



Orientation Manual
and
Policy Handbook
2025

Alcohol & Drug Free Campus Policy

It is a violation of school policy for any student to:

- Use illegal drugs or misuse prescription drugs;
- Misuse alcohol;
- Possess, trade, manufacture, distribute, dispense, buy or offer for sale alcohol, illegal and/or prescription drugs while on duty, during break periods, or on school property;
- Arrive or return to school intoxicated from use of illegal drugs, misused prescription drugs or alcohol;
- Engage in the use of illegal drugs, misuse of prescription drugs or alcohol during school hours or while on school property (including parking lots);
- Use prescription drugs or non-prescription drugs that may affect the safety of the student or fellow students, and members of the public;

Any student who is taking any prescription or non-prescription drug which might impair safety, performance, or any motor functions must advise his/her instructor or the Administration before providing services under such medication. Students are individually responsible for being aware of applicable laws, regulations, ordinances, and the Keene Beauty Academy policy for complying with them.

Student Assistance: Keene Beauty Academy will provide resource information to any student who requests help or support for a substance use disorder or who chooses to pursue information regarding substance abuse. Students will not be penalized for asking for help with these issues.

Disciplinary Action:

Violation of this policy may result in termination from enrollment. Termination from an institution providing Title IV aid to students will impact that student's ability to receive Title IV aid and may prevent them from receiving Title IV aid at this or any other institutions. See below for instructions regarding reapplying for aid after a drug conviction.

Biennial Review:

Keene Beauty Academy will review the drug and alcohol prevention program every two years. Any recommendations data and or assistance available to substance abusers will be updated and distributed to all students and staff of the schools.

Notice of Federal Student Aid (FSA) Penalties for Drug Law Violations:

The Higher Education Opportunity Act requires institutions to provide to every student upon enrollment a separate, clear and conspicuous written notice with information on the penalties associated with drug-related offenses under existing section 484(r) of the HEA. It also requires an institution to provide a timely notice to each student who has lost eligibility for any grant, loan, or work-study assistance as a result of penalties under 484(r)(1) of the HEA a separate

clear, and conspicuous written notice that notifies the student of the loss of eligibility and advises the student of the ways in which to regain eligibility under section 484(r)(2) of the HEA. Students are hereby notified that federal guidelines mandate that a federal or state drug conviction can disqualify a student for Federal Student Aid funds. Convictions only count if they were for an offense that occurred during a period of enrollment for which the student was receiving Title IV aid—they do not count if the offense was not during such a period. Also, a conviction that was reversed, set aside, or removed from the student's record does not count, nor does one received when he/she was a juvenile, unless the student was tried as an adult.

The Higher Education Act of 1965 as amended (HEA) suspends aid eligibility for students who have been convicted under federal or state law of the sale or possession of drugs, if the offense occurred during a period of enrollment for which the student was receiving federal student aid (grants, loans, and/or work-study). If you have a conviction(s) for these offenses, call the Federal Student Aid Information Center at 1-800-4-FED-AID (1-800-433-3243) to complete the "Student Aid Eligibility Worksheet" to find out how this law applies to you.

If you have lost federal student aid eligibility due to a drug conviction, you can regain eligibility if you pass two unannounced drug tests conducted by a drug rehabilitation program that complies with criteria established by the U.S. Department of Education.

By completing the FAFSA, you may be eligible for nonfederal aid from states and private institutions even if ineligible for Federal Aid. If you regain eligibility during the award year, notify your financial aid office immediately.

If you are convicted of a drug-related offense after you submit the FAFSA, you might lose eligibility for federal student aid, and you may be liable for returning any financial aid you received during a period of ineligibility.

The use of alcohol or drugs (unless prescribed by a physician) is strictly prohibited. The use or possession of alcohol, drugs, or any drug paraphernalia in any form on school premises, on school grounds, or at any school related activity would result in immediate termination.

Students seeking additional services may contact the following agencies:

Cheshire Medical Center

580 Court Street

Keene NH, 03431

603-354-5400

Keene Serenity Center

34 Mechanic Street

Keene NH 03431

603-283-5015

The Curricula, Policies and Regulations of Keene Beauty Academy have been carefully and painstakingly designed to deliver the highest industry standards of Practical and Academic education to students of diverse ability and background. The following Policies and Regulations of Keene Beauty Academy are designed to ensure each student has a safe environment in which to receive their training. Training will be given and student's progress evaluated in practical skills, academic information, professional behavior and standards of conduct so they may enter the fields of Cosmetology, Esthetics and Nail Technology as well trained and well-rounded employees of the highest work ethic.

Rules of conduct:

Students are expected to conduct themselves in a professional and courteous manner while attending the Academy. Respect to students, instructors, staff and clients, is mandatory. Students who fail to meet expectations will face counsel, disciplinary action or possible dismissal from the Academy.

Behavior deemed unprofessional includes, but is not limited to, the following:

1. Drug and/or alcohol use including prescription medications which may impair your ability.
2. Yelling or loud talking
3. Profanity, disrespectful speech, or topics of discussion
4. Insubordination to a staff member or instructor
5. Cheating or stealing
6. Unethical behavior as outlined in NH State Laws, Bar 501.02 Ethical Conduct Standards
7. Loss of emotional composure resulting in harm.

Counseling:

Keene Beauty Academy counsels students on an "as needed" basis. If the administration feels a student is in need of counseling whether for personal issues, behavior problems, unsatisfactory progress in attendance or grade point average, the student is met in a private setting to discuss the appropriate measures to be taken. Resources are available for outside assistance if needed. Please do not hesitate to access these resources in the Administrative office.

Keene Beauty Academy Hours of Operation:

Monday-Friday: 9 AM- 4 PM (Lunch 11:45 AM -12:45 PM)

Saturday & Sunday: Closed

Attendance:

Time logs are used by the staff to verify attended student apprentice hours for the NH State Board of Cosmetology.

Attendance is taken at 9AM, 11:45 AM, 12:45PM and 4PM.

Any student arriving after attendance has been taken is considered late and required to check in with clinic manager.

Hours are calculated at the next quarter hour when late.

Student Parking:

Student parking is located at the rear of the school.

Students must park along the perimeter of the lot, not in the center. This allows easy access and maneuvering room for tractor trucks making deliveries to the neighboring businesses.

Students must not park at the front of the school. Students who violate student parking restrictions risk being towed by neighboring businesses.

Student Entrance:

For personal safety, students are encouraged to ask for an escort to their automobile when leaving the school during evening hours. Please report any outside lighting outages as soon as possible.

Tobacco Use:

Use of spit tobacco or smoking is actively discouraged at Keene Beauty Academy. If you must use tobacco do so outside and away from the building, non-smokers or people eating at the picnic table. Please dispose of cigarette butts in the metal waste can provided outside. After the use of tobacco you will not be permitted to work on clients until you have thoroughly cleansed and deodorized. Resources for quitting tobacco use are enthusiastically provided.

Alcohol and Drug Use:

Keene Beauty Academy is a drug and alcohol free campus. Non-compliance of this policy may result in termination or disciplinary action. Students who have issues of dependence on drugs or alcohol have access to a variety of resources in the local area for counsel and possible rehabilitation without fear of penalty from administration. Please see Alcohol and drug free campus policy.

Lockable Units:

Rolling lockable units are provided during freshman block to cosmetology students and throughout your time in esthetics training. If you choose to use a padlock we suggest you give us a spare key in the event you forget or lose the key.

Keys can be provided to students in the cosmetology program who would like to lock their station doors. If for any reason a student loses their key, they will be financially responsible for the replacement of that key, at a cost of \$5.00.

Excused Absences or School Closures:

If one or both of the following area schools cancel classes due to severe weather conditions, Keene Beauty Academy will automatically cancel school.

1. Keene School District – SAU #29
2. Monadnock School District – SAU #93

Keene Beauty Academy will notify the following media when it cancels classes due to weather.

1. WMUR Channel 9 news
2. Keene Beauty Academy Face book page.

If schools are closed in your travel area, but not in Keene Beauty Academy's area, and you will be absent, you must notify the Administrative Office before 9 A.M. and submit a written explanation to the Administrative Office of the closures immediately upon returning to school in order to have your absence excused.

Keene Beauty Academy provides personal time included in your contract not to exceed hours stated on contract. These are hours that you can miss without incurring overtime charges. You must notify the office when you will be absent.

Students cannot receive clock hours when they are absent from school.

Excused absences do not excuse you from required class work or exams. Work must be submitted or exams taken upon your return.

Students will be charged for unexcused absences that exceed what is stated in contract, based on their contracted rate per hour. See enrollment agreement for details.

Curriculum Planning:

Standard curriculum scheduling is planned and followed for all students enrolled in all programs. Changes of scheduling due to absence or course failure should be brought to the Director or assistant director for consideration.

Questions regarding class notes, homework assignments, exams, and grades should be brought to the attention of the Instructor who assigned the work.

Prerequisite class failure; Prerequisite classes are listed in the course outlines. Should a student fail a prerequisite class exam with a score above 47%, the student will be informed and given one opportunity to take a second exam the next school day. The two exam scores will be then be averaged. If that average score is below 75% the student must retake the entire class including exam the next time the class is offered, which may extend their contracted end date and increase the tuition. Should a student fail a prerequisite class with a score below 47%, they must retake the course which may extend their contracted end date and increase the tuition. This may be repeated until the student can successfully pass the prerequisite course and move on to requisite classes.

Educational Support Planning:

After completing all admissions requirements and accepting enrollment to Keene Beauty Academy students who feel they may need educational support or accommodations beyond standard teaching or testing methods must meet with the Director to discuss accommodations no later than the tenth day of their attendance in order to ensure accommodations can be put in place as soon as possible. Required documentation may include but is not limited to; individual secondary or post-secondary educational plan reports, medical or psychological evaluations, or Vocational Rehabilitation assessments. Additional staff required to meet accommodations will be at the expense of the student.

Classroom Expectations:

Each instructor will present their own classroom expectations to you. In addition, all of the Instructors at Keene Beauty Academy expect these basic rules to be followed:

1. Be on time
2. Be prepared
3. Be responsible for your assignments
4. Avoid interrupting others
5. Respect school property
6. No cell phones
7. Grades are confidential

At no time will a student be allowed to be excused from a scheduled theory class to take clients.

All students are required to be models for their class mates during practical subjects which allows the opportunity to gain the experience of being the client as well as being the stylist.

Student Clinic Policies:

Students must read and retain a copy of the KBA Student Clinic Policy. We operate the student clinic as a professional salon environment and have specific guidelines we follow at all times. As you begin your time with us we expect a period of adjustment and will completely review the student clinic policies with you before you are expected to comply.

Monthly Progress Report:

Students will receive an individual monthly progress report. This report will include the following information that will help you determine and plan your time accordingly:

- Academic grades of all written and practical exams completed
- Clinic work completed and remaining
- Percentage (%) of attendance
- Information specific to your individual progress

You will receive two copies of this report. Students must review their progress report. If no errors are evident, sign one copy and return it to the administrative office. Keep the other for your records. If you question any of the information contained in the report, circle any errors or potential problems, and return it to the Administrative Office. The administrative office will review the reports and correct any errors or problems you have circled. Questions regarding progress reports should be brought to the attention of the school administrative office.

Graduation Requirements:

Students will graduate upon completion of the required number of hours listed below, subject to the following conditions:

- A. The required number of practical assignments are completed
- B. The student must achieve a cumulative academic average of seventy-four percent (75%) at the date of graduation.
- C. The student will have fulfilled all financial obligations to the school, with the student understanding that prior to becoming licensed they must pass the state board exam.

Cosmetology: In order to graduate from Keene Beauty Academy in cosmetology, students must have completed 1500 hours of training, achieved a minimum average of 75% on academic work, practical work and 70% attendance, and completed the required number of practical assignments.

Esthetics: In order to graduate from Keene Beauty Academy in esthetics, students must have completed 600 hours of training, achieved a minimum average of 75% on academic work, practical work and 70% attendance, and completed the required number of projects.

Emergency Exit Instructions:

In the event of an emergency requiring evacuation:

1. Listen for instructions and ALWAYS REMAIN CALM
2. Exit building using nearest exit door or window
3. Please assist your client to the nearest exit with you only if it is safe to do so.
4. After exiting the building, all staff, students and clients should meet near the entrance to the school for an emergency roll call.

Uniform Dress Code:

Keene Beauty Academy requires that all students present a professional appearance at all times during school hours. A professional appearance enhances student's self-confidence and attitude as well as client confidence. NH State Board of Cosmetology expects to be easily able to identify students and instructors.

Your uniform and personal appearance will be evaluated every morning during attendance and **MUST REMAIN IN EFFECT AT ALL TIMES WITHOUT EXCEPTION!** You will be required to leave and correct infraction of code for all criteria. There may be school wide spirit days that will post anyone permitted to be out of uniform and participate. Your uniform and personal appearance may be evaluated by any individual staff member at any time. All rules regarding uniform code and disciplinary action are subject to administrative interpretation. We are dedicated to including dress and professional appearance as part of our occupational training.

OFFICE OF PROFESSIONAL LICENSURE AND CERTIFICATION STATE OF NEW
HAMPSHIRE **DIVISION OF HEALTH PROFESSIONS**
BOARD OF BARBERING, COSMETOLOGY, & ESTHETICS

7 Eagle Square
Concord, N.H. 03301

Deanna Jurius
Executive Director

Telephone 603-271-2152 · CustomerSupport@oplcnh.gov

Heather A. Kelly
Director of Operations



CODE OF PROFESSIONAL ETHICS

CHAPTER Bar 500 ETHICAL STANDARDS

PART Bar 501 OBLIGATION TO OBEY AND ETHICAL CONDUCT STANDARDS

Bar 501.01 Obligation to Obey.

(a) Licensees shall obey the ethical conduct standards set forth in Bar 501.02.

(b) Violations of any of the ethical conduct standards shall constitute unprofessional conduct resulting in disciplinary proceedings pursuant to RSA 313-A:22, II (c).

Bar 501.02 Ethical Conduct Standards. A licensee shall:

- (a) Comply with RSA 313-A and the board's administrative rules;
- (b) Submit only truthful and correct information in any application or other document filed with, or statement made to, the board;
- (c) Obey in good faith, and within any time period specified, any disciplinary orders issued by the board, including orders requiring the payment of fees or fines;
- (d) Deal with colleagues and clients with honesty and integrity;
- (e) If maintaining a salon, maintain the salon premises in a sanitary and hygienic manner;
- (f) Not perform any service that is outside the scope of practice for the license that he or she holds;
- (g) Not misrepresent professional qualifications or credentials;
- (h) Not aid or abet, directly or indirectly, the practice of any person who is not duly licensed;
- (i) Not advertise claims that are misleading, untrue or insupportable by fact; and
- (j) Use professional products specifically designed or manufactured for use in his or her licensed profession according to the manufacturer's instructions.
- (k) Comply with a lawful investigation of the Board

Keene Beauty Academy

Satisfactory Academic Progress Policy

This satisfactory progress policy is established and maintained consistently for all students attending the Keene Beauty Academy. This is true whether a student is using Title IV student aid or not. This is true for any VA or Military Financial Benefits. It is applied to all students whether full or part time. This policy complies with all other regulations applicable to Keene Beauty Academy.

In order to be considered making satisfactory academic progress (SAP) while attending Keene Beauty Academy, a student must achieve SAP requirements which will be evaluated at the point at which the student achieves the following actual attended hours.

The SAP evaluation periods for each program are as follows;

Cosmetology; 450 clock hrs and 15 weeks, 900 clock hours and 30 weeks, and 1200 clock hours and 40 weeks. These are actual attended hours not scheduled hours.

Esthetics; 300 clock hours and 10 weeks. These are actual attended hours, not scheduled hours.

Keene Beauty Academy academic year consists of 900 actual attended hours and 30 weeks.

Cosmetology program consists of 1 2/3 academic years. 900hrs + 600 hrs

Esthetics program consists of 2/3 of one academic year. 600hrs

All transfer students will be evaluated at the midpoint of their contracted hours or the established evaluation periods above, whichever comes first in each contracted period.

A student meeting the minimum requirements at an evaluation shall be considered making satisfactory progress until the next scheduled SAP evaluation. The student must meet both the attendance and academic progress requirements to be considered making satisfactory progress.

Satisfactory Academic and Practical performance requirements:

The student must maintain a 75% or better cumulative grade point average, which includes practical test scores and written test scores, in order to meet the academic requirement of the Satisfactory Academic Progress Policy.

General Interpretation of Academic and Practical Grades:

75-100	Satisfactory
0-74	Unsatisfactory

Satisfactory Attendance requirement:

The student must maintain a 70% attendance rate in order to meet required attendance rate of the Satisfactory Academic Progress Policy evaluation periods.

Maximum Time Frame

The maximum time frame that is allowed for a student to complete each program, which does not exceed 150% of the course length, is stated below:

Cosmetology, Scheduled Program Length 30 hours /week, 1500 hours /50 weeks

Esthetics, Scheduled Program Length, 20 hours /week, 600 hours /30 weeks

Maximum Time Allowed per program

Cosmetology, 71.5 weeks, 2145 scheduled hours, 143%

Esthetics, 42.9 Weeks, 858 scheduled hours, 143%

The Maximum time allowed for transfer students who need less than the full course requirements will be determined based on 143% of the scheduled contract hours

Should it be determined by attendance percentage and remaining program hours that a student is unable to complete the program in the maximum time frame stated above, the student enrollment will be terminated as of the date of determination.

ACADEMIC PROGRESS EVALUATIONS

The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic learning. Students are assigned academic learning and a minimum number of practical experiences. Academic learning is evaluated after each unit of study. Practical assignments are evaluated as completed and counted toward course completion. Several comprehensive practical skills evaluations will be conducted during the course of study. Practical skills are evaluated according to text procedures and set forth in practical skills evaluation criteria adopted by the school. Students must maintain a cumulative written and practical grade average of 75% and pass one final written exam prior to graduation. Students must make up missed tests and incomplete assignments. Numerical grades are considered according to the following scale:

75 - 100

SATISFACTORY

74 and BELOW

UNSATISFACTORY

DETERMINATION OF PROGRESS STATUS

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

WARNING

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

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 aid, as applicable, by meeting minimum attendance and academic requirements by the end of the warning or probationary period and within the Maximum Time Frame.

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 they are accepted back.

APPEAL PROCEDURE

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

NONCREDIT, REMEDIAL COURSES, REPETITIONS

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

TRANSFER HOURS

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

This policy is included in this First Day Handbook, the Keene Beauty Academy Catalog as well as the pre-enrollment interview documentation you receive.

Transfer Policies

Transfer Policy: Secondary Programs

In order for KBA to consider requests to accept training hours from outside secondary training programs, the following protocol must be met.

1. Transcript of cosmetology grades and classes attended for both junior and senior years (if applicable) and all other secondary classes must be provided.
 - a. Each year is evaluated individually for final grade.
 - b. Applicant must have final Cosmetology grade of 75% or better each year in both written and practical work to be considered
 - c. \$ 500.00 scholarship issued to applicants who exhibit GPA of 75% or better regardless of transfer hours accepted.
 - d. Offer of KBA scholarship will expire one year after the graduation date of the applicant.
2. Exam for evaluation of secondary training will be administered.
 - a. Failure; no hours accepted
 - b. Pass; Director evaluation of topics and hours accepted
 - i. Proceed to KBA entrance requirements.
 - ii. Application forwarded to Admissions
3. Must complete all standard Keene Beauty Academy entrance requirements.
4. Keene Beauty Academy reserves the right to refuse accepting hours from any previous training.
5. Students who do not complete both Junior and Senior year cosmetology programs may not transfer hours.
6. Secondary hours may be only accepted within one year of graduation from High School.

Transfer Policy: Post-Secondary Programs

In order for KBA to consider accepting hours of training from outside post-secondary institutions for Cosmetology, Esthetics, or Nail Technology the following protocol must be met.

1. Transcript of grades and classes attended from any cosmetology school attended must be provided and will be reviewed by Director.
2. State Professional Licensure must be provided if applicable.
3. Items for consideration include, but are not limited to;
 - a. Circumstances surrounding termination of previous institutions
 - b. Attendance rate
 - c. Grade Point average
 - d. Time lapsed from previous training
4. All financial obligations to any previous institution are met.
5. All standard Keene Beauty Academy admission criteria will be followed.
6. Keene Beauty Academy reserves the right to refuse accepting hours from any previous training.

Keene Beauty Academy Withdrawal and Settlement policy (Refund Policy)

5. Refund Policy:

This policy applies to all applicant rejections, terminations for any reason, by either party, including student decision, course program cancellation, or school closure. Cancellation or withdrawal shall occur on the earlier of the dates that:

- a. An applicant is not accepted by the school. The applicant shall be entitled to a refund of all monies paid, excluding \$100.00 application fee.
- b. A student (or legal guardian) cancels their enrollment in writing within three business days of signing the enrollment agreement. In this case all monies collected by the school shall be refunded excepting the above mentioned application fee, regardless of whether or not the student has actually started classes.
- c. A student cancels their enrollment after three business days of signing the contract but prior to starting classes. In these cases they shall be entitled to a refund of all monies paid to the school except the application fee in the amount of \$100.00
- d. A student notifies the school of their withdrawal in writing
- e. A student on an approved leave of absence notifies the school that they 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 school that the student will not be returning.
- f. A student is terminated by the school. (Unofficial withdrawals will be determined by the institution by monitoring attendance daily.) Students who are absent for 14 consecutive days will be terminated and refund calculation will be based on last date of attendance.
- g. In type 5 b,c,d, or f 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
- h. person. The return of Title IV funds as prescribed in Section 484B of the HEA Amendments determines the amount of Title IV aid a student has earned at the time a student withdraws. The amount of Title IV aid a student has not earned is then returned to the Title IV programs. It is a proportional calculation based on the date of withdrawal through sixty percent (60%) of the payment period. All refunds are based on scheduled hours.
- i. For students who enroll and begin classes but withdraw prior to course completion (after 3 business days of signing the contract), or students who have been expelled, the following schedule of tuition earned by the school applies. All refunds are based on scheduled hours on students last day of attendance. The formula in brief is as follows: see next page

Minimum Tuition Adjustment Schedule

Percent of scheduled time enrolled to total course	Total tuition school shall retain or receive
0.01% to 4.9%	20%
5.0% to 9.9%	30%
10.0% to 14.9%	40%
15.0% to 24.9%	45%
25.0% to 49.9%	70%
50% and over	100%

The order of any refunds is as follows: (1) Unsubsidized Direct Loan (2) Subsidized Direct Loan (3) PLUS, (4) PELL, (5) OTHR, (6) VOCR, (7) Scholarship

- a. The institution will determine the date of withdrawal and then determine the percentage of the payment period attended by the student.
- b. The institution will determine the amount of Title IV aid for which the student was eligible by the percentage of time enrolled.
- c. The institution will compare the amount earned to the amount disbursed. If the amount of aid disbursed exceeds the amount earned, this amount of Title IV aid must be returned.
- d. The institution allocates the responsibility for returned unearned aid between the school and the student according to the portion of disbursed aid that could have been used to cover institutional charges and the portion that could have been disbursed directly to the student once institutional charges were covered.
- e. The institution and/or the student must then distribute the unearned Title IV aid back to the Title IV programs.

A cancellation fee of \$150 will be charged for students who withdraw or terminate at any time during their enrollment.

All cost of extra items to the student, such as books and the instructional supplies or equipment service charges, student activity fees, deposits, rental and other charges need not be figured in refund computations, provided such charges are itemized separately in the enrollment agreement, catalogs, or in other data furnished the student before enrollment. Unmet obligations by the student to the school will be collected by legal and ethical business practices.

Please note such items are refundable under the circumstances described in Items 5 a,b,and,c above.

If a course is canceled subsequent to a student's enrollment, and before instruction in the course has begun, the school shall provide a full refund of all monies paid including application fee and any unused registration fee to the State of NH. If a school closes permanently and ceases to offer instruction after students have enrolled, and instruction has begun, the school will provide a pro-rata refund of all monies paid. If a school cancels a course and/or program and ceases to offer instruction after students have enrolled and instruction has begun; the school shall

at its option: provide a pro-rata refund for all students transferring to another school based on the hours accepted by the receiving school.

The school may retain a refund of \$25 or less that would be allocated to a Title IV program.

The student's rights under this agreement may not be assigned to any other person.

Items of importance:

A student should provide written notification to Keene Beauty Academy of his or her withdrawal. In the case of disabling illness or injury, death in the students' immediate family, or any other documented mitigating circumstances, a reasonable and fair refund settlement will be made. If a course and/or program is canceled subsequent to a student's enrollment, and before instruction in the course and/or program has begun, the school shall provide a full refund of all monies paid. If permanently closed or no longer offering instruction after the student has enrolled, 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. Students will be notified of amount of Title IV benefits they can expect to receive, and when, via a "Preliminary Award Letter" The refund to the student may exceed the Minimum Tuition Adjustment Schedule. If a student has 14 consecutive days of absence, not documented as a leave of absence, Keene Beauty Academy will withdraw that student from enrollment. The last date of academic attendance will be determined by Keene Beauty Academy from our attendance records. The student may provide written notification to Keene Beauty Academy of their withdrawal prior to the date that Keene Beauty Academy would normally determine that the student withdrew.

The date of determination is the date of the notification. If a student withdraws from enrollment without notifying the administration, or officially withdraws/terminates enrollment, Keene Beauty Academy will make any necessary refunds within 45 calendar days of the student's last day of physical attendance.

1/24jc

COSMETOLOGY UNIFORM & DRESS CODE

CLEAN AND WRINKLE FREE UNIFORM IS REQUIRED

SOLID BLACK "SCRUB" TOPS:

Please note; Your entire torso must be covered including your armpits, back, stomach and chest; No sweatshirts or jackets will be allowed on the clinic floor. Black Long sleeve shirts under scrub top is ok.

SOLID BLACK "SCRUB" PANTS: Hems cannot be ripped, frayed, or so long that they are stepped on. No holes rips or broken zippers.

Chemical APRONS: 2 of each Provided in kit. While optional for classrooms, **with instructor approval**, Apron **MUST** be worn on clinic floor as outermost layer. with YOUR name on it. If you lose all of these you will be required to purchase another. Must follow design; not tucked into pants.

FOOTWEAR: Solid black. Heel must be no more than a 2" elevation from toe to heel. Shoes must have closed toe and an encased heel. Canvas is acceptable. Sneakers, low cut only, matching color laces, NO Logos or designs unless they are solid black. All footwear must be kept clean.

HAIR: Hair must be clean and in a "creditable" appropriate style at all times. Never wet, no fixtures showing, unless ornamental.

MAKE-UP: Make up is suggested. Please remember we are presenting a professional image in the beauty industry.

MALE STUDENTS: Make-up is not required or prohibited. Facial hair must be edged and groomed.

Personal Hygiene is required and will be addressed if necessary.



ESTHETICS UNIFORM & DRESS CODE **UNIFORM IS REQUIRED**

TOPS: Each student must wear long or short-sleeved, Black “scrub” tops. Students may wear a long-sleeved solid colored shirt underneath for warmth if necessary.

PANTS: Students must wear Black “scrub” pants.

APRON: Students are issued 1 black apron with their name embroidered on it. This must be worn at all times.

SHOES: Shoes should be solid white or solid black. Heel must be the same width from top to bottom with no more than a 2” elevation from toe to heel. Shoes must have closed toe and an encased heel. Canvas is acceptable, but must be kept clean.

UNDERGARMENTS: Undergarments should not be visible through the uniform.

HAIR: Hair must be appropriately styled to avoid interference with client service.

MALE STUDENTS: Facial hair must be edged and groomed.

MAKE UP As skin therapists we are promoting the health of the skin. With that in mind we ask you to be moderate in your use of make-up if you elect to use it.

NAILS As you are learning skin treatment and massage techniques and practicing while in school we ask you to keep nails short and filed. Chipped polish or broken nail enhancements will need to be removed.

JEWELRY Giving or receiving skin treatments will require you to remove jewelry. If this is a problem for you we suggest you leave it at home. We are not responsible for lost or stolen items.

DAILY EVALUATION CRITERIA

These criteria are designed to monitor the students willingness to perform all tasks in a professional and responsible manner. They have been designed as a motivational tool to heighten awareness of industry standards of excellence.

Students will be evaluated daily by the instructors on the following 10 criteria. Students will receive a “U” comment (unsatisfactory) for each infraction of the Daily Evaluation Criteria. A student who receives 5 “U” comments in one month period will be suspended from the school for 1 day. This will be considered an unexcused absence and will result in extra educational charges.

- 1. UNIFORM/APPEARANCE:** Students will be evaluated daily by a staff member to ensure that they adhere to the established uniform and appearance guidelines. Students who do not adhere to those guidelines will receive a “U.” Students must read and retain a copy of the “Uniform Dress Code.”
- 2. ATTITUDE:** Students must display positive and professional behavior at all times towards clients, fellow students, instructors and staff. Students are evaluated based on enthusiasm, cooperation, and interpersonal relationships. Students will receive a “U” if an instructor feels that their attitude is unsatisfactory.
- 3. INSUBORDINATION:** Students who are insubordinate to a staff member are subject to disciplinary action, which may result in the student receiving a “U,” and/or probation, and/or termination. Disciplinary action is subject to the discretion of the Director or Administrator.
- 4. LANGUAGE/BEHAVIOR:** Students who engage in inappropriate, abusive, prejudicial, or questionable language or behavior at any time, whether in the classroom or on the clinic floor, are subject to disciplinary action, which may result in the student receiving a “U,” and/or probation, and/or termination. Disciplinary action is subject to the discretion of the Director or Administrator.
- 5. LATE ARRIVAL CALL:** Students must call the school 30 minutes prior to 9 a.m. to report an absence or late arrival. Students who fail to call by 9 a.m. will receive a “U”. Students must report an absent or a late return after the lunch break by 11:45 a.m. or receive a “U”. A notification of late arrival should be made by phone 30 minutes prior to the scheduled arrival time. We will only accept notification of late arrival from the student themselves. No student or other person may represent the student. Administration reserves the right to extend exceptions in cases of emergency.

A student arriving late will need permission to enter a class that is already in session.

Students are not permitted to schedule their own suspension days. Suspensions will be scheduled by the administration and will not interfere with a student’s class schedule.

The student is responsible for meeting with the instructor of missed class time. Exams missed due to absence must be made up upon the students return. Makeup exams are to be scheduled through the instructor.

If a student misses any or all of a required course prior to the course exam the instructor and director will evaluate whether the student is required to participate in the subjects next available offered time and will be considered incomplete of that class and may extend the amount of time needed to complete the program.

Students whose training is extended beyond the calculated completion date due to unexcused absence from school, need to retake a class, or suspensions will be required to pay an additional charge equal to the rate stated in their contract for each hour training is extended.

- 6. GREETING/CONSULTATION:** Students are responsible for greeting and consulting with their clients in a professional manner, with emphasis on a complete and thorough consultation. Students will be evaluated based on Instructors' observations and client feedback. Students will receive a "U" if an Instructor feels that their client interaction is unsatisfactory. Poor treatment of a client will result in dismissal for the day or can be cause for termination.

- 7. PREPARATION FOR CLASS:** Students must come to class prepared with books, notebooks, paper, pens/pencils, completed homework assignments etc. Students who are unprepared for class will receive a "U".

- 8. FINISHED PRODUCT:** Students must complete each project that they are working on, including clients, to the best of their ability before passing in the project or calling on a Instructor to do a final check. Students who fail to follow this guideline will receive a "U".

- 9. CARELESSNESS OF SCHOOL PROPERTY:** Students must treat school property responsibly, whether it be in the school or signed-out. School property must be returned in the same condition in which it was received. Students who are irresponsible with school property will receive a "U". Students who damage or lose school property, whether intentionally or unintentionally, are financially responsible for the repair or replacement of the property.

- 10. CLEAN-UP PARTICIPATION:** As part of the student training for salon responsibilities, students must participate in the sanitation of common work areas for safeguarding both student and public health and safety, which is regulated by State Board of Barbering, Cosmetology and Esthetics. The "Clean-Up List" is posted and should be checked daily to see what each student's assignment is. Students failing to participate in daily clean-up will receive a "U".

Time logs are used by the staff to verify attended student apprentice hours for the NH State Board of Cosmetology.

Students should arrive no later than 8:45 a.m. for the morning session to allow time for class or client preparation, and no later than 12:45 p.m. for the afternoon session.

Attendance is taken at 9AM, 11:45 AM, 12:45PM and 4PM.

Any student arriving after attendance has been taken is considered late and required to check in with clinic manager.

Hours are calculated at the next quarter hour when late.

Unsatisfactory Conduct Sheet

Student Name _____ Month _____

After 4 "U"s have been given, a written warning (WARN) may be issued.
 After 5 "U"s have been given, a suspension (SUSP) will be issued.

- | | |
|--|-----------------------------------|
| 1. Uniform/Appearance | 2. Attitude |
| 3. Insubordination | 4. Language /Behavior |
| 5. Late Arrival no call, (am or pm) | 6. Greeting/Consultation |
| 7. Prepared for Class | 8. Finished Product |
| 9. Carelessness of School Property. | 10. Clean-Up Participation |

"U" DATE	CODE	COMMENT	INSTRUCTOR
1 _____	_____	_____	_____
2 _____	_____	_____	_____
3 _____	_____	_____	_____
4 _____	_____	_____	_____
_____	<u>WARN</u>	_____	_____
5 _____	_____	_____	_____
_____	<u>SUSP</u>	_____	_____
1 _____	_____	_____	_____
2 _____	_____	_____	_____
3 _____	_____	_____	_____
4 _____	_____	_____	_____
_____	<u>WARN</u>	_____	_____
5 _____	_____	_____	_____
_____	<u>SUSP</u>	_____	_____

Student Name _____

Student Price List: Student To Student

PERMS:

\$15.00 All Perms
\$ 5.00 each additional solution

COLORS:

\$10.00 Permanent Color mix up to 80g (**+\$5.00 for each extra mix**)
\$30.00 Elumen Color up to 80g (**+\$15.00 for each additional mix**)
\$15.00 Elumen as toner up to 80g
\$ 4.00 per Elumen foil up to 8 foils, then full Elumen color price
\$15.00 Demi-Permanent Color 2 oz. or up to 90g
\$10.00 Semi Permanent color 2oz. or up to 90g (inkworks)
\$12.00 Cap Hilite with lightener (includes toner)
\$20.00 Full Head of Foils (over 10) one color (**+\$5.00 each additional color***)
\$10.00 10 foils or less
\$15.00 Virgin Bleach Full Head 2 scoops lightener + dev
\$10.00 Bleach Re-touch 1 scoop lightener + dev
\$12.00 Color removal formula (per box)
\$5.00 Toner

RECONDITIONERS:

\$3.00 Redken Chemistry Treatment
\$5.00 Malibu 2000 Treatment
\$25.00 Intense Rx Keratin Treatment 1oz
\$10.00 Keratin Infusion treatment 1oz
\$10.00 Awapuhi Intense treatment.
\$ 3.00 Scalp Treatments

WAXING:

\$1.00 Eyebrows
\$1.00 Upper Lip

COSMO FACIAL:

\$7.50 "Express Botanical"

MANICURE/PEDICURE:

\$1.00 Mani
\$1.00 Pedi
\$8.00 Gel Polish Application

ESTHETICS SERVICES

50% Client price list
\$10.00 Eyelash/Brow Tint
\$18.00 Combo Lash/brow
\$20.00 Eyelash Tinting
\$10.00 Eyelash Bands

RETAIL:

25% off full price including skin care

STUDENT COUPON PRICING FOR FRIENDS AND FAMILY

Student "coupon" days; Cosmetology students are permitted to offer 3 "coupons" per month for friends or family. 50% off regular client prices when student performs a service on their own family/friend using a F/F coupon. Coupons are not eligible when a student performs a service on another student's family/friend. Esthetics services for family and friends are 50% off regular prices and students are permitted 2 opportunities per month to offer this discount. Pre-approval is required to use the friends and family discount. Please see administration to make arrangements. Students may not book services on suspension days.

Keene Beauty Academy Campus Security Policies:

Any Safety, security or criminal activity concerns are to be reported to the Administrative Office.

Campus Security Report Of Statistics:

Keene Beauty Academy has a safe campus. An annual security report is available each year ending August 1st, and can be obtained from the Administrative Office.

Alcohol And Drug Abuse:

Keene Beauty Academy is a drug and alcohol free campus. Non-compliance of this policy will result in termination or disciplinary action. Students who have issues of dependence on drugs or alcohol will have access to a variety of resources in the local area for counsel and possible rehabilitation. Please see Alcohol and Drug free campus policy.

Weapons Possession:

Keene Beauty Academy will not tolerate any weapons possession on school grounds. Weapons found in anyone's possession may lead to termination or other disciplinary action.

Sexual Harassment and/or Sex Offenses:

Such behavior will not be tolerated and suspension and/or termination may result. We ask any and all such activity be reported to the Administrative Office.

Statement On Sexist Or Discriminatory Language:

Keene Beauty Academy is an institution committed to providing equal educational opportunity, free from sexist or demeaning comments or language. Keene Beauty Academy will not tolerate such behavior.

How You Can Prevent Crime On Your Campus:

In order to insure your safety we recommend the following practices:

1. Do not smoke within the building
2. Be aware. Know the location of such things as phones, first aid kits, fire extinguishers and fire exits.
3. Mark all of your equipment, books and other possessions with an identifying mark.
4. Do not leave your wallet, purse, money, jewelry and equipment unattended in any common area.
5. Do not lend your keys out to anyone. Keep your station locker closed and locked.
6. Lock your vehicle door and keep valuables out of sight or locked in your trunk.
7. Lock your bicycle with a steel chain and padlock.
8. Lock the door when using the restroom.
9. Never walk to your vehicle alone at night.
10. Report all criminal or safety violations.
11. Be alert. If you witness any unusual or suspicious activity, report it immediately to the Administrative Office.
12. Please report any outside safety light outages as soon as possible.

Keene Beauty
Academy Security
Report of Statistics

August 1, 2022 – August 1, 2025

Date/	8-1-22 thru 8-1-23	8-1-23 thru 8-1-24	8-1-24 thru 8-1-25
Students Enrolled	68	73	74
	Reports / Percent	Reports/ Percent	Reports/ Percent
MURDER	0 0%	0 0%	0 0%
NEGLIGENT MANSLAUGHTER	0 0%	0 0%	0 0%
RAPE	0 0%	0 0%	0 0%
INCEST	0 0%	0 0%	0 0%
FONDLING	0 0%	0 0%	0 0%
STATUTORY RAPE	0 0%	0 0%	0 0%
HATE CRIMES	0 0%	0 0%	0 0%
AGGRAVATED ASSAULT	0 0%	0 0%	0 0%
VAWA OFFENCES	0 0%	0 0%	0 0%
SEXUAL HARASSMENT	0 0%	0 0%	0 0%
SEX OFFENSES	0 0%	0 0%	0 0%
ROBBERY/BURGLARY	0 0%	0 0%	0 0%
MOTOR VEHICLE THEFT	0 0%	0 0%	0 0%
LIQUOR & DRUG VIOLATIONS	0 0%	0 0%	0 0%
ARSON	0 0%	0 0%	0 0%

Keene Beauty Academy will provide a paper copy of all data supplied to the Department of Education for Campus Crime Report Statistics upon request.

The Department of Education supplies institutional data on a website for the general public at <http://ope.ed.gov/security>

Child Visitations

Students wishing to bring their children to Keene Beauty Academy must follow these instructions:

Student must request permission by Clinic manager prior to bringing in child.

Only one child at a time may visit.

If receiving a service child must be at least 6 years old

Student must perform services on his or her own child during visit. Child cannot at any time be left unsupervised.

Student will pay coupon prices for child on Monday, Tuesday, and Wednesday.

Student will pay full price for child on Thursday and Friday.

Child visitations are intended to introduce the child to the parent's school, and to show what she or he does at school.

In the event of loss of daycare or emergency pick up, students will not be permitted to bring children to school as a replacement for day care.

We ask if your child has a contagious illness that you contact us by phone to discuss absenteeism.

Leaves of absence may be granted if a person for which you are the primary caregiver has medical issues needing your care. We will require medical documentation for these situations. Please refer to Leave of Absence policy.

Keene Beauty Academy Leave of Absence Policy

An authorized Leave Of Absence (LOA) is a temporary interruption in a student's program of study. LOA policy applies to any enrolled student regardless of funding source for tuition payment. LOA refers to the specific time period during a program when a student is not in attendance. An LOA is not required if a student is not in attendance only for an institutionally scheduled break. However, a scheduled break may occur during an LOA. An approved LOA must be a minimum of 5 calendar days.

An LOA must meet certain conditions to be counted as a temporary interruption in a student's education instead of being counted as a withdrawal requiring an institution to perform a refund calculation.

In order for an LOA to qualify as an approved LOA by Keene Beauty Academy it must be accompanied by official documentation including but not limited to Medical, Keene Beauty Academy Administration, or Government documentation listing cause(s) and dates included in the approved LOA.

1. All requests for leaves of absence must be submitted in advance in writing, include the reason for the student's request, and include the student's signature.
 - a. A student must apply in advance for an LOA unless unforeseen circumstances prevent the student from doing so. For example, if a student were injured in a car accident and needed a few weeks to recover before returning to institution, the student would not have been able to request the LOA in advance, or, the sudden onset of a contagious illness prevents the student from coming to school and requires medical care and recovery time.
 - b. An institution may grant an LOA to a student who did not provide the request prior to the LOA due to unforeseen circumstances, if Keene Beauty Academy documents the reason for its decision and collects the request from the student at a later date. In this example, ***the beginning date of the approved LOA would be determined by Keene Beauty Academy to be the first date the student was unable to attend school because of the accident or the onset of the illness causing medical care.***
 - c. The Federal Family Medical Leave act will be respected in the event of the need for leave of absence falling under the auspices of the act.
 - d. Keene Beauty Academy will grant one personal LOA under the same conditions as a medical LOA in the event of the death of an immediate family member. Student will follow the same documentation procedure outlined in 1a, b, or c.
 - e. Dated and signed documentation will be required for all leaves of absence.
2. The student must follow the Keene Beauty Academy's policy in requesting the LOA which is to meet with an administrator or director to complete the application form.
3. There must be a reasonable expectation that the student will return from the LOA for the leave to be approved.
4. Keene Beauty Academy will not assess the student any additional institutional charges as a result of the LOA. Your time with us freezes and you return with the exact attendance rate and GPA on the last day of attendance prior to the LOA.
5. The LOA together with any additional leaves of absence must not exceed a total of 180 days in any twelve month period. Failure to comply with this time frame will result in termination. A student granted an LOA that meets the criteria is not considered to have withdrawn, and no refund calculation is required at that time.
6. Keene Beauty Academy will extend the student's contract period by the same number of scheduled days taken in the LOA. Changes to the contract period on the enrollment agreement addendum must be signed and dated by Keene Beauty Academy administration and enrollee. If the amended contract end date falls on day that Keene Beauty Academy is not scheduled to be open the revised date will be moved to the next day scheduled for instruction.
7. If a student fails to return to Keene Beauty Academy at the expiration of an approved LOA the student will be considered withdrawn. Refund calculation will be generated and based on the student's last date of attendance.

If a student is absent for 14 consecutive calendar days, with or without notifying the school the student will be considered withdrawn, and the refund calculation generated will use the student's last date of attendance. The withdrawal date for the purpose of calculating a refund is always student's last day of attendance.

9. For students receiving title IV federal funds for tuition payment who fail to return after an LOA, the six(6) month grace period for repayment of loans begins at the student's withdrawal date which is the last day of attendance.

Student Grievance Policy/Procedure

Grievances/complaints or concerns should be directed to a staff member or administration immediately especially in the event of an emergency or instance where a clear and present danger is imminent.

1. A meeting with the Administrative staff can be requested verbally. If the issue is not resolved with the staff member. A meeting between the Administrative staff and any student involved is designed to: identify the grievance, clarify any inconsistencies, and reach a resolution.
2. The school will make every attempt to resolve any student complaint that is not frivolous or without merit. Complaint procedures will be included in new student orientation thereby assuring that all students know the steps to follow should they desire to register a complaint at any time. Evidence of final resolution of all complaints will be retained in school files in order to determine the frequency, nature, and patterns of complaints for the institution. The following procedure outlines the specific steps of the complaint process.
3. The student should register the complaint in writing on the designated form provided by the institution within 60 days of the date that the act which is the subject of the grievance occurred.
4. The complaint form will be given to the school Director.
5. The complaint will be reviewed by management and a response will be sent in writing to the student within 30 days of receiving the complaint. The initial response may not provide for final resolution of the problem but will notify the student of continued investigation and/or actions being taken regarding the complaint.
6. If the complaint is of such nature that it cannot be resolved by the management, it will be referred to an appropriate agency if applicable.
7. Depending on the extent and nature of the complaint, interviews with appropriate staff and other students may be necessary to reach a final resolution of the complaint.
8. In cases of extreme conflict, it may be necessary to conduct an informal hearing regarding the complaint. If necessary, management will appoint a hearing committee consisting of one member selected by the school who has had no involvement in the dispute and who may also be a corporate officer, another member who may not be related to the student filing the complaint or another student in the school, and another member who may not be employed by the school or related to the school owners. The hearing will occur within 90 days of committee appointment. The hearing will be informal with the student presenting his/her case followed by the school's response. The hearing committee will be allowed to ask questions of all involved parties. Within 15 days of the hearing, the committee will prepare a report summarizing each witness' testimony and a recommended resolution for the dispute. School management shall consider the report and either accept, reject, or modify the recommendations of the committee. Corporate management shall consider the report and either accept, reject, or modify the recommendations of the committee.
9. Students must exhaust the institution's internal complaint process before submitting the complaint to the school's accrediting agency, or to the NH State Board of Barbering Cosmetology and Esthetics, if applicable.
10. Grievances concerning public safety and/or sanitation matters should be brought to the Administrative staff. If a resolution is not reached in a reasonable amount of time, the grievance should then be submitted to the New Hampshire State Board of Cosmetology at (603) 271-2152.
The mailing address for the NH State Board is;
The Board of Barbering, Cosmetology, and Esthetics
7 Eagle Square
Concord NH 03301
Weblink for administrative rules regarding complaints; see Bars, 208.02, 217.02, and 217.03
http://gencourt.state.nh.us/rules/state_agencies/bar100-600.html
11. Grievances pertaining to non-compliance of NACCAS Rules and Regulations of Practice and Procedures should be submitted in writing to the National Accrediting Commission of Career Arts & Sciences, 3015 Colvin Street, Alexandria, VA 22314.
12. Grievance/Complaint/Concern form available in the forms bin on the clinic floor.



GRIEVANCE/COMPLAINT/CONCERN FORM

NAME _____ Date Of event described below _____

ADDRESS _____

TELEPHONE _____

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

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

3. Indicate when and with whom you have already spoken regarding this grievance and what attempts have been made toward resolution.

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

I hereby certify that the statements made pertaining to my complaint are truthful and accurate.

Signature of Complainant

Date

VAWA (Violence Against Women Act) POLICIES AND PROCEDURES

For the purposes of this policy, Keene Beauty Academy will be referred to in this document as "the school".

Dating Violence Definition:

Violence committed by a person who is or has been in a social relationship of a romantic or intimate nature with a victim

Social Relationship of a Romantic or Intimate Nature

Determination is based upon the reporting party's statement (including the statement of a third-party other than the victim) taking into consideration:

- The length of the relationship
- The type of the relationship; and
- The frequency of the relationship

Dating Violence – Psychological or Emotional Abuse

We fully support the inclusion of emotional and psychological abuse in definitions of "dating violence" used for research, prevention, victim service, or intervention purposes, however according to the United States Department of Education they do not believe that it should be included in the definition of "dating violence" for purposes of crime reporting.

Domestic Violence Definition:

A felony or misdemeanor crime of violence committed by:

- Current or former spouse or intimate partner
- Person with whom the victim shares a child in common
- A person cohabitating, or has cohabitated with, the victim as a spouse or intimate partner
- A person similarly situated to a spouse under the domestic and family violence laws of the jurisdiction in which the crime of violence; or
- Any other person against an adult or youth victim who is protected from that person's acts under the domestic and family violence laws of the jurisdiction in which the crime of violence occurred.

Sexual Violence Definition:

An offense that meets the definition of rape, fondling, incest, or statutory rape as used in the FBI's UCR program included in Appendix A of Subpart D of Part 668.

Stalking Definition:

Engaging in a course of conduct directed at a specific person that would cause a reasonable person to:

- Fear for the person's safety or the safety of others; or
- Suffer substantial emotional distress

Course of Conduct

Engaging in two or more acts, including but not limited to, acts in which the stalker directly, indirectly or through third parties, by any action, method, device or means, follows, monitors, observes, surveils, threatens or communicates to or about a person, or interferes with a person's property.

Reasonable Person

A reasonable person under similar circumstance and with similar identities to the victim.

Substantial Emotional Distress

Significant mental suffering or anguish that may, but does not necessarily, require medical or other professional treatment or counseling.

Consent Definition:

- Silence or absence of resistance does not imply consent
- Consent to engage in sexual activity with one person does not imply consent with another
- Consent can be withdrawn at any time
- Coercion, force, or threat of either invalidates consent
- If someone is under the influence of alcohol or drugs, they cannot consent

Clear Statement Against Sex Discrimination:

The policy applies to all students and employees regardless of sexual orientation or gender identity. The policy may apply to third parties such as clients.

Clear Statement of the School's Commitment to VAWA:

The school is committed to providing a safe environment for students, staff and faculty and are committed to the heart and spirit of VAWA.

What is Covered by VAWA:

- Students, staff and faculty on the school property between the hours of 8:30 am and 5:00 pm Monday through Friday are covered by the policy. The school property includes the building and the parking lot. As a reminder, no student, staff or faculty member should be on the property before 8:00 am and after 5pm or on weekend, school weather closure times, or published closures unless they have permission.
- Off-site activities in which the students, staff and faculty participate are covered by the policy.
- Students attending the Cosmetology or Esthetics, programs are covered by the policy.
- Only students who have enrolled into school are covered by the policy.

If a student is victimized off school property by a non-student, the student may certainly talk to someone at the school for guidance however, the school cannot investigate or adjudicate this type of incident as the perpetrator is not a student an outside the scope of this policy. If a student is victimized off school property by a student, the victimized student may certainly talk to someone at the school for guidance however, the school cannot investigate or adjudicate this type of incident as the location of the crime is not within the scope of this policy.

Reporting and Confidentially Disclosing Violence: Know the Options:

The school encourages victims of the four acts covered by VAWA to talk to somebody about what happened – so victims can get the support they need and so the School can respond appropriately. Different employees at the school have different responsibilities to maintain a victim's confidentiality.

- Some are required to maintain near complete confidentiality; talking to them is sometimes called a "privileged communication".
- Other employees may speak to a victim in confidence, and generally only report to the School that an incident occurred without revealing any personally identifying information. Disclosures to these employees will not trigger an investigation into an incident against the victim's wishes. All employees need to inform the student that they may not be able to keep all of the information confidential. This needs to be done before the student reveals any information. All employees need to tell students that the Title IX Coordinator may have to be informed depending on the nature of the discussion.

- Thirdly, some employees are required to report all details of an incident (including the identities of both the victim and alleged perpetrator) to the Title IX Coordinator. A report to these employees (called “responsible employees”) constitutes a report to the School – and generally obligates the School to investigate the incident and take appropriate steps to address the situation.

The policy is intended to make students aware of the various reporting and confidential disclosure options available to them – so they can make informed choices about where to turn should they become a victim. The School encourage victims to talk to someone identified in one or more of these groups.

The Options:

Privileged and Confidential Communications:

- **Free Local Support Service.**

The school is not required to have professional or pastoral counselors on staff but can provide a contact to obtain the location nearest to you for professional communications. The nearest contact to the school is currently;

Monadnock Center for Violence
Prevention <https://mcvprevention.org/>
603-352-3782
888-511-MCVP (6287)

Non-Professional Counselor and Advocates

Individuals who work at the school, including front desk staff, can generally talk to a victim without revealing any personally identifying information about an incident to the School. A victim can seek assistance and support from these individuals without triggering an investigation that could reveal the victim’s identity or that the victim has disclosed the incident. While maintaining a victim’s confidentiality, these individuals or their office should report the nature, date, time and general location of an incident to the Title IX Coordinator. This limited report – which includes no information that would directly or indirectly identify the victim – helps keep the Title IX Coordinator informed of the general extent and nature of the incident at the school or event so the coordinator can track patterns, evaluate the scope of the problem, and formulate appropriate responses. Before reporting any information to the Title IX Coordinator, these individuals will consult with the victim to ensure that no personally identifying details are shared with the Title IX Coordinator.

All staff currently working for the school are non-professional counselors and advocates;

A victim who speaks to a professional or non-professional counselor or advocate must understand that, if the victim wants to maintain confidentiality, the School will be unable to conduct an investigation into the particular incident or pursue disciplinary action against the alleged perpetrator. Even so, these counselors and advocates will still assist the victim in receiving other necessary protection and support, such as victim advocacy, academic support or accommodations, disability, health or mental health services, and changes to course schedules. A victim who at first requests confidentiality may later decide to file a complaint with the School or report the incident to local law enforcement, and thus have the incident fully investigated.

The counselors and advocates will provide the victim with assistance if the victim wishes to do so.

NOTE: While these professional and non-professional counselors and advocates may maintain a victim's confidentiality vis-à-vis the School, they may have reporting or other obligations under state law, such as child services if a minor is involved.

ALSO NOTE: If the School determines that the alleged perpetrator(s) pose a serious and immediate threat to the School, the Title IX Coordinator may be called upon to issue a timely warning to the School. Any such warning should not include any information that identifies the victim.

Reporting to Responsible Employees

A "responsible employee" is a School employee who has the authority to redress domestic, dating or sexual violence, who has the duty to report incidents of sexual violence or other student misconduct, or who a student could reasonably believe has this authority or duty. When a victim tells a responsible employee about an incident of sexual violence, domestic violence, dating violence or stalking on School property, the victim has the right to expect the School to take immediate and appropriate steps to investigate what happened and to resolve the matter promptly and equitably. Students must understand that a responsible employee must report to the Title IX Coordinator all relevant details about the alleged incident shared by the victim and that the School will need to determine what happened – including the names of the victim and alleged perpetrator(s), any witnesses, and any other relevant facts, including the date, time and specific location of the alleged incident. To the extent possible, information reported to a responsible employee will be shared only with people responsible for handling the School's response to the report. A responsible employee should not share information with law enforcement without the victim's consent or unless the victim has also reported the incident to law enforcement.

The following employees are the School's Responsible Employees:

Christina Normand, Margaret Forrest

Before a victim reveals any information to a responsible employee, the employee should ensure that the victim understands the employee's reporting obligations and, if the victim wants to maintain confidentiality, direct the victim to confidential resources. If the victim wants to tell the responsible employee what happened but also maintain confidentiality, the employee should tell the victim that the School will consider the request but cannot guarantee that the School will be able to honor it. In reporting the details of the incident to the Title IX Coordinator, the responsible employee will also inform the Coordinator of the victim's request for confidentiality. Responsible employees will not pressure a victim to request confidentiality, but will honor and support the victim's wishes, including for the School to fully investigate the incident. By the same token, responsible employees will not pressure a victim to make a full report if the victim is not ready to do so.

Requesting Confidentiality from the School: How the School Will Weigh the Request and Respond:

If a victim discloses an incident to a responsible employee but wishes to maintain confidentiality or requests that no investigation into a particular incident be conducted or disciplinary action taken, the School must weigh that request against the School's obligation to provide a safe, non-discriminatory environment for all students, including the victim. If the School honors the request for confidentiality, a victim must understand that the School's ability to meaningfully investigate the incident and pursue disciplinary action against the alleged perpetrator(s) may be limited. Although rare, there are times when the School may not be able to honor a victim's request in order to provide a safe, non-discriminatory environment for all students. The School has designated the following individual(s) to evaluate requests for confidentiality once a responsible employee is on notice of the alleged incident:

School President; Title IX coordinator, **Jeanne Chappell**

When weighing a victim's request for confidentiality or that no investigation or discipline be pursued, the School President will consider a range of factors, including the following:

- The increased risk that the alleged perpetrator(s) will commit additional acts of sexual or other violence, such as:
- Whether there have been other sexual violence or other violence complaints about the same alleged perpetrator(s);
- Whether the alleged perpetrator(s) has a history of arrests or records from a prior school indicating a history of violence;
- Whether the alleged perpetrator(s) threatened further sexual violence or other violence against the victim or others;
- Whether the sexual violence or other violence was committed by multiple perpetrators;
- Whether the sexual violence or other violence was perpetrated with a weapon;
- Whether the victim was a minor;
- Whether the school possesses other means to obtain relevant evidence of the sexual violence or other violence (e.g., security cameras or personal physical violence);
- Whether the victim's report reveals a pattern of perpetration (e.g, via illicit use of drugs or alcohol) at a given location or by a particular group.

The presence of one or more of these factors could lead the School to investigate and, if appropriate, pursue disciplinary action. If none of these factors is present, the School will likely respect the victim's request for confidentiality.

If the School Determines That It Cannot Maintain a Victim's Request for Confidentiality:

The School will inform the victim prior to starting an investigation and will to the extent possible, only share information with people responsible for handling the School's response. The School will remain ever mindful of the victim's well-being and will take ongoing steps to protect the victim from retaliation or harm and work with the victim to create a safety plan. Retaliation against the victim, whether by students or School employees, will not be tolerated.

The School will also:

- Assist the victim in accessing other available victim advocacy, academic support, counseling, disability, health or mental health services, and legal assistance (see portion of policy identifying these);
- Provide other security and support, which could include issuing a non-contact order, helping arrange a change in course schedules (including for the alleged perpetrator(s) pending the outcome of an investigation) or adjustments for assignments or tests; and
- Inform the victim of the right to report a crime to local law enforcement and provide the victim with assistance if the victim wishes to do so.

The School may not require a victim to participate in any investigation or disciplinary proceeding. Because

the School is under a continuing obligation to address the issue of domestic and/or sexual violence school-wide, reports of domestic/sexual violence (including non-identifying reports) will also prompt the School to consider broader remedial action such as increased monitoring, supervision or security at locations where the reported incident occurred; increasing education and prevention efforts, including to target population groups; conducting climate assessments/verbal or written victimization surveys and/or revisiting its policies and practices.

If the School Determines That it Can Maintain a Victim's Request for Confidentiality:

The School will also take immediate action as necessary to protect and assist the victim.

Miscellaneous Anonymous Reporting

Although the School encourages victims to talk to someone, The School provides a system for anonymous reporting. The system will notify the user (before she/he enters information) that entering personally identifying information may serve as notice to the School for the purpose of triggering an investigation. Any student who wishes to make an anonymous complaint may do so by speaking directly with the Title IX Coordinator.

Off-Campus Counselors and Advocates

Off-Campus counselors, advocates, and health care providers will also generally maintain confidentiality and not share information with the School unless the victim requests the disclosure and signs a consent or waiver form. The following is contact information for off-campus resources:

Monadnock Center for Violence
Prevention 603-352-3782
Cheshire Dartmouth Hitchcock Emergency Room
603-354-5454
Keene Police Department
emergency 911 non-emergency number 603-352-2222

NOTE: While these off-campus counselors and advocates may maintain a victim's confidentiality vis-à-vis the School they may have reporting or other obligations under state law such as incidents that involved minors.

Assistance Following the Reporting of an Alleged Incident - Immediate

- Provide contact information for trained professionals who can provide an immediate confidential response in a crisis situation,
- Provide emergency numbers for law enforcement and other first responders if needed,
- Describe what resources the School has to offer
- Identify health care options, to ensure the victim is aware of the options to seek treatment for injuries, preventative treatment for sexually transmitted diseases, and other health services. Discuss the option of seeking medical treatment in order to preserve evidence.
- Identify where to get a rape kit done if needed and wanted.

Assistance Following the Reporting of Alleged Incident – Ongoing

- Identify counseling and support for victims whether or not a victim chooses to make an official report or participate in the school's disciplinary or criminal process,
- Identify options for disclosing confidentially with counseling, advocacy, health, mental health or sexual-misconduct related sources,
- Identify those who can provide ongoing support during the institutional disciplinary or criminal process,
- Describe the immediate steps and interim measures that the school can provide to ensure the safety and well-being of the victim while at school such as the ability to change schedules.

Investigation Procedures and Protocols

The School's Title IX Coordinators are
**Jeanne Chappell President, and
Lisa Hopkins, Financial Aid Administrator.**

The Title IX Coordinators are responsible for enforcing VAWA policies and procedures as outlined in this document.

Please note: As the Title IX Coordinators are not expected to be a lawyer or police officer the investigative and adjudication aspects of VAWA will need to be done in conjunction with

local law enforcement and/or local domestic or sexual violence crisis centers. Students ARE NOT required to report any victimization to the school, policy or local crisis center. This is a statement explaining that should a student report a victimization to the school, investigation and adjudication will be to the best of the Title IX Coordinators abilities and those abilities do not include those that can better be performed by professionals with those skills. At present the United States Department of Education will not approve trainers or training as explained by James Moore on April 13, 2015 at the PCCS Conference in Philadelphia. We do not want to minimize the importance of proper investigation and adjudication on behalf of the victim and felt this statement was needed. Any student who wants a properly done investigation and adjudication for criminal purposes should know this information.

The Investigation

If the victim prefers to remain confidential and does not reveal the perpetrators name, the incident will not be able to be investigated. Should the victim want an investigation, the Title IX Coordinator will explain

what can be done without the involvement of local law enforcement. This will depend on the incident. If the victim wants local law enforcement involved they will be called in and take over.

The Timeframe for Action

If an investigation by the school is done, the timeframe will depend on the type of incident. Every effort will be made to conduct the investigation in a timely manner. If local law enforcement is brought in, the timeframe will be explained by them.

Preserving Evidence

The Title IX Coordinator does not have expertise in preserving evidence and therefore should not make any statements or guarantees in this area.

Equitable Rights

The Title IX Coordinator will make every effort to provide the victim and perpetrator equitable rights during the investigative process through all channels available while protecting the victim.

Information Sharing

The victim will determine what information may or may not be shared with law enforcement unless the information must be provided for public safety. That will be discussed with the victim prior to any disclosures.

Grievance/Adjudication Procedures

Please note: As the Title IX Coordinators are not expected to be a lawyer or police officer the investigative and adjudication aspects of VAWA will need to be done in conjunction with local law enforcement and/or local domestic or sexual violence crisis centers. Students ARE NOT required to report any victimization to the school, policy or local crisis center. This is a statement explaining that should a student report a victimization to the school, investigation and adjudication will be to the best of the Title IX Coordinators abilities and those abilities do not include those that can better be performed by professionals with those skills. At present the United States Department of Education will not approve trainers or training as explained by James Moore on April 13, 2015 at the PCCS Conference in Philadelphia. We do not want to minimize the importance of proper investigation and adjudication on behalf of the victim and felt this statement was needed. Any student who wants a properly done investigation and adjudication for criminal purposes should know this information.

Grievance/Adjudication Process

- Mediation will not be used in cases of sexual assault, however mediation may be used in the other areas covered by VAWA,
- Weight is given to the more convincing evidence and not the volume of evidence,
- The adjudicators would be the Title IX Coordinators and all Responsible Employees as listed in this document only if local law enforcement is not brought in. If local law enforcement is brought in, that would determine who the adjudicators would be,

- The school will enlist the services of local law enforcement and domestic/sexual violence crisis centers to assist with the determination of what type of incident occurred. This will be done with or without revealing the victim's name once the victim's preference is determined,
- For the school, the individuals who determine any sanctions are the Title IX Coordinator and the Responsible Employees with input from the school's legal counsel. This will be done with or without revealing the victim's name once the victim's preference is determined,
- If either the victim or the perpetrator are concerned with the conflict of interest, they may put those concerns in writing and they will be reviewed by the Title IX Coordinator and the school's legal counsel,
- The persons who may attend and/or participate in the adjudication process will be the victim, the perpetrator and any witnesses deemed appropriate by the Title IX Coordinator. The extent of the participation will depend on the type of incident,
- Both parties will receive notice of any hearings to be held. Hearings are not open to the public.
- Witnesses and/or evidence will be approved by the Title IX Coordinator prior to any hearing. Evidence that may not be presented is, but not limited to, questions or evidence about the victim's prior sexual conduct with anyone other than the alleged perpetrator,
- Evidence of a prior consensual dating or sexual relationship between the parties by itself does not imply consent or preclude a finding a sexual misconduct,
- Cross examination is not permitted.
- The possible results of the adjudication process include but are not limited to: suspension from class for a period of time, termination from the school, limited outside activities that are a part of the school,
- Once the sanctions have been determined, remedies or accommodations for the victim if needed will be discussed with the victim to determine the best course of action,
- If additional remedies are needed for the school community, they will be reviewed with the school community depending on the sanctions and any remedies needed for the victim;
- Both parties will be informed of the results of the adjudication process in writing. There is no option for appeal,
- The school will not require a party to abide by a nondisclosure agreement, in writing or otherwise, that would prevent the re-disclosure of information related to the outcome of the proceeding.

Prevention and Education

The school reviews prevention policies during orientation and provides students with other relevant written materials at that time. Orientations are held 6 times per year and any current student is welcome to sit in again during the prevention and education section. The VAWA policies are also reviewed at this time.

Training

Staff and faculty are trained via area professionals such as attorneys, domestic violence centers, sexual violence centers and in two years those individuals deemed approved trainers by the United States Department of Education. Training is held once per year.

Title IX Coordinator Contact Information

Jeanne Chappell, President CEO

43 New Acres Road
Keene, NH, 03431
603-357-3736
603-209-4063
Jeanne@keenebeautyacademy.edu

Lisa Hopkins, Financial Aid Director
56 South Street
Troy NH 03465
603-357-3736
978-877-1990
Lisa@keenebeautyacademy.edu

Keene Beauty Academy's Position on Attendance

Daily attendance is crucial to your training at Keene Beauty Academy. There are several reasons to commit to daily attendance.

Time missed costs you additional fees and extends your expected graduation date.

It is our firm belief that this training is in the best interest of all our students. Education happens every day we are open. Daily attendance allows you the opportunity to take full advantage of the career education you need in order to succeed in the highly competitive Cosmetology and Esthetics fields. In addition, it promotes self-discipline and accountability that is essential as a trusted professional.

When an employer contacts our school looking for a candidate to fill a position, we make every effort to match the student to the position. Typically we have more than one student that we could place in the position. The elimination of the candidates is often determined by an employer's question about attendance. Every time you are absent, it reduces your opportunity to obtain a position you may be interested in.

It is not up to the instructors to determine which of your reasons for absenteeism are legitimate and which are not. You will always have to make up what you missed while you are absent.

If a student misses any class time they may need to take the class at its next offering in its entirety. No student will be permitted to take an exam if they have missed significant portions of a class. This decision lies with the instructor and the director and is final. Every class has different expectations. Similarly a student will never be expected to take an exam without first taking the class. These postponements may extend your contracted education time.

As an accredited institution, we are eligible to participate in Federal Programs, but as such, we must conform to many regulations that prescribe obligations concerning attendance and progress. We carefully follow these regulations that are designed to ensure the best educational experience for you the student while allowing the highest likelihood for your employment and success in this career.

KEENE BEAUTY ACADEMY COSMETOLOGY COURSE OUTLINE

The following outline is organized into units. All units are in accordance with the National Accrediting Commission of Career Arts and Science requirements as stated in Standard VI, Criterion 4. Each unit of instruction meets the New Hampshire State Board of Cosmetology and Barbering requirements for subject matter. This ensures that the student is prepared to pass the State Board exam for licensing.

The cosmetology course consists of a total of 1,500 hours of actual training. The course format will consist of a variety of teaching methods such as classroom lecture, practical demonstrations, mannequin exercises, class participation exercises, video presentations, guest speakers, textbook (theory) knowledge, handouts and other reading materials, field trips and clinic (lab) services on clients. All or part can be assigned as the supervising instructor deems appropriate and/or necessary for each topic covered. Homework will be assigned when appropriate.

Evaluation methods consist of written and practical exams along with occasional class projects and assigned clinic evaluation forms. All are designed to assist students in gaining the required skills and knowledge of each topic and to prepare them for the industry of their choice. Keene Beauty Academy requires students to achieve a minimum average of 75% on both written and practical exams in accordance with the Keene Beauty Academy Satisfactory Academic Progress Policy.

Program Objectives: Upon completion of the course requirements, the successful graduate will be able to:

1. Project a positive attitude and a sense of personal integrity and self confidence.
2. Project professionalism, visual poise and proper grooming.
3. Communicate effectively and interact appropriately colleagues, supervisors and clients.
4. Respect the need to deliver worthy service for value received in an employment environment.
5. Perform the basic manipulative skills in the areas of hair styling, hair shaping, hair coloring, texture services, scalp and hair conditioning, skin and makeup, and nail care.
6. Perform the basic analytical skills to advise clients in the total look concept.
7. Apply academic learning, technical information and related matter to assure sound judgments, decisions, and procedures.

REQUIRED COSMETOLOGY UNITS **WITH APPROXIMATE HOURS FOCUSED IN EACH UNIT**

UNIT	HOURS
Bacteriology & Sanitation	100
Professional Product Knowledge	25
Shampooing	50
Hair Styling	400
Hair Shaping	150
Hair Coloring	150
State Laws	25
Professional Development	25
Permanent Waving/Hair Straightening	55
Hair Analysis & Scalp Treatments Hair	75
Removal and Contraindications	50
Textbook Theory	200
Skin Care and Associated Massage	60
Nail Care and Nail Services	60
Career Management and Self Marketing	45
Make up	30
Total Hours	1500

These are approximations of the time spent on each required unit to complete 1500 hours of training. Logical variations will apply.

KEENE BEAUTY ACADEMY ESTHETICS COURSE OUTLINE

The following outline is organized into units. All units are in accordance with the National Accrediting Commission of Career Arts and Science requirements as stated in Standard VI, Criterion 4. Each unit of instruction meets the New Hampshire State Board of Cosmetology and Barbering requirements for subject matter. This ensures that the student is prepared to pass the State Board exam for licensing.

The Esthetics course consists of a total of 600 hours of actual training. The course format will consist of a variety of teaching methods such as classroom lecture, practical demonstrations, mannequin exercises, class participation exercises, video presentations, guest speakers, textbook (theory) knowledge, handout and other reading materials, field trips and clinic (lab) services on clients. All or part can be assigned as the supervising instructor deems appropriate and/or necessary for each topic covered. Homework will be assigned as appropriate.

Evaluation methods consist of written and practical exams along with occasional class projects and assigned clinic evaluation forms. All are designed to assist students in gaining the required skills and knowledge of each topic and to prepare them for the industry of their choice. Keene Beauty Academy requires students to achieve a minimum average of 75% on both written and practical exams in accordance with Keene Beauty Academy's Satisfactory Academic Progress Policy.

Program Objectives: Upon completion of the course requirements, the successful graduate will be able to:

1. Project a positive attitude and a sense of personal integrity and self confidence.
2. Project professionalism, visual poise and proper grooming.
3. Communicate effectively and interact appropriately colleagues, supervisors and clients.
4. Respect the need to deliver worthy service for value received in an employment environment.
5. Perform the basic manipulative skills in the areas of skin treatments, facials, makeup, hair removal and nail care.
6. Perform the basic analytical skills to advise clients in the health and home care of the skin.
7. Apply academic learning, technical information and related matter to assure sound judgments, decisions, and procedures

REQUIRED ESTHETICS COURSE UNITS **WITH APPROXIMATE HOURS FOCUSED IN EACH UNIT**

UNIT	HOURS
Skin Analysis	55
Hair Removal	35
SkinTreatments	155
Make Up	25
Nail Treatments	35
Cosmetic Ingredients	25
Infection control and Sanitation	25
Professional Development	20
Business Management/Salesmanship	60
Textbook Theory	10
State Laws	25
Applied Sciences	130
Total Hours	600

These are approximations of the time spent on each required topic to complete 600 hours of training. Logical variations will apply.

Keene Beauty Academy Student Clinic

Clinic Rules and Procedures

We provide a student clinic for the practice of all services by students and supervised by licensed Instructors. We have created some guidelines to keep the clinic environment a safe educational space in order to ensure that you can rely on the environment you are learning in. As in a salon where licensed professionals perform their services we conduct our clinic as a working salon open to the public whenever the school is open. Whenever you are in the clinic space you will be evaluated and trained to meet the standard of a salon. The purpose of the clinic training area is to set a professional behavior standard for you to learn and to follow as you graduate and pursue your career. With that in mind we have some basic expectations we will help you to achieve.

As service professionals our first priority is our client guest. Guests should be welcomed immediately upon coming to our clinic. If there is no staff person to greet the client a nearby student can and should welcome them and let them know that someone will be with them right away. Please make sure a staff member knows a client has arrived, and please help our clients feel welcomed.

Stations

Your tools need to be accessible in the top section of your station so the client is not disturbed during the service to look through your tools. A good rule of thumb is to have draping supplies, cutting implements, including clippers and trimmers; styling tools, and anything you might need for a color or perm service, stored in the top part of your station when you are on the clinic floor. Your mannequin can be stowed away under your station when you are told your client is here. Please do not leave unfinished mannequins above your station when you are working on a client.

No personal items should be in the top of the station. Stations should be sanitary and ready for NH State Board inspection at all times.

Your mirror should be clean and clear of anything blocking the client from seeing their reflection.

One card or picture 3.5" by 5" or smaller is permitted per student on the mirror. Anything beyond this or deemed inappropriate will be taken off and disposed of.

Accessing another student's station or personal belongings is strictly prohibited.

You will be provided a key to the doors below your station. If the key is lost we charge a \$ 5.00 replacement fee.

Stations must be cleaned up and closed before you leave for lunch, class or for the day. In order to uphold the professional environment of the clinic area you will need to follow some simple guidelines.

Arrival and Preparedness

- While on the clinic floor from 9:00am attendance until dismissal at the end of the day student must be and remain in uniform dress code. Please see your Keene Beauty Academy uniform code for details.
- At 9:00am and 12:45pm attendance uniform or professional dress will be evaluated. If you are not completely in uniform you will be told of the infraction and you will be asked to leave the clinic floor to correct the infraction before you are clocked in. Any argument or poor attitude displayed will result in being asked to leave for the day.

- You may upgrade denim day to professional dress but you cannot lower the professional dress to include denim.
- Students who arrive before 9:00am may use the time before attendance to refresh hair or makeup but must be completely prepared for uniform check at 9:00am attendance. Students who are asked to leave for infractions must check back in as soon as they have corrected the infraction to be clocked in.
- After 9:00am attendance no student is permitted to perform any service on themselves. Students will be asked to leave for the day if they do not comply.
- At no time is a student allowed food or drink on the clinic floor.
- No cell phones (hand held or otherwise) are permitted on the clinic floor EVER. If you are seen with one whether you are talking on it or not you will be asked to leave for the day. Pictures for the purposes of portfolio will be allowed with staff and client permission.
- It is important for you to know that at any time you are assigned to the clinic you could be asked to take a client. It is crucial that you are ready to clear away whatever you are working on to take care of a client within 5 minutes of their arrival.
- A student will be asked to leave for the day if they refuse service on a client. Health or personal issues must be brought to the Administration privately for consideration prior to client arrival.
- During open clinic hours students assigned to the clinic are not permitted to leave the floor for any reason without informing the clinic manager. Failure to comply will result in the student being clocked out for the time they are missing in 15 minute increments.
- Monotony and frustration will happen during the learning process. There are always tasks available to volunteer for to get a mental break from practice. See your clinic manager for tasks.
- Loitering or repeated inactivity will not be tolerated. A student may be asked to leave for the day if they are not practicing their skill in some way. You must work at your own station unless told otherwise by your Instructor.
- To sign out for a break during clinic hours see the clinic manager. During breaks you must leave the clinic floor and are not permitted in any classroom.
- Upon returning from break see the clinic manager to be clocked back in.
- Breaks are always recorded in 15 minute increments.
- If you are not on the clinic floor when assigned it will be assumed that you are signed out. Please stay in communication with your clinic manager.
- You are not permitted to sign out for break when you have a client or are receiving a service.
- We will announce all current appointments at 9am and 12:45pm right after attendance. This will give you time to prepare your tools and review procedure notes. Remember,

walk-ins and last minute appointment changes are a frequent occurrence in our industry.

Client Services and Consultation

- You will be informed as soon as your client arrives. We ask all students to avoid waiting at the appointment desk. Our goal is to reduce the amount of people waiting at the desk to avoid confusion.
- Stay at your station with your client until the Instructor comes to you for a consultation. The Instructor and clinic manager will work together to prioritize consultations so please be patient and use the time waiting to ask your client consultation questions and chat.
- You must drape your client before the Instructor comes to you.
- Students are strictly required to obtain a full consultation prior to performing any service on a client or student.
- Students will be monitored and supervised during all services performed.
- Please avoid hovering over your client during drying time or chemical processing times. Give them some space, offer a magazine, and find another task. Examples are collecting and doing laundry, tidying up the back bar, sweeping the floor or cleaning up your workspace. For suggestions see your Instructor.
- Any and all changes to the consultation approved by the Instructor, no matter how minor they seem, must be reviewed by the Instructor prior to implementing a change, with no exception.
- Student will receive final Instructor check prior to the client leaving the student chair.
- We would like you to accompany your client to the desk after the service is complete. This is a good time to ask about retail needs or follow up on retail suggestions or discuss rescheduling.
- Any student refusing instruction at any time will be asked to report to the office immediately and will result in disciplinary action*.
- Failure to follow consultation or instruction requirements will result in disciplinary action and possible termination.

* refer to Protocol 1 at the end of document

Appointment Book

Students are scheduled in the book in descending order according to monthly attendance. The student with the best attendance will be booked with clients first. In addition, Instructors will exercise authority over assignments according to need. Ex; practical exam need, particular need, or special circumstances.

In order to arrange a request client see the clinic manager. To promote yourself and practice self-marketing we encourage you to share your personal pass code with clients you would like to work with again.

Any client must know the student pass code in order to request a specific student.

In the interest of safety if there are any issues or concerns we need to know about regarding a potential client or request please be sure to speak to the administration as soon as possible. Always remember there is a pass code to dissuade unwelcome requests.

Student Coupons

As a student you will occasionally be permitted or asked to be a practice model for another student. Chemical and non-chemical service coupons are issued to students with attendance above 80% monthly or who have completed minimum requirements that can be done on mannequins. Permission to use the coupon is given by the Instructor and the clinic manager. There is a student cost for some services which covers the cost of the materials used. Services must be prepaid. If you are asked to be a model by an Instructor you do not have to use your privilege coupon nor are you expected to pay for the service. Coupons must be used by the expiration date.

- Chemical coupon is issued monthly. It is to be used by the end of the month-it will not be accepted after the expiration date.
- Chemical coupon must be scheduled with the Clinic manager at least 24 hours prior to service. It must be formulated, approved, and priced with the Director or the assistant Director. This must be turned in to the clinic manager the morning of the service and prepaid.
- All chemical services on students by students will be mixed by the Instructor on the floor.
- You will not receive time for working through lunch or after 4 when you are working on another student, therefore, formulations and methods used will be adjusted to accommodate the amount of time and the difficulty of the service to be performed.
- No student will be permitted to perform any service on any person without prior training, examination, and consultation by a licensed Instructor.
- Until graduation when you are receiving a service you will be expected to comply with student clinic rules.
- Weekly non chemical coupons are earned by completing the weekly time management assignment, and maintaining an 80% or better attendance rate for the prior month.
- It is not appropriate to ask to use your coupon until 9:30 AM or 1:30PM to permit all clients to be fully consulted and service begun.
- You may use either chemical or non chemical coupon for services in the esthetics program when time permits. Arrangements need to be made with esthetics Instructor, clinic Instructor, and clinic manager. Services are provided at half the price of public clients.

The service must be paid for prior to receiving it. The best effort will be given to estimate how much material will be needed. If additional materials are needed they must be paid for immediately after the service.

Either coupon may be used for a free 15 minute break. You may not use your coupon to leave early or extend your lunch hour.

- Protocol 1
- Instructor directs student to office.
- Student reports to office and waits until instructor arrives. (staff LH JC)
- Instructor advises clinic manager to replace student
- Clinic manager assigns available student to work with client.
- Newly assigned student waits for instruction to continue service.
- Clinic manager discusses change with client.
- Instructor comes to office to debrief situation and to advise student of consequences.
- Consequences range from constructive criticism, to disciplinary action to be taken with Director.
- Student does not return to client or receive credit for service.