



461-C East Plaza Drive  
 Mooresville, NC 28115  
 (704) 235-0185  
 (800) 913-5216  
 Fax (704) 235-0187  
 [www.pinnacleinstitute.edu](http://www.pinnacleinstitute.edu)

## Student Catalog

Publication Date 03/09/2021



**REDKEN  
PREMIER  
SCHOOL**

**Student Catalog Table of Contents .....2-3**

**Mission Statement .....4**  
**Career Opportunities .....4**  
**Affiliations & Licensing .....4**  
**Board of Directors/Owner/Staff.....5**  
**Location .....5**  
**Facilities & Equipment.....6**  
**Programs Offered.....6**  
**Hours of Operation.....6**  
**Admissions Procedure .....6**  
    Discrimination Policy.....6  
    Class Size.....6  
    Enrollment Procedure.....6  
    Admissions Requirements .....7  
    Transfer Policy.....7  
    Re-Entrance.....7  
    Veterans Administration (VA) Re-Entrance .....7  
**Unit of Credit.....7**  
**Student’s Responsibility .....7**  
**Financial Aid .....8**  
**Title IV Code of Conduct.....8**  
**Minimum Withdrawal & Settlement Policy .....8**  
**Return of Title IV Funds.....9**  
**Voter Registration .....11**  
**Policy for Safeguarding Information .....11**  
**Rights and Privacy .....11**  
**Campus Security ACT Information Disclosure .....12**  
**Program Disclosure and Consumer Information .....12**  
**North Carolina State Board of Requirements .....13**  
    Cosmetology.....13  
    Nail Technology .....13  
    Instructor Program .....13  
**Satisfactory Academic Progress Policy.....13**  
    Evaluations .....14  
    Satisfactory Academic Progress Policy Grade & Attendance Requirements .....14  
    Determination of Progression Status .....14  
    Warning .....14  
    Probation .....14  
    Re-establishment of Satisfactory Academic Progress.....14  
    Appeals.....15  
**VA Students Satisfactory Academic Progress Policy .....15**  
**Makeup Policy .....15**  
**Access to Files .....15**  
**Counseling.....16**  
**Attendance Policies .....16**  
    Time Clock Scan.....16  
    Tardiness .....16  
    Lunch Breaks.....16  
    Thursday/Saturday and Day Before/After Holidays Attendance Policy .....16  
    Phase 1 Attendance .....16  
**Absenteeism .....17**  
    Excused.....17  
    Unexcused.....17  
    Leave of Absence .....17  
**Holidays .....17**  
**Honor Code of Conduct & Dismissal Policy .....18**  
    One-Day Dismissal Infractions .....18  
    Two-Day Dismissal Infractions .....18  
    Three-Day Dismissal Infractions .....18  
    Termination Infractions .....18  
**Drug & Alcohol Policy.....18**  
**Professional Conduct Policies.....18**  
**Dress Code .....19**  
**Personal Services .....20**  
**Housekeeping Duties.....20**  
**Social Media Policy.....20**  
    Use of School Name, Property and/or Trademarks .....20

Reference to Pinnacle Institute of Cosmetology in Social Media .....	20
<b>Hate Crime &amp; Violence Policy .....</b>	<b>21</b>
Hate Crime Definitions.....	21
<b>Sexual Misconduct Policy .....</b>	<b>21</b>
<b>Safety .....</b>	<b>21</b>
General.....	21
Electrical .....	22
Product Usage.....	22
<b>Emergency Notification Plan.....</b>	<b>22</b>
Procedures .....	22
Emergency Evacuation Map.....	22
<b>Inclement Weather Policy.....</b>	<b>22</b>
<b>Career Planning and Placement .....</b>	<b>22</b>
<b>Student Grievance Procedure.....</b>	<b>23</b>
<b>Career Considerations and Safety Precautions.....</b>	<b>23</b>
<b>Appendix 1 – 2018/2019 Tuition &amp; Registration Schedule .....</b>	<b>24</b>
Class Start Schedule .....	24
Tuition for Cosmetology.....	24
Cosmetology Tuition Billing Schedule.....	24
Tuition for Nail Technology .....	24
Nail Technology Tuition Billing Schedule.....	24
Tuition for Instructor Program .....	24
Instructor Program Tuition Billing Schedule.....	24
Additional Fees .....	24
Methods of Payment.....	24
Scholarship .....	24
<b>Appendix 2 – Cosmetology Program .....</b>	<b>25</b>
Course Description .....	25
Course Objective .....	25
Course Length .....	25
References .....	25
Teaching Methods .....	25
Grading Procedures.....	25
<b>Cosmetology Outline .....</b>	<b>26</b>
<b>Appendix 3 - Nail Technology Program .....</b>	<b>29</b>
Course Description .....	29
Course Objective .....	29
Course Length .....	29
References .....	29
Teaching Methods .....	29
Grading Procedures.....	29
<b>Nail Technology Outline .....</b>	<b>30</b>
<b>Appendix 4 - Instructor Program .....</b>	<b>31</b>
Course Description .....	31
Course Requirements .....	31
Course Objective .....	31
Course Length .....	31
References .....	31
Teaching Methods .....	31
Grading Procedures.....	31
Curriculum .....	32
<b>Instructor Course Outline.....</b>	<b>32</b>

## **MISSION STATEMENT**

The mission of Pinnacle Institute of Cosmetology is to provide the highest quality education in the fields of cosmetology, cosmetology instructor, and nail care sciences thereby enabling its graduates to obtain licensure, gainful employment, and secure professionally rewarding careers in the salon, spa and beauty industry.

## **CAREER OPPORTUNITIES**

Career opportunities for cosmetologists include positions as: stylist, nail technician, esthetician, make-up artist, spa/salon owner, artistic director, manager, educator, commercial fashion stylist, photography stylist, or sales for manufacturer or distributor.

As a licensed instructor options include teaching for a cosmetology school, distributor and/or director of a cosmetology program.

Career opportunities for a nail technician include areas such as a salon manicurist, owner, sales consultant or an educator for a distributor or manufacturer.

## **AFFILIATIONS AND LICENSING COMMISSION**

The institution is proud to be accredited / affiliated with / licensed by the following organizations:

The National Accrediting Commission of Career Arts and Sciences (NACCAS) which is recognized by the United States Department of Education as the national accrediting agency for cosmetology schools. NACCAS accreditation status is "Accreditation on Monitoring".

### **NACCAS**

3015 Colvin Street  
Alexandria, Virginia 22314  
Phone: (703) 600-7600  
[www.naccas.org](http://www.naccas.org)

The institution is licensed to operate by the North Carolina State Board of Cosmetic Art Examiners

### **North Carolina State Board of Cosmetic Arts**

1201 Front Street, Suite 110  
Raleigh, North Carolina 27609  
Phone (919) 733-4117  
[www.nccosmeticarts.com](http://www.nccosmeticarts.com)

The institution proudly uses Milady Standard Cosmetology, which provides the basis for our educational curriculum.

### **Milady**

5 Maxwell Drive, Executive Woods  
Clifton Park, New York 12065  
800-998-7498 x2700  
[www.milady.cengage.com](http://www.milady.cengage.com)

**Redken, 5<sup>th</sup> Avenue NYC** - The institution is also proudly recognized as a Redken 5<sup>th</sup> Avenue Premier School.

565 Fifth Avenue  
New York, NY 10017  
(212) 984-5027  
[www.redken.com](http://www.redken.com)

## **PERFORMANCE STATISTICS**

The institution tracks its annual performance for completion rate, graduate licensure rate, and graduate employment rate via the NACCAS Annual Report, the institution discloses the following statistics for the year 2019 in the Cosmetology program only. No other programs had students enrolled for the report.:

Graduation: 65.79 %  
Placement: 88.00 %  
Licensure: 100.00 %

# **PINNACLE INSTITUTE OF COSMETOLOGY ORGANIZATION**

## BOARD OF DIRECTORS

Stephen Pence, (Owner), President, Administration

Elizabeth A. Pence (Owner), Vice President

J. Donald Anderson

Elizabeth T. Anderson

## FACULTY AND STAFF

Stephen Pence	Director
Katie Kemper	Lead Instructor / Substitute Instructor
Kathy Nash	Admissions Coordinator
Celina Phillips	Financial Aid Coordinator
Barbara Harris	Instructor
Keidra McCullough	Instructor
Theresa Smith	Instructor
Tiffany Gray	Instructor
Jamie Robustelli	Front Desk / Reception
Sissy Farrington	Front Desk / Reception
Kate Simmons	Instructor Trainee

## **LOCATION**

The institution is located at 461-C East Plaza Drive in Mooresville, North Carolina in the Water Tower Shopping Center approximately 1.5 miles east of I-77 on Highway 150. The phone number is 704-235-0185.

While the institution does not provide student housing, we can assist students in finding suitable accommodations.

## **FACILITIES AND EQUIPMENT**

The institution's facilities consist of approximately 10,000 square feet:

- A beginner's training classroom where the student begins the Milady curriculum with lectures about theory and practicing basic techniques on mannequins and fellow students.
- Three classrooms for advanced theory classes and practical experience in chemical texturizing, hair color, sculpturing, anatomy, chemistry, salon business, product knowledge, etc.
- Classrooms may include tables and chairs, computers, overhead projectors and dry erase boards.
- A large clinic area with updated equipment (styling stations and chairs, dryer chairs, shampoo units, manicure tables, skin care beds, color bar, reception desk, student time clock, etc.) and supplies. This area provides the student with practical experience in working with clients and providing services in all areas of cosmetology to include manicures, pedicures, facials, make-up and hair removal.
- A student lounge for breaks and lockers are provided for the student's personal items.
- A library is available to use during hours of operation with approval of an instructor.

## **PROGRAMS OFFERED**

- **Cosmetology 1500 Hours**
- **Instructor 800 Hours**
- **Nail Technology 300 Hours**

## **CLASS SCHEDULES**

Cosmetology	Monday – Friday (5 Day Class)	8:00 am until 4:00 pm (clock in by 8:45 am)	46 Weeks
Cosmetology	Tuesday – Thursday (3 Day Class)	8:00 am until 6:00 pm (clock in by 8:45 am)	53 Weeks
Nail Tech	Monday – Friday	8:00 am until 4:00 pm (clock in by 8:45 am)	9 weeks
Instructor	Monday - Friday	8:00 am until 4:00 pm	24 Weeks

## **ADMISSIONS PROCEDURE**

### Discrimination Policy:

The institution practices no discrimination on the basis of age, race, color, sex, creed, religion, financial status, national or ethnic origin in its student admission, instruction, graduation, job placement assistance or hiring of instructors.

### Class Size:

A ratio of 20 (students): 1 (Instructor) is maintained in both the classroom and the clinic floor. Class size may vary depending on demand and the time of year.

### Enrollment Procedure:

Admissions procedures are designed to assist the applicant in selecting the most appropriate program based on the student's ability and interest. The student must submit and/or complete the following:

- Completed and signed enrollment application form with a \$50 (non-refundable) application fee.
- Attend an information session and interview with the Admissions Department. During this time the applicant will receive direction to access or a hard copy of the student catalog and the Right to Know information. Financial options will be explained. The Financial Coordinator will be available to assist in meeting as needed.
- After the above is completed, the Admissions Department will review the applicant's information and will notify the applicant as to their acceptance status.
- If accepted, the applicant will need to complete an enrollment agreement.
- Withdrawn students may reapply to the school after a waiting period of 180 days and may re-enroll for up to two years.

The institution does not recruit any student who is already attending or admitted into another school offering similar programs of study. All courses are taught in English.

## Admissions Requirements:

Applicant must submit the following

- Social Security card
- Driver's License or government issued photo ID.
- High School Graduation - one of the following:
  - a copy of a high school diploma or official transcript showing high school completion.
  - General Equivalency Diploma (GED) and/or transcript
  - State certified home schooling certificate and home school credentials, if applicable
  - Foreign Diploma - must have evidence that verification of a foreign student's 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. (translated and authenticated)
- Applicants for the Instructor Course must have a current N.C. State Board of Cosmetic Art Examiners Cosmetology license.

## Transfer Policy

Students applying to transfer hours and performances from another cosmetology school must submit copies of official transcripts. After those records are reviewed, the student will be asked to take a written and practical exam, administered by the institution, to determine if the hours are approved. Student must score a 90% or above on both exams. The institution only accepts half of the hours gained from another cosmetology school up to a maximum of 500 hours. An appropriate adjustment will be made in tuition and fees corresponding to the acceptance of transfer credit hours. For V.A. students, the V.A. will be notified in writing if transfer hours are accepted.

## Re-Entrance

A student whose enrollment is interrupted for either voluntary, academic, attendance or disciplinary reasons may be considered for re-enrollment after a waiting period of 180 days and may re-enroll for up to two years unless mitigating circumstances apply. The student must re-apply to the Admissions Department for consideration of reinstatement on a space available basis. Any student who re-enters will return in the same Satisfactory Academic Progress status at time of withdrawal.

If the student had an unpaid balance after the refund calculation was completed, this unpaid balance must be satisfied at the time of re-application, unless mitigating circumstances apply.

The student who is re-entering the school must complete a new enrollment agreement, pay the current rate of tuition per hour, pay all fees required, and they must purchase a new kit and books or confirm they have equivalent items from the previous period of enrollment. The student will be given credit for the hours they earned before they dropped unless the two year period has been exhausted.

The student will be given a period of time deemed necessary by the Director and the Lead Instructor to prepare for servicing clients on the clinic floor.

## Veterans Administration (VA) Re-Entrance Policy

Once a student receiving VA benefits is terminated, the following actions will be accomplished for re-entry:

- Student must be terminated for a period of 90 days before consideration for re-entry,
- Student will submit a new application and application fee for admission,
- Director will evaluate student's written request and status; determine the student has sufficient ability and potential to warrant a 2<sup>nd</sup> entry,
- Director will provide the student 1) letter of re-entry, 2) contract for re-entry specifying hours of pursuit,
- Upon re-entry, if the student has not obtained standards of progress at the end of two months, she/he will be terminated and will not receive further consideration for re-entry.

## UNIT OF CREDIT

All courses are based on the clock hour system of instruction using a biometric time system. Attendance clock hours are recorded into the SMART system school software.

## STUDENT'S RESPONSIBILITY

While the staff and administration are dedicated to assisting the student in reaching his/her goals, the student's success will be determined by the student's efforts.

Each student must:

- Devote a specific number of hours to the course of study in which the student has enrolled and it is the student's responsibility to take advantage of that time and use it wisely.
- Must make every effort to be present for all classes. Due to the nature of the course of study, the student will be presented important facts, information, techniques, and data on a daily basis and is expected to manage their time efficiently in order to reach their goal. The student cannot afford to lose time through tardiness, absenteeism, and /or inattention in class or on the clinic floor.
- Must report to class on time, do the required assignments and turn the assignments in on time.
- Must develop good work habits that will enable him/her to be successful in their career. Good work habits begin with promptness and attention to assignments.

## **FINANCIAL AID**

The institution offers information to the student for federal and non-federal aid to assist the student in their educational expenses. Financial aid is available to those who qualify. To determine eligibility the student must:

- Complete an application for Federal Student Aid (FAFSA).
- Submit any required personal/family financial information.

The FAFSA will be submitted to the U.S. Department of Education for approval. Upon confirmation of eligibility, the student will be advised of aid available and will be informed of student rights and responsibilities. The student will be informed of schedule of payments throughout the term of enrollment. The student is responsible for fees/costs not covered by Financial Aid and must notify the lender of changes in name, address, or school status. The institution is approved for the enrollment of veterans, military and other eligible persons and meets the provisions of Title 38 and Title 10 United States Codes, Sec. 3676. VA Students must provide a Certificate of Eligibility.

## **TITLE IV CODE OF CONDUCT POLICY**

The Higher Education Opportunity Act conditions the eligibility of educational institutions to participate in Title IV programs on the development of and compliance with a code of conduct prohibiting conflicts of interest for its financial aid personnel. The institution's employees are required to comply with this code of conduct and certify the following:

- Employee will not enter into any revenue-sharing arrangements with any lender.
- Employee will not solicit or accept any gift from a lender, guarantor or servicer of education loans.
- Employee will not accept from any lender or affiliate of any lender any fee, payment or other financial benefit as compensation for any type of consulting arrangement or other contract to provide services to or on behalf of a lender.
- No employee will steer any borrowers, including first-time borrowers to particular lenders or assign any borrower a lender through any method. The employee will not delay certification based on the borrower's selection of a particular lender or agency.
- Employee will not request or accept any offer of funds for a private loan, including funds for an opportunity pool loan, to students in exchange for providing concessions or promises to the lender for a specified number of loans made, insured, or guaranteed, a specified loan volume, or a preferred lender arrangement.
- Employee will not request or accept from any lender any assistance with call center staffing or financial aid office staffing.
- Any employee and anyone who serves on an advisory board, commission or group established by a lender, guarantor, or group of lenders or guarantors shall be prohibited from receiving anything of value from the lender, guarantor, or group of lenders or guarantors except that the employee may be reimbursed for reasonable expenses incurred in serving on such advisory board, commission or group.

## **MINIMUM WITHDRAWAL AND SETTLEMENT POLICY**

Institutional Refund Policy:

For applicants who cancel enrollment or students who withdraw from enrollment a fair and equitable settlement will apply. The following policy will apply to all terminations for any reason, by either party, including student decision, course or program cancellation, or school closure.

Any monies due the applicant or students shall be refunded within 45 calendar days of official cancellation or withdrawal. Official cancellation or withdrawal shall occur on the earlier of the dates that:

1. An applicant is not accepted by the school. The applicant shall be entitled to a refund of all monies paid except a non-refundable application fee in the amount of \$50.
2. A student (or legal guardian) cancels his/her enrollment in writing within three business days of signing the enrollment agreement regardless of whether or not the student has actually started classes. In this case all monies collected by the school shall be refunded except the non-refundable application fee of \$50.



3. A student cancels his/her enrollment after three business days of signing the contract but prior to starting classes. In these cases, he/she shall be entitled to a refund of all monies paid to the school less the non-refundable application fee of \$50.
  4. A student notifies the institution of his/her withdrawal in writing.
  5. A student on an approved leave of absence notifies the school that he/she will not be returning. The date of withdrawal shall be the earlier of the date of expiration of the leave of absence or the date the student notifies the institution that the student will not be returning.
  6. A student is expelled by the school. (Unofficial withdrawals will be determined by the institution by monitoring attendance at least every 14 calendar days.)
  7. In type 2, 3, 4 or 5, official cancellations or withdrawals, the cancellation date will be determined by the postmark on the written notification, or the date said notification is delivered to the school administrator or owner in person.
- For students who enroll and begin classes but withdraw prior to course completion (after three business days of signing the contract), the following schedule of tuition earned by the school applies. All refunds are based on scheduled hours.

<b>PERCENT OF SCHEDULED TIME ENROLLED TO TOTAL COURSE/PROGRAM</b>	<b>TOTAL TUITION SCHOOL SHALL RECEIVE/RETAIN</b>
0.01% to 04.9%	20%
5% to 09.9%	30%
10% to 14.9%	40%
15% to 24.9%	45%
25% to 49.9%	70%
50% and over	100%

- All refunds will be calculated based on the students last date of attendance. Any monies due a student who withdraws shall be refunded within 45 calendar days of a determination that a student has withdrawn, whether officially or unofficially. In the case of disabling illness or injury, death in the student's immediate family or other documented mitigating circumstances, a reasonable and fair refund settlement will be made. If permanently closed or no longer offering instruction after a student has enrolled, and instruction has begun, the school will provide a pro rata refund of tuition to the student OR provide course completion through a pre-arranged teach out agreement with another institution. If the course is cancelled subsequent to a student's enrollment, and before instruction in the program has begun, the school will either provide a full refund of all monies paid or completion of the course. If the course is cancelled after students have enrolled and instruction has begun, the school shall provide a pro rata refund for all students transferring to another school based on the hours accepted by the receiving school OR provide completion of the course OR participate in a Teach-Out Agreement OR provide a full refund of all monies paid.
- Students who withdraw or terminate prior to course completion are charged a termination fee of \$150.00. This refund policy applies to tuition and fees charged in the enrollment agreement. Other miscellaneous charges the student may have incurred at the institution (EG: extra kit materials, kit and books, products, unreturned school property, etc.) will be calculated separately at the time of withdrawal. All fees are identified in this catalog and in the student's enrollment agreement.
- If a Title IV financial aid recipient withdraws prior to course completion, a calculation for return of Title IV funds will be completed and any applicable returns by the school shall be paid, as applicable. The order of returns is: Unsubsidized Federal Stafford Student Loan; Subsidized Federal Stafford Student Loan; Parent Loan for Undergraduate Students (PLUS); Federal Pell Grant; and, Other Federal, State, Private, and Institutional student assistance programs; and last to the student. After all applicable returns to TIV aid have been made, this refund policy will apply to determine the amount earned by the school and owed by the student. If the student has received personal payments of Title IV aid, he/she may be required to refund the aid to the applicable program.
- Veterans Only. The amount charged to the student for tuition, fees and other charges when only a portion of a course is completed shall not exceed the approximate prorated portion of the total charges for tuition, fees and other charges that the length of the completed portion of the course bears to its total length. Refunds will be made within 30 days after the last class attended, or the effective date of the withdrawal or termination. This policy is in compliance with the requirements of Title 38 CFR 21.4255.

## **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 excess funds. The school must return this amount even if it didn't keep this amount of your Title IV 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.

#### **Determination Date/Withdrawal Date (Official/Unofficial Withdrawal):**

The last date of attendance would be the last day the student was physically in attendance at the school. A withdrawal date on a student who had been previously attending could be up to, but not to exceeding, 14 consecutive calendar days from that student's actual last date of attendance. An active student officially withdraws when they notify the school's administrative office of their intention to withdraw from school. An active student is considered unofficially withdrawn when they have been absent for 14 consecutive calendar days from their last date of physical attendance without notifying the school's administrative office.

#### **Return of Title IV Funds by the School**

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

##### Title IV Programs

- |   |                         |
|---|-------------------------|
| 1. Unsubsidized FFEL/Direct Stafford Loan | 6. National SMART Grant |
| 2. Subsidized FFEL/Direct Stafford Loan   | 7. FSEOG                |
| 3. FFEL/Direct PLUS (Parent)              | 8. TEACH Grant          |
| 4. Pell Grant                             |                         |
| 5. Academic Competitiveness Grant         |                         |

If you have questions about your Title IV program funds, you can call the Federal Student Aid Information Center at 1-800-4-FEDAID (1-800-433-3243). TTY users may call 1-800-730-8913. Information is also available on Student Aid on the Web at [www.studentaid.ed.gov](http://www.studentaid.ed.gov).

#### **Verification**

Students selected by CPS (Central Processing System) 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 CPS for the process of verification, the student must submit all required documentation to the finance office within 14 days from 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.

## **VOTER REGISTRATION**

The institution encourages its students to be registered voters and to exercise their right to vote. The school maintains information for students on Voter Registration. Please see the Admissions Rep.

## **POLICY FOR SAFEGUARDING INFORMATION**

Non-public personal information is information which is not publicly available on:

- 1) your name, address, social security number,
- 2) name of your financial institution and account number,
- 3) information provided on your application to enroll,
- 4) information provided on your application for a grant or loan,
- 5) information provided on a consumer report, or
- 6) information obtained from a website.

The institution is committed to implementing and maintaining a comprehensive information security program, to maintain and safeguard your non-public personal information against damage or loss. The policy covers all student records in whatever form (hard copy, electronic).

The Owner/Director and Financial Coordinator shall be responsible to coordinate the school's information security program. The coordinator shall, at least once every 3 years, assess foreseeable internal and external risks to the security, confidentiality, and integrity of customer information that could result in the unauthorized disclosure, misuse, alteration, destruction or other compromise of the information. The risk assessment shall cover every relevant area of school operations, including employee training & management, network & software design, information processing, storage, transmission and disposal, and ways to detect, prevent and respond to attacks, intrusions, or other system failures. The coordinator shall design and implement safeguards to control identified risks and shall monitor the effectiveness of them, recommending changes when warranted.

Records for prospective students who are not accepted or who do not enroll in the school shall be held for 12 months then destroyed in a secure manner. Records of enrolled students shall be maintained in accordance with federal and state law and accreditation requirements. Students shall receive notice of this policy at the time they submit a signed application for enrollment. All currently enrolled students shall receive an annual notice of this policy.

The institution shall only enter into servicing agreements with service providers who also maintain appropriate safeguards for customers' non-public personal information.

## **RIGHTS AND PRIVACY**

It is the policy of the institution to abide by the Family Educational Rights and Privacy Act of 1974. The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond the high school level. Students to whom the rights have transferred are "eligible students."

- Parents or eligible students have the right to inspect and review the student's education records maintained by the school. Schools are not required to provide copies of records unless, for reasons such as great distance, it is impossible for parents or eligible students to review the records. Schools may charge a fee for copies.
- Parents or eligible students have the right to request that a school correct records which they believe to be inaccurate or misleading. If the school decides not to amend the record, the parent or eligible student then has the right to a formal hearing. After the hearing, if the school still decides not to amend the record, the parent or eligible student has the right to place a statement with the record setting forth his or her view about the contested information.

- Generally, schools must have written permission from the parent or eligible student in order to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):
  - School officials with legitimate educational interest;
  - Other schools to which a student is transferring;
  - Specified officials for audit or evaluation purposes;
  - Appropriate parties in connection with financial aid to a student;
  - Organizations conducting certain studies for or on behalf of the school;
  - Accrediting organizations;
  - To comply with a judicial order or lawfully issued subpoena;
  - Appropriate officials in cases of health and safety emergencies; and
  - State and local authorities, within a juvenile justice system, pursuant to specific State law.

Schools may disclose, without consent, "directory" information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. However, schools must tell parents and eligible students about directory information and allow parents and eligible students a reasonable amount of time to request that the school not disclose directory information about them. Schools must notify parents and eligible students annually of their rights under FERPA. The actual means of notification (special letter, inclusion in a PTA bulletin, student handbook, or newspaper article) is left to the discretion of each school. For additional information; you may call 1-800-USA-LEARN (1-800-872-5327) (voice). Individuals who use TDD may call 1-800-437-0833. Or you may contact us at the following address:

Family Policy Compliance Office  
 U.S. Department of Education  
 400 Maryland Avenue, SW Washington, D.C. 20202-8520

## **CAMPUS SECURITY ACT INFORMATION DISCLOSURE**

Under the Crime Awareness Campus Security Act of 1990 (Title II of Public Law 101-542), which amended the Higher Education Act of 1965 HEA. This act required all postsecondary institutions participating in HEA's Title IV student financial assistance programs to disclose campus crime statistics and security information. The act was amended in 1992, 1998 and 2000. The 1998 amendments renamed the law the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act in memory of a student who was slain in her dorm room in 1986. It is generally referred to as the Clery Act. On Aug. 14, 2008, the Higher Education Opportunity Act or HEOA (Public Law 110-315) reauthorized and expanded the Higher Education Act of 1965, as amended. HEOA amended the Clery Act and created additional safety- and security-related requirements for institutions.

The institution is committed to providing safety to all of its students, faculty, and staff. If a crime happens to the student or the student's property or if there is an emergency occurring on campus, report the incident to an educator, director or owner immediately. That individual will assist the student or guest in reporting the crime to the local police or other appropriate security force.

The institution will provide students, faculty, and staff with an annual security report from the previous calendar year by October 1st of the following year. Statistics will be gathered from the local police and compiled in the annual report.

The report will show the number of incidents on campus, including the institution's parking lot and adjacent streets. At any time, statistics can be accessed from the Financial Aid Office.

Although the institution does not employ security officers, the institution has a working relationship with the local police who are able to support and provide services promptly in the event of an incident. We encourage accurate and prompt reporting of all crimes to the local police.

The facilities are open Monday through Friday according to assigned class/salon area schedules. The building may also be open for educational classes for licensed professionals in cosmetology or to groups securing the use of the facilities through the owner. Only educators, administrators and owners have keys to the building thus preventing internal crimes to as great an extent as possible. We encourage students and employees to be responsible for their own security and the security of others.

The institution does not provide any programs on campus regarding security or prevention of crimes. If students wish to learn more about personal security or prevention of crimes, contact the local Police Department.

The institution does not have any off-campus locations and therefore all monitoring and recording of any criminal activity is conducted on campus and the surrounding accessible areas. (See Campus Geography)

## **PROGRAM DISCLOSURE AND CONSUMER INFORMATION**

The institution maintains a website with the following annual disclosures; Voter Registration, Consumer Disclosures, Gainful Employment Disclosures, Crime Report, Campus Crime Reporting, and Sexual Misconduct Policy. All information is presented as part of the admissions procedure pre-enrollment right-to-know, and/or at class orientation. The information is accessible at <http://www.pinnacleinstitute.edu/disclosures>. Hard copies are available upon request.

## **NORTH CAROLINA STATE LICENSURE REQUIREMENTS**

Licensure requirements for North Carolina Board of Cosmetic Examiners applicants is as follows:

Cosmetology: 1500 hours in an approved cosmetic art school cosmetologist curriculum and completion of the required performances; Passage of the State Board examination 75% or higher; Payment of appropriate fees.

Nail Technology: 300 hours in an approved cosmetic art school manicurist program and completion of the required performances Passage of the State Board examination 75% or higher Payment of appropriate fees

Instructor (Cosmetology): 800 hours in an approved cosmetic art school teacher program or proof of 5 years (full-time work in a cosmetic art shop immediately prior to application; Passage of the State Board examination 85% or higher; Payment of appropriate fees; High school diploma or high school graduation equivalency certificate; Current license in cosmetology.

**DISCLOSURE:** Please refer to the North Carolina Board of Cosmetic Examiners laws; 88B-24. Revocation of licenses and other disciplinary measures; for reasons why the Board may restrict, suspend, revoke, or refuse to issue, renew, or reinstate any license

## **GRADUATION REQUIREMENTS**

Students will receive a certificate upon graduation from their applicable program. Each student must complete all required hours of attendance (300 hours for Nail Technology; 800 hours for Instructor; 1500 hours for Cosmetology); complete the Pre-State or Mock State Board Examinations, complete all assigned projects; and must fulfill all financial obligations to Pinnacle Institute of Cosmetology.

## **SATISFACTORY ACADEMIC PROGRESS POLICY**

The Satisfactory Academic Progress Policy is consistently applied to all students enrolled at the school regardless of form of payment, cash pay or Title IV HEA Program funds. 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 & ACADEMIC YEARS**

The following is the evaluation periods and academic years for our programs

Program	Evaluation Period	Academic Year
Cosmetology	450, 900, and 1200 actual clocked hours	900 clock hours
Nail Technology	150 actual clocked hours	300 clock hours
Instructor	400 actual clocked hours	800 clock hours

\*Transfer Students- Midpoint of the contracted hours or the established evaluation periods, whichever comes first. SAP evaluations periods are based on actual contracted hours at the institution.

The institution shall evaluate students' (academic and attendance) Satisfactory Academic Progress at the conclusion of each evaluation period. All periods of enrollment are included in the SAP calculation for Title IV eligibility and otherwise.

### **ATTENDANCE PROGRESS EVALUATIONS**

Students are required to attend a minimum of 75% 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 75% 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 133% of the course length) allowed for students to complete each course at satisfactory academic progress is stated below:

COURSE	MAXIMUM TIME ALLOWED SCHEDULED HOURS
Cosmetology - 1500 Hours	1995
Nail Technology – 300 Hours	399
Instructor – 800 Hours	1064

The maximum time allowed for transfer students who need less than the full course requirements will be determined based on 75% of the scheduled hours. Students who exceed the maximum time frame shall be terminated from the program and may re-enroll at the sole discretion of the institution on a cash-pay basis consistent with the re-enrollment provisions of the admissions policy.

All courses offered by the institution are clock hour programs and all students attend on a continuous basis. Therefore, we do not offer term or credit hour based programs. Enrollment is based on one period of continuous enrollment which counts towards satisfactory academic progress and maximum time-frame, including any time in that period where a student would not receive Title IV, HEA program funds. The period of enrollment includes, fall, winter, spring, and summer, as applicable to the student's enrollment agreement.

## 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 only counted as completed when rated satisfactory or better. If a performance does not meet satisfactory requirements, it is not counted and the performance must be repeated. Comprehensive practical skills evaluations will be conducted during the course of study in accordance with the N.C. State Board of Cosmetic Arts Examiners guidelines and includes safety and sanitation practices. Practical skills are also evaluated according to text procedures, evaluation criteria, and rubrics along with the execution and the finishing of the service and the quality of the service performed.

Students must make up failed or missed tests and incomplete assignments. Numerical grades are considered according to the following scale:

94%-100%	= Excellent
87%-93%	= Very Good
80%-86%	= Satisfactory
79% and below	= Unsatisfactory

## DETERMINATION OF PROGRESS STATUS

Students meeting the minimum requirements of an 80% for academics and 75% for 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 interrupted, unless the student is on warning or has prevailed upon appeal resulting in a status of probation. **Once federal monies have been terminated, the balance of the tuition owed is the responsibility of the student.**

## 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 HEA Program funds, as applicable, and will be terminated from the program unless financial arrangements are made with the school.

## 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.

#### RE-ESTABLISHMENT OF SATISFACTORY ACADEMIC PROGRESS

Students may re-establish satisfactory academic progress and Title IV, HEA Program funds, as applicable, by meeting minimum attendance and academic requirements by the end of the warning or probationary period, at the next scheduled evaluation. Students can make up hours during course times the student is not normally scheduled for attendance. Students may begin attending makeup hours as they are needed.

#### 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. If a student is considering pursuit of a second program, they must graduate or withdraw from the current program. If a student decides to switch a program, the current SAP will start over with the new program. The old program SAP will no longer apply.

#### 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. The appeal should be given to the Director or President in a sealed envelope. Appeal documents will be reviewed and a decision will be made and reported to the student within 14 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 AND REMEDIAL COURSES

Noncredit and remedial courses 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 from other institutions will be counted as both attempted and earned hours for the purpose of determining when the allowable maximum time frame has been exhausted. SAP evaluations periods are based on actual contracted hours at the institution.

NOTE: Withdrawal passing/withdrawal failing are not applicable to this institution.

- End of Satisfactory Academic Progress Policy -

### **VA STUDENTS SATISFACTORY ACADEMIC PROGRESS POLICY**

The length of evaluation periods exceeds NC SAA requirements. Therefore, for students receiving VA benefits, the school will use the following policy covering attendance and academic performance.

VA students will be evaluated at the end of each month. If a student fails to meet standards (75% attendance and 80% GPA), during that month, she/he will be placed on probation for the following month. At the end of the probation month, if the student continued to fail to meet standards, she/he will be terminated.

### **MAKE-UP POLICY**

Any theory or practical grade below 80% may be repeated if the following criteria are met:

1. Approved by the instructor administering test or practical.
2. Must be repeated within same evaluation period.
3. All Section Finals may be retaken.
4. Make up tests may only be taken via arrangement with an instructor.
5. If a student is absent on a test day, a valid excuse from a qualified person or agency (doctor, etc.) is required to retake any test. Rescheduled tests will be administered prior to the start of scheduled classes.
6. Additional make-up days for attendance may be added as needed and due to unforeseen circumstances as warranted.

## ACCESS TO FILES

All students are guaranteed access to their files, both hard copies and electronic files, upon request, or as soon as reasonably possible. Student must request file information from the Director, Financial Aid Coordinator, Lead Instructor or Administrative Assistant.

## COUNSELING

The institution encourages students to contact the Director or any staff member regarding any problems that arise, which could potentially affect their training. Personal advising by the Instructors will be given during training hours to help a student realize their full potential. The Director may recommend professional counseling if needed.

Students are provided with academic advising and additional assistance, as needed.

## ATTENDANCE POLICIES

### Time Clock Scan

The student must scan in when entering school and scan out when leaving. The student has 24 hours to notify the administrative office (in person or by leaving a voice mail message) if forgetting to make any scans throughout the day. Once the 24 hours has passed, the student may not acquire hours they were not accounted for.

Students must scan in and out any other time when leaving the premises and not on break. The record of attendance is required. Time not recorded will not be counted toward the attendance requirements. **If a student has been asked to clock out and leave for the day, the student is expected to do so at that time and not linger.**

No student may scan in or out for another student. Failure to comply with this rule will result in disciplinary action against both students involved. Once the student has scanned in, he/she may not leave the building without permission from the Instructor or Director. Failure to maintain good attendance will result in additional fees and charges in tuition in order to complete the course.

### Tardiness

Students are scheduled to arrive by 8:30 am. Students may arrive as late as 8:45 am. This fifteen-minute window allows for unexpected delays and circumstances which may have impacted the student's arrival time. Students are not permitted to clock in and attend school for the day if they arrive after 8:45 am. Students not clocked in by 8:45 am will be considered absent unless they have a professional note in hand upon arrival which explains their tardiness.

Students are required to call the front desk by 9:00 am to alert the school of their absence. Excessive unexcused absences can result in a negative determination of the Satisfactory Academic Progress attendance requirements, and therefore the possibility of dismissal.

### Lunch Breaks

All basic 5-day students are required to take a one - hour lunch break Monday – Friday. Lunch schedule is at the discretion of the Instructors. 5-day advanced students are given a forty-five minute lunch break Monday through Friday.

All basic and advanced 3-day students are required to take an hour and fifteen-minute lunch and/or dinner break each day. Students that are on the clinic floor and are given a lunch-time by the front desk are notified if there is a change in their schedule. All classroom students are given an assigned lunch-time from their classroom Instructor. All students must follow their allotted time and must get permission from an Instructor and the Front Desk Receptionist before making any changes to the lunch times, due to their client schedules.

### Thursday/Friday and Day Before/After a Holiday Attendance Policy

THURSDAY (3-day) AND FRIDAY (5-day) ATTENDANCE IS MANDATORY! In order to be excused from Thursday/Friday attendance, the student must submit the request in writing to the Director or Lead Instructor at least two weeks prior or as soon as reasonably possible under aggravating circumstances. Students are warned and made aware of this policy during Orientation Day and Clinic Floor Orientation. Violation of this policy will result in a two-day suspension. **ATTENDANCE THE DAY PRIOR TO AND FOLLOWING A SCHEDULED HOLIDAY IS REQUIRED. ANY EXCEPTION MUST BE PRE-APPROVED BY THE DIRECTOR OR LEAD INSTRUCTOR.**

### Phase 1 Attendance Policy

During the first 10 weeks of basics in the Cosmetology program and the week of clinic floor orientation, and the first 65 hours of the Nail Technology program students must be mindful of their attendance. A student with excessive absence from training may be withdrawn from the program and start the program over again. The students cover a large amount of material and important information during this phase of the program.



## **ABSENTEEISM**

### **Excused**

If the student is unable to attend school, she/he is required to call to notify the receptionist prior to 9:00 am or as soon as feasibly possible. The Director will review all presented special circumstances as they are presented.

### **Unexcused**

In the event that the student misses 14 consecutive calendar days, the student will be considered withdrawn unless they have been in contact with the school.

## **Leave of Absence Policy**

A student who must take an approved Leave of Absence (LOA) or must withdraw from training will return to school in the same satisfactory academic progress status as prior to the leave of absence.

A student may be granted a LOA for any of the following reasons and where there is a reasonable expectation that the student will return from the LOA:

1. Administrative
2. Medical Issues

Students must follow this policy when requesting a LOA. The LOA must be requested and approved in writing prior to LOA occurring. In addition, the student is required to list the reason for the LOA and their signature on the LOA form. Emergency LOA, without prior written request, may be granted provided the student completes the LOA form and returns it to the institution via mail or in person within reasonable resolution of the emergency. In an emergency instance, the beginning date of the LOA will be determined to be the first date that the student was absent due to the emergency. The institution will document the reason for the grant of an emergency LOA.

A student who is granted a LOA that meets the above-mentioned criteria is not considered to have withdrawn and a refund calculation is not required.

The maximum time frame for a LOA is 180 calendar days and the minimum is 14 calendar days. The institution permits more than one LOA provided the total number of days of all LOA does not exceed 180 calendar days within a 12-month period. In instances where a LOA has been requested and additional time is needed it is the student's responsibility to notify the institution and request an extension to their original LOA. Students may be granted an extension to a LOA. Only one extension will be granted unless mitigating circumstances exist.

If the student does not return from the LOA by the expiration of the approved leave of absence, the student will be considered withdrawn. The institution is required to take attendance and therefore the withdrawal date for the purpose of calculating a refund will be the student's last date of attendance. Additionally, the student's loans will go into repayment after 180 days from the last date of attendance.

The student's contract end date and maximum time frame will be extended for the same number of days the student was on LOA without any additional institutional charges or penalty to the student. Changes to the contract period on the enrollment agreement must be initialed by all parties or an addendum must be signed and dated by all parties.

LOA students are not allowed on campus for services or socializing. LOA students must remove all items from their locker and station prior to their departure and remove them from the building. Students must continue to adhere to the financial stipulations of their contract during their LOA including any monthly payments due, as applicable.

The VA will be notified if a student receiving VA benefits is granted a LOA. The VA benefits will be discontinued during the duration of the LOA.

## **HOLIDAYS**

The institution operates continuously throughout the year except for the following holidays:

- |                |  |
|----------------|--|
| New Year's Day | Labor Day                                  |
| Easter Monday  | Thanksgiving Day and the Friday afterwards |
| Memorial Day   | Christmas Eve                              |
| Fourth of July | Christmas Day                              |

The Director has the discretion to add additional holidays to the current year calendar.

**ATTENDANCE THE DAY PRIOR TO AND FOLLOWING A SCHEDULED HOLIDAY IS REQUIRED. ANY EXCEPTION MUST BE PRE-APPROVED BY THE DIRECTOR OR LEAD INSTRUCTOR.**

## **HONOR CODE OF CONDUCT AND DISMISSAL POLICY**

The following offenses and behavior are against the institution's honor code and are prohibited. The Director or Lead Instructor will determine if the student is dismissed for the day/days for the following infractions:

### **1. THE STUDENT CAN BE DISMISSED FOR THE DAY IF THE STUDENT:**

- a. Arrives in improper or untidy uniform.
- b. Returns late from lunch or break.
- c. Does not have all the required kit, tools, books/workbooks and/or materials to perform project work, class work, or clinic work; name tag and/or station key.
- d. The student leaves without a station or household duty check more than twice.
- e. Brings to school products other than those dispensed by the institution and shares those products with other students or clients.
- f. Engages in rude, discourteous or uncivil behavior including: sleeping in class, disrupting class, or using vulgar or profane language.
- g. Lingers around the front desk area, break room, outside social area or any other area.

### **2. THE STUDENT CAN BE DISMISSED AT THE TIME OF THE INFRACTION AND SUSPENDED FOR TWO DAYS IF THE STUDENT:**

- a. Is absent on a mandatory Friday or day before or after a holiday.
- b. Fails to perform duties assigned to or asked to complete.
- c. Is disrespectful when receiving an assigned service.
- d. Is found outside, in break room or an unassigned area not on break or lunch.

### **3. THE STUDENT CAN BE DISMISSED AT THE TIME OF THE INFRACTION AND SUSPENDED FOR THREE DAYS IF THE STUDENT:**

- a. Leaves early or is absent on their third mandatory Thursday/Friday without notifying the Director or Lead Instructor in advance or without a professional note, as required.
- b. Is disrespectful to a Faculty member, client, or a fellow student.
- c. Leaves school premises without notification and approval.
- d. Fails to accept an assigned service.
- e. Is found to be unprofessional on the clinic floor or in the classrooms.
- f. Adversely affects the reputation of the institution or of another student.

### **4. TERMINATION POLICY:**

- a. Circulates petitions during school hours.
- b. Is guilty of theft or malicious destruction of the property of another person or of the institution.
- c. Forges or alters documents or records
- d. Falsifies information with the intent to deceive.
- e. Is written up on 3 or more violations of Pinnacle Institute of Cosmetology policy.
- f. Does not follow attendance policy
- g. Does not maintain Satisfactory Academic Progress.
- h. Is involved in fighting or exchange of abusive language.
- i. Brings alcohol, drugs, or weapons into Pinnacle Institute of Cosmetology
- j. Does not follow the Honor Code of Conduct
- k. Shows insubordination to an Instructor, fellow student, client, or to another staff member.
- l. Is found to be practicing Cosmetology outside of the institution or obtains any client information from school computers or client record sheets.

\*Records of each Honor Code of Conduct violation will be kept in the student's permanent academic file.

## **DRUG AND ALCOHOL POLICY**

The institution prohibits the unlawful possession, use or distribution of illegal drugs by students on its property or as part of any of its activities. Any student found in violation of this rule will be immediately terminated. Students must sign an Anti-Drug Certification prior to beginning school.

## **PROFESSIONAL CONDUCT POLICIES**

1. The institution uses only professional beauty products. Only products approved by the Director or Lead Instructor are allowed in the school. If a student possesses non-approved products and does not remove

- them, the student may be suspended until they comply.
2. All clinic floor work must be approved by an Instructor. If the student chooses to complete clinic work without the supervision of an Instructor, she/he takes the chance of losing credit for the performance. Students may not instruct each other.
  3. Students are to be respectful with staff members at all times. The N.C. State Board requires that all Instructors be addressed as Mrs., Ms., Miss or Mr. as the case may be.
  4. Use of cell phones or other electronic devices is prohibited in the clinic area, classrooms, waiting room, bathrooms, hallways, and directly outside the front sidewalk of school. Cell phone usage includes not only calls, but also texting, internet browsing and social media, etc. Students may use their cell phones on break and at lunch in the break room, the outside smoking area, or classrooms assigned on class days. Cell phones should be silenced and/or turned off and out of sight other than the aforementioned circumstances. An Instructor may approve use of cell phone on the clinic floor to take a picture of a student's work. Cell phones are disruptive of the school environment from an educational perspective and disruptive professionally in a salon. In case of emergency, please direct callers to use the business phone.
  5. The student is not permitted to linger near the reception area, desk, or dispensary. Standing, waiting or sitting in or near the reception area is not permitted. When not assigned to a client, the student is required to be at their station working on projects or workbooks, or assisting with towels, etc. It is important to present a professional image at all times.
  6. Each student is responsible for his/her own equipment and personal property. If the student goes on a Leave of Absence, she/he must remove all personal items, equipment, kits, books, etc. The institution is not responsible for lost or stolen items. Lockers are provided for convenience and safety. All stations and/or lockers left unlocked are subject to have items unknowingly borrowed or taken. The institution has a no borrowing rule among students.
  7. Smoking, eating, and/or drinking are not allowed on the clinic floor. Students may eat or drink in the classrooms as long as it is not disruptive to the class, depending on the Instructor's rules. Smoking (including electronic cigarettes) is only allowed in the parking lot in the back of the school outside the student break room.
  8. Each student is responsible for keeping their work area clean and neat and ready for N.C. State Board inspection at all times. Personal items such as family pictures, cell phones, etc and/or items not related to cosmetology are not allowed in the work area, student station, student kit or on the mirror. Violations will result in lowering the sanitation grade and the student's personal sanitation grade.
  9. Sanitation and disinfection are part of the cosmetology curriculum. Developing good sanitation and disinfection habits now will benefit the student's career in the future.
  10. While students are on the clock they are not allowed to bring their children, other family members or friends to school unless the student is performing a service for them.

**Please note that violation of any of the above policies may result in disciplinary actions of dismissal for the day and/or suspension at the discretion of the Director or Lead Instructor.**

#### CONDUCT INCONSISTENT WITH STANDARDS OF PROFESSIONALISM

The institution is committed to creating, maintaining and fostering an environment of professionalism for its students, instructors, staff and administrators. Students are expected to conduct themselves as professionals in accordance with the provisions of the Student Catalog and the State of North Carolina Act To Regulate the Practice Handbook, including without limitation the Honor Code of Student Conduct, and shall refrain from participating in any activity, event, gathering or course of conduct that in the institution sole discretion would tarnish the reputation of the student and/or the institution.

**The institution reserves the right to make rulings on misconduct, situations and penalties that are not listed above. In light of the ever-changing nature of events, the institution reserves the right to modify, amend and revise any policy that it has in place and/or needs to add giving the staff and students prior notice.**

#### DRESS CODE

The North Carolina State Board of Cosmetic Arts Examiners has approved our uniform dress code. The student will be required to wear the approved uniform daily. Any student not following the dress code policy will be asked to make changes if they are minor infractions and/or asked to clock out and go home for the day. If a student is repeatedly out of the approved uniform, they will be subject to additional disciplinary actions.

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

- Students must wear **all black shirt/pants** with a splash of color (undershirts, accessories and shoes only).
- Clothing must be professional, clean and free of stains and tears.
- Graphics or writing on clothes is not allowed

- Shoes are required to be closed toe along with no visible skin
- Hair and makeup must be clean and styled BEFORE clocking in.
- Head coverings are not allowed
- Leggings are allowed if your shirt is COMPLETELY covering your front and backside.
- BLACK jeans are allowed. No rips.

The following is a **list of unacceptable** dress: flip flops/foot thongs, slippers of any kind or beach sandals, outdoor shoes, gym shoes, tank or sleeveless tops, midriff or low-cut shirts, sweatpants, sweat shirts, and hoodies, skirts or dresses, shorts, spandex, or biking shorts, gray and stonewash color jeans.

At all times undergarments must be unseen. Undergarments can't be see through, and accessories should be appropriate. All shoes must be (no holes), covering the top and side of the foot. All uniforms must stay laundered and in good repair. Tattoos may be required to be covered if deemed offensive. No body piercings may be visible except pierced ears. No sweatshirts, jackets or pullovers are allowed on the clinic floor.

The student's appearance is very important because she/he is meeting and working with clients. The student must make a good first impression, should always be clean, neat and well groomed. All students who smoke must come in and wash their hands after smoking to create a good working habit. All personal grooming must be completed before reporting to school. Each student should have fresh breath, clean teeth, a professional appearance including make-up and hair styled and should be free of body odor.

## **PERSONAL SERVICES**

1. All paid/unpaid services must be pre-approved by an Instructor.
2. All paid/unpaid services will be considered and will be approved/rejected based on current business demands, eligibility of students and no service be approved prior to 10:00am.
3. If a student provider/student is absent or tardy or leaves early on a regularly scheduled school day, regardless if excused or unexcused, the student provider / student must wait one complete day before requesting paid/unpaid services.
4. All students are limited to two chemical services (perms, color, highlights, or relaxers) per month.

## **HOUSEKEEPING DUTIES**

In addition to the student maintaining their personal work area, the student will be assigned duties to assist in maintaining a clean and organized clinic, classroom, and break room. These duties will be assigned on a rotational basis and will also be a part of the student's daily grade. Failure to complete these duties will result in points deducted from the student's sanitation grades and the student will be **suspended for two days**. Repeated failure to complete assigned duties will result in further disciplinary action including suspension and possible dismissal.

## **SOCIAL MEDIA POLICY**

Use of School Name, Property and/or Trademarks: Any use or misuse of Pinnacle Institute of Cosmetology materials, trademark, name, literature, real property, personal property, proprietary information and/or products and resources made available to students for their educational benefit while attending the school that is not expressly authorized by the School's owners, Director, Instructors and/or staff is prohibited and may result in disciplinary action as set forth in the rules and regulations in School Handbook and the State of North Carolina An Act To Regulate the Practice Handbook.

Reference to Pinnacle Institute of Cosmetology in Social Media Outlets: Students shall not make any express or implied reference to Pinnacle Institute of Cosmetology, its policies, its' owners, Director, Instructors, staff, officers and/or curriculum on any social media network, including without limitation: Twitter, Instagram, LinkedIn, Flickr, YouTube and/or Facebook, without first receiving written permission of the school owner.

Live video streaming and/or recording of any kind is strictly prohibited on school property without the written consent of the school and any party involved.

Failure to comply with this policy and any mention of Pinnacle Institute of Cosmetology, its policies, its owners, Director, Instructors, staff, officers and/or curriculum for any reason without first obtaining the owner's written consent shall subject the offending student to disciplinary action as set forth in the student Handbook at the school's sole discretion. Pinnacle Institute of Cosmetology's failure, if any, to take immediate action against a student for violation of this policy shall not constitute a waiver of the school's right to enforce this policy. In light of the ever-changing nature of social media, Pinnacle Institute of Cosmetology reserves the right to modify, amend and revise this policy with prior notice to

students. Pinnacle Institute of Cosmetology reserves the right to discipline students violating this policy consistent with the terms of the Student Catalog and State of North Carolina An Act To Regulate the Practice Handbook.

## **HATE CRIME/VIOLENCE POLICY**

This policy describes the assessment and investigating of reports of intimidation/Hate Crime and violence at the institution. Pinnacle Institute of Cosmetology has a zero-tolerance policy for such acts and will investigate each incidence thoroughly. It is also the sole responsibility of all staff members and students to state their “knowledge of occurrence” of a hate crime.

### **Definitions:**

**Hate Crime:** Hate Crime happens when the perpetrator’s prejudice against any identifiable group of people is determines who is victimized. Hate Crime can be any crime based on people’s difference, be the difference race, culture, faith, color of skin, age, gender, sexual orientation or disability or other vulnerability.

A **victim** of hate crime does not have to be either a member of a minority or someone who is generally considered to be a “vulnerable” person. For example, the friend of a visible minority ethnic person, lesbian or refugee may be victimized because of their association. In other cases a person entirely unconnected with hate motivation may be victimized if the perpetrator is mistaken in perceiving an association. Anyone can become a victim of a hate crime.

**Bullying:** Bullying is defined as bad mouthing, harassing, hazing, threatening via words or gestures, making derogatory comments or physically intimidating students or staff.

**Racist Incident:** Any incident, which is perceived to be racist by the victim or any other person.

**Homophobic Incident:** Any incident that is perceived to be homophobic by the victim or any other person who is directly impacted based upon a perception by those to be lesbian, gay men, bisexual or transgender people.

**Domestic Violence:** Any incident of threatening behavior, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or who have been intimate partners or family members and regardless of gender. Domestic violence is a crime and is not acceptable in any society.

## **SEXUAL MISCONDUCT POLICY**

Title IX Regulations prohibits discrimination on the basis of sex, which includes sexual harassment and sexual violence, in its programs and activities. This institution is committed to maintaining an educational and working environment that is free from discrimination and harassment, including maintaining an environment in which no student, regardless of sexual orientation or gender identity, is excluded from participation in or denied the benefits of its programs and activities as a result of gender. Any student who violates this policy will be subject to disciplinary action.

Pinnacle Institute of Cosmetology has jurisdiction over Title IX complaints. When a student feels that he/she has been subjected to discrimination on the basis of sex, then he/she uses the Title IX grievance procedures to bring concerns to the attention of the school’s Title IX Coordinator, for the purpose of obtaining a prompt and equitable resolution/action to prevent, correct, and/or if necessary to discipline behavior that violates this policy.

Pinnacle Institute of Cosmetology condemns any form of sexual misconduct, sexual violence, sexual harassment, domestic violence, dating violence, stalking or any other type of conduct that creates a hostile environment. This policy extends to off campus activities and applies to all students and staff regardless of sexual orientation or gender identity. The policy also applies to third parties engaging with students and staff.

All students are given a copy of the Sexual Misconduct Policy at orientation. The entire policy is also available under the Disclosures section of the school website at <http://www.pinnacleinstitute.edu/disclosures>. Please refer to the complete policy for definitions, guidance, policy procedures and protocols, and resources.

## **SAFETY**

Pinnacle Institute of Cosmetology is committed to safety for all staff and students and has taken steps to protect you from injuries on the job or while in class. Compliance is vital for the student’s own protection as well as the protection of others. During Orientation there will be a tour of the facility and the fire escape route will be shown to all students. The following guidelines should be followed at all times:

### **General:**

1. The use of drugs or alcohol is strictly forbidden on the school property.
2. Horseplay, running or other unsafe acts are also forbidden.
3. Work areas should be kept clean and neat at all times.
4. Do not climb on any shelving to retrieve items. A proper stool or ladder should be used.
5. Immediately advise an Instructor or Director of any hazardous conditions.
6. Immediately report any unsafe acts to an Instructor or Director.
7. Follow all written and spoken safety rules.
8. Report any accidents to an Instructor or the Director within 24 hours.

### Electrical:

1. When using electrical appliances, be sure it is plugged in such a manner as to not create a tripping hazard.
2. When unplugging appliances do so by taking hold of the plug and remove from the wall socket. Do not pull on the cord as it can damage the wall socket and the cord.
3. All appliances such as hair dryers, irons etc. should be inspected daily to insure that the cords are in good shape with no breaks in the outside cover and that the plug is not damaged. This will help prevent any electrical shock.
4. Care should be taken to ensure that heat producing items are not placed near flammable items or where someone may accidentally make contact and be burned.
5. All appliances should be turned off, allowed to cool if necessary, unplugged and properly stored at the point the student is no longer present to monitor their station.

### Product Usage:

1. Each product used in the school has a Material Safety Data Sheet (MSDS) available. All MSDS sheets are located just outside the break room door. Each instructor and student should have an understanding of what products may be hazardous if used or treated in the wrong manner.
2. Care should be taken when applying any product to an individual.
3. Any spills should be cleaned up immediately. If they are of a hazardous nature the instructions on clean up and disposal as shown on the MSDS should be followed. Any spills of a hazardous nature should be immediately reported to the Instructor who will oversee the clean up process.
4. All products that can be hazardous to a person's health are to be cleaned up and put away if the student is not going to be present to monitor the product.

## **EMERGENCY NOTIFICATION PLAN**

The purpose of this plan is to enable the school to notify all personnel and students in the event of an emergency. The institution's goals are to improve our emergency action and to move quickly to mobilize our personnel responses.

### Procedures:

1. It is the student's responsibility to keep contact information current in the case of an emergency.
2. Students will be notified via group text and/or email alerts. Pinnacle Institute of Cosmetology's Facebook page may also be used as an additional method of communication.
3. In the event that you have been notified of an emergency, please call the school for any further announcement(s) that may have been posted on the general voicemail recording.
4. If still in question, call the Director for further instructions or in cases where the power is out and the recordings were unable to be changed.

Emergency Evacuation Plan Map (floor map plan is posted throughout the school)

## **INCLEMENT WEATHER POLICY**

In case of inclement weather, the institution will announce school closings or delayed openings through Facebook and by group text and/or email.

Should road conditions in the student's area be hazardous; please do not attempt to come to school. Call the school and leave it on the main voicemail. Weather delays and/or closings will be excused absences and will not contribute to over-contract fees.

## **CAREER PLANNING AND PLACEMENT**

At Pinnacle Institute of Cosmetology we work diligently to assist our graduates with employment. Prior to graduation, the institution will assist the student with interviewing techniques, résumé preparation, writing letters of application and career building techniques. The institution offers career counseling and will assist the student in locating their first career position upon request. We also provide on-going job placement assistance to our graduates, upon the

graduate's request. Job referrals are posted in the institution and made known to graduating students when available. While the institution offers this placement assistance, it cannot guarantee employment.

## **STUDENT GRIEVANCE PROCEDURE**

The institution 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 written complaints will be retained in school files through two complete accreditation cycles. The following procedures outline the specific steps of the complaint process.

1. All complaints should go through a verbal process first. The parties involved may state their complaint to any staff member with whom they feel comfortable.
2. If a verbal complaint does not resolve the situation, the student should register the complaint in writing on the designated form provided by the school within 10 days of the date that the act which is the subject of grievance occurred.
3. The Director will review the complaint within 10 days and will document the meeting between the Director and complainant in writing; giving the complainant a copy of this written record and or resolution.
4. If after careful evaluation, the problem can't be resolved through discussion, the complaint will be referred to the school's complaint committee consisting of the school Director, Pinnacle Institute of Cosmetology President, and an Instructor or staff member (if found necessary) within 21 days of receipt of the complaint.
5. If more information from the complainant is needed, a letter will be written outlining the additional information. If no further information is needed the complaint committee should act on the allegations and letter will be sent to the complainant within 21 calendar days stating the steps taken to correct the problem, or information to show that the allegations were not warranted or based on fact.
6. Records of complaints and their resolution are maintained according to the institution's record keeping policy.
7. Complainants are required to attempt resolution through the school's complaint process. If the complaint is of such an extreme nature that it cannot be resolved by the corporate manager, a form is available through The North Carolina Board of Cosmetic Arts Examiners – 1207 Front Street, Suite 110, Raleigh, NC 27609, or The National Accrediting Commission for Career Arts and Sciences – 3015 Colvin Street, Alexandria, Virginia 22314 or [www.naccas.org](http://www.naccas.org).

## **CAREER CONSIDERATIONS and SAFETY PRECAUTIONS**

The institution wants to ensure that students interested in pursuing a career in Cosmetology, Nail Technology, and Instructor consider all aspects of such a decision. Persons who want to become professionals in this field must:

- Have finger dexterity and a sense of form and artistry
- Enjoy dealing with the public and be able to follow a client's direction
- Keep abreast of the latest techniques and technological innovations
- Work long hours while building a personal clientele in order to earn the desired income
- Work schedules may include nights and weekends, and may not include breaks or lunches. Good health and stamina are a must.
- Make a strong commitment to the educational process and complete the course of study
- Learn the skills necessary to operate a personal business

Applicants and students should be aware that:

- The work can be arduous and physically demanding because of long hours standing over a stylist's chair.
- There will be exposure to various chemicals and fumes that may cause allergic reactions or could be harmful if used incorrectly.
- The practice of safety and infection control is essential for effective and successful performance within the industry.
- Prolonged exposure to some chemicals may cause irritation so protective clothing, facemasks, goggles, and gloves should be worn.
- Methods of compensation vary and may include straight salary, salary plus commission, straight commission, sliding scale commission, retail commission or independent contracting (renting space and equipment from an existing salon or spa).

## **APPENDIX 1 – 2020 TUITION & REGISTRATION SCHEDULE**

### Cosmetology Enrollment Dates\*:

3-Day & 5-Day Classes: Start approximately every ten weeks and dates may be subject to change.

(Orientation is at 9:00 am the morning of the first day of class, may be subject to change.)

Nail Technology and Instructor enrollment dates pending based on enrollment requests.

### Tuition for Cosmetology:

Application Fee	\$ 50.00
Books and Kit	\$ 2,350.00
Tuition Balance**	<u>\$17,500.00</u>
Total Cost	\$19,900.00

### Cosmetology Tuition Billing Schedule:

0-450 hours	\$ 7,650.00
451-900 hours	\$ 5,250.00
901-1200 hours	\$ 3,500.00
1201-1500 hours	\$ 3,500.00

### Tuition for Nail Technology:

Application Fee	\$ 50.00
Books and Kit	\$ 450.00
Tuition Balance*	<u>\$3,950.00</u>
Total Cost	\$4,450.00

### Nail Technology Tuition Billing Schedule:

0-300 Hours	\$4,450.00
-------------	------------

### Tuition for Instructor Program:

Application Fee	\$ 50.00
Books and Kit	\$ 500.00
Tuition Balance*	<u>\$10,050.00</u>
Total Cost	\$10,600.00

### Instructor Tuition Billing Schedule:

0-400 Hours	\$5,600.00
401-800 Hours	\$5,000.00

\*Enrollment dates may be subject to change.

### Additional Fees:

\*\*Tuition does not include the State Board Examination Fee, State Board License Fee or materials needed for State Board Exam. Tuition is subject to change per enrollment. Please refer to the Financial Coordinator to discuss complete enrollment agreement and refund policy.

Additional fees for Cosmetology, Nail Technology, and Instructor may include: Termination fee of \$150.00.

If a student takes longer than the contract end date stated on the enrollment agreement, the student will be billed for the extra hours at the rate of \$25.00 per week until the course has been completed. The payment must be made prior to the start of school each week over the scheduled contract.

### Methods of Payment:

Methods of Payment for Cosmetology, Nail Technology, and Instructor include: cash, credit or debit card, money order, check, Title IV, VA funding, or loans.



## **APPENDIX 2**

### **COSMETOLOGY PROGRAM**

#### **Course Description:**

The Milady cosmetology curriculum is designed to provide competency-based knowledge, scientific/artistic principles, and hands-on fundamentals associated with the Cosmetology industry. The curriculum provides a simulated salon environment, which enables students to develop manipulative and professional skills. All courses are taught in English.

#### **Course Objective:**

Upon completion of the program of the course requirements, the determined graduate will be able to:

1. Project a professional image, positive attitude, proper grooming, self-confidence and personal integrity.
2. Communicate properly and effectively with colleagues, supervisors and clients.
3. Perform skills in the areas of hair cutting and styling, hair coloring, texture services, scalp and hair conditioning, skin and make-up, and nails.
4. Perform analytical skills to advise clients in total look.
5. Apply learning to assure sound judgments, decisions and procedures.
6. Practice sound industry business management skills and decisions.
7. Apply knowledge of products, front desk management, computer tracking and other selected topics.
8. To ensure continued success, the graduate will continue to learn new and current information and trends in Cosmetology and related fields.

Graduates will qualify to sit for the North Carolina State Board of Cosmetic Arts examination. Upon successful completion of the State Board examination, graduates will be issued a Cosmetology License. Employment is available in hair salons and as skin/nail specialists, platform artists, and related businesses.

#### **Course Length:**

The length of the course of study is 1500 Clock Hours and consists of Theory, Practical and Performance applications based on the Milady curriculum.

#### **References:**

A comprehensive network of Milady curriculum and web based materials, books, power point presentations, library, references, Redken/OPI/Bioelements/Mirabella support materials, texts, and audio/visual tapes to supplement the program of study.

#### **Teaching Methods:**

Teaching methods include lectures, demonstrations, hands-on student participation in demonstrations, Milady power-point demonstrations, videos, use of a blackboard/ flip chart, educational games and chapter projects. Program is taught in a sequential set of learning steps which address specific tasks necessary for state board preparation, graduation and job entry level skills. The program is presented through comprehensive lesson plans which reflect effective educational methods. Quarterly guest artists are utilized. Clinic equipment and salon are comparable to current industry standards.

#### **Grading Procedures:**

The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic and practical learning. Students are assigned academic learning units and a minimum number of practical experiences. Academic learning is evaluated after each unit of study. Practical assignments are only counted as completed when rated satisfactory or better. If a performance does not meet satisfactory requirements, it is not counted and the performance must be repeated. Comprehensive practical skills evaluations will be conducted during the course of study. Practical skills are evaluated according to text procedures, evaluation criteria and rubrics. All clinic floor student performances are recorded daily in our Envision Ultimate Management System, and students are required to manually keep track of all their student performances.

The grading scale for the written and practical work is:

94%-100%	= Excellent
87%-93%	= Very Good
80%-86%	= Satisfactory
79% and below	= Unsatisfactory

**Cosmetology Program Outline:**

The first 300 hours are the beginners program working in a classroom only. The remaining 1200 hours are the advanced portion of the program which are both classroom and clinic floor.

SUBJECT	TOTAL COURSE HOURS
Theory – Classroom Instruction	75
Infection Control – Principles and Practices	75
Scalp Care, Shampooing and Conditioning	75
Hairstyling	175
Haircutting	200
Haircoloring – Lightening	175
Chemical Texture Services	200
Facials and Makeup	175
Manicuring, Pedicuring and Nail Extensions	175
Salon Business, Retail Sales	75
Advanced Techniques	100
Total Hours	1500 Hours

## Pinnacle School of Cosmetology - Schedule Overview

	Week	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
<b>0 to 300 HOURS - BASICS</b>	1	Orientation Ch. 1 History/Career	Ch. 2 Life Skills Ch. 3 Pro. Image	Ch. 4 Communication	Practical / Classroom	Practical / Classroom
	2	Ch. 5 Infection Control	Ch. 5 Infection Control Ch. 15 Scalp Care/Shmp/Cond.	Ch 5. Infection Control Ch. 15 Scalp Care/ Shmp/Cond.	Practical / Classroom	Practical / Classroom
	3	Ch. 9 Nail Structure Ch. 10 Nail Diseases/Disorders	Ch. 25 Manicuring Ch. 26 Pedicuring	Ch. 27, Ch. 28, Ch. 29 Artificial Nails	Practical / Classroom	Practical / Classroom
	4	Ch. 12 Chemistry	Ch. 12 Chemistry Ch. 13 Electricity	Ch. 12 Chemistry Ch. 13 Electricity	Practical / Classroom	Practical / Classroom
	5	Ch. 16 Haircutting	Ch. 16 Haircutting	Ch. 16 Haircutting 5 Week Exam	Practical / Classroom	Practical / Classroom
	6	Ch. 16 Haircutting	Ch. 16 Haircutting	Ch. 16 Haircutting	Practical / Classroom	Practical / Classroom
	7	Ch. 11 Properties of the Hair & Scalp	Ch. 11 Properties of the Hair & Scalp	Ch. 18 Braiding	Practical / Classroom	Practical / Classroom
	8	Ch. 14 Principles of Hair Design	Ch. 14 Principles of Hair Design/Ch. 17 Hair Styling	Ch. 17 Hairstyling	Practical / Classroom	Practical / Classroom
	9	Ch. 6 Anatomy	Ch. 6 Anatomy	Ch. 6 Anatomy	Practical / Classroom	Practical / Classroom
	10	Ch. 22 Hair Removal Ch. 23 Facials	Ch. 24 Facial Makeup	Final Exam Written & Practical	Practical / Classroom	Practical / Classroom
<b>301 - 600 HOURS – Transition</b>	11	Orientation/Stations/ Consultations/Service Tickets	Ch. 20 Part 1, Chemical Texture/Basic Perm Wrap	Ch. 20 Chemical Texture Upselling/Basic Perm Wrap	Student Salon	Student Salon
	12	Ch. 20 Perm Product Knowledge Basic Perm Wrap	Spiral Rod Placement Spiral Perm Wrap	Spiral Perm Wrap/Retailing	Student Salon	Student Salon
	13	Double-Rod Perm Wrap, Bricklay, Demo/Practical	Bricklay Video/Demo/Practical	Manikins/Role Playing/Retailing	Student Salon	Student Salon
	14	Ch. 20 Relaxer/Service Tickets	Re-Touch Relaxer Application/Relaxer PK/Practical	Virgin Relaxer Application/Consultation	Student Salon	Student Salon
	15	Review Ch. 20/Written Test	Perm/Relaxer/Projects	Perm/Relaxer/Projects	Student Salon	Student Salon
	16	Law of Color/Color Wheel/Color Lookbook	Ch. 21 Haircolor/Non- oxidative/Oxidative	Ch. 21 Haircolor/Decolorizing/ Lighteners	Student Salon	Student Salon
	17	REDKEN Color Lines/Fillers/Toners	Root-Retouch Application Virgin Application	Foiling Weave/Slice Horizontal/Vertical/Diagonal	Student Salon	Student Salon
	18	Foiling/Brow Tinting	Foiling with In Between Color/Color Correction/Double Process	Highlight/Color & Tone Manikin	Student Salon	Student Salon
	19	Formulations/Product Lines	Formulations/Product Lines	Consultations/Forumulations	Student Salon	Student Salon
	20	Color Projects	Color Projects	Review	Student Salon	Student Salon
<b>601 - 900 HOURS – ADVANCED</b>	21	Ch. 19 Wigs & Hair Extensions	Student Salon	Student Salon	Student Salon	Student Salon
	22	Ch. 19 Wigs Practical	Student Salon	Student Salon	Student Salon	Student Salon
	23	Ch. 19 Wigs Test/Field Trip	Student Salon	Student Salon	Student Salon	Student Salon
	24	Ch. 7 Skincare Structure/Growth & Nutrition	Student Salon	Student Salon	Student Salon	Student Salon
	25	Ch. 7 Skincare PK	Student Salon	Student Salon	Student Salon	Student Salon
	26	Skincare Activity/Facial Applications/Ch. 7 Skincare Test	Student Salon	Student Salon	Student Salon	Student Salon
	27	Ch. 8 Skin Diseases & Disorders	Student Salon	Student Salon	Student Salon	Student Salon
	28	Ch. 8 Skincare Test	Student Salon	Student Salon	Student Salon	Student Salon

	29	Ch. 24 Makeup Theory	Student Salon	Student Salon	Student Salon	Student Salon
	30	Ch. 24 Makeup Application	Student Salon	Student Salon	Student Salon	Student Salon

<b>901 - 1200 HOURS – ADVANCED</b>	31	Student Salon	Makeup Field Trip	Student Salon	Student Salon	Student Salon
	32	Student Salon	Ch. 30 Seeking Employment/Salon Business Project	Student Salon	Student Salon	Student Salon
	33	Student Salon	Ch. 30 Seeking Employment Resumes	Student Salon	Student Salon	Student Salon
	34	Student Salon	Ch. 31 On The Job Interviews	Student Salon	Student Salon	Student Salon
	35	Student Salon	Ch. 31 On The Job	Student Salon	Student Salon	Student Salon
	36	Student Salon	Ch. 32 Salon Business	Student Salon	Student Salon	Student Salon
	37	Student Salon	Ch. 32 Salon Business	Student Salon	Student Salon	Student Salon
	38	Student Salon	Ch. 31 & 32 Review	Student Salon	Student Salon	Student Salon
	39	Student Salon	Salon Visits	Student Salon	Student Salon	Student Salon
	40	Student Salon	Review & Test	Student Salon	Student Salon	Student Salon

<b>1201 - 1500 HOURS – ADVANCED</b>	41	Seeking Employment	Student Salon	State Board Prep	Student Salon	Student Salon
	42	Job Readiness	Student Salon	State Board Prep	Student Salon	Student Salon
	43	Salon Business	Student Salon	State Board Prep	Student Salon	Student Salon
	44	State Board Prep	Student Salon	State Board Prep	Student Salon	Student Salon
	45	State Board Prep	Student Salon	State Board Prep	Student Salon	Student Salon
	46	State Board Prep	Student Salon	State Board Prep	Student Salon	Student Salon
	47	State Board Prep	Student Salon	State Board Prep	Student Salon	Student Salon
	48	State Board Prep	Student Salon	State Board Prep Testing	Student Salon	Student Salon
	49	State Board Prep	Student Salon	State Board Prep Testing	Student Salon	Student Salon
	50	Test	Student Salon	State Board Prep Testing	Student Salon	Student Salon

## **APPENDIX 3**

### **NAIL TECHNOLOGY PROGRAM**

#### **Course Description:**

The Nail Technology curriculum is designed to provide competency-based knowledge, scientific/artistic principles, and hands-on fundamentals associated with the Nail Technology industry. The curriculum provides a simulated salon environment which enables the student to develop required skills. All classes are taught in English and are based on clock hours.

#### **Course Objective:**

Upon completion of the program of the course requirements, the determined graduate will be able to:

1. Project a professional image, positive attitude, proper grooming, self-confidence and personal integrity.
2. Communicate properly with and effectively with colleagues, supervisors and clients.
3. Perform skills in the areas of sanitation, manicuring, pedicuring, hand/arm/foot massage, nail tips, wraps, UV gels, and display artistic principles.
4. Apply knowledge of basic chemistry and electricity.
5. Apply knowledge of infection control, and the principles and practice of it.
6. Understand general anatomy and physiology and skin and nail structure and growth.
7. Prepare for employment, licensure and successful business principles.

Graduates will qualify to sit for the North Carolina State Board of Cosmetic Art examination. Upon successful completion of the State Board examination, graduates will be issued a Manicurist License. Employment is available in hair/nail salons as nail specialists or platform artists for nail products manufacturers.

#### **Course Length:**

The length of the course of study is 300 Clock Hours and consists of Theory, Practical and Performance applications

#### **References:**

A comprehensive network of Milady's Standard Nail Technology curriculum, books, workbooks, power point presentations, library, references, OPI support materials, and audio/visual tapes to supplement the program of study.

#### **Teaching Methods:**

Methods include: lecture, demonstrations, hands-on student participation in demonstrations, videos, power-point presentation, use of a blackboard, flip chart, and educational games. Program is taught in a sequential set of learning steps which address specific tasks necessary for state board preparation, graduation and job entry level skills. The program is presented through comprehensive lesson plans which reflect effective educational methods. Clinic equipment and salon are comparable to current industry standards.

#### **Grading Procedures:**

The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic and practical 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 only counted as completed when rated satisfactory or better. If a performance does not meet satisfactory requirements, it is not counted and the performance must be repeated. Comprehensive practical skills evaluations will be conducted during the course of study. Practical skills are evaluated according to text procedures, evaluation criteria. All clinic floor student performances are recorded daily in our Envision Ultimate Management System, and students are required to manually keep track of all their student performances.

The grading scale for the written and practical work is:

94%-100%	= Excellent
87%-93%	= Very Good
80%-86%	= Satisfactory
79% and below	= Unsatisfactory

## NAIL TECHNOLOGY CURRICULUM

60 hours are theory in the beginner's portion of the program and the remaining 240 are advanced.

HOURS PER SUBJECT	SUBJECT	TOTAL COURSE HOURS
	Orientation	5
	Professional Image	3
	Safety and Sanitation in the Salon	10
	Bacteriology	4
	Infection Control	5
	Anatomy and Physiology	10
	Client Consultations	3
	Nail Products and Chemistry	15
	Manicure	25
	Pedicure	20
	Massage Techniques	10
	The Nail and its Disorders	10
	The Skin and its Disorders	10
	Nail Tips	15
	Nail Wraps	15
	Acrylic Wraps	30
	Gels	20
	Electric Filing	20
	Aromatherapy	15
	Nail Art	25
	Salon Business	15
	Selling Nail Products and Services	15
Total Hours		300 Hours

## **APPENDIX 4**

### **INSTRUCTOR PROGRAM**

#### **Course Description:**

The Instructor Program is based on the Milady's Master Educator Program. The purpose of the Instructor program is to offer teaching methodology, learning philosophy, and professional development for aspiring cosmetology educators. It is designed to work effectively in an Instructor-led classroom environment and a Clinic floor environment. All courses are taught in English and based on clock hours.

#### **Course Requirements:**

Instructor candidates must have two years salon experience or if just graduated, must be employed part time in a salon and work a period equivalent to six months while pursuing the instructor training program. All classes are taught in English.

The Instructor Course is available to those who have a high school diploma or equivalent, and a current North Carolina Cosmetologist License. Candidates are required to take an examination based on practical application. However, should the applicant have graduated within the past three years from Pinnacle Institute of Cosmetology and has work experience as a cosmetologist, the entrance examination may be waived.

#### **Course Objective:**

Upon completion of the program of the course requirements, the determined graduate will be able to:

1. Identify reasoning for choosing to pursue a career as an educator.
2. Identify career opportunities available.
3. Understand the steps in the curriculum development process.
4. Know the value and advantages of lesson planning.
5. Apply learning of teaching methodology and skills.
6. Understand the purpose of the purpose of student's performance evaluation.
7. Prepare for state examination and licensing.

The Instructor Course prepares the candidate for licensure in North Carolina as an Instructor of Cosmetology through courses in methodology of teaching, assisting in the classroom and clinic, and practice in the classroom and clinic. The candidate must have an average of 80% or above to successfully complete the course.

#### **Course Length:**

The Instructor course consists of at least 800 clock hours of instruction in theory and practical application.

#### **References:**

A comprehensive network of Milady's Master Educator curriculum books and workbooks, power point presentations, library, references, Redken Train the Trainer support materials, and audio/visual tapes to supplement the program of study.

#### **Teaching Methods:**

Teaching methods include lectures, demonstrations, hands-on student participation in demonstrations, Milady's Course Guide and power point, videos, use of a blackboard/ flip chart, and chapter projects. Program is taught in a sequential set of learning steps which address specific tasks necessary for state board preparation, graduation and job entry level skills. The program is presented through comprehensive lesson plans which reflect effective educational methods. Clinic equipment and salon are comparable to current industry standards.

#### **Grading Procedures:**

The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic and practical 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 only counted as completed when rated satisfactory or better. If a performance does not meet satisfactory requirements, it is not counted and the performance must be repeated. Comprehensive practical skills evaluations will be conducted during the course of study. Practical skills are evaluated according to text procedures, evaluation criteria.

An overall average of 80% must be maintained. The grading scale for written and practical work is as follows:

94%-100%	= Excellent
87%-93%	= Very Good
80%-86%	= Satisfactory
79% and below	= Unsatisfactory

**Curriculum:**

1. One hundred fifty hours of instruction on methods of teaching and the laws governing cosmetology, to include the following topics:
  - a. Instruction in teaching techniques;
  - b. Instruction in preparing lesson plans;
  - c. Instruction in preparing class lectures and presentations;
  - d. Instruction in preparing examinations;
  - e. Chapter 88 of the North Carolina General Statutes and the Rule of the Board.
2. Six hundred fifty hour of practice teaching, to include the following:
  - a. Conducting theory classes from prepared lesson plans;
  - b. Preparing and giving examinations;
  - c. Presenting practical demonstrations;
  - d. Implementing rubrics in grading the student's practical procedures.

**Instructors Course Outline:**

Total of 800 hours are required of which 150 are theory and 650 are practical application.

Week	Day	Topic	Theory	Review	Practice	Clinic Floor
		Orientation				
1	1	Idiot's Guide to Public Speaking/Introduction/Verb Usage	8			
	2	Sending the Message	8			
	3	Sending the Message		8		
	4	How We Learn/Communications	8			
	5	How We Learn/communications	2			6
2	6	Types of Speech	8			
	7	Types of Speech	3		5	
	8	Doing the Lesson Plan	8			
	9	What Makes a Good Public Speaker	8			
	10	Doing it Your Way	3		5	
3	11	Speeches	3		5	
	12	Speeches	3		5	
	13	History of Teaching Chapter 1	8			
	14	History of Teaching/Quiz		8		
	15	The Profile of a Master Educator Chapter 2	8			
4	16	The Profile of a Master Educator	8			
	17	The Profile of a Master Educator/Quiz		8		
	18	Educator Relationships Chapter 3	8			
	19	Educator Relationships/Quiz		8		
	20	Developing a Dynamic Program of Study Chapter 4	8			
5	21	Developing a Dynamic Program of Study	8			
	22	Developing a Dynamic Program of Study	8			
	23	Developing a dynamic Program of Study/Quiz	3	5		
	24	Developing and Using Educational Aids Chapter 5	8			
	25	Developing and Using Educational Aids/Quiz	3	5		
6	26	Teaching Skills and Presentation Techniques Chapter 6	8			
	27	Teaching skills and Presentation Techniques	8			
	28	Teaching Skills and Presentation Techniques	3	5		
	29	Field Trip				
	30	Results-Oriented Classroom Management Chapter 7	8			
7	31	Results-Oriented Classroom management	2			6
	32	Results-Oriented Classroom Management/Quiz	5	3		
	33	Industry Needs Chapter 8	8			



	34	Quiz		2		6
	35	Teaching in a Dynamic Clinic Chapter 9	8			
8	36	Teaching in a Dynamic Clinic	8			
	37	Teaching in a Dynamic Clinic/Quiz	3	5		
	38	Beginning Instructor Observation		2		6
	39	Student Evaluation and Testing Methods Chapter 10	8			
	40	Student Evaluation and Testing Methods	8			
9	41	Student Evaluation and Testing Methods/Quiz	5	3		
	42	Teaching to Diverse Learning Styles Chapter 11	8			
	43	Teaching to Diverse Learning Styles	8			
	44	Teaching to Diverse Learning Styles/Quiz	3	5		
	45	Powerful Teaching and Learning Methods	8			
10	46	Powerful Teaching and Learning Methods/Quiz	3	5		
	47	Achieving Learner Results Chapter 13	8			
	48	Achieving Learner Results/Quiz	3	5		
	49	Professional Performance Evaluation Chapter 14	8			
	50	Professional Performance Evaluation/Quiz	5	3		
11	51	Preparing for Licensure and Employment	8			
	52	Preparing for Licensure and Employment/Quiz	3	5		
	53	Field Trip				
	54	Lesson Planning	8			
<b>Week</b>	<b>Day</b>	<b>Topic</b>	<b>Theory</b>	<b>Review</b>	<b>Practice</b>	<b>Clinic Floor</b>
	55	Lesson Planning				
12	57	Beginners Instruction/Observation	2	6		
	57	Beginner's Instruction / Observation				
	58	Lesson Planning	8			
	59	Lesson Planning	8			
	60	Lesson Planning	8			
13	61	Lesson Planning	8			
	62	Beginners Instruction/Observation	2		6	
	63	Beginners Instruction/Observation	2		6	
	64	Lesson Planning	8			
14	65	Lesson Planning	8			
	66	Lesson Planning	8			
	67	Clinic Floor	2		6	
	68	Lesson Planning	8			
	69	Beginners Instruction/Observation	2		6	
	70	Beginners Instruction/Observation	2		6	
15	71	Lesson Planning	8			
	72	Lesson Planning	3			5
	73	Beginners Instruction/Observation	2		6	
	74	Field Trip				
	75	Lesson Planning	8			
16	76	Lesson Planning	8			
	77	Lesson Planning	8			
	78	Beginners Instruction/Observation	1		6	1
	79	Beginners Instruction/ Observation	1		6	1
	80	Lesson Planning	8			
17	81	Lesson planning	8			
	82	Practice Teaching	4		12	
	83	Practice Teaching	4		12	
	84	Practice Teaching	4		12	
	85	State Board Review	8		8	
18	86	Practice Teaching	4		12	
	87	Practice Teaching	4		12	
	88	Overview	8		8	
	89	State Board Prep	8		8	
	90	State Boards Projects and Practice/Evaluation	8			
		Practical Hours Assisting on Clinic Floor	56			

