge the student's store of knowledge, skill and understanding.
3. To contribute to the development of responsibility by self-control, self-discipline and self-direction
4. To stress in all things the importance of human relationships with the ideas and attitudes of trustworthiness and of willingness to cooperate with employers and employees.
5. To understand the problems and obligations of our community and to impart vision in seeking answers.
6. To foster, by example, an appreciation of cosmetology, tolerance, professionalism and a sense of humor.
7. To prepare the student for state board examinations and promote a learning of skills.
8. To cultivate the imaginative designs that develops creativity particularly in hair fashions.
9. To create a sense of self-worth and belonging.
10. To insure an awareness of needs and demands for professionalism, job procurement skills, and desirable social skills.

CAREER OPPORTUNITIES

Upon graduation from *LINDSEY INSTITUTE OF COSMETOLOGY* and licensing by the Kentucky State Board, licensed cosmetologists can be qualified to pursue their future in many varied and interesting careers.

A few career choices available are:

Hairdresser	Cosmetology Instructor
Salon Manager	Salon Owner
Permanent Wave Specialist	Manufacturers Specialist
Operator on Ocean Liner or Resort	Manufacturers Field Rep
Demonstrator-Lecturer	Hair Coloring Specialist

Our cosmetology course is designed to equip the student for any one of numerous positions in the cosmetology field. Students are taught how to shampoo, cut and style hair, how to give permanent waves, hair relaxers and bleaches, how to give manicures, facials and scalp treatments, and how to apply make-up correctly. Our school goal is dedicated to improving the standard of our profession through superior education.

A student who graduates from the Apprentice Instructor course can be an Instructor, Consultant/Trainer, School Manager, School Owner, State Board Member or Inspector, Educator for a product manufacturer, etc.

DEMANDS ON THE PROFESSION AND SAFETY REQUIREMENTS

COSMETOLOGY

Demands

Must be able to deal with the public
Allergies to the dust particles

Long periods of standing
Lower back pain

Hemorrhoids

Skin irritation, if allergic to the chemicals

Irritation of eyes and nose from fumes
Possible lacerations from cutting implements
Can cause varicose veins on the feet & legs
Long periods of sitting if manicuring or applying nails
Direct contact with the client's feet, hands, face, head and hair
Flying debris could injure the eye, when applying artificial nails

Requirements

Even temperament
Use good posture
Use caution when working with sharp implements
Be able to stand for long periods of time

Wear protective eyewear
Wear support hose
Wear protective gloves if needed
Be able to communicate with clients and Instructors

APPRENTICE INSTRUCTOR

Demands

Standing for a long period of time
Skilled in conflict resolution

Ability to deal with various personalities
Long hours

Requirements

Must be knowledgeable about state law
Must be aware of chemical hazards

HAZARDOUS CHEMICALS

All persons interested in the cosmetology profession should be aware that certain chemicals used in permanent waving, conditionings, straightening and relaxing of hair are considered hazardous to the health. Also, some chemicals that are common to the preparation and cleaning of fingernails may be hazardous to the health. People who feel they may have an allergy to one or more of these chemicals should seek the proper medical advice prior to entering the profession.

FACILITIES

The facility is a 9,500 square foot, two story, air conditioned building that will accommodate 100 students. The building is located in a business setting and is situated on transportation routes.

CLASSROOMS: The classrooms are equipped with chairs and desks or tables to comfortably accommodate students during lecture or theory classes. The classroom contains a chalkboard, charts, and other visual aids to enable the instructor to communicate effectively with the class.

CLINIC/PRACTICAL SERVICE AREA: The clinic area is designed to give the student the opportunity to practice actual salon procedures. All cosmetology services are carefully checked and supervised by licensed instructors. This area includes shampoo bowls, styling stations, hair dryers, manicure tables, blow dry station, facial and pedicure areas. Students perform cosmetology services for school salon patrons and thus are gaining further experience with their skills.

RECEPTION AREA: Patrons of the school salon services are greeted and introduced to the student who will perform the needed cosmetology service. This area provides a pleasant and comfortable setting for the patron who arrives a few minutes early.

DISPENSARY AREA: This area is where hair color is formulated, all lighteners are mixed, all perm solutions and other products are stored and dispensed. Facilities are available to clean and sanitize all equipment and instruments.

SCHOOL ADMISSION REQUIREMENTS

AGE:	Cosmetology	18 years of age
	Apprentice Instructor	18 years of age
EDUCATION:	Cosmetology	High School Diploma or GED
	Apprentice Instructor	High School Diploma or GED and a current Cosmetology license

- ☐ Students with a felony conviction will have to get approval from the state board to attend classes.
- ☐ In the case of **home schooling**, the prospective student would have to present the state credential.
- ☐ In the case of a **foreign diploma** the prospective student would have to present evidence of verification of the foreign high school diploma has been performed by an outside agency that is qualified to translate documents into English and confirm the academic equivalence to a U.S. high school diploma.

TRANSFER STUDENTS

Student transferring in will be allowed credit for previous training if approved by the STATE BOARD. Transfer hours from another institution that are accepted toward the students' educational program are counted as both attempted and completed hours. Training must meet all standards by the KENTUCKY STATE BOARD OF HAIRDRESSERS before being added to the student's record of hours. Students are subject to transfer hour prices on contract. Students requesting transfer to another school must fulfill all financial obligations to *LINDSEY INSTITUTE OF COSMETOLOGY* before any grade transcripts will be given. A \$10.00 transcript fee will be charged. Students that transfer to another school will have their record of hours sent to the STATE BOARD.

Students wishing to transfer from one program within LIC's campus must obtain permission from the Director. All balances due from the prior course must be resolved prior to beginning a new program. Additional kit items may be required to be purchased upon admission into the new program.

RE-ENROLLMENT

A student who wishes to re-enroll will be required to pay a re-enrollment fee of \$200.00. The student will return in the same progress status upon which he or she departed.

NON-RECRUITMENT

It is the policy of the school not to recruit students already attending or admitted to another school offering a similar program of study.

NON-DISCRIMINATION

It is the policy of this school to admit qualified persons who will benefit from the education provided. We feel that the field of cosmetology offers many opportunities to men and women from all walks of life; therefore, we do not practice discrimination on the basis of race, sex, creed, religion, color, ethnic origin or age. To do so would be a disservice to the community, which we serve.

SPECIAL NEEDS ENROLLMENT

LINDSEY INSTITUTE OF COSMETOLOGY will make all efforts to accommodate special needs, as long as the student has a bona fide letter from a physician stating the limitations the student has, and in the professional opinion of the physician that the student is appropriate for such a profession. The student must be physically able to perform the work required by the school to sit for the State Board Examination.

HOURS OF INSTRUCTION

Cosmetology

35 Hours per Week43 weeks / 1500 clock hoursMonday-Friday7 hours per day
30 Hours per Week50 weeks / 1500 clock hoursMonday-Friday6 hours per day

Apprentice Instructor

Schedules vary depending on the individual's needs, but must attend the state required minimum of 20 hours per week. This schedule will include a set number of hours and days of the week.

NOTE: Upon reaching 250 hours a Cosmetology student will be required to attend classes from 10:30am – 7:00 pm twice a month.

CLASS START DATES

Enrollment at *LINDSEY INSTITUTE OF COSMETOLOGY* is done approximately every 10 weeks for Cosmetology, whereas students wishing to enroll in the Apprentice Instructor programs may enroll on a continual basis with varied start dates.

TUITION AND FEES

Cosmetology

Registration fee	\$ 100.00
Kit & Books	\$ 900.00
<u>Tuition</u>	<u>\$15,000.00</u>
TOTAL	\$16,000.00

Apprentice Instructor

Registration fee	\$ 100.00
Books	\$ 185.00
<u>Tuition</u>	<u>\$2,000.00</u>
TOTAL	\$2,285.00

METHOD AND TERMS OF PAYMENT

If the student does not acquire eligibility for the Title IV Funds all tuition will be due and payable immediately, or an arrangement by installment note may be approved by the school as a method of payment. If monthly payments are approved by the school, the student account is due and payable in accordance with the terms of the installment note, including any late payment charges, if incurred. The student will be responsible for payment of any unpaid portion of tuition not covered by Title IV Funds. The student may be suspended until payment has been received.

PAYMENT OPTIONS

Cosmetology

30 HOURS PER WEEK

Option #1

12 Equal Pmts. Of \$1250.00

35 HOURS PER WEEK

Option #1

10 Equal Pmts. Of \$1500.00

Apprentice Instructor

\$2.00 per hour per month based on hours clocked each month.

TUITION DELINQUENCY

The school reserves the right to suspend a student that has fallen behind in tuition payments until payment arrangements have been made. Re-enrollment will be subject to availability.

SCHEDULE CHANGES

A student who wants to change their scheduled contract time within the first 60 days may do so at no charge. Students changing their schedule after the first 60 days must pay a \$100 fee.

FEDERAL ASSISTANCE PROGRAMS

The school is approved as an eligible institution by the U.S. Department of Education to participate in Title IV grant and loan programs. The packaging of financial assistance is determined according to guidelines set by the U.S. Department of Education. A variety of programs are available for student qualifying for assistance:

Federal Grants:

Federal Pell Grant: Intended to be the basis of the financial aid package and may be combined with other aid to meet the full cost of attendance. The Federal Pell Grant is a need based aid program in which an eligible recipient does not have to repay the funds received.

Federal Direct Loan Program:

These are low interest loans for undergraduate and graduate students that are made available through the Federal Government. This program includes the Federal Subsidized Stafford, Federal Unsubsidized Stafford and Federal Parent Plus loans. There are grade level progressions and loan limits used for the administration of these loans.

Federal Direct Subsidized Stafford Loan: This is a need-based loan for which the Federal government subsidizes the interest until repayment begins and during any period of deferment. This is a loan and recipients must begin making payments at the end of their six-month grace period.

Federal Direct Unsubsidized Stafford Loan: This is a non-need-based loan for which the Federal Government does not pay the interest subsidy. Interest accrues after disbursement. The recipient has the option to pay the interest or to defer payment of the interest for the grace period. This is known as capitalization.

VERIFICATION

Students selected by the U.S. Department of Education for the process of verification are frequently required to submit additional information and/or parents' financial & household information to the finance office. The verification procedures will be conducted as follows:

1. When selected by the Department of Education for the process of verification, the student must submit all required documentation to the finance office within 14 days of the date the student is notified that the additional documentation is needed for this process.
2. If the student does not provide all of the required documentation within the 14 day time frame, the student will be required to make other payment arrangements until the documentation is received and the student's eligibility for federal student aid has been established.
3. The finance office reserves the right to make exceptions to the policy stated above on a case by case basis for extenuating circumstances.
4. The finance office will notify the student of any changes to their financial aid award resulting from corrections made due to the verification process. An adjustment will be made to the student's financial aid award as required by federal regulations and an addendum to the existing award letter or a new award letter will be issued.

OVER CONTRACT FEES

Over contract fees will be computed at the end of the contract period at the rate of \$40.00 per day. These fees are due before clocking in on your last day of school.

SUSPENSIONS

Students will be charged \$40.00 a day for any suspended days whether it causes you to go past your contract date or not. These charges must be paid prior to clocking your final hours.

VOTER REGISTRATION

The school encourages its students to be registered voters and to exercise their right to vote. The school maintains information for students on Voter Registration in Kentucky, and online process. This information is provided to each student during the enrollment process.

EMPLOYMENT ASSISTANCE

The student is hereby advised that state law prohibits the school from guaranteeing employment to any student as an inducement to enroll in school. The school does however; agree to use its best efforts to assist any graduate in finding employment in the field in which training is completed, by announcing all known job openings to the students as soon as possible.

HOUSING

At this time, we do not provide school owned housing however, there are many rental homes and apartments in the area within walking distance.

ADVISING

A counseling record is completed for reasons related to misconduct, broken rule, anything impacting progress status, etc. Students are expected to adhere to the rules and regulations of this school. The completed form would then be part of the student record. The school director maintains a list of outside professional referral agencies for students in need (i.e., domestic abuse, pregnancy counseling, depression, etc.).

DRUG ABUSE PREVENTION

The school actively supports the prevention of drug abuse. Upon enrollment, students are provided the school's policy on drug and alcohol abuse. A list of agencies and counselors is also maintained in the administrative office of the school and is available to any student requesting assistance.

SCHOOL SECURITY POLICY

All students and employees are encouraged to report crimes, suspicious activities or other security problems in the building or parking lots to the proper authorities at the school, any teacher or administrator. In the event of an emergency dial 911. In the event that outside help should be called in, such as local Police, Sheriff's Department, Federal Officers, etc., the school personnel shall cooperate with said agencies and investigations to the best of their abilities and within the scope of school policies. Certain areas of the School facilities are not open to the public and are considered to be restricted. Individuals who wish to visit restricted areas or persons in such areas must first obtain permission through school personnel.

The school personnel have the authority to check all persons on the school property to determine their legitimate presence, and to:

1. Escort unauthorized persons to the proper office or off the school property.
2. Report any suspicious activity or criminal activity or criminal activity to their supervisor.
3. Control the actions of persons violating school rules or Local, State or Federal laws so long as these actions do not themselves violate any Local, State or Federal laws.
4. Cooperate with Local, State or Federal Law Officers should that become necessary.

While on school property, students are encouraged to:

1. Avoid being alone in isolated areas.
2. Report suspicious activities or persons.
3. Lock vehicles and personal belongings.

Emergency readiness drills will be conducted periodically. All staff, students and clients are required to participate. Students should assist their client in the event of an evacuation.

The following statistics are provided under the Student Right to Know and Campus Security Act Public Law 101-542 with regard to the occurrence of the following criminal offenses reported to campus authorities and provided by local law enforcement. A complete security report is available at our website www.lindseyinstitute.com.

Murder	0	Motor Vehicle Theft	0
Sex Offenses	0	Hate Crimes	0
Robbery	0	Liquor Law Violations	0
Aggravated Assault	0	Drug Abuse Violations	0
Burglary	0	Weapons Possessions	0

FIRST AID

All students must complete a “Personal Data Form” when enrolling. This form will be kept in the student’s file. Rendering first aid at *LINDSEY INSTITUTE OF COSMETOLOGY* does not mean the treatment of a major injury or illness. It does mean “the immediate and temporary care given a victim of an accident or sudden illness”. Should a student become ill or have an accident during the school day an Instructor should be notified immediately.

No student or staff member may transport a student or client in need of medical attention. If transportation for care is necessary, EMS will be called.

STUDENT RIGHTS

The school guarantees the right of each student and parents/guardians of dependent minors to gain access to their enrollment and academic files. A parent of a dependent minor student also has access to the student’s files. A date and time should be scheduled with the director.

RIGHTS UNDER FERPA

The Family Educational Rights and Privacy Act (FERPA) affords students and parents/guardians of dependent minor students certain rights with respect to their education records. These rights include:

- 1) The right to inspect and review the student’s education records within 45 days of the day the School receives a request for access. A student should submit to the registrar, dean, head of the academic department, or other appropriate official, a written request that identifies the record(s) the student wishes to inspect. The official will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the school official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.
- 2) The right to request the amendment of the student’s education records that the student believes is inaccurate, misleading, or otherwise in violation of the student’s privacy rights under FERPA. A student who wishes to ask the school to amend a record should write

the school official responsible for the record, clearly identify the part of the record the student wants changed and specify why it should be changed. If the school decides not to amend the record as requested, the school will notify the student in writing of the decision and student's right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

- 3) The right to provide written consent before the school discloses personally identifiable information from the student's education records, except to the extent that FERPA authorizes disclosure without consent. The school discloses education records without a student's prior written consent under the FERPA exception for disclosure to school officials with legitimate educational interests. A school official is a person employed by the school in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the school has contracted as its agent to provide a service instead of using school employees or officials (such as an attorney, auditor, or collection agent); a person serving on the Board of Trustees; or anyone serving on an official school committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks, or accreditation officials. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibilities for the school. Upon request, the school also discloses education records without consent to officials of another school in which a student seeks or intends to enroll.
- 4) The right to file a complaint with the U.S. Department of Education concerning alleged failures by the school to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, DC 20202-5901

SCHOOL HOLIDAYS

New Year's Day
Memorial Day
July Fourth
Labor Day

Thanksgiving Day
Friday After Thanksgiving
Christmas Eve
Christmas Day

INCLEMENT WEATHER

When inclement weather occurs, the *LINDSEY INSTITUTE OF COSMETOLOGY* closing schedule will be announced on WBKO. If snow or ice occurs during the day, the Director will determine if the institute will dismiss early or close based upon weather reports and visibility.

LEAVE OF ABSENCE

An authorized leave of absence (LOA) is a temporary interruption of training. An LOA is not required if a student is not in attendance only for an institutionally scheduled break. However, a scheduled break may occur during an LOA. Written requests for a leave of absence will be considered on an individual basis for **medical reasons only**. The student must follow the policy in requesting the LOA and proper documentation is required in order for the LOA to be approved in accordance with the institution's policy. No federal student loan monies can be disbursed during a Leave of Absence. In order for an LOA to qualify as an approved LOA:

1. The request must be made in advance of the leave and in writing. The reason for the leave must be specified and there must be a reasonable expectation that the student will return from the LOA. This request must also include the student's signature.
2. In the event the student cannot make the request in advance (i.e., due to a car accident or other unforeseen circumstance), then the school may still allow a leave. The beginning of the leave will be determined as the first date the student was unable to attend the institution because of the accident and an end date will be noted that will not exceed the 180 day maximum. The LOA may be granted in these types of circumstances, as long as the reason for the decision is documented and the request form the student is collected at a later date.
3. A contract addendum will be written to acknowledge the leave and there will be a new contract end date stipulated that will extend out the same number of calendar days as the leave of absence. This addendum must be signed and dated by all parties. In the event the student is unavailable for signature due to the unforeseen circumstance, the school will maintain documentation in the file explaining the sequence of events.
4. LOA has no effect on the "Satisfactory Academic Progress Standard" and the student will return from the LOA in the same status upon which he or she departed.
5. No extra-instructional charges will incur during the leave of absence; No additional charges either administrative or instructional will be assessed to the student regardless of LOA timeframe and number of LOA's
6. Should a student not return from a leave of absence, he or she will be terminated effective the documented date of return and the school refund policy will go into effect. The institution is required to take attendance therefore the refund is calculated based on the student's last date of attendance.
7. The LOA together with any additional leaves of absence may not exceed 180 days in a 12-month period.
8. A LOA is not required during a scheduled school break, however, this break may occur during a LOA.
9. A student granted a LOA that meets these criteria will not be considered withdrawn and no refund calculation is required at that time.

GRADUATION REQUIREMENTS

The graduation requirements for the Cosmetology and Apprentice Instructor courses are as follows: 1) Completed the contracted hours of training. 2) Have a cumulative GPA of 70%; 3) Fulfill all financial obligations to the school or have a payment plan in place to meet financial obligations. UPON GRADUATION A DIPLOMA WILL BE AWARDED.

MAKE-UP WORK

Each student who is absent from school will eventually miss some work that must be accomplished in order to graduate. All lessons and examinations are taught on a schedule. Therefore it is necessary to schedule periods of time during which a student can make up the necessary work with the individual instructor.

WITHDRAWAL

Any student wishing to withdraw from school must do so through the Administration Office. Any such withdrawal must be made in writing. When the student is under legal age, the notice must be submitted by the parent or guardian.

Any student who withdraws from the program or is terminated will be charged a \$150.00 fee to cover the administrative and processing costs.

TERMINATION

At times it becomes necessary to terminate some students. The only person authorized to terminate a student is the school owner. Instructors have authority to suspend a student for serious violation of the rules of conduct. In all but the most severe circumstances listed below, a student will be verbally warned, then counseled privately, before being suspended. One suspension shall be given before a student is terminated. Following is a list of grounds for immediate termination:

1. Written resignation from the student.
2. Failure to attend for 10 consecutive school days without prior written notice.
3. Introduction of unlawful controlled substances to the school.
4. Use of unlawful controlled substances while attending school.
5. Failure to pay for the course.
6. Flagrant disregard of the Rules and Regulations.
7. By direction of the KENTUCKY BOARD OF HAIRDRESSERS.

RETURN OF TITLE IV FUNDS

The law specifies how your school must determine the amount of Title IV program assistance that you earn if you withdraw from school. The Title IV programs that are covered by this law are: Federal Pell Grants, Academic Competitiveness Grants, National SMART Grants, TEACH

Grants, Stafford Loans, PLUS Loans, Federal Supplemental Educational Opportunity Grants (FSEOGs), and Federal Perkins Loans.

When you withdraw during your payment period the amount of Title IV program assistance that you have earned up to that point is determined by a specific formula. If you received (or your school or parent received on your behalf) less assistance than the amount that you earned, you may be able to receive those additional funds. If you received more assistance than you earned, the excess funds must be returned by the school and/or you.

The amount of assistance that you have earned is determined on a pro rata basis. For example, if you completed 30% of the scheduled hours in your payment period, you earn 30% of the assistance you were originally scheduled to receive. Once you have completed more than 60% of the scheduled hours in your payment period, you earn all the assistance that you were scheduled to receive for that period. If you did not receive all of the funds that you earned, you may be due a Post-withdrawal disbursement. If your Post-withdrawal disbursement includes loan funds, your school must get your permission before it can disburse them. You may choose to decline some or all of the loan funds so that you don't incur additional debt. Your school may automatically use all or a portion of your Post-withdrawal disbursement of grant funds for tuition, fees, and room and board charges (as contracted with the school). The school needs your permission to use the Post-withdrawal grant disbursement for all other school charges. If you do not give your permission (some schools ask for this when you enroll), you will be offered the funds. However, it may be in your best interest to allow the school to keep the funds to reduce your debt at the school.

There are some Title IV Funds that you were scheduled to receive that cannot be disbursed to you once you withdraw because of other eligibility requirements. For example, if you are a first-time, first-year undergraduate student and you have not completed the first 30 days of your program before you withdraw, you will not receive any Direct loan funds that you would have received had you remained enrolled past the 30th day. If you receive (or your school or parent receive on your behalf) excess Title IV program funds that must be returned, your school must return a portion of the excess equal to the lesser of: your institutional charges multiplied by the unearned percentage of your funds, or the entire amount of program funds. If your school is not required to return all of the excess funds, you must return the remaining amount. Any loan funds that you must return, you (or your parent for a PLUS Loan) repay in accordance with the terms of the promissory note. That is, you make scheduled payments to the holder of the loan over a period of time.

Any amount of unearned grant funds that you must return is called an overpayment. The maximum amount of a grant overpayment that you must repay is half of the grant funds you received or were scheduled to receive. You must make arrangements with your school or the Department of Education to return the unearned grant funds.

The requirements for Title IV program funds when you withdraw are separate from any Institutional Refund Policy that your school may have. Therefore, you may still owe funds to the school to cover unpaid institutional charges. Your school may also charge you for any Title IV program funds that the school was required to return.

REFUND POLICY

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

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

2. An applicant not accepted for enrollment by the school will be refunded all money paid to the school.
3. If the student (or parent/guardian) cancels his or her enrollment, in writing, within three working business days of signing the enrollment agreement, regardless of whether the student has actually started training, all money collected by the school shall be refunded.
4. If the student cancels enrollment after three working days after signing but prior to entering classes, the student will be refunded all money paid to the school less the registration fee of \$100.00.
5. A student notifies the institution of his/her withdrawal.
6. A student on an approved leave of absence notifies the school that he or she will not be returning. The date of withdrawal determination shall be the earlier of the scheduled date of return from the leave of absence or the date the student notifies the institution that he or she will not be returning.
7. A student is expelled by the school.
8. In type 3, 4, 5 or 6, official cancellation or withdrawals, the cancellation date will be determined by the postmark on the written notification or on the date the cancellation is delivered to the school in person.
9. Any monies due a student who withdraws from the institution shall be refunded within 45 days of a determination that a student has withdrawn, whether officially or unofficially.
10. Enrollment time is defined as the time elapsed between the actual starting time and the date of the student's last day of physical attendance in the school. In the event the student does not withdraw formally, the withdrawal occurs 10 consecutive school days after the last day of attendance, which is monitored every 30 days. The refund is calculated based on the student's last date of attendance.
11. The kit is issued after the grace period and becomes the property of the student once issued. Kits are non-returnable and non-refundable for health and sanitary reasons. All contract costs are factored into the tuition institutional computation and any costs paid by the student will be credited to the balance.
12. Students who terminate prior to course completion will be charged a \$150.00 termination fee.

13. For students terminating training after entering school and starting the course, the charges or refunds will be computed on actual hours clocked as follows:

Percentage Time Completed to Total Length of Course	Amount of Tuition Due
0.01% - 4.99%	20%
5% - 9.99%	30%
10% - 14.99%	40%
15% - 24.99%	45%
25% - 49.99%	70%
50% and over	100%

14. If for any reason the school is closed and can no longer offer instruction after a student has enrolled, the student shall be entitled to a pro-rata refund of tuition only.
15. In case of illness or disabling accident, death in the immediate family or other circumstances beyond the control of the student, the school may make a settlement which is reasonable and fair to both.
16. If a course is canceled subsequent to enrollment and before instruction in the course has begun, the school shall at its option:
- Provide a pro-rata refund of tuition only; or
 - Provide completion of the course
17. If a course is canceled and ceases to offer instruction after students have enrolled and instruction has begun, the school shall, at its option:
- Provide a pro-rata refund for all students transferring to another school based on hour accepted by the receiving school; or
 - Provide completion of the course; or
 - Provide a full refund of all monies paid.

SATISFACTORY ACADEMIC PROGRESS POLICY (SAP)

The satisfactory academic progress policy applies to all students whether receiving Federal Title IV funds, partial funding assistance, or self-pays. It is applied consistently to all students enrolled in a specific program and scheduled for a particular category of attendance (part-time/full-time). The policy is provided prior to enrollment to ensure understanding of requirements before committing to enrolling.

SAP in attendance and academic work is a requirement. Students must maintain SAP to continue eligibility for Title funding, if applicable. To determine SAP, all students are evaluated in academics and attendance by the midpoint of the academic year or midpoint of the program whichever occurs sooner. Student evaluation periods are based on actual hours completed. Students are advised of their academic and attendance status via a progress report. Counseling will be done with students whose financial aid eligibility may be impacted.

a. ATTENDANCE PROGRESS & MAXIMUM TIME FRAME

Students are expected to attend classes as per their enrollment agreement. Students are evaluated for attendance on a cumulative basis at designated intervals throughout the course (see item c below). Students must attend a minimum of 67% of the cumulative scheduled hours to maintain Satisfactory Progress and complete the course within the maximum allowed time frame. The maximum time frame is equal to 1.5 times the published length of the course. In the event of a leave of absence, the maximum time frame will be extended by the same number of days as the leave. In the event a student exceeds the maximum time frame, he or she will be allowed to stay but continue on a cash pay basis as applicable.

b. ACADEMIC PROGRESS

Students are assigned theory study and practical assignments. Theory is evaluated by written exams given after each unit of study. Practical assignments are evaluated as completed and counted toward course completion only when rated as satisfactory or better. Practical skills are evaluated according to test procedures and performance standards established by the state licensing agency. Students must maintain a grade average of 70%. Numerical grades are considered according to the following grading scale:

90-100	A = Excellent
80-89	B = Good
70-79	C = Average
69 or less	Failing

c. DETERMINATION OF PROGRESS

The first evaluation will occur no later than the midpoint of the academic year or the course, whichever occurs sooner. Students who meet the minimum requirements for attendance and academic performance are considered to be making satisfactory academic progress until the next scheduled evaluation. Students will be notified in written form of any evaluation that impacts the eligibility for financial aid, if applicable. Students will have access to

satisfactory academic progress evaluation results and any potential impact to eligibility for financial aid, if applicable, during the scheduled evaluation periods as follows:

Cosmetology: Evaluated at 450, 900, and 1200 actual hours Apprentice

Instructor: Evaluated at 375 actual hours

d. WARNING/PROBATION

Students failing to meet requirements for attendance or academic progress will be placed on warning. If the student does not meet the satisfactory academic progress requirements during the warning period, the student will be on the status of probation if:

- The student did not make satisfactory progress during the warning period; and
- The student prevails upon appeal of a negative progress determination prior to being placed on probation; and
- The institution determines that SAP standards can be met by the end of the subsequent evaluation period; or
- An academic plan is developed for the student that, if followed, will ensure that the student is able to meet the SAP requirements by a specific point within the maximum timeframe established for the individual student.

During the probation, students are considered to be making Satisfactory Progress and students who receive federal funds may continue to be funded. If the student is meeting minimum requirements at the end of the probation period, the student will be determined as making Satisfactory Progress. If the student fails to meet requirements at the end of the probation period, the student will be determined NOT making Satisfactory Progress and will be suspended from receiving Title IV funds.

e. APPEAL PROCEDURE

An appeal of a satisfactory academic progress determination is permitted under certain situations as follows:

- Students may appeal under special circumstances such as the death of a relative, an injury or illness of the student, or other allowable circumstances.
- The student must submit a written appeal notice to the school administration with supporting documentation including reasons why the determination should be reversed and what has been changed in the student's situation that will allow the achievement of satisfactory academic progress at the next evaluation.
- Appeal documents will be reviewed and approved or denied and placed in the students file. The review decision is final.

A student who does not achieve the minimum standards is no longer eligible for Title IV, HEA program funds, if applicable, unless the student is on warning or has prevailed upon appeal of the determination that has resulted in the status of probation.

f. WITHDRAWAL DATE AND LAST DAY OF ATTENDANCE

The actual last date of attendance would be the last day the student was physically in attendance. A withdrawal date on a student who had been previously attending could be up to, but not to exceed 10 consecutive school day days from that student's actual last date of attendance.

g. REESTABLISHMENT OF STATUS

A student determined NOT to be making SAP may reestablish Satisfactory Academic Progress and eligibility for financial aid, if applicable by: 1) Increasing cumulative grade average to 70% or better, and/or 2) Increasing cumulative attendance to 67%.

h. LEAVE OF ABSENCE/RE-ENROLLMENT

In the event of a leave of absence, the contract period and maximum time frame will be extended by the same number of days as the leave. Students re-entering the program will return in the same status at which he or she departed.

i. COURSE INCOMPLETES, REPETITIONS AND NON-CREDIT REMEDIAL COURSES

Course incomplete, repetitions and non-credit remedial courses have no effect on Satisfactory Academic Progress Policy.

j. TRANSFER HOURS AND SAP

Transfer hours from another institution that are accepted toward the students' educational program are counted as both attempted and completed hours for the purpose of determining when the allowable maximum time frame has been exhausted. SAP evaluation periods are based on actual contracted hours at the institution.

DRESS CODE

Dress should be moderate and not offensive to others
Smock at all times (Must be worn, not tied around waist)
No exposed abdomens, cleavage or holes in jeans
No shorts, leggings, yoga pants or jogging pants
No hats, caps or bandannas
Dresses or skirts must be to the knee or longer
Name tag at all times (Replacements will cost \$2.00)
Instructors must wear smock and name tag
Strive to be fashionable

SCHOOL RULES AND REGULATIONS

School rules and regulations pertaining to equipment, sanitation, dress code attendance and conduct will be explained to each student. Violation of these rules can result in temporary or permanent suspension from school.

STUDENT RESPONSIBILITIES:

1. Students should dress and groom themselves in a manner befitting the highest professional standards established by the school and the industry. Deodorants for body odor are essential. Beware of strong foods, cigarettes and other offensive smells while working closely with others. Use breath mints when in doubt.
2. Students are responsible for the cleanliness of their work area and equipment used throughout the day. The instructor will check it before you leave each day. Students must conform to the Kentucky Board of Hairdressers rules on sanitation and participate in general.
3. Lindsey Institute of Cosmetology is a drug and alcohol-free campus. Possession, sale, manufacture or distribution of any controlled substance is unlawful. It is also unlawful to possess alcohol under the age of 21 or to furnish, sale or provide alcohol to anyone under 21. Violation of these laws can result in suspension or termination from the school as well as criminal prosecution.
4. Student, staff and visitors are not permitted to possess weapons of any type on the campus. Violation of this policy could result in immediate dismissal and contact of local law enforcement for possible criminal prosecution.
5. Professional and courteous conduct is expected. Respectful communication with staff, fellow students and patrons is required. Unnecessary conversation, creating noise, causing discord, abusive language or inappropriate physical behavior is prohibited and may result in termination from the program.
6. Gross negligence, abuse or endangering the health or welfare of any staff member, student, patron, visitor or other, including the use of verbal or written threats,

- intimidation, coercion or abusive language is prohibited and my result in termination from the program.
7. Every student at LINDSEY INSTITUTE OF COSMETOLOGY is prohibited from engaging in sexual assault, stalking, dating or domestic violence. Retaliation in any manner against an individual who makes one of these complaints is prohibited. Interfering with an investigation or intentionally making a false accusation is prohibited.
 8. Students are responsible for their own educational equipment and personal belongings. Be prepared for class and the student salon floor learning process by having a complete tool kit, required class materials and completed assignments each day. Equipment and personal property left in the school beyond thirty (30) days is considered abandoned. All abandoned property is discarded.
 9. Our school is smoke-free. Smoking is only permitted in designated areas outside of the school; however, student smokers are required to keep those areas free of any debris caused by smoking.
 10. Personal calls should be very limited. Cell phones are permitted but are not to be on during class or when with a client. The school's business telephone is not available for personal calls.
 11. The school prohibits personal items at your station. These include pictures, radios and any other personal items not used for clients.
 12. The school assumes no responsibility for any negligence, carelessness or lack of skill by one or more students while practicing any part of the school course upon one another.
 13. Gossip and discussion of personal problems do not belong at school. If you have a problem as it pertains to your education, you may discuss it in the school office with an instructor or manager.
 14. School starts at 8:00AM for day classes or 10:30AM for night classes. You have a 5-minute grace period but after that a student may not clock in unless they have an accepted excuse in writing. If a student arrives late with an excused absence they must first report to the office.
 15. Absences must be phoned in to the school Director 15 minutes prior to your scheduled arrival time.
 16. Any student leaving school premises during scheduled hours of attendance while duly clocked in, must have permission from the Director ahead of time, and must clock out. Unauthorized leaving of the premises is grounds for expulsion.
 17. A lunch break is required after 6 hours of instruction. No more than ½ hour is allowed without prior approval. You must clock in and out.
 18. No one will be allowed to clock you in or out under any circumstances. The State Board of Cosmetology in conjunction with the Kentucky Revised statutes forbids fraud of any kind in relation to your timecards. If you are caught committing fraud on your time card, you may be reported to the State Board, and lose your ability to ever hold a license in Cosmetology in the State of Kentucky.
 19. Students are permitted to take a 10 minute break if you have a visitor unless you are in class or with a client. After 10 minutes the visitor must leave.
 20. Upon completion of 250 hours Cosmetology students will be required to attend classes from 10:30AM – 7:00PM twice monthly. If a student does not attend their scheduled night they will be suspended.
 21. It is mandatory for students to attend their scheduled hours on the day before or after a holiday.

22. A student that does not attend their scheduled hours on Friday, without an excused absence (doctor's note, court, or death in the immediate family) or 2 weeks written notice, will be given a warning the first time, probation the second time and suspension the third time.
23. Students who are absent from school for 10 consecutive school days will be dismissed from school unless documented evidence warrants a leave of absence.
24. The front desk will assign clients to you. Sometimes you may not like the assignment, but refusal to do your client will result in a suspension. You may not re-assign a client to another student.
25. When you are called to the reception area for a client, please respond promptly and cheerfully. No service is to be performed without a sales slip from the front desk.
26. When a student is busy working on a patron there is to be no visiting from other students. The patron is to receive all of the student's attention.
27. Students are permitted to use only the products provided by the school to perform services on patrons.
28. Sales of hair products are part of the curriculum, but students are not allowed to sell outside products on school campus.
29. All rules and regulations of the KENTUCKY BOARD OF HAIRDRESSERS AND COSMETOLOGIST must be recognized and complied with.
30. Cheating of any kind will not be tolerated and could be grounds for expulsion.
31. Please read the entire CATALOG, as it contains attendance and progress policies not printed here.

NOTE: The school reserves the right to make any changes in the above rules and regulations at any time. All students will be notified of any changes immediately.

STAFF-STUDENT NON-FRATERNIZATION POLICY

Instructors and Staff by virtue of their authority within this institution have an inherent responsibility not to betray or misuse the trust of management and those students whom they instruct and/or supervise. With that said instructors, staff and students should not seek or accept a relationship that could be misconstrued as an attempt to gain favor.

It is the policy of *LINDSEY INSTITUTE OF COSMETOLOGY* to prohibit any sexual relationship, contact or sexually unwanted behavior or communication (verbal or non-verbal) between a staff member and a student, while the student is enrolled in this institution. The prohibition extends to students of the opposite sex or the same sex as the staff member and applies regardless of whether the student or the staff member is the initiator of the behavior and whether or not the student welcomes or reciprocates the attention.

COSMETOLOGY COURSE CURRICULUM

1500 CLOCK HOURS

FRESHMAN STUDENTS

Theory and related theory class84 hours

1. General theory, including Kentucky cosmetology law and applicable administrative regulations
2. Clinical theory
3. Lecturing theory

Clinical and related theory class166 hours
(freshman practice class on students or mannequins)

- | | |
|---|---|
| 1. Cold waves | 8. Eyebrow arches |
| 2. Facials and make-up | 9. Nail technology |
| 3. Complete "S" formations or complete finger waves | 10. Hair coloring, bleaching, and rinsing (mixing and formulas) |
| 4. Pin curl technique | 11. Scalp treatments |
| 5. Hair shaping | 12. Shampooing |
| 6. Hair styling techniques | 13. Heat permanent |
| 7. Lash and brow tint | 14. Safety measures |

Your Freshman Instructor may assign additional work as they see your progress. You must complete all assignments and take the 250 hour testing before leaving the freshman room.

SENIOR STUDENTS

Theory and related theory class.....416 hours

Professional practices, life sciences (general anatomy), physical sciences (chemistry and treatment), hair designing safety measures, and Kentucky cosmetology laws and applicable administrative regulations adopted there under.

Clinical class834 hours

- | | |
|-----------------------------------|--|
| 1. Scalp treatments | 14. Hair conditioning treatments |
| 2. Hair shaping | 15. Shampoos |
| 3. Cold waves | 16. Chemical hair relaxing (permanent wave) |
| 4. Pin curl techniques | 17. Complete "S" formation and finger waves |
| 5. Hair styles | 18. Iron curling |
| 6. Hair coloring and toning | 19. Bleaches and tipping |
| 7. Facials and make-up | 20. Nail technology |
| 8. Lash and brow tints | 21. Eyebrow arches |
| 9. Color rinses (certified color) | 22. Wiggery |
| 10. Personality development | 23. Professional ethics and good grooming |
| 11. Salesmanship | 24. Reception desk and telephone answering |
| 12. Record keeping | 25. Public relations |
| 13. Salon management | 26. Dispensary (procedures for ordering supplies and retail merchandise) |

Practical Requirements needed to complete program.

Scalp Treatments – 21	3 Base Curls – 42
Sectioning – 42	Hairstyling – 84
Press – 42	Haircuts – 84
Razor – 42	Thinning Shears – 42
State Board Chemical – 42	Permanent Waving or Relaxers – 84
Color Application – 42	Low/High Lighting – 42
Manicures – 21	Pedicures – 21
Makeup – 21	Facials with Manipulations – 21
Hair Removal – 21	

APPRENTICE INSTRUCTOR COURSE CURRICULUM 750 CLOCK HOURS

Study and curriculum

1. Orientation	10 hours
2. Psychology of student training	30 hours
3. Introduction to teaching	20 hours
4. Good grooming and personality development	30 hours
5. Course outlining and development	25 hours
6. Lesson planning	35 hours
7. Teaching techniques	65 hours
8. Teaching aids, audio-visual techniques	65 hours
9. Demonstration techniques	40 hours
10. Examinations and analysis	45 hours
11. Classroom management	30 hours
12. Record keeping	20 hours
13. Teaching observation	50 hours
14. Teacher assistant	75 hours
15. Pupil teaching (practice teaching)	210 hours

DISCLOSURE INFORMATION

The U.S. Department of Labor provides current (2015) job information at <http://www.careerinfonet.org>. This website includes information by job position to include state & national wages, occupation profiles/descriptions, state & national trends, knowledge, skills, and abilities needed for each position. As reported by the US Dept. of Labor, state & national median wages for cosmetology related positions are as follows:

Cosmetologists (Hairdressers) /39-5012

Location	Pay Period	2015				
		10%	25%	Median	75%	90%
United States	Hourly	\$8.47	\$9.21	\$11.38	\$15.95	\$22.79
	Yearly	\$17,600	\$19,200	\$23,700	\$33,200	\$47,400
Kentucky	Hourly	\$7.93	\$8.70	\$10.37	\$13.63	\$18.26
	Yearly	\$16,500	\$18,100	\$21,600	\$28,400	\$38,00

Instructors (Vocational Education) /25-1194

Location	Pay Period	2015				
		10%	25%	Median	75%	90%
United States	Hourly	\$13.26	\$17.79	\$23.79	\$31.76	\$42.75
	Yearly	\$27,600	\$37,000	\$49,500	\$66,100	\$88,900
Kentucky	Hourly	\$18.29	\$20.68	\$23.32	\$27.88	\$32.19
	Yearly	\$38,000	\$43,000	\$48,500	\$58,000	\$67,000

Lindsey Institute of Cosmetology

**1059 Shive Lane
Bowling Green, KY 42103
270-796-3661**

Name of Program: Cosmetology

U.S. Department of Labor's Standard Occupational Classification (SOC) Code: 39-5012

O*Net link to access SOC Codes: www.bls.gov/soc

Normal time to complete the program in scheduled weeks: 50

Time Frame / Award Year: 07/01/2016 – 06/30/2017

On Time Graduation Rate for Students Completing the Program in the Award Year: 75.56%

Total number of students completing the program in the Award Year: 34

Institutional Charges for Program:

Tuition:	\$14,000.00
Fees:	\$100.00
Kit/Books:	\$900.00
Other:	\$15.00

Job Placement Rate for Students Completing the Program in the Award Year: 76.47%

The Median Title IV Loan Debt for Students Completing the Program in the Award Year: \$10,373

The Median Private or Alternative Loan Debt for Students completing the program in the Award Year: \$0.00

The Median Institutional Finance Plan Debt for Students Completing the Program in the Award Year: \$0.

Name of Program: Apprentice Instructor

U.S. Department of Labor's Standard Occupational Classification (SOC) Code: 25-1194

O*Net link to access SOC Codes: www.bls.gov/soc

Normal time to complete the program in scheduled weeks: 50

Time Frame / Award Year: 07/01/2015 – 06/30/2016

On Time Graduation Rate for students completing the program in the Award Year: 0.00%

Total Number of Students Completing the Program in the Award Year: 0

Institutional Charges for Program:

Tuition:	\$2,000.00
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Fees:	\$100.00
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Kit/Books:	\$185.00
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Other:	\$0.00
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Job Placement Rate for students completing the program in the Award Year: 0.00%

The Median Title IV Loan Debt for Students Completing the Program in the Award Year: \$0.00

The Median Private or Alternative Loan Debt for Students Completing the Program in the Award Year:
\$0.00

The Median Institutional Finance Plan Debt for Students Completing the Program in the Award Year: \$0.00

SCHOOL'S GRIEVANCE PROCEDURE

In accordance with the institution's mission statement, *LINDSEY INSTITUTE OF COSMETOLOGY* will make every attempt to resolve any student complaint that is not frivolous or without merit. Complaint procedures will be included in new student orientation, thereby assuring that all students know the steps to follow should they desire to register a complaint at any time.

Evidence of final resolution of all complaints will be retained in school files in order to determine the frequency, nature and patterns of complaints for the institution. The information will be used in evaluating institutional effectiveness and outcomes. The following procedure outlines the specific steps of the complaint process.

1. The student should register the complaint in writing on the designated form provided by the institution within 60 days of the date that the act, which is the subject of the grievance, occurred.
2. The complaint form will be mailed to the school office (via registered mail) at the address listed in the current student catalog.
3. The complaint will be reviewed by the school management, and a response will be sent in writing to the student within 15 days of receiving the complaint. The initial response may not provide for final resolution of the problem but will notify the student of continued investigation and/or actions being taken regarding the complaint.
4. Depending on the extent and nature of the complaint, interviews with the appropriate staff and other students may be necessary to reach a final resolution of the complaint.
5. In cases of extreme conflict, it may be necessary to conduct an informal hearing regarding the complaint. If necessary, corporate management will appoint a hearing committee consisting of one member selected by the school who has had no involvement in the dispute and who may also be an Advisory Board Member, another member who may not be related to the student filing the complaint or another student in the school. The hearing will occur within 90 days of committee appointment. The hearing will be informal with the student presenting his/her case followed by the school's response. The hearing committee will be allowed to ask questions of all involved parties. Within 15 days of the hearing, the committee will prepare a report summarizing each witness' testimony and a recommended resolution for the dispute. School management shall consider the report and either accept, reject, or modify the recommendations of the committee.
6. If the complaint still cannot be resolved via the steps enumerated above, then and only then can the complaint be forwarded to one or both of the following regulatory agencies:

Kentucky State Board of Hairdressers and Cosmetologist, 111 St. James Court, Suite A, Frankfort, KY 40601 502.564.4264 (phone), 502.564.0481 (fax), <http://www.kbhc.ky.gov>.

NACCAS, 3015 Colvin St, Alexandria, VA 22314, 703.600.7600 (phone), 703.379.2200 (fax), www.naccas.org.

SCHOOL'S COMPLAINT FORM

NAME _____

ADDRESS _____

SS# _____ PHONE _____

1. Please provide a one or two sentence description of your complaint.

2. Please describe the nature of your complaint in full detail indicating what happened, when the event occurred and who was involved. If additional space is needed use the back side of this form.

3. Indicate with whom (and when) you have already spoken to regarding this complaint, and what attempts have been made at resolution.

4. Indicate what specific resolution you are seeking or recommending.

I hereby certify that the statement made pertaining to my complaint is truthful and accurate.

Signature of complainant

Date