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Table of Contents

<u>Document</u>	<u>Page Number</u>
NACCAS Samples and Guidelines Preface	4
<u>Standard I:</u>	
Mission Statements Guidelines and Examples	6
Back Up Data for Annual Report	6
Guidelines for Obtaining Feedback and Developing an Improvement Plan	7-11
Advisory Committee Guidelines	12
Sample Advisory Committee Survey	13-15
Sample Student Survey	16-17
Sample Graduate Exit Survey	18
Sample Advisory Committee Meeting Documentation	19
Sample of Summarized Feedback	20
Sample Description of Changes or Improvements (ISS I.11)	20
<u>Standard II:</u>	
Sample Instructor Job Description	22-23
Sample Substitute Instructor Orientation Checklist	24
Sample Staff Meeting Minutes Policy	25
Guidelines for Developing a Continuing Education Plan	25-26
Sample Instructor Continuing Education Plan	26
Sample Instructor Evaluation Form	27
<u>Standard III:</u>	
Sample Contents of an “Operating Procedures Manual”	29
Sample Organizational Chart	30
Default Management – Ideas about Default Prevention	31-35
<u>Standard IV:</u>	
Sample Admissions and Enrollment Requirements	37
Catalog Requirements and Checklist for Cross-Referencing	38-40
Sample Pre-Enrollment Receipt of Information	41
Sample Components of a Typical Student File	42
Enrollment Agreement Requirements and Checklist for Cross-Referencing	43-44
Sample Enrollment Agreement	45-46
Sample Enrollment Agreement Addendum	47
Sample Articulation Agreement	48
<u>Standard V:</u>	
Sample New Student Orientation Checklist	50
Sample Counseling and Report Card	51
Sample Job Placement Policy	52
Sample Student Grievance Procedure	52
Sample Student Grievance Form	53

Document	Page Number
-----------------	--------------------

Standard VI:

Sample Curriculum Guidelines	55-56
Curriculum: Course/Program Outline Guidelines	57
Course/Program Checklist for Cross-Referencing	58
Sample Cosmetology Program Outline	59-60
Sample Kit List	61
Sample Lesson Plan	62
Sample Nail Technology Level One Schedule	63-64

Standard VII:

Withdrawal and Settlement Policy Checklist for Cross-Referencing	66-69
Sample Refund Policy	70
Sample Withdrawal Record and Settlement Calculation Form	71
Sample Extra-Instructional Charges Policies	72

Standard VIII:

Sample Safety and Evacuation Policy	74
-------------------------------------	----

Standard IX:

Sample Practical Examination and Written Grading Criteria	76
Practical Skills Competency Evaluation Criteria	77
Sample Report Card	78
Sample Exit Interview Checklist	79
Sample Official Transcript	80
Satisfactory Progress Policy Checklist for Cross-Referencing	
For Clock Hours	81-82
For Credit Hours	83-84
Sample Satisfactory Academic Progress Policy	85-86
Sample Satisfactory Academic Progress Report	87
Sample Appeal Form	88
Checklist of Required Documents for a NACCAS Full Team Visit	89-91

NACCAS

Samples and Guidelines

Preface – A Must Read

INTRODUCTION

NACCAS has provided schools with this useful tool that contains forms and guidelines to assist with remaining in compliance with NACCAS requirements. NACCAS is one of the few, if not the only, accrediting agencies that provides such a tool for use by its constituency. It is important to note that use of the forms and information does not guarantee compliance or ensure that a school will not receive limitations.

NACCAS GENERAL GOALS OF ACCREDITATION

- A. To foster and improve post-secondary education and training in career arts and sciences.
- B. To establish and enforce minimum standards of performance towards ensuring that accredited post-secondary schools offer, and can be reasonably expected to continue to offer, successful programs to prepare graduates for licensure, certification and/or employment in these areas.
- C. To ensure that each accredited institution carries out its educational activities in ethical and responsible ways.

PURPOSE OF THE BOOKLET

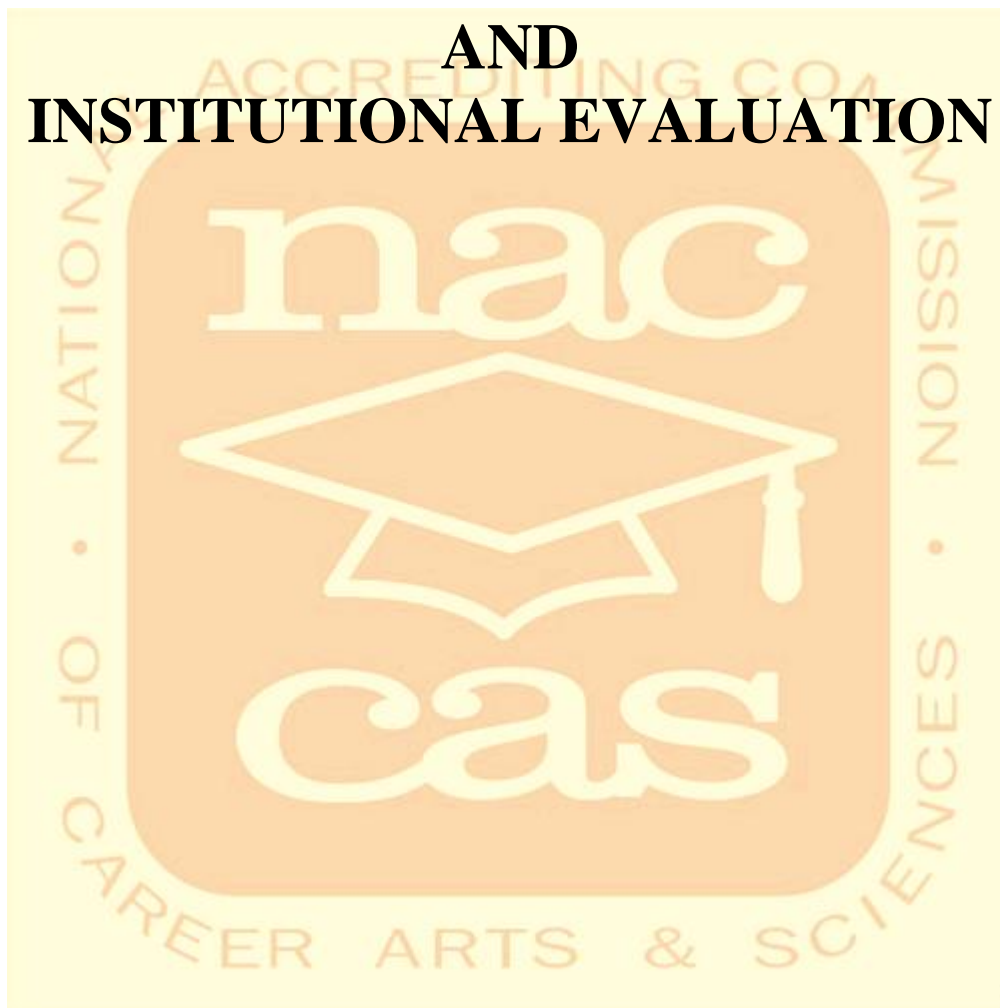
The purpose of this booklet is to aid NACCAS-accredited schools in meeting the goal of improving post-secondary education and complying with NACCAS requirements. It is designed to serve as a partner in making sure your institution meets all applicable standards, criteria, and policy requirements. It is important to remember that it contains samples, guidelines, and guidance information only. The information is provided to assist institutions in developing documents and policies. ***Use of these forms and information does not guarantee compliance or ensure that the school will not receive limitations.*** However, use and proper implementation of these documents may well improve the success of the institution's initial accreditation or renewal of accreditation process.

HOW TO USE THIS BOOKLET

1. Review the entire booklet thoroughly.
2. Determine which documents and policies apply to your institution, in whole or in part.
3. Download the applicable documents from the NACCAS website into a "word" file on your computer.
4. Edit the forms and policies to ensure they are tailored to your institution and comply with your institution's needs. You must also ensure that NACCAS's name is removed from the forms prior to use.
5. Place your personal brand onto the forms if you desire to do so.
6. Properly implement the forms and policies into your operations.
7. Maintain proper documentation of the newly tailored forms and policies at the institution and/or in student files.

STANDARD I

EDUCATIONAL OBJECTIVES AND INSTITUTIONAL EVALUATION



MISSION STATEMENT GUIDELINES

Following are examples of mission statements. Schools should bear in mind that the mission statement can be as broad or as specific as they choose based on the training offered in its programs. Schools should bear in mind that when counting a graduate as successfully placed on its annual report, they will have needed to prepare the graduate to do the job more effectively. Schools should be able to substantiate the results of the mission statement through their curriculum.

“It is the mission of Design Institute to provide a quality post-secondary cosmetology education that prepares the graduate for licensure and job entry-level skills.”

“It is the mission of ABC Beauty Academy to provide an opportunity to achieve a quality post-secondary education for a group of learners who have the ability to benefit from the program by developing the requisite skills in business and customer service for success in the workplace.”

“It is the mission of The Design Institute to provide a quality post-secondary education in the practical skills necessary for licensure and employment success including business skills, customer service, retailing, and communications.”

“It is the school’s mission to provide post-secondary graduates with the understanding of the business skills needed to be a top salon or spa professional.”

“ABC College of Cosmetology is dedicated to student success by enriching lives and cultivating professionals through innovative, personalized post-secondary education in a creative and inspiring environment that prepares graduates in the business skills and fiscal responsibility necessary for success in the workplace.”

“It is the hope and purpose of Design School of Cosmetology to provide post-secondary students with a positive learning environment and a pathway to career success.”

BACK UP DATA FOR THE SCHOOL’S MOST RECENT ANNUAL REPORT YEAR

******The school should refer to the most current Annual Report Instructions found on the NACCAS website for information on acceptable back up documentation.***

GUIDELINES FOR OBTAINING FEEDBACK AND DEVELOPING AN IMPROVEMENT PLAN

All NACCAS-accredited institutions are required to solicit annual feedback from current students, graduates and the institution's advisory committee member(s). The primary purpose of soliciting such feedback is to improve the overall quality of the institution and to ensure the achievement of the institution's mission and educational objectives. These guidelines have been developed to assist institutions in assessing feedback and performance outcomes.

Conducting surveys allows the institution to review both positive and negative feedback about the curriculum, the facilities and equipment, the student support services, the institutional performance statistics, etc. This information allows the institution to evaluate itself and implement changes to improve the overall quality of the institution.

- A. The school should develop applicable surveys to solicit relevant information as follows:
1. **Current Students:** The survey should request information from students in areas such as relevance of instruction, availability of instructional materials, program content, and student support services. (See Sample Current Student Survey.)
 2. **Graduates:** The survey should request information from graduates in areas such as achievement of educational objectives, effectiveness of licensure preparation, job search skills, preparation for employment, effectiveness of instruction, etc. (See Sample Graduate Survey.)
 3. **Advisory Committee:** Information should be solicited from the advisory committee, either through meetings, conference calls, or surveys that address the effectiveness of the institution's curriculum, facilities and equipment, performance outcomes, and student support services as relevant to industry trends and needs. (See Sample Advisory Committee Survey.)
- B. The institution compiles its annual performance statistics based on the results of its most recent NACCAS Annual Report and determines if the rates are congruent with the institution's mission.
- C. The institution conducts an annual meeting with relevant personnel to review the feedback received from the surveys and/or meetings. The institution summarizes the feedback received from the current students, graduates, and the advisory committee. Based on the summarized feedback, recommendations for improvement are discussed and agreed upon, if applicable. An action plan for implementing desired changes is defined. Time lines for implementation are defined. Responsible personnel are identified. A follow-up meeting is scheduled to review effectiveness of improvements. The minutes of the meeting are recorded and maintained.
- D. Improvements are implemented and results are monitored and documented.
- E. The follow-up meeting is conducted, results are reported, and a determination is made as to whether the new procedures should continue or further changes are needed. Solicitation of feedback, assessment of feedback, implementation and monitoring of improvements is an ongoing cycle.

PLAN FOR IMPROVEMENT

Pursuant to Section 5.0 (d) (4) of the Rules of Practice and Procedure, an institution may use the following format to submit its Plan for Improvement when placed on Low Outcomes Monitoring.

I. SCHOOL RATES

State the school's current rates as calculated from the most recent Annual Report.

- A. Graduation: _____%
- B. Licensure or Certification _____%
- C. Placement _____%

II. TARGETED RATES

State the school's targeted rates that it hopes to achieve with the submission of the next Annual Report as a result of implementation of the improvement plan.

- A. Graduation: _____%
- B. Licensure or Certification _____%
- C. Placement _____%

III. PLAN FOR IMPROVEMENT

- A. Analyze specific areas of the school's recruitment and admissions, faculty, student support services, curriculum, facilities and equipment.
- B. Identify areas needing improvement that could specifically affect the school's outcomes rates.
- C. Develop strategies that will improve the school's outcomes rates.
- D. Monitor and evaluate the plan for improvement.

INTERNAL ANALYSIS

The institution should ask a series of questions regarding the three performance areas to determine where improvement may be needed.

GRADUATION RATE

Answer the following questions to determine areas where improvement might be needed.

1. How many students withdrew during the most recent annual report year?
2. Did most of the withdrawals fall into a specific demographic? If so, which demographic?
3. When did the majority of the withdrawals occur?
4. Can the withdrawals be tied to a specific instructor or class level such as the first phase of study or just after advancing to the student salon?
5. Do the institution's course hours exceed the hours required by the State? If yes, are withdrawals occurring when state requirements are met?
6. Are withdrawals occurring when the hours requirement of a neighboring state are met?
7. What is the institution's attendance policy?
8. Does the institution allow students to make up missed time or assignments?
9. Do students understand program objectives and requirements?
10. Do students fully understand the requirements for maintaining satisfactory academic progress?
11. Are students fully aware of all graduation requirements?
12. Are the reasons for student absences analyzed?
13. Can the institution change policies or assist in providing services to overcome the reasons for absences?
14. What reasons did withdrawals give for withdrawal?
15. What steps can the institution take to help overcome the causes of withdrawal?
16. Does the institution provide any special recognition or rewards other than a diploma or certificate of completion to those who graduate?

LICENSURE RATE

Answer the following questions to determine areas where improvement might be needed.

1. Are students made aware of licensure requirements prior to enrollment?
2. Are course requirements and expectations stressed throughout the program?
3. Are state exam requirements emphasized with each practical lesson taught?
4. Is State Law taught as part of the curriculum?
5. Are state board preparation classes part of the structured curriculum?
6. Does the institution conduct simulated state board examinations?
7. Does the institution provide the graduate with information regarding the licensing examination?
8. Does the institution provide guidance on when, where and how to take the state licensing examination?
9. Does the institution provide incentives to graduates to return with evidence of satisfactory completion of the licensing examination?
10. How much time elapses between graduation and the ability to take the licensing examination? Is this impacting licensure success?
11. Does the institution offer review or refresher courses to prepare for licensure or re-examination?
12. Do many of the licensing exam failures occur in special needs students?

PLACEMENT RATE

Answer the following questions to determine areas where improvement might be needed.

1. What is the institution's placement policy?
2. Does the institution teach the importance of professionalism throughout the curriculum?
3. Does the institution teach students how to write an achievement-oriented resume?
4. Does the institution provide opportunities for students to experience success and demonstrate achievement that will enhance the resume?
5. Does the institution teach students how to participate in a successful employment interview?
6. Does the institution teach students effective job search skills?
7. Does the institution maintain a relationship with area salons and other potential employers?
8. Does the institution make known area job opportunities to students?
9. Does the institution facilitate job fairs attended by local employers?
10. Does the institution invite area employers as guest speakers during job readiness classes?
11. Does the curriculum include development of an effective employment portfolio?
12. Does the institution facilitate field trips to area salons/spas/establishments?
13. Does the curriculum focus on the importance of developing a strong work ethic?
14. Does the curriculum place emphasis on important soft skills such as communication, building a business, retail sales, and customer service?
15. Does the institution provide any incentives to graduates to return and document their employment?

THE FORMAL PLAN FOR IMPROVEMENT

Instructions: Download the following Plan and complete the applicable information for submission to NACCAS. Each of the following categories must be addressed *only* for the outcomes rate(s) that is/are below the threshold. Indicate the rate(s) for which the plan applies. Check the applicable areas in Item 1 of each category that may need improvement and answer items 2 through 5 accordingly.

___ Graduation ___ Licensure ___ Placement

A. STUDENT RECRUITMENT AND ADMISSIONS

1. Areas needing improvement that may affect outcomes rates:
 - ___ **Recruitment Advertising** (*Who is the target audience? Does that audience have the highest potential for success?*)
 - ___ **Pre-admission Screening** (*How are applicants pre-qualified before interview?*)
 - ___ **First Interview Procedures** (*Are admissions requirements explained? How are course expectations explained? Is emphasis placed on the commitment required of the applicant? Are both technical and soft skills requirements covered? Are licensure requirements explained? Are obstacles to course completion addressed?*)
 - ___ **Final Enrollment Interview** (*Is student provided access to the student catalog? Are all the relevant policies and enrollment/school policies covered? Are all elements of the enrollment agreement reviewed including the refund policy and penalties for withdrawal?*)

2. Define specific strategies for improving each area needing improvement as indicated above.
3. Describe resources needed, if any.
4. State who will be responsible for implementing improvement.
5. Define the timelines for monitoring and evaluation of results.

B. STUDENT SUPPORT SERVICES

1. Areas needing improvement that may affect outcomes rates.
 - ___ **New Student Orientation** (Are students given an overview of the program and of all educational objectives and course requirements? Is the student catalog reviewed? Are all student-related administrative policies covered? Are students informed of available student support services? Are all student questions answered thoroughly? Are students made familiar with all personnel and the space and facilities?)
 - ___ **Academic Advisement** (Are students counseled periodically with respect to their academic and practical performance as well as their attendance? Are students given feedback on their professionalism and the skills needed for success in the workplace? Are action plans for improvement defined when needed?)
 - ___ **Financial Assistance Advisement** (Are students properly advised regarding opportunities for assistance with tuition payment? Is assistance provided in completing required applications, etc?)
 - ___ **Referrals for Professional Assistance** (Are students given referrals for professional assistance as needed? Does the school post contact information for a variety of professional agencies?)
 - ___ **State Laws and Regulations** (Are students advised or trained on the regulations governing the scope of practice for which they are training?)
 - ___ **Employment Assistance** (Does school have an active placement program? Who is responsible? Are students taught how to prepare a resume and for an employment interview? Are job search skills taught?)
 - ___ **Internal Grievance Procedure** (Are students made aware of the procedure to be followed in the event the student has a grievance or concern?)
2. Define specific strategies for improving each area needing improvement as indicated above.
3. Describe resources needed, if any.
4. State who will be responsible for implementing improvement.
5. Define the timelines for monitoring and evaluation of results.

C. FACULTY

1. Areas needing improvement that may affect outcomes rates.
 - ___ **Qualifications** (Do instructors hold the appropriate credentials?)
 - ___ **Experience** (Do instructors have relevant professional experience and skills?)
 - ___ **Professional Development** (Do instructors obtain current and relevant professional development training on an annual basis?)
 - ___ **Preparation** (Are teachers prepared, organized, and effective in planning education?)
 - ___ **Talent** (Do instructors incorporate student-centered, discovery-oriented academic and practical learning strategies into the curriculum?)
 - ___ **Interpersonal Skills** (Are instructors able to interact effectively with the diversity of students enrolled?)
 - ___ **Management Skills** (Are instructors skilled in classroom and conflict management?)
2. Define specific strategies for improving each area needing improvement as indicated above.
3. Describe resources needed, if any.
4. State who will be responsible for implementing improvement.
5. Define the timelines for monitoring and evaluation of results.

CURRICULUM

1. Areas needing improvement that may affect outcomes rates.
 - ___ **Curriculum Development** (*How does the institution develop and/or select the curriculum it follows for each program?*)
 - ___ **Curriculum Revision** (*How often is the curriculum updated? What factors are used to determine when updates are needed?*)
 - ___ **Class Levels** (*Does the institution have a comprehensive first level of training that properly prepares students for advancing to the student salon and serving guests?*)
 - ___ **Student Salon Activities** (*Does the school ensure that the student obtains the relevant student experience to make a smooth transition into employment?*)
 - ___ **State Board Preparation** (*How does the institution ensure that graduates are prepared for the state licensing examination?*)
 - ___ **Job Readiness Training** (*What steps are taken to ensure that each graduate is ensured an entry-level position upon licensure?*)
2. Define specific strategies for improving each area needing improvement as indicated above.
3. Describe resources needed, if any.
4. State who will be responsible for implementing improvement.
5. Define the timelines for monitoring and evaluation of results.

FACILITIES, MATERIALS AND EQUIPMENT

1. Areas needing improvement that may affect outcomes rates.
 - ___ **Location** (*Is location safe? Does public transportation serve the area?*)
 - ___ **Safety** (*Does the facility meet all building, fire, health, ventilation, heating, and safety requirements?*)
 - ___ **Instructional Space** (*Do instructional areas allow for effective delivery of instruction? Is space equipped to accommodate the numbers of students assigned at one time? Is space arranged to meet the needs of a variety of learning styles? Do students have a clear view of demonstrations?*)
 - ___ **Instructional Equipment** (*Are effective training aids and materials used to supplement instruction?*)
 - ___ **Student Kits** (*Do kits include the appropriate tools for relevant training in current industry trends?*)
 - ___ **Student Books and Materials** (*Does the student book bundle include the appropriate materials and technology to meet the needs of today's learners?*)
 - ___ **Student Salon** (*How does the equipment used compare to what is used in today's professional establishments? Are there sufficient stations and equipment to serve the assigned students?*)
 - ___ **Repairs** (*Are repairs made timely? Is replacement equipment purchased when needed?*)
 - ___ **Appearance** (*Is facility clean, shining, and inviting? Does it convey an atmosphere of professionalism that tells students and guests that they are important?*)
2. Define specific strategies for improving each area needing improvement as indicated above.
3. Describe resources needed, if any.
4. State who will be responsible for implementing improvement.
5. Define the timelines for monitoring and evaluation of results.



ADVISORY COMMITTEE GUIDELINES

All NACCAS-accredited institutions are required to have an external advisory committee.

Advisory Committee Definition: A committee composed of employers (at least one of whom is not otherwise affiliated with the institution) and may include other industry representatives, students, staff, graduates, and consumers, with emphasis placed on employers in the fields of study for which the institution prepares graduates. The focus of the committee should be curriculum, facilities and equipment, and institutional outcomes.

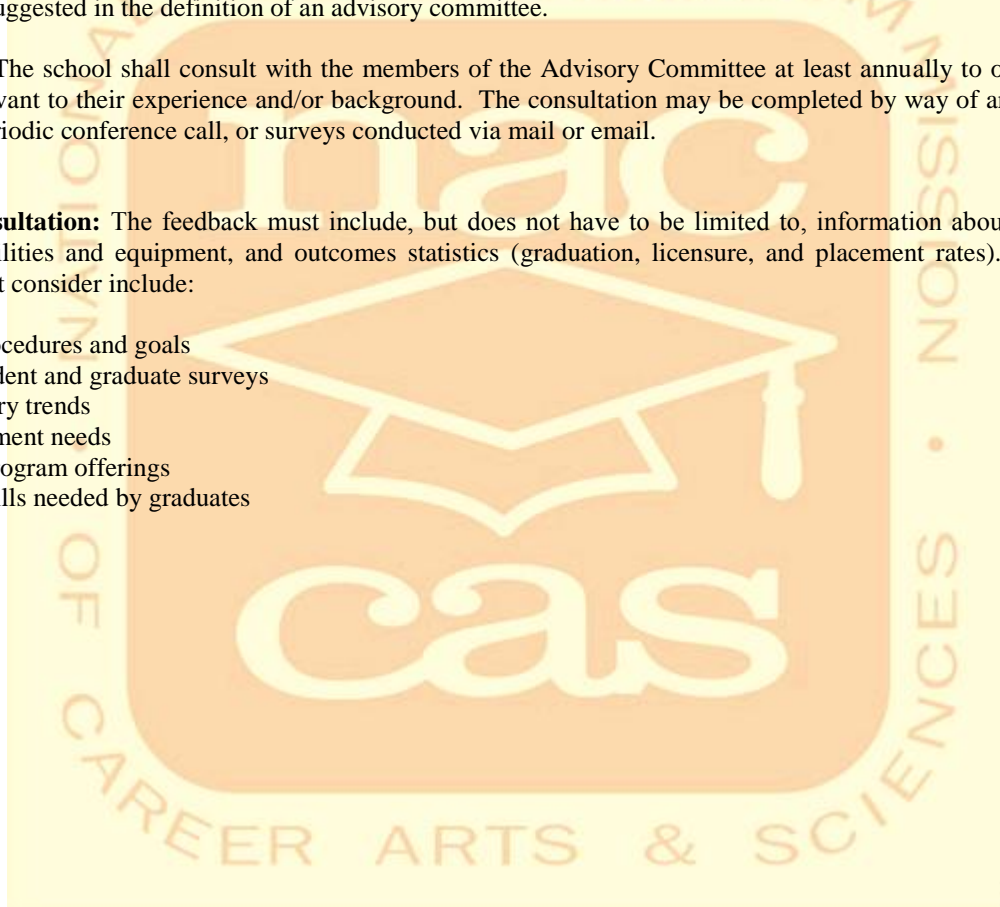
Guidelines for Development and Use of an Advisory Committee

Composition: The Committee must be composed of at least one employer or employers representing the field(s) of study offered by the institution. A committee member may represent multiple fields. The school should determine whether one employer would be able to provide the feedback that needs to be provided. The advisory committee can be comprised of one employer and the school owner. One employer could be able to comment on all fields and whether the school's curriculum is effectively preparing graduates for employment. If the school has one advisory committee member who is not qualified to provide feedback in all areas, then the school must have another member. However, it is recommended that the school consider using other key individuals as suggested in the definition of an advisory committee.

Consultation: The school shall consult with the members of the Advisory Committee at least annually to obtain feedback in those areas relevant to their experience and/or background. The consultation may be completed by way of an annual meeting, an annual or periodic conference call, or surveys conducted via mail or email.

Topics of Consultation: The feedback must include, but does not have to be limited to, information about the institution's curriculum, facilities and equipment, and outcomes statistics (graduation, licensure, and placement rates). Other topics the institution might consider include:

- Admission procedures and goals
- Review of student and graduate surveys
- Current industry trends
- Salon employment needs
- Educational program offerings
- Entry-level skills needed by graduates



Please provide any additional recommendations: _____

Should any of the program offerings be phased out because they are not meeting the needs of the community?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
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Please provide any additional recommendations: _____

3. ACADEMIC AND PRACTICAL LEARNING METHODS

The school has developed comprehensive curriculum for each course of study which includes requirements for study, weekly class schedules, detailed lesson plans, handouts and project sheets, visual aids and support materials. Each course of study meets the standards established by the state regulatory agency, as applicable. Educators are trained in a variety of teaching methods which are incorporated into the instruction of each course.

Those methods include:

- Discussion
- Question and Answer
- Demonstration
- Cooperative Learning
- Distance Learning
- Problem Solving
- Interactive Lecture
- Individualized Instruction
- Student Presentations
- Labs
- Student Salon Activities
- Classroom Presentations
- Field Trips
- Guest Speakers
- Projects

Are the academic and practical learning methods used effective relevant to learning styles and current education trends?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
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Please provide any additional recommendations: _____

4. FACILITIES, EQUIPMENT & LEARNING RESOURCES

The facility includes:

- Properly arranged and equipped classrooms for academic and practical learning.
- A contemporary student salon with stations, tables, beds, and appropriate equipment,
- Offices for admission, education, academic advisement, and study.
- A well-equipped student lounge.
- Learning resources including DVDs, CD ROMS, film, video tapes, audio tapes, reference books, technical manuals, professional periodicals, supplements to text materials, computers and media center, and inventory of supplies to enhance the educational programs.

Are these resources adequate for instructional needs as stated n the program objectives and do they meet the professional standards for safety and hygiene.	<input type="checkbox"/> YES	<input type="checkbox"/> NO
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Please provide any additional recommendations: _____

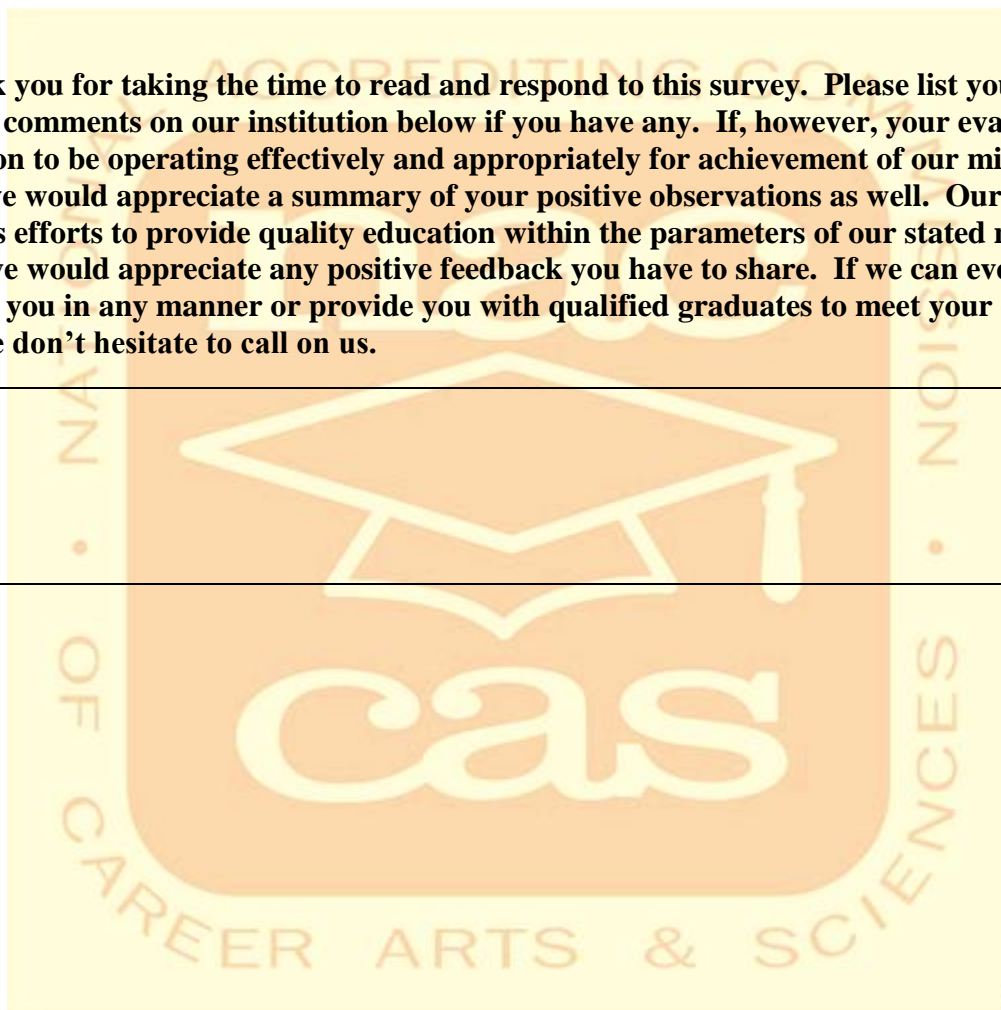
5. Graduation, licensure or certification, and placement rates

School's most recent Graduation Rate: _____ %
 Schools' most recent Licensure Rate: _____ %
 School's most recent Placement Rate: _____ %

Do you feel these are good outcomes for the institution?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
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Please provide any additional recommendations: _____

Again, thank you for taking the time to read and respond to this survey. Please list your general constructive comments on our institution below if you have any. If, however, your evaluation found our institution to be operating effectively and appropriately for achievement of our mission and objectives, we would appreciate a summary of your positive observations as well. Our staff is diligent in its efforts to provide quality education within the parameters of our stated mission. Therefore, we would appreciate any positive feedback you have to share. If we can ever be of assistance to you in any manner or provide you with qualified graduates to meet your employment needs, please don't hesitate to call on us.



SAMPLE STUDENT SURVEY

STUDENT NAME _____

DATE _____

COURSE OF STUDY _____ APPROXIMATE HOURS EARNED _____

As part of the school's routine assessment of its achievements and commitment to students, please respond to the following questions by circling Y for yes, N for no, or N/A for not applicable. Please feel free to provide additional comments in the section provided. Thank you for your assistance.

- | | | | |
|---|---|-----|--|
| Y | N | N/A | 1. Is the school striving to meet the mission stated in the catalog? |
| Y | N | N/A | 2. When teaching the class, does your teacher use effective delivery methods? |
| Y | N | N/A | 3. Does the school use qualified substitute instructors when instructors are absent? |
| Y | N | N/A | 4. Have you ever been advised about financial assistance opportunities? |
| Y | N | N/A | 5. If yes, was the advice beneficial? |
| Y | N | N/A | 6. Are you enrolled under a Training Agreement with another entity such as another school district? |
| Y | N | N/A | 7. Did you receive a copy of the School catalog prior to enrollment? |
| Y | N | N/A | 8. Do you have a high school diploma or GED? |
| Y | N | N/A | 9. If no, did you take an Ability-To-Benefit test prior to enrollment? |
| Y | N | N/A | 9. Did you sign an enrollment agreement prior to starting school? |
| Y | N | N/A | 10. Did you receive a copy of your enrollment agreement? |
| Y | N | N/A | 11. Did you have any training hours at an institution prior to this one? |
| Y | N | N/A | 12. If you answered yes to question #10, did the school give you appropriate credit for those training hours? |
| Y | N | N/A | 13. Do you know who to see with questions regarding licensing requirements, financial assistance, employment, or your academic progress? |
| Y | N | N/A | 14. Did you go through orientation on or before start day? |
| Y | N | N/A | 15. Did orientation explain school policies, program goals, administrative policies affecting students and available student services? |
| Y | N | N/A | 16. Have you attended classes on job readiness and job search skills? |
| Y | N | N/A | 17. Do you understand the licensing requirements and consumer safety laws set forth by the state board? |
| Y | N | N/A | 18. Do you clock in and out each time you arrive and leave the school according to policy? |
| Y | N | N/A | 19. Are you aware that you must maintain a minimum attendance rate and grade average to maintain satisfactory academic progress? |
| Y | N | N/A | 20. Were you made aware of the school's internal grievance procedure? |
| Y | N | N/A | 21. Have you received appropriate texts and/or kit materials for your program of study? |
| Y | N | N/A | 22. Was the school's refund policy explained to you upon enrollment? |
| Y | N | N/A | 23. Are the equipment and facilities maintained in good working order? |
| Y | N | N/A | 24. Does the school make available other items for training that are not included in your kit such as products, equipment, reference materials, etc. |
| Y | N | N/A | 25. Are you aware of the educational requirements you must meet in order to graduate? |
| Y | N | N/A | 26. Are you evaluated periodically on your practical skills? |
| Y | N | N/A | 27. Do you understand the grading criteria that are used by the Instructors when giving you practical grades? |
| Y | N | N/A | 28. Do you take written tests after each unit of study? |
| Y | N | N/A | 29. Were the school's performance rates or goals regarding graduation, licensure, and placement published in the school's catalog that you received prior to enrollment? |
| Y | N | N/A | 30. If you had to make the decision again, would you choose this institution? |
- If NO, please explain why below:

Please provide any additional feedback or constructive comments you may have on the school's curriculum, space and facilities, student support services, and performance statistics that might help improve the school. Thank you again for your assistance.



SAMPLE GRADUATE EXIT SURVEY

As a graduate of our school, your appraisal of our institution is very important to us. Please take this opportunity to provide personal feedback that will allow us to further improve our programs and continue to provide quality education. Your responses in the following areas and your constructive comments will help us make improvements.

Graduate Feedback

PERFORMANCE	EXCELLENT	SATISFACTORY	POOR	N/A
Program Objectives Are Achieved				
Effective State Board Preparation is Achieved				
Job Entry Level Skills Were Attained				
Job Openings Were Posted & Job Search Skills Were Taught				
Instructors were Qualified and Helpful				
Employment was Obtained if Desired				

If you are not seeking employment at this time, please explain why: _____

If you have obtained employment, please indicate where: _____

Do you feel the training at our school helped prepare you for the position you obtained? Yes No

Please provide any comments you have for improving our school, our student services or the programs of study:

Please rate your overall experience at our school on the following scale of 1 to 10 with 10 considered BEST.

1 2 3 4 5 6 7 8 9 10

Please explain your rating: _____

Thank you for your comments. Serious consideration will be given to your recommendations. If at any time after graduation you need assistance with employment placement, please let us know.

 Graduate Signature

 Date

SAMPLE ADVISORY COMMITTEE MEETING DOCUMENTATION

Meeting Date or Date(s) Surveys Returned from Committee: _____

Committee Members /Participants: _____

TOPICS FOR CONSIDERATION

School's most recent Graduation Rate: _____%

Schools' most recent Licensure Rate: _____%

School's most recent Placement Rate: _____%

Suggestions for improving the above performance statistics.

Comments regarding the school's:

■Curriculum _____

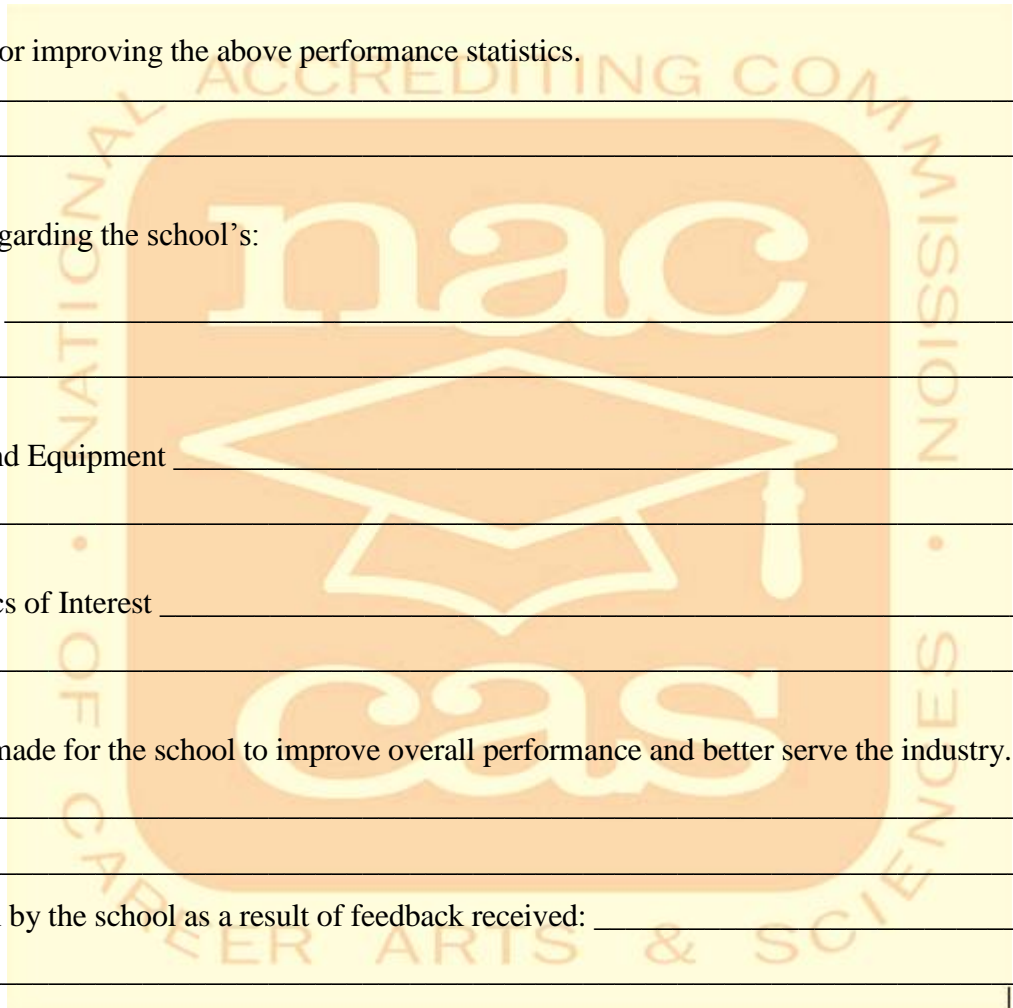
■Facilities and Equipment _____

■Other Topics of Interest _____

Suggestions made for the school to improve overall performance and better serve the industry.

Actions taken by the school as a result of feedback received: _____

General Comments: _____



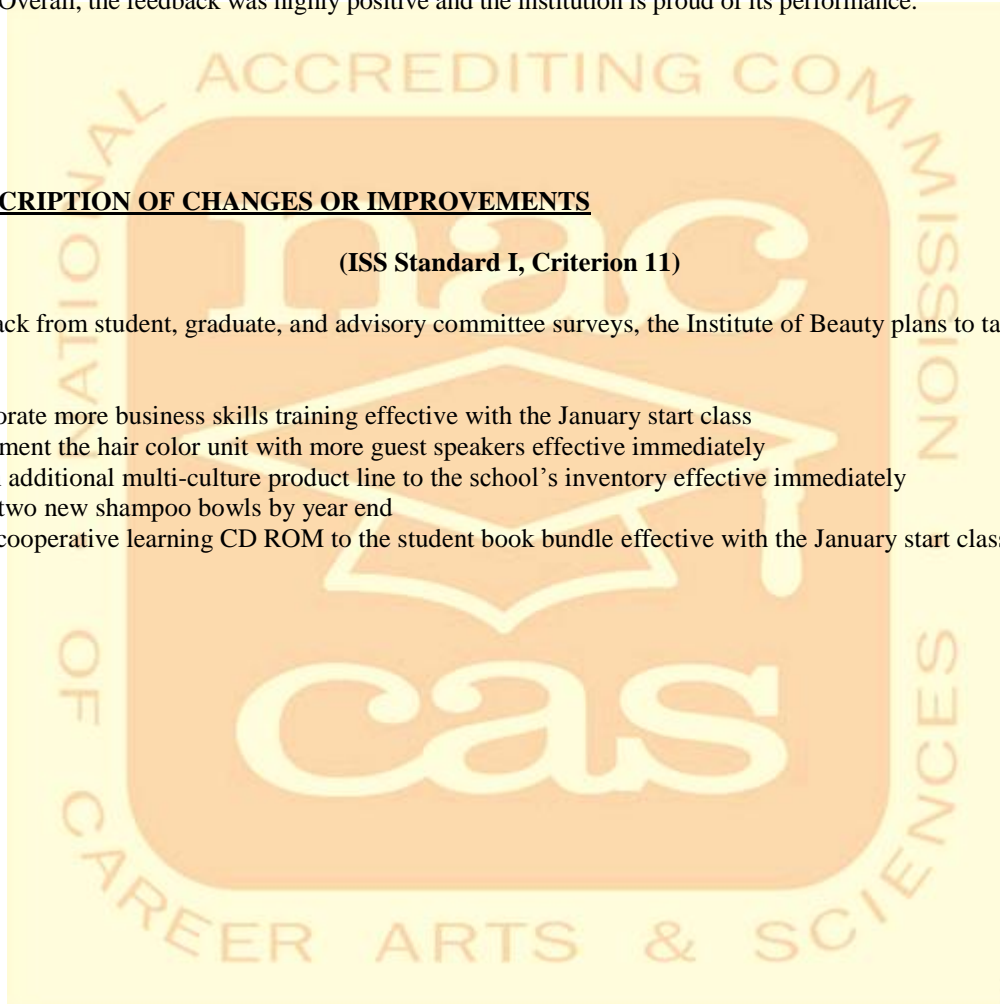
SAMPLE OF SUMMARIZED FEEDBACK (Standard I, Criterion 10)

Current student surveys and feedback indicated that the institution is doing an excellent job overall. There were some suggestions that the students would like to learn more on retailing and how to build a clientele. In addition, some students felt that the hair coloring unit of study could be expanded. Both current students and graduates indicated there were times when they have had to wait for a shampoo bowl on busy days and perhaps some additional shampoo bowls could be added. Advisory committee feedback also provided praise for the state-of-the-art facilities and curriculum, but indicated that the school should expand its curriculum and product lines to include more ethnic products. The advisory committee also suggested adding a supplement to the curriculum in the fundamentals of building a business that includes developing people skills, tracking clientele, upselling, and client retention. Overall, the feedback was highly positive and the institution is proud of its performance.

SAMPLE DESCRIPTION OF CHANGES OR IMPROVEMENTS**(ISS Standard I, Criterion 11)**

Based on feedback from student, graduate, and advisory committee surveys, the Institute of Beauty plans to take the following actions:

- Incorporate more business skills training effective with the January start class
- Supplement the hair color unit with more guest speakers effective immediately
- Add an additional multi-culture product line to the school's inventory effective immediately
- Install two new shampoo bowls by year end
- Add a cooperative learning CD ROM to the student book bundle effective with the January start class





STANDARD II
INSTRUCTIONAL STAFF

While job descriptions are no longer required with the Institutional Self-Study effective July 1, 2010, schools are still required to have in place written operating procedures. It is logical that those procedures would include applicable job descriptions. An example of an Instructor Job Description is found below to aid schools in developing such documents.

SAMPLE INSTRUCTOR JOB DESCRIPTION

MAJOR GOAL: To instruct students effectively and prepare them for successful employment in their chosen field which helps assure the school achieves its mission and educational objectives.

JOB DUTIES:

Teaching Responsibilities (90% or more of daily scheduled work time)

1. Gain a working knowledge of the school's satisfactory academic progress policy, the standards of conduct, practical course requirements, grading policies and criteria, and state regulations within 30 days of employment.
2. Teach and follow the school's published curriculum, using all teaching aids and handouts provided unless deviations are approved.
3. Learn any new course or teaching methods introduced during employment and follow them consistently.
4. Maintain a thorough knowledge of the school's mission and educational objectives and strive to attain them at all times.
5. Prepare for and participate in new student orientation according to school policy and as assigned.
6. Organize and prepare for each class presentation. Organize the necessary handouts, teaching aids, and equipment prior to starting the class.
7. Follow and supplement published lesson plans. Present the information without reading from the text or lesson plan.
8. Project enthusiasm and excitement. Practice proper grammar and pronunciation. Be careful of tone, volume and clarity of expression.
9. Maintain a thorough, accurate and current knowledge of the subject matter taught.
10. Vary the stimuli for learners during presentations. Use body movement and gestures effectively.
11. Prepare practical and/or written assignments daily.
12. Inspire pride in workmanship and a professional attitude in your students toward their training and work responsibilities by your example.
13. Be fair and impartial in your dealings with all students.
14. Practice active listening skills when interacting with students. Listen carefully to their comments and questions.
15. Stimulate students to think for themselves and research the answers to questions for themselves. Use examples for clarification.
16. Use effective review questions and activities.
17. Ensure tests are graded promptly and give immediate feedback to students whenever possible.
18. Control argumentative or disruptive students by getting them involved. Assign leadership tasks and praise accomplishments.
19. Perform zone teaching when assigned supervision of the student salon.
20. Conduct practical evaluations and grade practical skills according to established grading criteria and record grades as required.
21. Explain and clarify grading criteria as needed.

22. Ensure that Level I students complete the required academic learning and practical skills training prior to advancing to the student salon and serving clients.
23. Complete and conduct progress evaluations and perform academic counseling for students according to the school's policy. Discuss areas needing improvement as well as areas of accomplishment. Identify a plan of action for improvement as needed. Follow up on plans for improvement during subsequent evaluations.
24. Properly prepare graduating students for the applicable state licensing examinations.
25. Monitor and fairly enforce the school's policies, standards of conduct and state regulations.
26. Never release private information on any student without obtaining written authorization from the student (or parent/guardian if applicable) on the designated form.
27. Conduct evaluations for all transfer and re-entry students according to published policy and document results.
28. Assign students who are not working with a guest other program-related activities that do not disrupt other student salon activity.
29. Be readily available for students at all times.

Other Duties (never more than 10% of scheduled work time)

1. Read, understand and follow the responsibilities and policies outlined in the school's written operating procedures.
2. Attend staff meetings as scheduled and participate in discussion of all required agenda items.
3. Provide employment assistance for graduating students as needed. Document placement efforts and strive for a rate of 85% placement or better. Post job openings found in area newspapers and other publications on the Career Opportunities bulletin board.
4. Monitor dispensary and laundry activities and ensure that there is never a shortage of supplies or towels.
5. Monitor inventory needs according to policy and report needs to administration.
6. Monitor reception desk activities when supervising the student salon.
7. Monitor bathrooms throughout the day to ensure cleanliness and sufficient supplies are available.
8. Complete any administrative tasks as assigned in a timely and accurate manner.

Instructor Signature

Date

SAMPLE SUBSTITUTE INSTRUCTOR ORIENTATION CHECKLIST

In accordance with the school's policy, all substitute instructors are required to complete routine employment paperwork and provide the additional following documents:

- _____ Copy of current *instructor* license.
- _____ Documentation of any continuing education credits earned in the past 12 months, if applicable.

Substitute instructors are to check the following forms, policies, and procedures as reviewed:

- _____ The written operating procedures
- _____ The program and/or course outlines for each program of study
- _____ The class schedules for each program of study
- _____ The lesson plans for each course of study
- _____ The handouts and other teachings aids that support the lesson plans
- _____ The practical grading criteria and procedures
- _____ The Satisfactory Academic Progress Policy

I hereby certify that I have reviewed the required information and will follow the institution's policies and procedures while I am acting as a substitute instructor.

Substitute Instructor Signature

SAMPLE STAFF MEETING MINUTES POLICY

All instructors are expected to attend monthly meetings during which the following topics, as applicable, will be discussed:

- Education, teaching schedules, student evaluations
- Student Council activities
- Student recruitment and admissions
- New Student Orientations
- Job Readiness Training
- Student Salon Activities
- Licensure Exams and Results
- Student Retention (withdrawals and graduates)
- Student/Graduate Feedback
- Staff Image and Professional Development

Staff meetings will be held more frequently if needed. Assessment of feedback from students, graduates, and advisory committee members will be reviewed, and any applicable improvements or changes will be documented.

GUIDELINES FOR DEVELOPING A CONTINUING EDUCATION PLAN

Policy Development: The policy should take into consideration any specific state requirements for license renewal as well as NACCAS' requirement for twelve hours per year, at least four of which must be devoted to teaching methodology. Completion of the requisite continuing education or professional development hours may be linked to the instructor's annual performance.

Programs or Courses: The types of educational seminars, workshops, courses, or programs that would meet the requirements of the criterion are broad in nature. Examples of teaching methodology include topics such as: classroom management, lesson plan development, course development, delivery methods, presentation skills, development and use of teaching aids, student motivation and learning, evaluation and assessment of student progress, managing the learning environment, basic learning styles and principles, student counseling/advising, career and employment preparation, teaching in the student salon, teaching learning-disabled students, developing effective educational relationships, teaching study and testing skills, teamwork, communications, student retention, etc.

Sources for Continuing Education:

- a. Community colleges or universities
- b. Association for Career and Technical Education
- c. Cosmetology Educators of America
- d. Product Manufacturers
- e. In-house continuing education provided by qualified individuals
- f. NACCAS workshops and seminars (only for non-Teaching Methodology CE credit)
- g. Various state and national associations representing related fields
- h. Publishers in the applicable fields of study
- i. Approved providers of continuing education and recognized industry experts/trainers

Documentation of Compliance:

- a. Transcript or certificate from a college course or program, distance learning course or program, or adult education course or program that indicates the number of credits or hours obtained.
- b. Certificate of attendance from an educational provider that indicates the date, name of attendee, and number of hours or credits completed.
- c. Letters from manufacturers, who provide product knowledge classes, indicating the subject matter taught, the number of credits/hours of the training, and a list of instructors who attended.
- d. Evidence of attendance at a trade show including a copy of the program or flyer that describes the event attended, name of attendee, date of attendance, credit/hours of training received, and a third party verification.
- e. Course outline, date, and name of instructor, instructor's qualifications, and a list of attendees (sign in sheet) and third party verification of attendance for in-house training seminars.
- f. Copy of NACCAS workshop certificate of attendance (only for non-Teaching Methodology CE credit).

**For certificates that do not indicate the number of credits/hours attended, an agenda or program schedule may be appended that indicates the amount of time scheduled in the course/program.

SAMPLE INSTRUCTOR CONTINUING EDUCATION PLAN

All instructors are required by the school to complete a minimum of 12 contact hours per year (based on employment anniversary) of continuing education training, at least four of which must be devoted to academic and practical learning delivery methods after their first year of employment. It is the personal responsibility of each instructor to meet this requirement and provide documentation of such training to management for his/her personnel file. The school may periodically require employees to participate in job training or career development activities in addition to the regular work schedule. It is the goal of the school to actively participate in the development of its employees. However, it is believed that employees must be willing to invest both time and, if necessary, money toward self-improvement and professional development. Tuition for school sponsored events will be waived.

SAMPLE INSTRUCTOR EVALUATION FORM

Instructor Evaluated: _____ Hire Date: _____ Evaluation Date: _____

NOTE: The evaluator must spend a minimum of 30 minutes in the classroom and/or student salon. Check the criterion if performed satisfactorily. Divide the total correct into the total criteria to arrive at a score on a 100% scale.

Teacher Preparation

- _____ Lesson plan was prepared
- _____ Audio/visual aids were prepared
- _____ Handouts were prepared
- _____ Work area was maintained
- _____ Displayed knowledge of subject

Classroom Management/Effectiveness

- _____ Students were attentive
- _____ Students took notes
- _____ Instructor circulated while teaching
- _____ Environment was interactive
- _____ Environment was student-centered

Teacher Professionalism

- _____ Appearance
- _____ Attitude
- _____ Communication skills

Test Administration

- _____ Review session conducted
- _____ Test was administered
- _____ Re-taught as needed

Student Salon Supervision

- _____ Area was checked for safety
- _____ Guests checked for comfort
- _____ Demos conducted as needed
- _____ Multiple students supervised
- _____ Guest services checked

Ongoing Cooperation with School Operations

- _____ Maintenance needs reported
- _____ Cost-saving measures followed
- _____ Staff meetings attended
- _____ School policies followed
- _____ Completion of annual continuing education

Identify areas of improvement since last evaluation, if applicable: _____

List strengths and any areas needed improvement. Help formulate an improvement plan as needed.

Overall Annual Evaluation

- _____ Performance Exceeds Expectations
- _____ Improvement Required
- _____ Performance Meets Expectations
- _____ Unsatisfactory Performance

Evaluator Signature: _____

By signing below, I acknowledge that this evaluation has been discussed with me. I also understand that my signature does not necessarily indicate agreement.

Employee's Signature

Date

STANDARD III

ADMINISTRATIVE SERVICES



SAMPLE CONTENTS OF AN OPERATING PROCEDURES MANUAL

Section One: Personnel

- Organizational Chart
- Job Descriptions
- Personnel Policies
- Performance Evaluation Policy
- Continuing Education Policy
- Vacation and Sick Pay Policy

Section Two: School Operations

- Opening/closing of Facility
- Emergency Evacuation Plan
- Emergency Telephone Numbers
- Inventory Procedures and Control
- Grievance Policy
- Disciplinary Policy
- Policy Appeal Procedure
- Institutional Evaluation and Outcomes Assessment
- Privacy Policy and Procedures
- Drug Free Workplace Policy
- Campus Crime and Security Policy

Section Three: Admissions

- Admissions Policy and Procedure
- Scholarship Policy
- Transfer and Re-entry Policy
- Course Costs and Payment Terms
- Refund Policy

Section Four: Education

- New Student Orientation
- Course Outlines
- Satisfactory Academic Progress Policy
- Grading Policy and Procedures
- Practical Grading Criteria

Section Five: Financial Aid

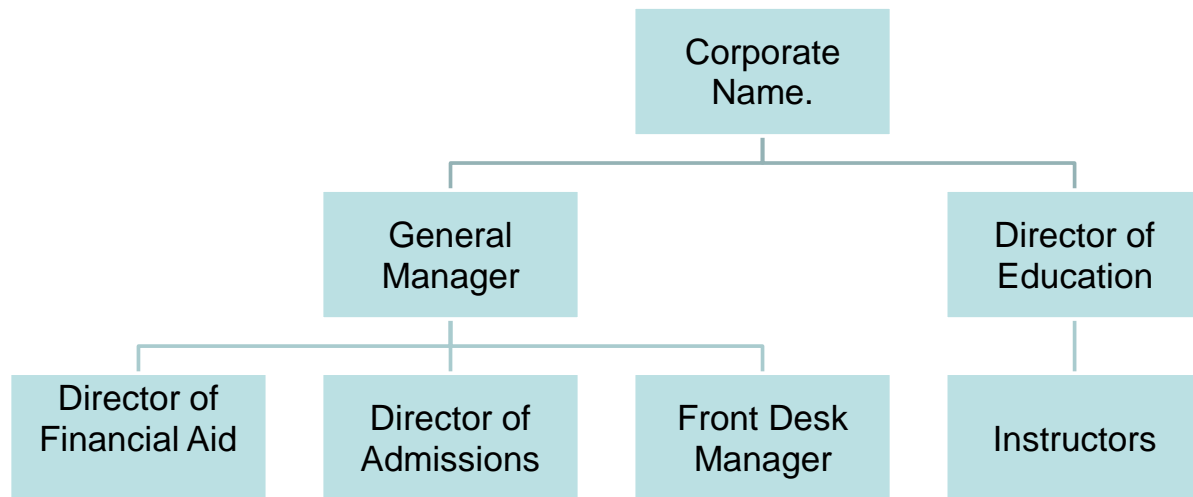
- FA Application Policies and Procedures
- FA Servicer Policies and Procedures
- Deadlines
- Return to Title IV

NOTE: *NACCAS Standards and Criteria do not prescribe that a school has a manual, but written policies and procedures are required. The document may be maintained in hard copy or electronic format.*

SAMPLE ORGANIZATIONAL CHART

While an organizational chart is no longer required with the Institutional Self-Study effective July 1, 2010, schools are still required to have in place written operating procedures. It is logical that those procedures might include an organization chart. An example is found below to aid schools in developing such documents.

A B C Beauty Academy Organizational Chart



Default Management

Ideas about Default Prevention

Institutions that intend to create a regulation compliant default prevention plan pursuant to 34 C.F.R 668.14(b) (15) or 34 C.F.R. 668.217 may wish to consider implementing some or all of the measures described below as part of an effective plan:

1. **Establish a Default Prevention Team**

Establishing a default prevention team will help the institution develop and implement a written default prevention plan. A default prevention team's executive and managerial role will include:

- Establishing a process to ensure the accuracy of data used to calculate the institution's draft and official cohort default rates
- Creating a process for tracking and estimating cohort default rates for all open cohorts during the relevant period
- Determining the source of default risk (i.e., identifying institutional practices that may need to be modified to reduce default, and then implementing those modifications)
- Determining what steps an institution will take to reduce default risk, including, but not limited to:
 - Conducting a review of admission policies and screening practices so as to admit students who have a reasonable expectation of succeeding in their program of study
 - Enhancing the enrollment retention and academic persistence of borrowers through counseling and academic assistance, especially for academically at-risk students
 - Evaluating and improving, if necessary, curricula, materials, equipment, qualifications and size of faculty, and other aspects of its educational program
- Representing all parts of the institution (including management) that will contribute to default risk reduction activities
- Allocating institutional resources to default reduction activities
- Assessing the effectiveness of default reduction activities over time, to determine when and where adjustments are necessary

2. **Determine who is defaulting and why**

The institution will, as part of a default prevention plan, take steps to determine which student borrowers are at high risk of defaulting, and why. Understanding why some borrowers are at greater risk of loan default is a necessary precondition for developing a set of interventions that will result in reduced default risk. As part of this effort an institution will review available information, along with the enrollment experiences of former students who have defaulted and/or are severely delinquent. Specifically, an institution would need to determine the common characteristics shared by defaulting borrowers. Here are examples of questions an institution should ask:

- Were they enrolled in particular academic programs?
- Did they graduate?
- Were they on academic probation at some point?
- Did they enroll late?
- Did they receive exit counseling?
- Was the default risk driven by poor educational outcomes, poor employment outcomes, and/or poor repayment outcomes?

Once an institution has determined which student borrowers are at greater risk of defaulting, and why, it will be able to tailor targeted and effective interventions. If an institution does not take the time to understand which borrowers are at greatest risk of loan default, an institution may end up with interventions that are less effective, or worse, ineffective.

Here are examples of targeted interventions:

- Example #1: The default prevention team determines that a large proportion of its defaulters were students who did not complete a particular academic program. As a result, the default prevention team decides to:
 - Create an early alert process which allows the institution to determine which students in the subject program are having academic difficulty. The institution will then provide appropriate academic or other assistance (depending upon the reason for the academic difficulty) to improve educational outcomes
 - Provide students in this program with enhanced loan counseling and/or financial literacy training
 - Provide additional support for students from this program during the grace period and early in repayment
- Example #2: The default prevention team determines that most borrowers who defaulted were on academic probation while enrolled. The default prevention team leverages this common experience by requiring students on academic probation to:
 - Meet with an academic counselor and establish a student success plan
 - Complete supplemental loan counseling
 - Complete a financial literacy course online
 - Demonstrate that they have accessed and gathered information about their indebtedness and loan holder from the National Student Loan Data System (NSLDS) borrower portal
 - Provide the registrar with updated supplemental contact information

Please Note: If an institution is new to Title IV, it is unlikely to have data about loan defaulters. In this case, the institution's default prevention team should instead undertake a review of related data as it is developing. The default prevention team may wish to gather borrower data as it develops during repayment.

If the default prevention team believes that default risk is influenced by certain student success metrics and program completion, the default prevention team need not wait until borrowers have cycled through delinquency and defaulted to draw conclusions about factors that relate to default risk. Instead, the default prevention team may begin to track and collect information as soon as borrowers enter repayment, noting which borrowers are able to remain current on repayment obligations and which borrowers become and remain delinquent over a long period of time.

Using this data, the default prevention team will be able to draw preliminary conclusions about who is at greatest risk of default, and why. Undertaking this kind of preliminary tracking, and drawing conclusions from the evolving set of data for borrowers, should meet the Department's requirements for new institutions wishing to develop a default prevention plan pursuant to 34 C.F.R 668.14(b)(15).

3. Develop the resources to contact at-risk borrowers

As part of its default prevention plan, and to supplement the efforts of both Federal and third-party servicers, institutions may wish to conduct outreach efforts with at-risk borrowers to assist them in entering into (and remaining in) repayment successfully. In order to prepare for outreach with at-risk borrowers, it is suggested that an institution take steps to collect and maintain sufficient contact information so that its effort to reach these borrowers is successful.

Most borrowers who default are not successfully contacted by a lender or loan servicer during the entire period of delinquency. The ability to successfully contact borrowers, particularly at-risk borrowers, is a key factor in preventing loan default. The institution can assist in this effort by collecting enhanced contact information from students during the admissions process, and refreshing this contact information at key points during enrollment (i.e., when students appear on any internal institutional alert list, when students are on academic probation, or at the time of registration for a new term, etc.). The institution should collect and refresh the following crucial information:

- The applicant's address, landline and cellular telephone numbers; all email addresses; and any social networking sites
- Contact information for the applicant's parents, grandparents and siblings, including street addresses, landline and cellular telephone numbers, and email addresses
- Contact information, similar to that suggested above, for a person who "will always know where you are"

The institution should check this information for accuracy, both at the time of initial receipt, and from time to time during the student's period of enrollment. The institution should advise applicants that the admissions process cannot be completed until they have provided this contact information. It should be the student's responsibility to update this information as necessary during their period of enrollment.

It is suggested that institutions use activities such as skip tracing and sending letters "Forwarding and Address Correction Requested" to maintain contact with former student borrowers who have moved.

Although the institution will likely not need this enhanced contact information for most student borrowers, it is very important to have this contact information readily available should the need arise. Such information is vital to assist in default aversion efforts by:

- Providing your Federal servicer and/or third party servicing contractors with useful contact information to successfully contact delinquent borrowers
- Assisting school staff in making direct contact with borrowers during an early or late stage delinquency assistance campaign

Please note that at all times, the institution should comply with applicable state and Federal laws relating to borrower contact, including the Fair Debt Collection Practices Act (FDCPA) and with any applicable requirements of NACCAS.

4. **Reach out to certain at-risk borrowers in Early Stage Delinquency (ESD)**

An institution may wish to include in its default prevention plan an effort to reach out to high risk borrowers who have entered repayment and are 30-60 days delinquent. The purpose of this activity is to assist at-risk borrowers in establishing a useful relationship with the loan servicer, and to create a pattern of successful repayment.

Generally, students who do not complete academic programs are at greater risk of loan default. For these students, the institution may wish to implement a program of early stage delinquency assistance (ESDA). In this effort, it will need to review delinquent borrower reports from the loan servicers (or the DELQ01 report from NSLDS). A significant fraction of all borrowers may be delinquent 30 or 60 days after entering repayment. However, in ESDA the institution will be looking specifically for and reaching out to support those borrowers who did not complete their academic programs, and are early in their delinquency. The institution will be using its enhanced contact information in this effort.

5. **Reach out to at-risk borrowers in Late Stage Delinquency Assistance (LSDA)**

An institution may wish to include in its default prevention plan a regular monthly effort to reach out to borrowers who have a significant history of delinquency and who are, as a result, in imminent peril of defaulting on a loan. An institution may wish to establish a program that routinely tracks delinquent borrowers and reaches out to any whose accounts are 240 or more days delinquent. Borrowers whose accounts are 240 days delinquent are at great risk of default.

In late stage delinquency assistance (LSDA), an institution would review the delinquency reports from Federal servicers (or the DELQ01 from NSLDS) to identify those borrowers who are 240 or more days delinquent. Using contact information from NSLDS, its Federal servicers or gathered locally, the institution will:

- Make direct contact with the borrower, hopefully by telephone

- Assist the borrower in initiating a conversation with the loan servicer
- Remain in contact with the borrower and servicer until the delinquency is resolved

All of the Department's loan servicers support a late stage delinquency aversion process. An institution should contact all of the servicers to discuss their intentions ahead of time, collecting necessary contact telephone numbers, information about their default aversion efforts, and copies of suggested phone scripts or other training information the servicer may have.

6. Implement Financial Literacy Education

Research suggests that borrowers who receive financial literacy education have the lowest risk of loan default. The institution may wish to find and implement an effective and useful program of financial literacy education with either all borrowers or borrowers who the institution has determined are at higher risk of loan default.

There are many free and low cost financial literacy education resources available to institutions and borrowers. Some of these resources include the Department's free Financial Awareness product, or the free financial literacy resources of the National Endowment for Financial Education (NEFE). Financial literacy programs come in many forms including classroom curriculum, self-paced educational programs, or web-based materials. It is recommended that institutions review a variety of alternatives before selecting a financial literacy education program that is appropriate for the institution and its students.

7. Take steps to improve employment outcomes

The institution may wish to assist ALL student borrowers in attempting to secure post-enrollment employment. The institution will utilize the analysis from step two above determine which former students are at higher risk of loan default and in need of additional employment assistance services.

Here are several examples of steps an institution might take with respect to improved employment outcomes:

- Example #1: The default prevention team's investigation revealed that although certain students graduated, there were few employment opportunities for students in a particular field. Further research indicates that future employment prospects in this field are limited. As a result, an institution's default prevention plan may include the reengineering of academic programs to increase greater alignment between educational programs and available employment opportunities.
- Example #2: The default prevention team's investigation revealed that students who dropped out without completing a course of study were more likely to become delinquent and later default on a loan. An institution may decide to develop, and make part of the default prevention plan, post-enrollment employment counseling for those students who failed to complete a course of study and are at higher risk of loan default.

8. Enhanced Initial and Exit Counseling

In addition to meeting the requirements in 34 CFR 682.604 and 34 CFR 685.304, the institution may provide the following information to student borrowers during initial and exit counseling:

Repaying the loan:

- Estimated balance of the borrower's loan(s) when the borrower completes the program
- Interest rate on the borrower's loan(s)
- The name, address, and telephone number for the borrower's lender or Federal loan servicer
- Estimated average amount of the borrower's required monthly payments on the loan's balance (during exit counseling, provide a sample loan repayment schedule based on the borrower's total loan indebtedness)
- Estimated monthly income that the borrower can reasonably expect to receive in his or her first year of employment based on the education received at the institution
- Estimated date of the borrower's first scheduled payment

Personal financial management and Title IV loans:

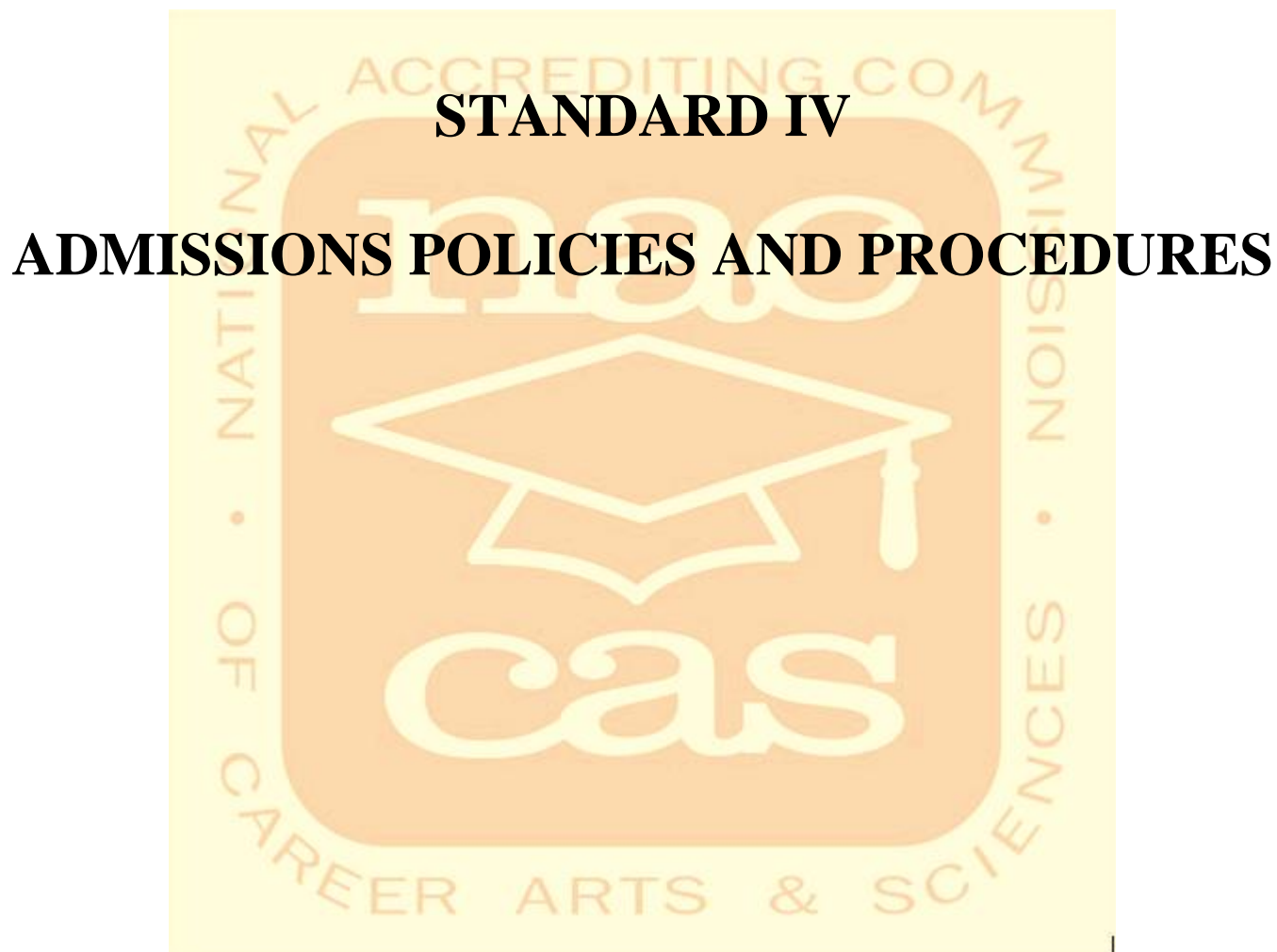
- Dissatisfaction with, or non-receipt of, the educational services being offered by the institution does not excuse borrowers from repayment of their FFEL or Direct Loans
- Borrowers must inform their lender and or Federal loan servicer immediately of any change in name, address, telephone number, or Social Security number
- If a borrower is unable to make a scheduled payment, he or she should contact the lender and/or Federal loan servicer before the payment's due date to discuss his or her other repayment options
- General information about budgeting of living expenses and other aspects of personal financial management
- Deferment, forbearance, cancellation, consolidation, and other repayment options, including procedures for obtaining these benefits
- The sale of loans by lenders and the use of lenders by outside contractors to service loans

Information about delinquency and default:

- A description of the charges imposed for failure by a borrower to pay all or part of a scheduled payment when it is due
- The consequences of a borrower's failure to repay a loan, including:
 - A damaged credit rating for at least 7 years
 - Loss of generous repayment schedule and deferment options
 - Possible seizure of federal and state income tax refunds
 - Exposure to civil suit
 - Referral of the account to a collection agency
 - Liability for collection costs and attorney's fees
 - Garnishment of wages
 - Loss of eligibility for further federal Title IV student assistance

9. Benchmarking

Presented above are a variety of interventions that an institution might incorporate into a default prevention plan. Studying institutions that have been successful with default prevention may be of great benefit. The key to default prevention benchmarking is to understand the difference between targeted interventions that are based upon an institution's unique borrower population and general best practices that tend to reduce default risk in all settings. One size does not fit all. Take the time to determine which specific interventions your at-risk student borrowers need. Only when that has been completed and implemented should you identify general best practices that may assist all borrowers, both high- and low-risk.



Institutions should review NACCAS Policy IV.01 for more information on developing an admissions policy and/or entering into Training Agreements with other entities.

SAMPLE ADMISSIONS AND ENROLLMENT REQUIREMENTS

ADMISSIONS AND ENROLLMENT REQUIREMENTS

The school does not discriminate in its employment, admission, instruction, or graduation policies on the basis of sex, age, race, color, religion, or ethnic origin nor does it recruit students already attending or admitted to another school offering similar programs of study. The school requires that each student enrolling in the Cosmetology or Esthetics programs must:

- Complete an application for enrollment.
- Provide proof of secondary education such as a high school diploma, a GED certificate, an official transcript showing secondary school completion, or a state certification of home-school completion.

Should an enrolling student provide a foreign high school diploma, the institution will work with the student to obtain an English translation of the document along with confirmation that the education received is equivalent to a U.S. high school diploma. This documentation must come from an outside agency.

In the absence of the above documentation, the applicant must take and pass an approved ability-to-benefit test administered according to the test publisher's guidelines by an approved Independent Test Administrator. In lieu of passing an ability-to-benefit test, the applicant may enroll in and successfully complete at least 6 credit hours or 225 clock hours, if the program is longer than 600 clock hours

Instructor applicants must meet all of the above requirements and:

- hold a current license as a practitioner in the field they wish to teach
- complete an application for enrollment
- complete an instructor in training application to be forwarded to the State Board of Cosmetology

Students enrolling under a training agreement with another entity, the applicant must meet the admissions requirements set forth in the training agreement with the other entity.

STANDARD IV, CRITERION 2 – SECONDARY STUDENTS SAMPLE POLICY

For those secondary students not enrolled under a training agreement, the applicant must meet the following admission requirements:

- meet the state requirements for admission (complete 10th grade and be 16 years of age)
 - proof of completion of 10th grade can be shown through high school transcripts
 - proof of age can be shown through a drivers license, birth certificate, etc.
- provide permission in writing from the secondary school in which they are enrolled
- successfully complete the pre-enrollment evaluation

CATALOG REQUIREMENTS AND CHECKLIST FOR CROSS-REFERENCING

All NACCAS-accredited institutions are required to submit a cross-referenced student catalog as an exhibit to the Institutional Self Study. NACCAS Policy # IV.04 can be found below. The institution should carefully review the policy to ensure full understanding of each checklist requirement.

Policy IV.04 – Admission Policies and Procedures: Catalog Requirements and Checklist

A prospective student is entitled to sufficient data to make an informed choice of training opportunities and institutions. An institution is therefore obligated to provide sufficiently detailed information in advance of enrollment to assure that prospective students clearly understand their opportunities, limitations, and obligations.

Prior to signing an enrollment agreement (contract), an institution is required to provide each applicant with access to a written publication that is readily identifiable as a catalog. The catalog provided to the student must be written in the language in which the program(s) will be taught. The catalog is designed, written and printed to convey an accurate and dignified impression of the institution. It avoids false, misleading and exaggerated statements. Illustrations and copy pertain directly to the institution, and sources of illustrations are clearly identified.

A copy of this checklist (or the abbreviated version found in the NACCAS [Sample Forms and Guidelines](#) booklet, found on the NACCAS website under “Other Key Documents”) is to accompany each catalog copy sent to the Commission, and this form is also a required exhibit for the Institutional Self-Study (ISS). The cross-referenced catalog submitted with the ISS must be translated into English. For each of the items below, review the relevant section of your catalog to determine if it contains all of the information required by the item in the NACCAS Catalog Requirements. Write the item number from the Catalog Requirements next to the requirement in the catalog and list the appropriate page number(s) from the catalog on this checklist where the information can be found.

The catalog must be an organized collection of the items listed below; however, it is not necessary to adhere to any particular sequence or phrasing when including this information.

- _____ 1. The catalog must be written in the language in which the course and/or program(s) will be taught.
- _____ 2. Name and address of the institution for each location. An unaccredited institution must be identified as such or omitted from the catalog.
- _____ 3. Date of publication.
- _____ 4. The school’s mission statement.
- _____ 5. The admission requirements (criteria) used by the institution for each program or course. The institution's admission policy must comply with the NACCAS [Ability-To-Benefit Policy](#).
- _____ 6. The admission requirements used by the institution state how training or education received at another institution is applied.
- _____ 7. The admission requirements used by the institution state whether they allow students to re-enter a program after they have withdrawn.
- _____ 8. The name of each course and/or program and the name, nature and level of occupation for which training is provided must be identified.
- _____ 9. Length of course and/or program: Total number of clock hours, credit hours, or competencies in each course and/or program offered by the institution to show the scope of units included.
- _____ 10. Description of the institution's general facilities and equipment.

- _____ 11. The grading system used by the institution. Identify the full range of grades that students may earn. (Must be consistent with the institution's Satisfactory Academic Progress Policy for [Programs Measured in Clock Hours or Competencies](#) or for [Programs Measured in Credit Hours](#).)
- _____ 12. Graduation requirements for each course and/or program. List any special conditions or requirements.
- _____ 13. Type of document (certificate, diploma, etc.) awarded upon graduation from each program.
- _____ 14. Refund Policy: Refund policy must comply with the NACCAS [Withdrawal and Settlement Policy and Checklist](#) and [Minimum Tuition Adjustment Schedule](#) and state- or federal- mandated policies.
- _____ 15. Employment Assistance: A clear statement that the institution does not guarantee employment. Describe employment assistance.
- _____ 16. A school calendar of beginning dates of classes for each course and/or program. Indicate holidays and school closures.
- _____ 17. Statement that the institution does not discriminate on the basis of sex, race, age, color, ethnic origin, or religion.
- _____ 18. Name(s) of the owner(s).
- _____ 19. The institution's policy guaranteeing the right of students to gain access to their files.
- _____ 20. The institution's policy for releasing information about an individual student.
- _____ 21. Scholarship and fee waiver policies (if applicable).
- _____ 22. Specifics describing the extent of other available services, such as housing (if applicable), career counseling, etc.
- _____ 23. The name(s), address(es), and telephone number(s) of the appropriate state agency(ies) that license the institution, as well as the name(s), address(es) and telephone number(s) of the agency(ies) which accredit the institution.
- _____ 24. Any other material facts concerning the institution or the program of instruction that are likely to affect the decision of the student to enroll therein.

The following items may appear on a dated catalog insert as long as there is a clear indication in the catalog's table of contents that this information is so provided. *If an institution chooses to use a catalog format that is comprised of inserts or separate pages, all pages or inserts must be dated and numbered. The main body of the catalog must contain a complete table of contents that clearly indicates all inserts or separate pages and the corresponding page numbers.*

- _____ 25. Policies related to tardiness, excused and unexcused absences, make-up work, conduct, termination and other rules and regulations of the institution.
- _____ a. Tardiness
- _____ b. Excused and unexcused absences
- _____ c. Make up work
- _____ d. Conduct
- _____ e. Termination
- _____ f. Other rules and regulations of the institution

_____ 26. Administrative staff and faculty.

_____ 27. Costs for each course and/or program:

_____ a. Tuition – Total tuition for each course.

_____ b. Books and Supplies – Must be actual cost to the student.

_____ c. All fees – Must be separately identified.

_____ d. Other Costs.

_____ e. Payment – Methods and terms of payment of monies owed to the institution must be identified.

If One Catalog Is Used For Several Institutions

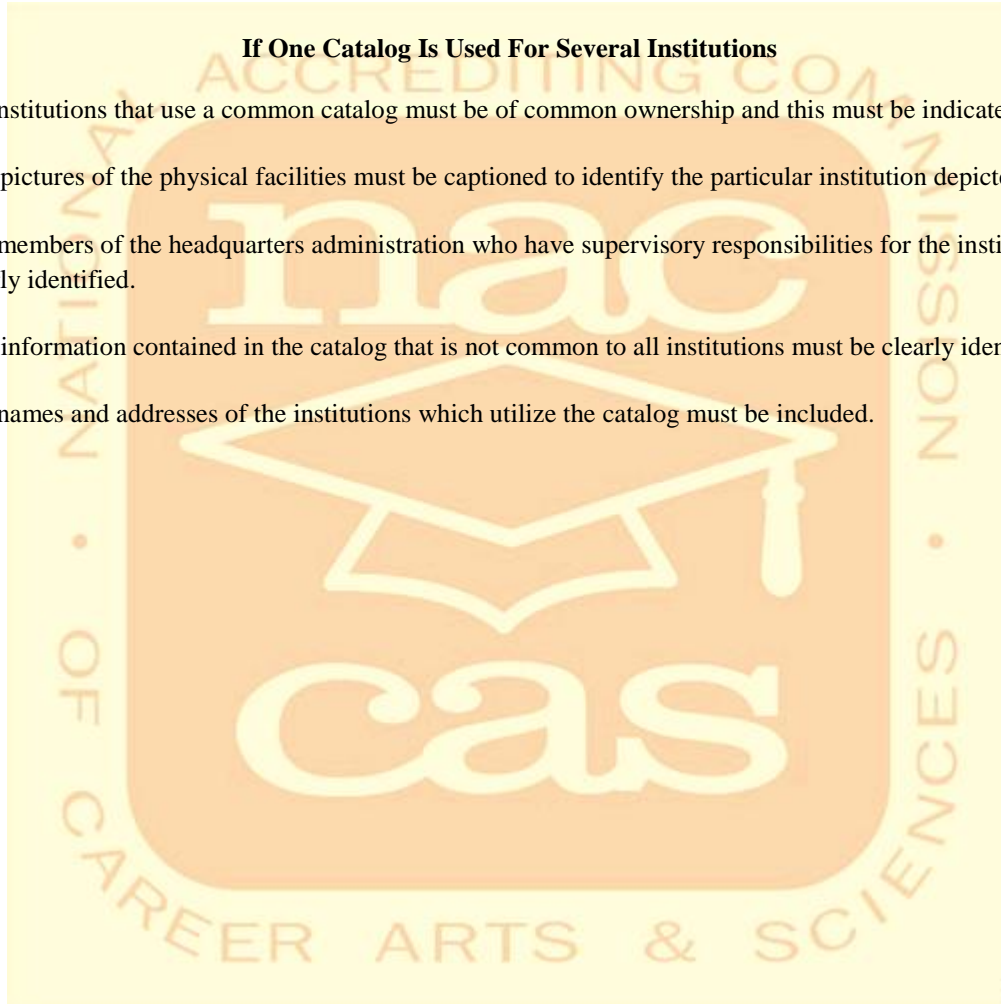
_____ 28. All institutions that use a common catalog must be of common ownership and this must be indicated.

_____ 29. Any pictures of the physical facilities must be captioned to identify the particular institution depicted.

_____ 30. The members of the headquarters administration who have supervisory responsibilities for the institutions must be clearly identified.

_____ 31. Any information contained in the catalog that is not common to all institutions must be clearly identified.

_____ 32. The names and addresses of the institutions which utilize the catalog must be included.



SAMPLE PRE-ENROLLMENT RECEIPT OF INFORMATION

**NACCAS SCHOOL OF BEAUTY
PRE-ENROLLMENT CHECKLIST**

Student Name

Program **Date**

I have received written information concerning the following topics prior to signing my enrollment agreement:

<input type="checkbox"/>	School Catalog
<input type="checkbox"/>	School's Graduation Rate
<input type="checkbox"/>	School's Licensure Rate
<input type="checkbox"/>	School's Job Placement Rate
<input type="checkbox"/>	Certification or Licensure Requirements
<input type="checkbox"/>	State-required Information
<input type="checkbox"/>	Pre-Requisites for Employment
<input type="checkbox"/>	Satisfactory Academic Progress Policy

Student Signature **Date**

SAMPLE COMPONENTS OF A TYPICAL STUDENT FILE

1. A copy of the signed enrollment agreement and any addenda
2. Student payment cards/ledger card
3. Admissions documentation:
 - Interview form(s)
 - Recommendation letters
 - Application for enrollment
 - Pre-enrollment Receipt
 - ATB test information (if applicable)
 - High school transcripts/graduation diploma (if applicable)
 - Proof of age (if required)
 - Immigration information (if applicable)
 - Any state required elements for enrollment (residency, health, etc.)
 - Evidence of all other items required by the school for admissions
4. State Board of Cosmetology Registration Form (if applicable)
5. Academic advising session(s) notes/Counseling referrals
6. Grades/report cards/test scores/Satisfactory Academic Progress Reports (if applicable)
7. Hourly report(s)/Time sheets/Time cards (if applicable)
8. Other student information as applicable, for example:
 - Absence excuses
 - Correspondence to/from student
 - Documentation of phone conversations with students
9. Leave of absence forms
10. Probation notices
11. Evidence of withdrawal (if applicable)
12. Refund calculation (if applicable)
13. Evidence of graduation and graduation requirements

CONTRACT: ENROLLMENT AGREEMENT REQUIREMENTS AND CHECKLIST

All NACCAS-accredited institutions are required to submit a cross-referenced contract or enrollment agreement as an exhibit to the Institutional Self Study. NACCAS Policy # IV.03 can be found below. The institution should carefully review the policy to ensure full understanding of each checklist requirement.

Policy IV.03 – Admission Policies and Procedures: Enrollment Agreement Requirements and Checklist

A contractual relationship exists between an institution and its applicant or student. The terms of such agreement are considered to be of substantial importance and should be clearly understood by all concerned parties, including unsophisticated applicants and parents. Therefore, an institution is required to utilize a written enrollment agreement clearly outlining the obligations of the institution and the student, including details of the institution's refund policy, and to provide a copy of the fully executed agreement to the enrollee prior to starting classes. Further, an institution may not collect any payments from an applicant other than a non-refundable application fee not to exceed \$100.00 prior to entering into an enrollment agreement. Any changes to terms of the enrollment agreement must be acknowledged by both parties by signature or initialing the changes. This checklist has been prepared to assist schools in interpreting the Standards for accreditation and to serve as a guide in preparing contracts.

It is not necessary for the various elements to be stated in any special phraseology or listed in any particular sequence, as long as the overall document conveys the terms of the agreement in a manner that can be easily understood.

Required Elements

These elements must be included in each enrollment agreement. A copy of the agreement is to be furnished to the applicant before any payment is made other than a non-refundable application fee not to exceed \$100.00. Since accrediting standards require that each applicant be fully informed as to the nature of the obligations, responsibilities, and rights under the contract before signing it, the applicant should also have a copy of the institution's catalog and any other necessary supporting documents detailing the services outlined in the enrollment agreement.

A copy of this checklist (or the abbreviated version found in the NACCAS [Sample Forms and Guidelines](#) booklet, found on the NACCAS website under "Applications and Forms/Other Key Documents") is to accompany each enrollment agreement copy sent to the Commission, and this form is also a required exhibit for the Institutional Self-Study (ISS). For each of the items below, review the relevant section of your enrollment agreement to determine if it contains all of the information required by the item in the NACCAS Enrollment Agreement Requirements. Then list the item number of your enrollment agreement where the information can be found.

- _____ 1. Title – Identified as a contract or enrollment agreement.
- _____ 2. Institution – Name and address of the institution to be attended.
- _____ 3. Student – List the name of the student enrollee.
- _____ 4. Course and/or Program(s) – Program title(s) as identified in the catalog.
- _____ 5. Length of Course and/or Program –
 - a. Total number of clock hours, credit hours, or competencies in each course and/or program
 - b. Number of clock hours, credit hours, or competencies accepted by the institution as transfer or re-entry for the student
 - c. Number of clock hours, credit hours, or competencies being contracted with the student
 - d. Approximate number of weeks or months required for completion of the clock hours, credit hours, or competencies being contracted with the student

- _____ 6. Cost –
- _____ a. Tuition – Total tuition for the course.
- _____ b. Books and Supplies – Must be actual cost to the student.
- _____ c. Fees – Must be separately identified (e.g. registration fee, laboratory fee, activity fees, locker fee, etc.).
- _____ d. Other Costs – All other costs and charges must be identified (e.g. extra instructional charges, penalty charges, uniforms, etc.).
- _____ e. Payment – Methods and terms of payment of monies owed to the institution must be identified.
- _____ 7. Starting Date – Scheduled class starting date.
- _____ 8. Calculated Completion Date.
- _____ 9. Class Schedule – For clock hour programs, identify whether the student is full time or part time and the actual hours per week the student is scheduled to attend.
- _____ 10. Termination by Institution – Grounds for termination by the institution and applicable administrative fee (not to exceed \$150.00).
- _____ 11. Refund Policy – Must comply with the NACCAS [Withdrawal and Settlement Policy and Checklist](#) and any state or federally mandated policies.
- _____ 12. Graduation Requirements – List any special conditions or requirements.
- _____ 13. Employment Assistance – A clear statement that the institution does not guarantee employment. A description of the extent and nature of employment assistance.
- _____ 14. Acknowledgement – Acknowledgement that signers have read and received a copy of the contract.
- _____ 15. Applicant Signature – Date and signature of the applicant (and/or parent or other sponsor, if the applicant is below legal age).
- _____ 16. Institution Signature – Acceptance date and signature of appropriate institution official.
- _____ 17. Other Elements – Other elements required by various governmental bodies (such as state licensing and approval agencies).
- _____ 18. Conditional Elements – The enrollment agreements (contract) must also disclose and outline any other conditions, circumstances, or qualifications imposed by the institution.
- _____ 19. The contract must be in the language in which the program will be taught. The program will be taught in _____; the contract is in _____.

GENERAL TERMS OF AGREEMENT

School:

- Shall provide programs of study that meets minimum curriculum requirements as prescribed by the state regulatory agency.
- May change kit contents, textbooks, dress code, curriculum format, teaching materials or educational methods at its discretion.
- Will grant a diploma of graduation and Official Transcript of Hours for the applicable course when the student has successfully completed all phases of study, required tests, practical assignments; passed a final comprehensive written and practical examination; completed the program of study according to State requirements; completed all exit paperwork; attended an exit interview and made satisfactory arrangements for payment of all debts owed to the school.
- Will issue an Official Transcript of Hours to students who withdraw prior to program completion when the student has successfully completed the required exit paperwork, attended an exit interview and made satisfactory arrangements for debts owed the school as approved by the School.
- Will assist graduates in finding suitable employment by posting area employment opportunities and teaching Job Readiness classes, but placement is **not guaranteed**.
- May terminate a student's enrollment for noncompliance with General Policies, this contract, or State Laws and Regulations; Improper conduct or any action which causes or could cause bodily harm to a client, a student, or employee of the school; willful destruction of school property; and theft or any illegal act.

Student:

- Agrees to pay applicable school and state fees and provide all required registration paperwork in a timely manner.
- Agrees to comply with all Standards of Conduct, General Policies, State Laws and Regulations, and educational requirements including clinic assignments.
- Agrees not to refuse to perform client services or other program requirements.
- Agrees to provide all financial aid documents, if applicable, in the designated time frame.
- Agrees to comply with the school's dress code at all times and project a professional image representative of the cosmetology and image industry.
- Agrees to comply with the assigned schedule for the applicable program of study which may change from time to time at the discretion of the school.
- Agrees to attend theory class as scheduled for the duration of the course of study regardless of whether all required tests have been taken and passed.
- Understands that if he/she is a Title IV financial aid recipient,* minimum attendance and grade requirements must be maintained for satisfactory academic progress; failure to comply will result in loss of eligibility for financial aid according to the policy found in the catalog.
- Understands that he/she is responsible for the state licensing exam fee and other examination or licensing related expenses.

REFUND POLICY – NOTICE OF CANCELLATION

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

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

1. An applicant is not accepted by the school. The applicant shall be entitled to a refund of all monies paid.
 2. A student (or legal guardian) cancels his/her enrollment in writing within three business days of signing the enrollment agreement. In this case all monies collected by the school shall be refunded, regardless of whether or not the student has actually started classes.
 3. A student cancels his/her enrollment after three business days of signing the contract but prior to starting classes. In these cases he/she shall be entitled to a refund of all monies paid to the school less the registration fee in the amount of \$175.
 4. A student notifies the institution of his/her withdrawal in writing.
 5. A student on an approved leave of absence notifies the school that he/she will not be returning. The date of withdrawal shall be the earlier of the date of expiration of the leave of absence or the date the student notifies the institution that the student will not be returning.
 6. A student is expelled by the school. (Unofficial withdrawals will be determined by the institution by monitoring attendance at least every 30 days.)
 7. In type 2, 3, 4 or 5, official cancellations or withdrawals, the cancellation date will be determined by the postmark on the written notification, or the date said notification is delivered to the school administrator or owner in person.
- For students who enroll and begin classes but withdraw prior to course completion (after three business days of signing the contract), the following schedule of tuition earned by the school applies. All refunds are based on scheduled hours:

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

- All refunds will be calculated based on the students last date of attendance. Any monies due a student who withdraws shall be refunded within 45 days of a determination that a student has withdrawn, whether officially or unofficially. In the case of disabling illness or injury, death in the student's immediate family or other documented mitigating circumstances, a reasonable and fair refund settlement will be made. If permanently closed or no longer offering instruction after a student has enrolled, the school will provide a pro rata refund of tuition to the student OR provide course completion through a pre-arranged teach out agreement with another institution. If the course is canceled subsequent to a student's enrollment, the school will either provide a full refund of all monies paid or completion of the course at a later time. If the course is cancelled after students have enrolled and instruction has begun, the school shall provide a pro rata refund for all students transferring to another school based on the hours accepted by the receiving school OR provide completion of the course OR participate in a Teach-Out Agreement OR provide a full refund of all monies paid.
- Students who withdraw or terminate prior to course completion are charged a cancellation or administrative fee of \$150.00. This refund policy applies to tuition and fees charged in the enrollment agreement. Other miscellaneous charges the student may have incurred at the institution (EG: extra kit materials, books, products, unreturned school property, etc.) will be calculated separately at the time of withdrawal. All fees are identified in the catalog and in this enrollment agreement.

*The School is not currently eligible to participate in federal Title IV Financial Aid Programs

SAMPLE ENROLLMENT AGREEMENT ADDENDUM

**NACCAS School of Beauty
[Insert School Address]**

ENROLLMENT AGREEMENT ADDENDUM

Student Name	Program
Address	Phone Number
Original Start Date	Original End Date
Revised End Date	Reason for Change:

SCHEDULE CHANGE

From	To
Revised Contract End Date:	

LEAVE OF ABSENCE

LOA Begins	LOA Ends
Revised Contract End Date:	

Student Signature	Date	Parent/Guardian Signature (if applicable)	Date
Accepted by School Official		Date	

SAMPLE ARTICULATION AGREEMENT

**Articulation Agreement
Between ABC Academy and M&M Academy**

Purpose and Scope

This Articulation Agreement has been established to facilitate the continuation of study and the granting of transfer credit for students from the M&M Academy Cosmetology Program to ABC Academy.

Awarding of Credit

This agreement provides for the full and unrestricted transfer of credit for all courses, laboratory experiences, and the like successfully completed by students in the M&M Academy Cosmetology Program. Official transcripts with documentation of classes taken and grades earned will be required.

Procedure

1. Applicants must meet all of the ABC Academy admissions requirements.
2. Applicants must meet with an admission’s representative and furnish an official transcript that documents all courses taken and grades earned.

Representatives from each institution shall meet annually or more frequently, if needed, to evaluate the articulation process so as to ensure a smooth transition for students.

This Articulation Agreement entered into by:

For M&M Academy

Name

Title

Date

For ABC Academy

Name

Title

Date

This sample document is provided to assist schools who utilize an Articulation Agreement. NACCAS does not require an Articulation Agreement between a main campus and its additional locations.



STANDARD V
STUDENT SUPPORT SERVICES

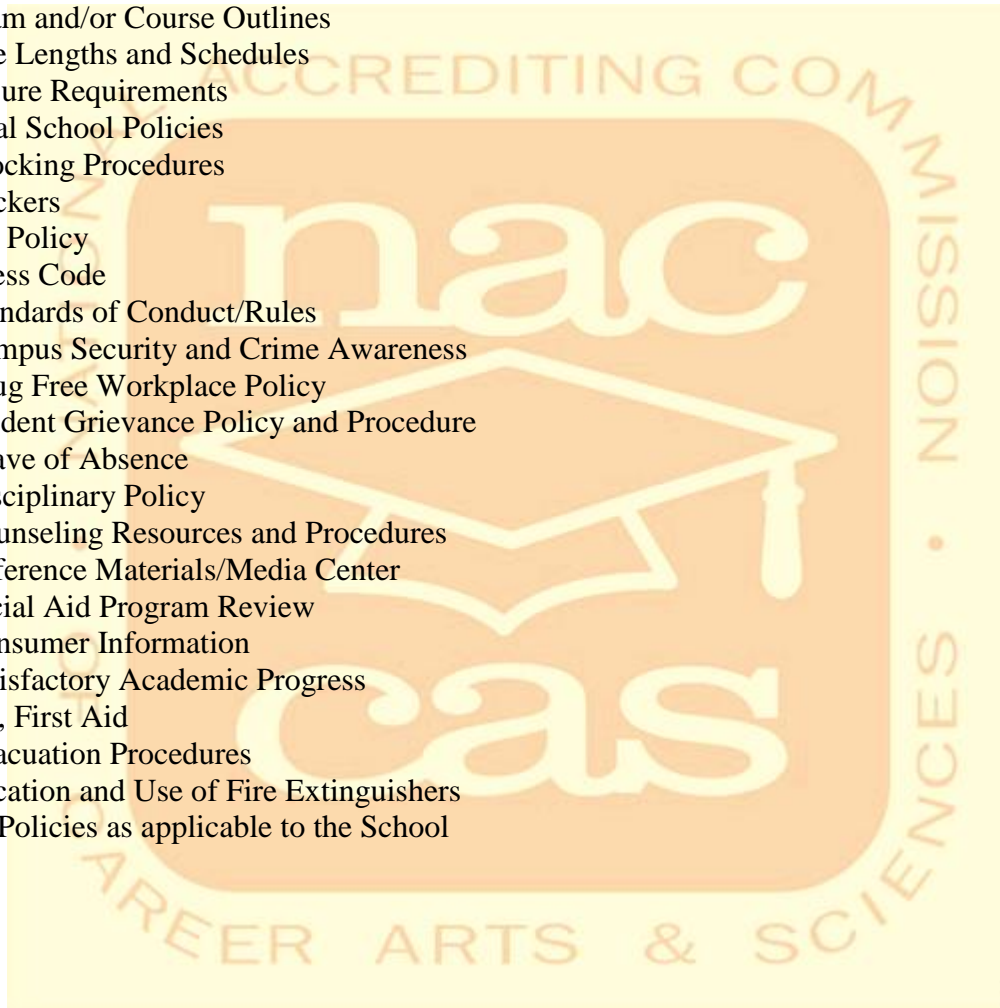
SAMPLE NEW STUDENT ORIENTATION CHECKLIST

Student Name _____

Program _____ Date _____

I have received information concerning the following topics during my orientation:

- _____ Program Objectives
- _____ Desired Student Characteristics
- _____ Job Opportunities in the Chosen Field
- _____ Program and/or Course Outlines
- _____ Course Lengths and Schedules
- _____ Licensure Requirements
- _____ General School Policies
 - _____ Clocking Procedures
 - _____ Lockers
 - _____ Kit Policy
 - _____ Dress Code
 - _____ Standards of Conduct/Rules
 - _____ Campus Security and Crime Awareness
 - _____ Drug Free Workplace Policy
 - _____ Student Grievance Policy and Procedure
 - _____ Leave of Absence
 - _____ Disciplinary Policy
 - _____ Counseling Resources and Procedures
 - _____ Reference Materials/Media Center
- _____ Financial Aid Program Review
 - _____ Consumer Information
 - _____ Satisfactory Academic Progress
- _____ Safety, First Aid
 - _____ Evacuation Procedures
 - _____ Location and Use of Fire Extinguishers
- _____ Other Policies as applicable to the School



Signature _____

Date _____

SAMPLE COUNSELING AND REPORT CARD

Student Status Report

Date of Review _____

This form is used for recording academic counseling sessions with students whether performed routinely or as needed. In addition, it serves as a written Report Card to be issued at last two times during a program of study. Check the appropriate purpose(s) for each session.

____ **Academic Counseling** ____ **Report Card**

Student Name: _____ Course _____

Cumulative Attendance Percentage ____% Cumulative Written Grade Average ____%

Practical Skills Performance

____ Excellent ____ Very Good ____ Satisfactory ____ Development Opportunity

Professionalism/Attitude

____ Excellent ____ Very Good ____ Satisfactory ____ Development Opportunity

Identify Development Opportunities and Create an Action Plan for Improvement as follows:

____ Practice skills in _____

____ Attend academic and practical learning classes regularly and on time.

____ Complete more practical skills experiences in: _____

____ Adhere to Standards of Conduct and School Policies at all times.

____ Increase speed by completing time projects in: _____

____ Disciplinary Probation, Suspension, or Dismissal (explain in comments)

____ Other: _____

Comments:

 Student Signature

 Date

SAMPLE JOB PLACEMENT POLICY

While the school cannot guarantee employment for graduates, assistance in finding suitable employment is provided by posting area job openings on a career opportunities bulletin board for students to review. Students also receive training in professionalism and job search skills including how to write a resume, complete an employment application and prepare for an effective interview. The curriculum places a great deal of emphasis on how to obtain and retain employment after graduation. Graduates are encouraged to maintain contact with the school and follow-up with the school on current employment or employment needs. In addition, the school maintains a network of relationships with professionals and employers who provide mentoring to students while they are in school. Job referrals are made known to interested graduates as available.

SAMPLE STUDENT GRIEVANCE PROCEDURE

In accordance with the institution's mission statement, 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.

1. The student should register the complaint in writing on the designated form provided by the institution within 60 days of the date that the act which is the subject of the grievance occurred.
2. The complaint form will be given to the school Director.
3. 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.
4. 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.
5. 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.
6. 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.
7. Students must exhaust the institution's internal complaint process before submitting the complaint to the school's accrediting agency, if applicable.

SAMPLE STUDENT GRIEVANCE FORM

NAME _____ ADDRESS _____

Student ID # _____ 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



SAMPLE CURRICULUM GUIDELINES

Each institution shall develop course and/or program outlines for each course and/or program offered by the institution and use lesson plans that correlate to the course and/or program outline. In the absence of state-mandated coursed content, the institution may use the following guidelines in developing course and/or program content.

Cosmetology courses and/or programs include instruction in:

1. Sciences
 - a. Infection control
 - b. Chemistry
 - c. Electricity and light therapy
 - d. Anatomy and physiology
2. Principles and techniques of:
 - a. Hair styling
 - b. Hair shaping
 - c. Hair coloring
 - d. Chemical texture services
 - e. Scalp and hair treatments
3. Principles and techniques of skin care treatments and application of cosmetics
4. Principles and techniques of nail services
5. Product knowledge and use as applicable
6. Career and employment information including:
 - a. Professional ethics
 - b. Effective communication
 - c. Compensation methods
 - d. Licensing or certification requirements and regulations
 - e. Fundamentals of business management
 - f. Client recordkeeping

Massage courses and/or programs include instruction in:

1. Sciences
 - a. Infection control
 - b. Anatomy and physiology
 - c. Kinesiology
 - d. Pathology
 - e. CPR and first aid
 - f. Medical terminology
2. Massage principles, techniques and application of:
 - a. Intake process
 - b. Client preparation
 - c. Practitioner preparation
 - d. Physical techniques (as applicable)
 - e. Energetic techniques (as applicable)
3. Products, tools, and equipment
4. Career and employment information including:
 - a. Professional ethics
 - b. Effective communication
 - c. Compensation methods
 - d. Licensing or certification requirements and regulations
 - e. Fundamentals of business management
 - f. Client recordkeeping

Electrology Courses and/or programs include instruction in:

1. Sciences
 - a. Infection control
 - b. Chemistry
 - c. Electricity and light therapy
 - d. Anatomy and physiology
 - e. Pathology
2. Principles and techniques of:
 - a. Hair styling
 - b. Hair shaping
 - c. Hair coloring
 - d. Chemical texture services
 - e. Scalp and hair treatments
3. Principles and techniques of skin care treatments and application of cosmetics
4. Principles and techniques of nail services
5. Products, tools, and equipment as applicable
6. Career and employment information including:
 - a. Professional ethics
 - b. Effective communication
 - c. Compensation methods
 - d. Licensing or certification requirements and regulations
 - e. Fundamentals of business management
 - f. Client recordkeeping

Instructor training courses and/or programs include instruction in:

1. Principles of teaching and learning
2. Understanding learning styles and student diversity
3. Teaching methodology
4. Course and/or program development
 - a. Lesson plan development
 - b. Development and use of teaching aids
 - c. Test development
5. Student evaluation
 - a. Evaluation of theoretical knowledge
 - b. Evaluation of practical skills
6. Providing academic advising
 - a. Delivering feedback on student performance
 - b. Creating plans for improvement of student performance
7. Administrative responsibilities
8. Career and employment information
 - a. Professional ethics
 - b. Effective communication
 - c. Compensation methods
 - d. Licensing or certification requirements and regulations
 - e. Fundamentals of business management

CURRICULUM: COURSE/PROGRAM OUTLINE GUIDELINES

A student is entitled to sufficient information regarding an intended course/program; therefore an institution is obligated to provide a detailed course/program outline at the beginning of each course/program to ensure that a student clearly understands his or her obligations for successful completion of the course/program.

The outline shall include a description of the course/program's academic and practical learning in related knowledge and skills. The content of each unit of study shall be kept current with changing occupational requirements and shall contain the required information to prepare a graduate in job entry-level skills in the field of cosmetology or related discipline. A course/program shall be designed to develop abilities in: desirable work habits and attitudes, pride in work, acceptable personal grooming and dress, appropriate employer-employee relationships, personal and business ethics, customer relations, and effective communication skills.

The following checklist has been prepared to assist institutions in interpreting the NACCAS Standards and Criteria and to serve as a guide in preparing course/program outlines. Each course/program shall include the following items as a minimum:

1. Name of Course/Program
2. Description of Course/Program: A brief overview of the course/program content and identification of whether the course/program is measured in credits, clock hours, and/or competencies.
3. Instructional methods used to teach the course/program.
4. Course/Program Objectives: An outline of what the course/program hopes to accomplish.
5. Grading Procedures – Methods used to determine grades.
6. For Clock Hour or Competency-Based Programs: Content of Units of Instruction – A unit outline for the entire program that includes:
 - a) The units of instruction to be covered;
 - b) The number of hours devoted to each unit of instruction; and
 - c) The integration of academic and practical learning during the course/program.

For Credit Hour Programs:

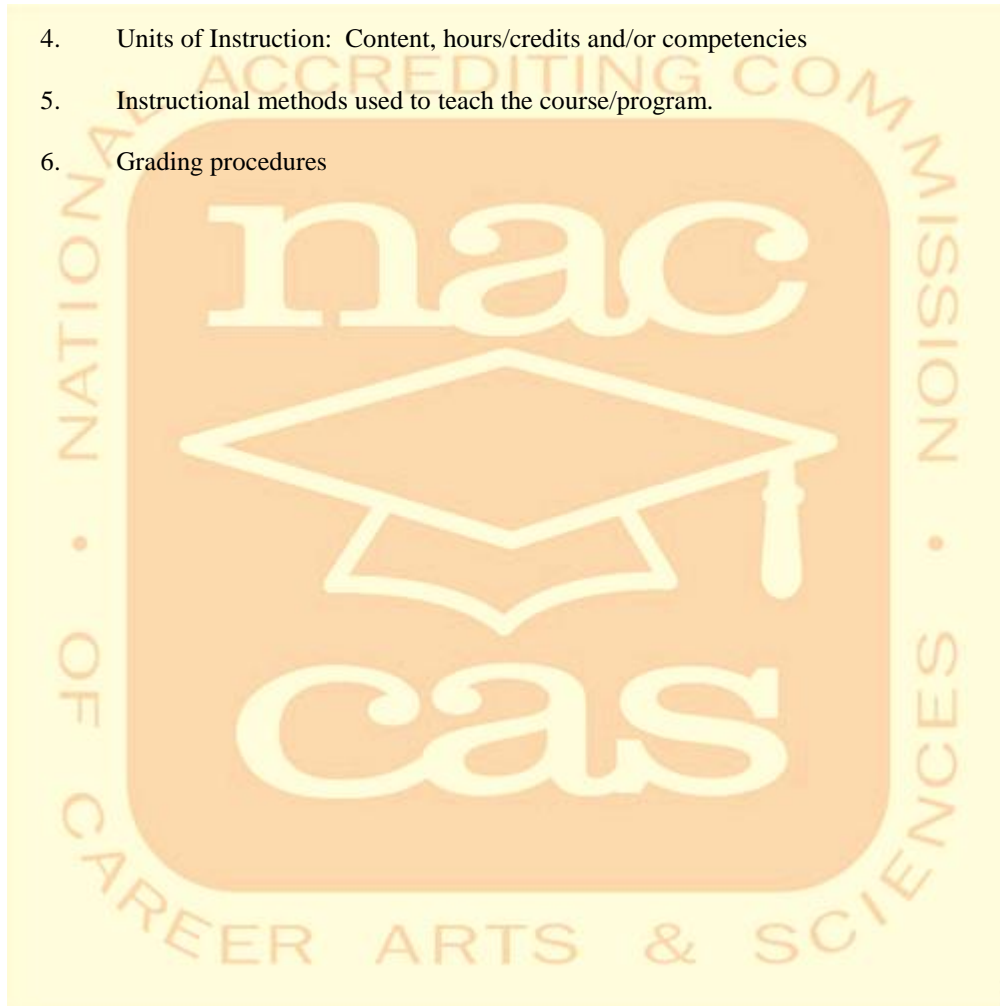
 - a) Brief description of the subject matter content of each course;
 - b) Number of credits for each course;
 - c) Any prerequisites for enrollment into a specific course.
7. Other pertinent characteristics such as instructor names, text(s), reference materials, and required levels of achievement.

COURSE/PROGRAM CHECKLIST FOR CROSS-REFERENCING

School: _____ **Ref #:** _____

Check if Complete

- | Check if Complete | Item # | Course / Program Outline Requirement |
|-------------------|--------|--|
| _____ | 1. | Name of course or program |
| _____ | 2. | Course/program description |
| _____ | 3. | Course/program educational objectives |
| _____ | 4. | Units of Instruction: Content, hours/credits and/or competencies |
| _____ | 5. | Instructional methods used to teach the course/program. |
| _____ | 6. | Grading procedures |



SAMPLE COSMETOLOGY PROGRAM OUTLINE**1500 HOURS**

DESCRIPTION: The Cosmetology Course is designed to train the student in the basic manipulative skills, safety judgments, proper work habits, business skills, and desirable attitudes necessary to obtain licensure and for competency in job entry-level positions in Cosmetology or a related career field.

OBJECTIVES: Upon completion of the course requirements, the determined 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.

To ensure continued career success, the graduate will continue to learn new and current information related to skills, trends, and methods for career development in cosmetology and related fields.

REFERENCES: A comprehensive library of references, periodicals, books, texts, audio/video tapes and web-based materials are available to support the program of study and supplement the program of study. Students should avail themselves of the opportunity to use these extensive materials.

TEACHING AND LEARNING METHODS: The clock hour education is provided through a sequential set of learning steps which address specific tasks necessary for state board preparation, graduation and job entry level skills. Clinic equipment, implements, and products are comparable to those used in the industry. Each student will receive instruction that relates to the performance of useful, creative, and productive career oriented activities. The course is presented through comprehensive lesson plans which reflect effective educational methods. Subjects are presented by means of interactive lecture, demonstration, cooperative learning, labs, student salon activities, and student participation. Audio-visual aids, guest speakers, field trips, projects, activities, and other related learning methods are used in the course.

GRADING PROCEDURES: The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic learning. Students are assigned academic learning and a minimum number of practical experiences. Academic learning is evaluated after each unit of study. Practical assignments are evaluated as completed and counted toward course completion only when rated as satisfactory or better (the computer system will reflect completion of the practical assignment as a 100% rating). If the performance does not meet satisfactory requirements, it is not counted and the performance must be repeated. At least two comprehensive practical skills evaluations will be conducted during the course of study. Practical skills are evaluated according to text procedures and set forth in practical skills evaluation criteria adopted by the school. Students must maintain a written grade average of 75% and pass a FINAL written and practical exam prior to graduation. Students must make up failed or missed tests and incomplete assignments. Numerical grades are considered according to the following scale:

93 - 100	EXCELLENT
85 - 92	VERY GOOD
75 - 84	SATISFACTORY
74 and BELOW	UNSATISFACTORY

<u>HOURS</u>	<u>SUBJECT – UNIT</u>
75	THEORY - CLASSROOM INSTRUCTION Orientation, the History of Cosmetology, Career Opportunities, Life Skills Management, Communicating for Success, State Laws and Regulations, Professional Image, First Aid, Chemistry, Anatomy and Physiology, Electricity
75	BACTERIOLOGY, DECONTAMINATION AND INFECTION CONTROL Health, Public Sanitation, Methods, Chemical Agents, Types, Classifications, Bacterial Growth, Biology, Infections, Infection Control, Products, Tools, Equipment use and safety
75	SHAMPOO, RINSES, SCALP TREATMENTS Shampooing, Rinsing, and Conditioning, Principles and Techniques of Treatments and Disorders of the Hair and Scalp and Related Chemistry; Product Knowledge, use and safety
150	HAIRSTYLING Principles and Techniques of Wet Styling, Blow Drying and Waving, Finger Waving, Hair Dressing, Braiding, Hair Extensions, Enhancements, and Wigs; Product Knowledge, use and safety
200	HAIRCUTTING Principles and Techniques of Sectioning, Removing length or bulk with razor, scissors, clippers, shears
125	HAIR COLORING - BLEACHING Principles and Techniques of Temporary, Semi-Permanent, Permanent Color, Bleaching, Tinting, Toning, Frosting, Special Effects, Problems
200	CHEMICAL REARRANGING (TEXTURE SERVICES) Principles and Techniques of Sectioning, Wrapping, Processing, Curling, Relaxing
175	MANICURING, PEDICURING, NAIL EXTENSIONS Nail Structure and Growth, Principles and Techniques of Theory of Massage, Manicuring, Pedicuring and Advanced Nail Techniques
175	FACIALS Principles and Techniques of Skin Care Treatment and Application of Cosmetics, Histology of the Skin, Theory of Massage, Facial Treatments, Cosmetic Application, Artificial Eyelashes, Removal of Unwanted Hair, Lash/Brow Tinting, Light Therapy
50	SALON BUSINESS, RETAIL SALES, CAREER AND EMPLOYMENT INFORMATION Fundamentals of Business Management, Opening a Salon, Business Plan, Written Agreements, Licensing Requirements and Regulations, Laws, Salon Operations, Policies, Practices, Compensation Packages, Payroll Deductions, Telephone Use, Advertising, Sales, Communications, Public/human Relations, Insurance, Salon Safety; Seeking Employment, On the Job, and Professional Ethics
200	INSTRUCTOR DISCRETION To be applied by the Instructor to strengthen student performance; supervised field trips; or other related training.
1500	TOTAL HOURS The above hour requirements must be met by each student in each category in order for the earned hours to be accepted by the applicable regulatory agency for examination. The generous portion of miscellaneous hours is to be applied as needed in curriculum related areas or if the Student desires to specialize in a specific area.

SAMPLE KIT LIST

While kit lists are no longer required with the Institutional Self-Study effective July 1, 2010, schools are still required to describe how it makes available to students textbooks and/or text materials, supplementary instructional resources, applicable equipment, products, supplies, and access to current written reference materials. It is logical that providing students with applicable kits will fulfill many of those requirements. An example of an Esthetics Kit List is found below as an example.

**NACCAS SCHOOL OF BEAUTY
ESTHETICS KIT LIST AND POLICY**

KIT LIST

- _____ Introductory Treatment Kit
- _____ Introductory Sunscreen Kit
- _____ Introductory Anti-Pigment Kit
- _____ Introductory Masque Kit
- _____ Introductory Cleanser Kit
- _____ Basic Peel Kit
- _____ Soothing Eye Makeup Remover
- _____ Ultra Calming Cleanser
- _____ Daily Microfoliant
- _____ Calming Botanical Mixer
- _____ Oil Free Massage
- _____ Colloidal Masque Base
- _____ Multi Active Toner
- _____ Active Moist
- _____ Solar Defense Booster
- _____ Sponges
- _____ Masque Brush
- _____ SL Briefcase Bag
- _____ Training Manual
- _____ Product Directory

MISCELLANEOUS

- _____ 2 Gowns
- _____ 6 Sheets
- _____ 6 Hand Towels
- _____ 1 Portable Facial Table
- _____ 1 Lab Jacket
- _____ 1 Text Book Bundle

I hereby understand that:

1. The Kit may not be removed from the campus facility without permission.
2. I am responsible for replacing lost, missing, or broken items.
3. Per the refund policy stated in my enrollment agreement, some items are not returnable.
4. The implements and products provided are to be used on school clients and/or models as assigned in order to develop required skills and speed.

Student Signature

SAMPLE LESSON PLAN**Topic:** Nail Technology as a Career**Lesson Objectives:**

Upon completion of the lesson, the student will be able to:

1. Understand the history of nail technology
2. Understand what the profession offers today

Tools, Implements, Equipment: Textbook, student notebook, pens, pencils**Time Allotment:** One half hour**Teaching Aids:**

1. Board and markers
2. LCD Projector, Computer, Power Point Presentation
3. History DVD

Introduction (Motivation)

Nail Technology is one of the fastest growing and creative, rewarding and high-paying professions in the field of cosmetology today. You can complete your training in a few short weeks/months. After passing the state licensing exam you can enter the workforce be begin earning your share of the revenue generated in the industry.

Presentation Outline**Relevant Notes/Discussion Points**

- | | |
|--|--|
| <p>I. A COMPLEX CHANGING PROFESSION</p> <p>A. Related Career Areas</p> <ol style="list-style-type: none"> 1. Nail Technician 2. Nail Tech Instructor 3. Nail Salon Owner 4. Manufacturer's Rep 5. Personal Nail Tech for models, actors 6. Journalism Edit, Write, 7. Consult for Nail Tech Books and Magazines | |
| <p>II. HISTORY</p> <p>A. First Manicure before 3000 BC</p> <p>B. Manicure:</p> <p>C. Ancient Egyptian Men and Women</p> <p>D. Kings/Queens Wore Deep Red</p> <p>E. Lower Ranks Wore Pale Colors</p> <p>F. 3000 BC - Nail Paint Developed By Chinese</p> <p>G. 600 BC Chinese Royalty</p> <p>H. 15th Century Ming Dynasty Leaders</p> | <p>Only rulers & wealthy received by servants</p> <p>Mani – hands; cura - care</p> <p>Stained Nails with red-orange henna from a shrub - sign of importance</p> |
| <p>III. TODAY</p> <p>A. Latest Technology Latest implements, materials and equipment</p> <p>B. High Paying Profession</p> <p>C. Basic Manicure/Pedicure Services</p> <p>D. Nail Care Consulting</p> <p>E. Advanced Nail Techniques</p> <p>F. Infection Control & Safety</p> | <p>From Beeswax, egg whites, gelatin and gum arabic</p> <p>Wore gold and silver on nails</p> <p>Painted their nails black</p> <p>Nail Care is a multi-billion dollar business</p> <p>Some clients pay as much as \$125/hr</p> <p>Sculptured Nails, Overlays, Tips, Wraps, Art</p> <p>Critical in Profession today!</p> |

SUMMARY AND REVIEW:

You have chosen an exciting field full of opportunity. Clearly your potential success in this growing field is limited only by your desire to succeed and your willingness to learn all you can and work hard.

SAMPLE NAIL TECHNOLOGY LEVEL ONE SCHEDULE – Two Weeks**WEEK ONE****PROFESSIONAL DEVELOPMENT MODULE**

Schedules document how the school integrates both academic and practical learning and that both precede students advancing to the student salon to serve clients.

DAY 1: 3 Hours Interactive Lecture; 5 Hours Lab
 Orientation: Only if there are new students entering Level I Classroom.
 Cont. Students: 7.5 Hours Lab: During Play Time, continuing students will practice any previous learned procedures or do remedial study.
 NOTES: IF there are NO new students, instructor can proceed with Day 2 objectives and allow for more practical or Lab time during the week.
 Assignment: Review Chapter 2 and 3.

DAY 2: 8 Hours Interactive Lecture
 LP 2.0: Life Skills
 LP 3.0: Your Professional Image
 DVD: DVD One: Professional Image and Life Skills
 Notes: Present Interactive Lectures and test Chapters 2 and 3. Incorporate several learning reinforcement ideas and activities into the presentation. Involve students in learning games and projects.
 Assignment: Complete assigned projects; Read Chapters 4, 30, and 31.

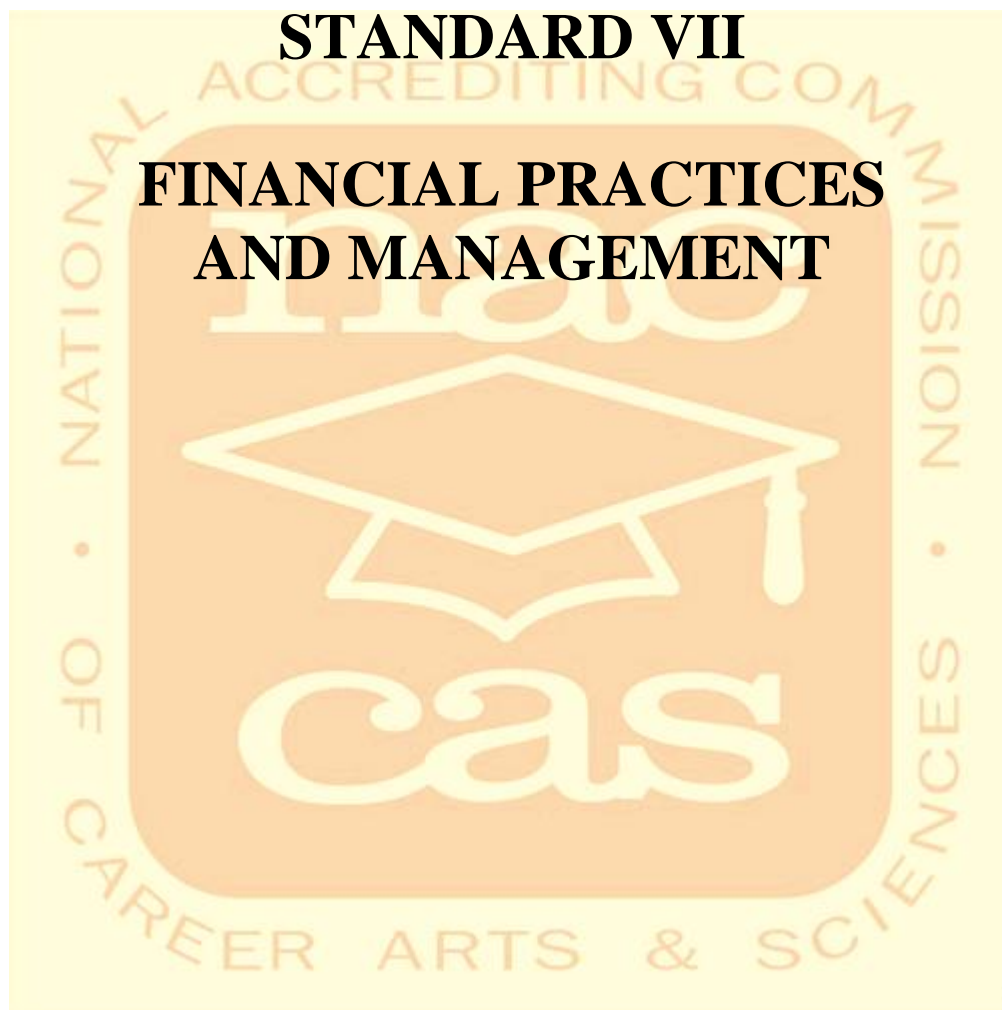
DAY 3: 8 Hours Interactive Lecture
 LP 4.0: Communicating for Success
 DVD: DVD One: Communicating for Success
 LP 5.0: Infection Control (full chapter)
 LP 30.0: Seeking Employment
 Notes: Present Interactive Lecture and test each topic. Incorporate several learning reinforcement ideas and activities into the presentation. Involve students in learning games and projects. Have students begin putting together their employment portfolio that they will build throughout the program.
 Assignment: Complete assigned projects; Read Chapters 32.

DAY 4: 8 Hours Interactive Lecture
 LP 31.0: On the Job
 LP 32.0: The Salon Business
 Notes: Present Interactive Lecture and test each topic. Incorporate several learning reinforcement ideas and activities into the presentation. Involve students in learning games and projects.
 Assignment: Complete assigned projects..

DAY 5: 8 Hours Lab: Students complete Salon Project
 Assignment: Continuing students read Chapters 18 and 19. Advancing students read the applicable chapter for the Level II class they will be entering the following week.

WEEK TWO NAIL CARE MODULE

<u>DAY 1:</u>	4 Hours Interactive Lecture; 4 Hours Lab
8 Hours Lab:	During Play Time, continuing students will practice any previous learned procedures or do remedial study.
Assignment:	Read Chapter 8 and 25.
<u>DAY 2:</u>	8 Hours Interactive Lecture
LP 8.0:	Nail Structure and Growth
DVD:	DVD Three: Nail Care – Safety and Sanitation
LP 25.0	Manicuring and Sanitation
DVD:	DVD Three: Nail Care-Plain Manicure; Student CD ROM for procedures.
Procedures:	Manicure Table Set-up, Handling Blood During a Manicure, Pre-service sanitation, Plain Manicure, Post-service procedure, hand massage, arm massage
Notes:	Present Interactive Lecture and administer Chapter 21 test. Incorporate several learning reinforcement ideas and activities into the presentation. Involve students in learning games and projects.
Assignment:	Complete assigned projects.
<u>DAY 3:</u>	2 Hours Interactive Lecture; 6 Hours Lab
LP 26.0	Pedicuring and Sanitation
	Instructor demos a plain pedicure or uses CD ROM or DVD. Students return demo.
DVD:	DVD Three: Nail Care - Pedicure
Notes:	Present Interactive Lecture. Incorporate several learning reinforcement ideas and activities into the presentation and administer Chapter 22 test. Involve students in learning games and projects.
Assignment:	Complete assigned projects.
<u>DAY 4:</u>	2 Hours Interactive Lecture; 6 Hours Lab
LP 27.0	Nail Tips and Wraps and Sanitation
LP 28.0	Acrylic Nails and Sanitation
LP 29.0	Gel Nails
	Instructor uses DVD, Video, or Student CD ROM to demonstrate procedures.
LAB:	Students participate in supervised practice of applying nail tips, wraps, and acrylics.
Notes:	Present Interactive Lecture and test each topic. Incorporate several learning reinforcement ideas and activities into the presentation. Involve students in learning games and projects.
Assignment:	Complete assigned projects.
<u>DAY 5:</u>	3 Hours Interactive Lecture; 5 Hours Lab
Exam Prep:	The instructor presents the material and procedures for preparing for the Practical Skills Competency Evaluation.
Grade Out:	Advancing students will take the comprehensive practical grade out. Continuing students may act as models for advancing students, practice assigned projects, or complete assignments in the Student Resource Center Lab.
Notes:	Instructor prepares for conducting a “mock” state licensing form using the designated form.
Assignment:	Continuing students read Chapter 8 and 10. Advancing students read the applicable chapter for the Level II class they will be entering the following week.



REFUND POLICY: WITHDRAWAL AND SETTLEMENT POLICY AND CHECKLIST

All NACCAS-accredited institutions are required to submit a cross-referenced refund policy as an exhibit to the Institutional Self-Study. NACCAS Policy #VII.01 can be found on the below. The institution should carefully review the policy to ensure understanding of checklist requirement.

Policy VII.01 – Financial Practices & Management: Withdrawal and Settlement Policy and Checklist

The intent of the NACCAS Withdrawal and Settlement Policy & Checklist is to see that each applicant/student is assured minimum conditions of refund, and that the institution will be assured of its integrity, if it meets these Standards. When calculating refunds, the school must use the policy mandated by state and/or federal regulatory agencies for each student. In the absence of such mandated policies, the school must apply a fair and equitable policy that contains all the elements of this checklist and is at least as liberal as the NACCAS [Minimum Tuition Adjustment Schedule](#). Schools may have more liberal policies and the Commission encourages such practices.

A copy of this checklist is to accompany each catalog and enrollment agreement sent to the Commission and this form is also a required exhibit for the Institutional Self-Study for [Standard VII](#). For the applicable items below, you will review the relevant section of your refund policy in both your catalog and enrollment agreement to determine if it contains all of the information required. Then list the item number in the refund policy in your catalog or enrollment agreement where the information can be found. If the Commission receives information that an institution is not complying with a mandated policy, it shall take appropriate action pursuant to the NACCAS [Rules of Practice and Procedure](#).

All Policy Requirements

The Policy:

- 1. Is stated in clear language that can be easily understood.
- 2. Applies to all terminations for any reason, by either party, including student decision, course or program cancellation, or school closure.
- 3. Complies with the mandated policy.
- 4. Requires that refund calculations are performed and refunds are made timely as outlined in [Standard VII, Criterion 6](#).

NACCAS Refund Policy Requirements (Schools using a mandated state and/or federal regulatory agency or special programs, will not complete the remainder of the checklist).

The policy requires that:

- 5. The institution must identify whether refund calculations are based on actual hours or scheduled hours.
- 6. Monies due the applicant or student are refunded within forty-five (45) days of official cancellation or withdrawal.

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

- ___ 7. An applicant is not accepted by the school and is entitled to a refund of all monies except a non-refundable application fee.
- ___ 8. A student or legal guardian cancels the contract and demands his/her money back in writing, within three business days of signing the enrollment agreement regardless of whether the student has actually started training. All monies collected by school are refunded except a non-refundable application fee.
- ___ 9. A student cancels the contract after three business days of signing, but prior to entering classes. In this case, student is entitled to a refund of all monies paid to the school less an application fee, if applicable, and registration fee of (state the amount for each course of study).
- ___ 10. A student notifies the institution of his/her withdrawal.
- ___ 11. A student on an approved leave of absence notifies the school that he or she will not be returning. The date of withdrawal determination shall be the earlier of the scheduled date of return from the leave of absence or the date the student notifies the institution that the student will not be returning.
- ___ 12. A student is expelled by the school.
- ___ 13. In type 8, 9, 10 or 11 official cancellations or withdrawals, the cancellation date will be determined by the postmark on written notification, or the date said information is delivered to the school in person.

The Policy requires that:

- ___ 14. Unofficial withdrawals for clock hour students are determined by the school through monitoring clock hour attendance at least every thirty (30) days.
- ___ 15. For a school that is required to take attendance, the required date of the refund is determined by counting from the date the withdrawal was determined. However, for clock hour schools, the refund is calculated based on the student's last date of attendance.
- ___ 16. Unofficial withdrawals for non-clock hour students are determined by the school through monitoring of students' completion of class participation in learning activities such as class assignments, examinations, tutorials, computer-assisted instruction, participation in academic advisement, or other academically related activities.
- ___ 17. Any monies due a student who withdraws from the institution shall be refunded within forty-five (45) days of a determination that a student has withdrawn, whether officially or unofficially.
- ___ 18. When situations of mitigating circumstances are in evidence, schools are encouraged to adopt a policy wherein the refund to the student may exceed the [Minimum Tuition Adjustment Schedule](#).
- ___ 19. All extra costs, such as books, equipment, graduation fees, etc., that are not included in the tuition price are stated and any non-refundable items are identified.
- ___ 20. A non-refundable application fee does not exceed \$100.00, if applicable.
- ___ 21. A termination fee not to exceed \$150.00, if applicable.

___ 22. The NACCAS Minimum Tuition Adjustment Requirements are followed.

Minimum Tuition Adjustment Schedule

For students who enroll in and begin classes, the following schedule of tuition adjustment will be considered to meet minimum standards for refunds:

PERCENTAGE LENGTH COMPLETED TO TOTAL LENGTH OF COURSE AND/OR PROGRAM, SEMESTER, TERM OR BILLING PERIOD, PER CONTRACT	AMOUNT OF TOTAL TUITION OWED TO THE SCHOOL
0.01% to 4.9%	20%
5% to 9.9%	30%
10% to 14.9%	40%
15% to 24.9%	45%
25% to 49.9%	70%
50% and over	100%

Course and/or Program Cancellation Policy

___ 23. 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 at its option:

- ___ a. Provide a full refund of all monies paid; or
- ___ b. Provide completion of the course and/or program.

___ 24. 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:

- ___ a. Provide a pro rata refund for all students transferring to another school based on the hours accepted by the receiving school; or
- ___ b. Provide completion of the course and/or program; or
- ___ c. Participate in a Teach-Out Agreement; or
- ___ d. Provide a full refund of all monies paid.

___ 25. If a school closes permanently and ceases to offer instruction after students have enrolled, and instruction has begun, the school must make arrangements for students. The school has at its option:

- ___ a. Provide a pro rata refund; or
- ___ b. Participate in a Teach-Out Agreement.

Collection Policy requires that:

- ___ 26. Collection procedures shall reflect ethical business practices.
- ___ 27. The name of the National Accrediting Commission of Career Arts and Sciences is not used in the institution's refund policy nor in any of its collection efforts.
- ___ 28. Collection correspondence regarding cancellation and settlement from the institution itself, banks, collection agencies, lawyers, or any other third parties representing the institution clearly acknowledges the existence of the Withdrawal and Settlement Policy.
- ___ 29. If promissory notes or contracts for tuition are sold or discounted to third parties, the third party must comply with the cancellation and settlement policy of the institution.



SAMPLE REFUND POLICY

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

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

- 1 An applicant is not accepted by the school. The applicant shall be entitled to a refund of all monies paid.
 - 2 A student (or legal guardian) cancels his/her enrollment in writing within three business days of signing the enrollment agreement. In this case all monies collected by the school shall be refunded, regardless of whether or not the student has actually started classes.
 - 3 A student cancels his/her enrollment after three business days of signing the contract but prior to starting classes. In these cases he/she shall be entitled to a refund of all monies paid to the school less the registration fee in the amount of \$175.
 - 4 A student notifies the institution of his/her withdrawal in writing.
 - 5 A student on an approved leave of absence notifies the school that he/she will not be returning. The date of withdrawal shall be the earlier of the date of expiration of the leave of absence or the date the student notifies the institution that the student will not be returning.
 - 6 A student is expelled by the school. (Unofficial withdrawals will be determined by the institution by monitoring attendance at least every 30 days.)
 - 7 In type 2, 3, 4 or 5, official cancellations or withdrawals, the cancellation date will be determined by the postmark on the written notification, or the date said notification is delivered to the school administrator or owner in person.
- For students who enroll and begin classes but withdraw prior to course completion (after three business days of signing the contract), the following schedule of tuition earned by the school applies. All refunds are based on scheduled hours:

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

- All refunds will be calculated based on the students last date of attendance. Any monies due a student who withdraws shall be refunded within 45 days of a determination that a student has withdrawn, whether officially or unofficially. In the case of disabling illness or injury, death in the student's immediate family or other documented mitigating circumstances, a reasonable and fair refund settlement will be made. If permanently closed or no longer offering instruction after a student has enrolled, the school will provide a pro rata refund of tuition to the student OR provide course completion through a pre-arranged teach out agreement with another institution. If the course is canceled subsequent to a student's enrollment, the school will either provide a full refund of all monies paid or completion of the course at a later time. If the course is cancelled after students have enrolled and instruction has begun, the school shall provide a pro rata refund for all students transferring to another school based on the hours accepted by the receiving school OR provide completion of the course OR participate in a Teach-Out Agreement OR provide a full refund of all monies paid.
- Students who withdraw or terminate prior to course completion are charged a cancellation or administrative fee of \$150.00. This refund policy applies to tuition and fees charged in the enrollment agreement. Other miscellaneous charges the student may have incurred at the institution (EG: extra kit materials, books, products, unreturned school property, etc.) will be calculated separately at the time of withdrawal. All fees are identified in the catalog and in this enrollment agreement.

SAMPLE WITHDRAWAL RECORD AND SETTLEMENT CALCULATION WORKSHEET

Student _____ Date of Refund _____
 Address _____ City, State, Zip _____
 Phone _____ E-Mail _____
 Course _____ Hours Contracted _____
 Start Date _____ Last Day Attended _____
 Hours Clocked _____ Hours Elapsed _____
 Percent Program Elapsed _____ **50% or More Elapsed:** ___ Yes ___ No
 Date of Withdrawal Determination _____
 Reason for Withdrawal _____

CONTRACT COSTS

Registration Fee: \$ _____
 Tuition: \$ _____
 Books/Kit: \$ _____
 Misc./Other: \$ _____
TOTAL COSTS: \$ _____

SETTLEMENT FORMULA

SCHEDULED TIME ELAPSED IN TOTAL PROGRAM	TOTAL TUITION SCHOOL SHALL HAVE EARNED (Circle percentage)
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%
50.0% and over	100%

ACCOUNT INFORMATION

AMOUNT RECEIVED BY SCHOOL*:		AMOUNT EARNED:	
Cash:	\$ _____	Tuition X % Earned in Program:	\$ _____
Other:	\$ _____	Registration Fee:	\$ _____
	\$ _____	Books/Kit/Unreturned Property:	\$ _____
		W/D Fee/Other:	\$ _____
Total Paid:	\$ _____	Total Earned:	\$ _____

AMOUNT REFUNDED (If applicable):		AMOUNT OWED TO SCHOOL:	
Total Paid to School	\$ _____	Total Earned by School:	\$ _____
Total Earned by School	\$- _____	Total Paid to School:	\$- _____
Total Refund Due =	\$ _____	Total Owed to School =	\$ _____

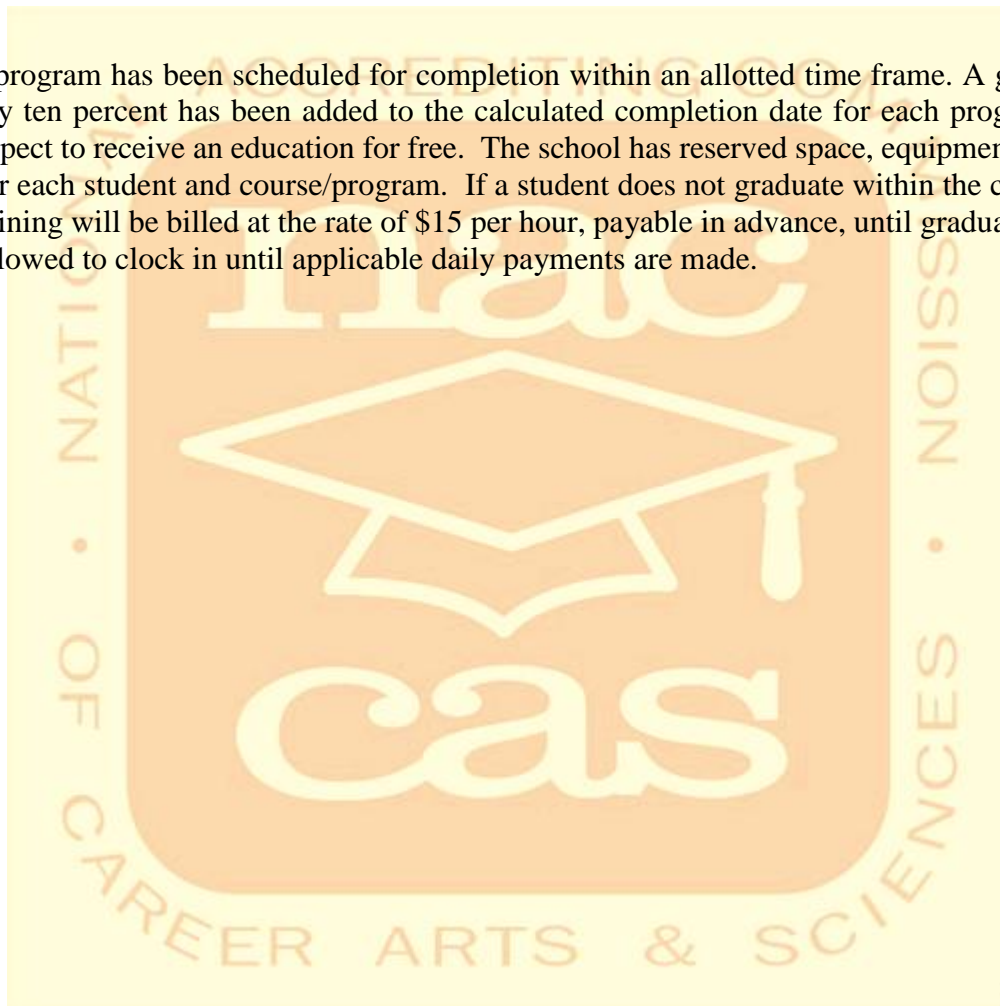
COMMENTS:

SAMPLE EXTRA-INSTRUCTIONAL CHARGES POLICIES**Sample One:**

Each course/program has been scheduled for completion within an allotted time frame. A grace period of approximately ten percent has been added to the calculated completion date for each program. It is not realistic to expect to receive an education for free. The school has reserved space, equipment, and licensed instructors for each student and course/program. If a student does not graduate within the contract period, additional training will be billed at the rate of \$250 per week, or any part thereof, payable in advance, until graduation. Students will not be allowed to clock in until applicable weekly payments are made.

Sample Two:

Each course/program has been scheduled for completion within an allotted time frame. A grace period of approximately ten percent has been added to the calculated completion date for each program. It is not realistic to expect to receive an education for free. The school has reserved space, equipment, and licensed instructors for each student and course/program. If a student does not graduate within the contract period, additional training will be billed at the rate of \$15 per hour, payable in advance, until graduation. Students will not be allowed to clock in until applicable daily payments are made.

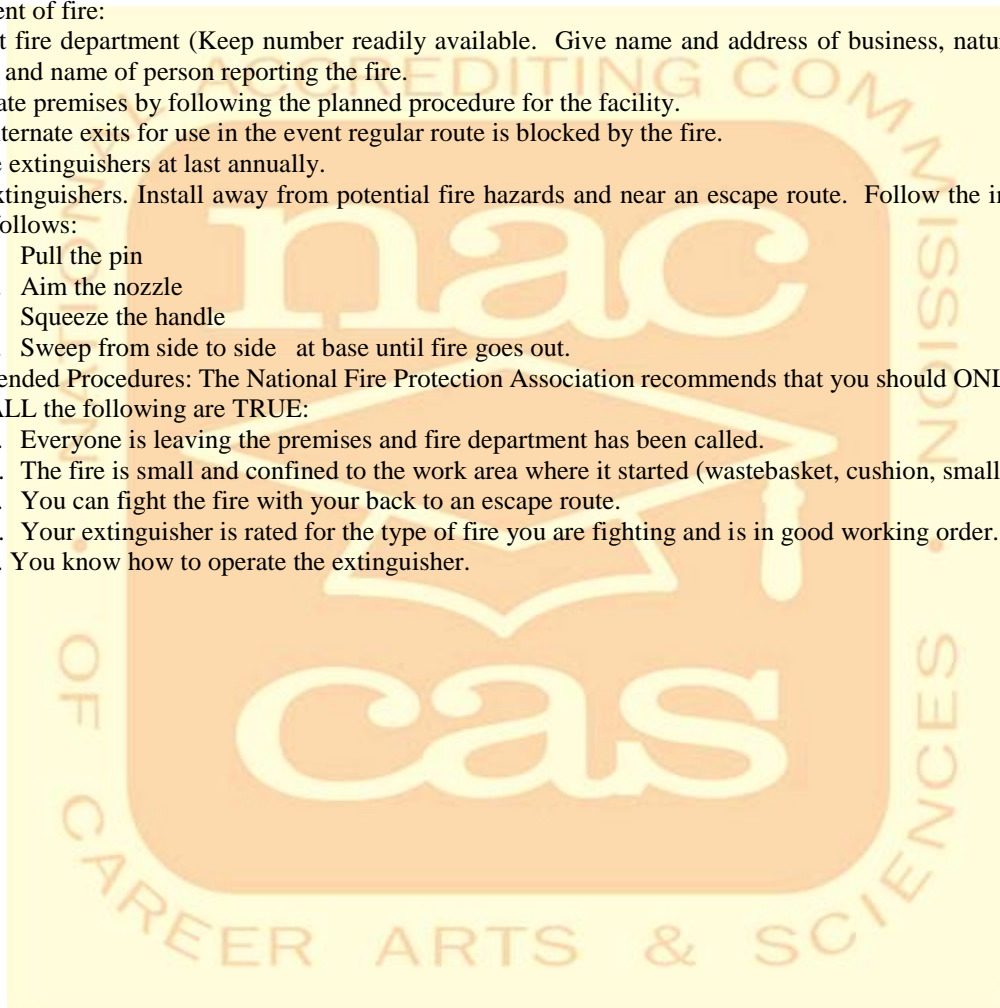


STANDARD VIII
INSTRUCTIONAL SPACE AND FACILITIES



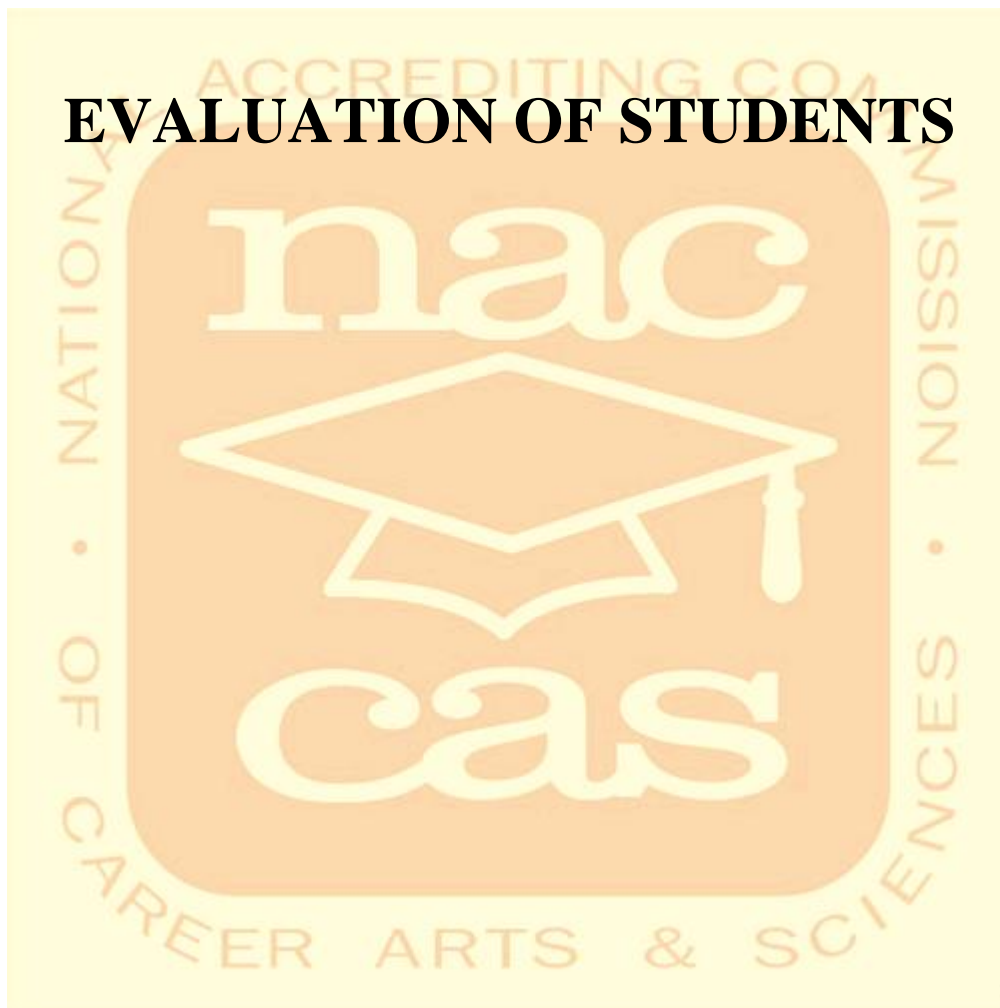
SAMPLE SAFETY AND EVACUATION POLICY**BASIC REQUIREMENTS FOR A SAFE WORKPLACE**

1. Proper Ventilation: Some fumes can be harmful.
2. Proper Use of Flammables: Read labels and always follow precautions.
3. Designated smoking areas: Never smoke or permit clients to smoke while being served. Avoid other sources of open flames.
4. Safe Product Storage: Store products in closed containers and prevent spills or leakage. Store in adequately ventilated area and in moderate temperature.
5. Protection during application: Follow directions, wear gloves and/or goggles as directed, properly drape client. Apply your professional training.
6. Proper Use of First Aid: Keep first aid kit available at front desk.
7. Fire Safety: Post and review evacuation procedure during new student orientation.
8. In the event of fire:
 - a) contact fire department (Keep number readily available. Give name and address of business, nature of fire (what is burning), and name of person reporting the fire.
 - b) Evacuate premises by following the planned procedure for the facility.
 - c) Plan alternate exits for use in the event regular route is blocked by the fire.
 - d) Service extinguishers at last annually.
9. Use of extinguishers. Install away from potential fire hazards and near an escape route. Follow the instructions. Many work as follows:
 - a. Pull the pin
 - b. Aim the nozzle
 - c. Squeeze the handle
 - d. Sweep from side to side at base until fire goes out.
10. Recommended Procedures: The National Fire Protection Association recommends that you should **ONLY** stand and fight a fire if **ALL** the following are **TRUE**:
 - a. Everyone is leaving the premises and fire department has been called.
 - b. The fire is small and confined to the work area where it started (wastebasket, cushion, small appliance, etc.)
 - c. You can fight the fire with your back to an escape route.
 - d. Your extinguisher is rated for the type of fire you are fighting and is in good working order.
 - e. You know how to operate the extinguisher.



STANDARD IX

EVALUATION OF STUDENTS



SAMPLE PRACTICAL EXAMINATION AND WRITTEN GRADING CRITERIA

PRACTICAL EXAMINATION – ROLLER PLACEMENT

STUDENT NAME _____ **HOURS** _____ **DATE** _____

Instructions: The top center of the head will be used for the placement of at least three rollers. The first roller should be a no-stem roller, centered on the base. The second roller should be a half-stem roller, placed half off and half on its base. The third roller is placed completely off base. End papers may not be used.

	<u>CRITERIA</u>	<u>SCORING</u>
A. SMOOTH DISTRIBUTION OF HAIR AROUND ROLLER	1. Is hair wound smoothly and evenly around roller?	YES ___ NO ___
	2. Is hair approx. ¼" from ends of roller?	YES ___ NO ___
	3. Was bunching of hair in the center of the roller avoided?	YES ___ NO ___
B. CLIPPING OF ROLLERS	4. Are rollers' clipped securely at base?	YES ___ NO ___
C. PLACEMENT OF EACH ROLLER	5. Is sub-section the length of roller being used?	YES ___ NO ___
	6. Is sub-section the width of roller being used?	YES ___ NO ___
	7. Is one roller on base (no stem)?	YES ___ NO ___
	8. Is on roller ½ base (half stem)?	YES ___ NO ___
	9. Is one roller no base (full stem)?	YES ___ NO ___

Number of YES answers _____ **divided by Number of Questions=** _____ **%**

INSTRUCTOR'S NAME _____ **DATE** _____

Sample provided by House of Heavilin Beauty Colleges.

PRACTICAL SKILLS COMPETENCY EVALUATION CRITERIA

The skills category is graded by dividing the number of criteria rated yes into the total number of criteria. At least 75% in each applicable category must be attained for a passing score. Practical skills are evaluated according to text procedures and performance standards established by the state licensing agency.

- 93 - 100 Excellent
- 85 - 92 Very Good
- 75 - 84 Satisfactory
- 74 - 0 Needs Improvement; Does not meet standards

To calculate the overall competency evaluation score, the evaluator averages the percentages for all categories and converts to the above scale. Each student is counseled regarding evaluation results and the permanent record is signed by the verifying instructor and the student examination candidate.

NOTE TO RATER: Check item if performed correctly. Leave blank if unsatisfactory. Divide the number correct into the number possible to determine the score using a 100% scale.

1" TINT RE-TOUCH

Score on safety, sanitation, infection control, and application of simulated product. 10 Minutes.

#1	#2	#3	#4	#5	#6	#7	#8	SKILL PERFORMANCE
___	___	___	___	___	___	___	___	1. Washed Hands
___	___	___	___	___	___	___	___	2. Station set up properly
___	___	___	___	___	___	___	___	3. Used proper chemical drape
___	___	___	___	___	___	___	___	4. Performed hair/scalp analysis
___	___	___	___	___	___	___	___	5. Applied protective Cream
___	___	___	___	___	___	___	___	6. Sections neat and clean
___	___	___	___	___	___	___	___	7. Subsections 1/4" (not too large)
___	___	___	___	___	___	___	___	8. Even coverage-no dry spots
___	___	___	___	___	___	___	___	9. Product did not to overlap 1" re-touch
___	___	___	___	___	___	___	___	10. Product did not drip on skin or cape.
___	___	___	___	___	___	___	___	11. Wore protective gloves.
___	___	___	___	___	___	___	___	12. Implements kept in sanitary condition.
___	___	___	___	___	___	___	___	13. Work area was kept sanitary.
___	___	___	___	___	___	___	___	Total Correct

Total Score _____

COMMENTS:

Sample provided by TEAM, Inc.

SAMPLE REPORT CARD

Student Name: _____

Program: _____ Date: _____

Cumulative Attendance

Scheduled Hours: _____

Actual Hours: _____

Rate of Attendance: _____%

Cumulative Grades/Academics

Theory: _____%

Practical: _____%

GPA: _____%

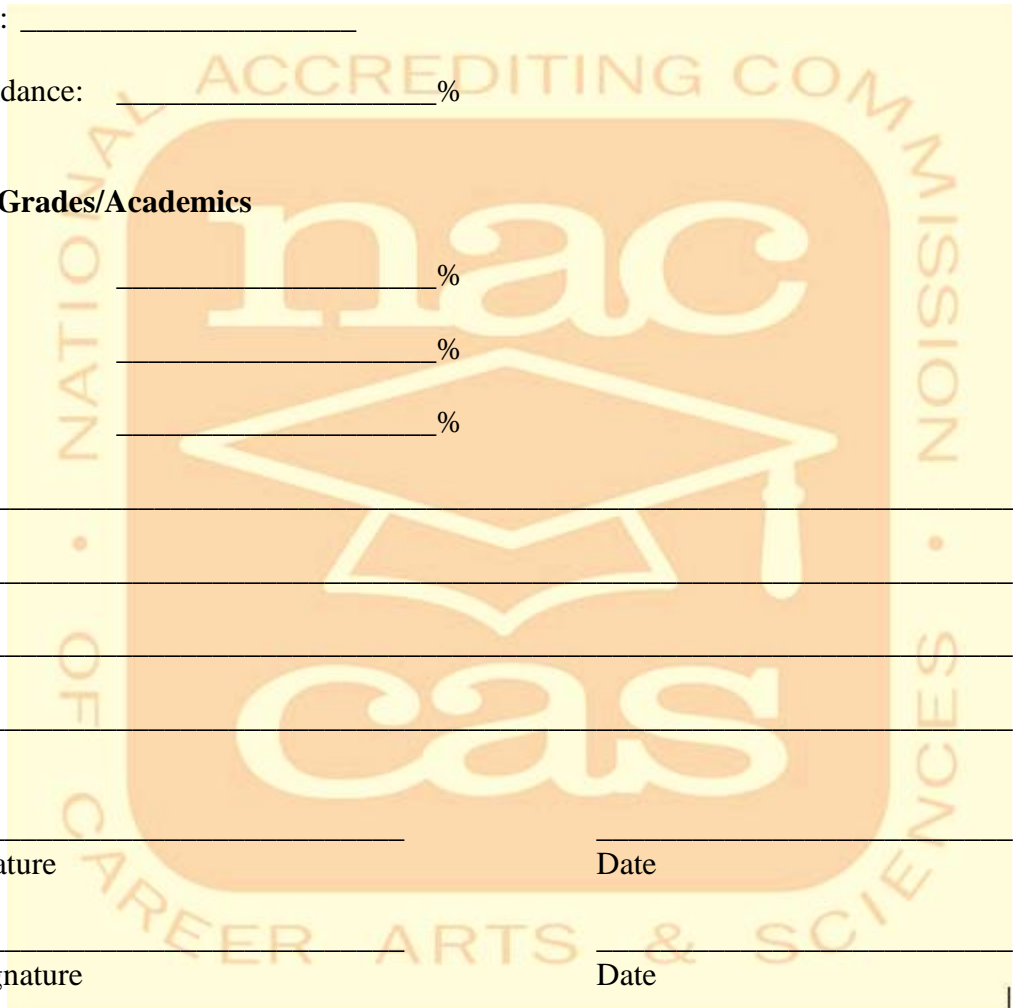
Comments: _____

Student Signature

Date

Instructor Signature

Date



SAMPLE EXIT INTERVIEW CHECKLIST

	Completed	Initials
1. Graduation Reminder	_____	_____
2. Mock State Board	_____	_____
3. State Board Application Form	_____	_____
4. All Fees Paid in Full	_____	_____
5. Required Academic Average of 75%	_____	_____
6. Type of Loan	_____	_____
7. Reminder of 6-month payment upon completion of school	_____	_____
8. Notification of Lender in Reference to payment schedule	_____	_____
9. Given pamphlet on "STEPS OF LOAN PAYMENT"	_____	_____
10. Action that will be taken if default occurs	_____	_____
11. Official Transcript of Hours Provided	_____	_____
12. Employment data (if applicable)	_____	_____

I acknowledge that all of the information listed above has been discussed with me upon the completion of my program. I thoroughly understand about my payment schedule and will contact all necessary personnel involved with my loan.

Student's Signature Date

Director/Supervisor's Signature Date

Name of closest relative not living with you: _____

Address: _____

Home Telephone: _____ Work Phone: _____

SAMPLE OFFICIAL TRANSCRIPT

**OFFICIAL ACADEMIC TRANSCRIPT for ESTHETICS
NACCAS SCHOOL OF BEAUTY**

STUDENT NAME: _____ STUDENT PHONE: _____

STUDENT ADDRESS: _____

Student ID#: _____ EMAIL: _____

DATE PROGRAM BEGAN: _____ LAST DAY OF ATTENDANCE: _____

UNIT OF STUDY	HOURS COMPLETED	COMPETENCY ACHIEVED
---------------	-----------------	---------------------

Infection Control	_____	_____
-------------------	-------	-------

Sciences	_____	_____
----------	-------	-------

Skin Treatments	_____	_____
-----------------	-------	-------

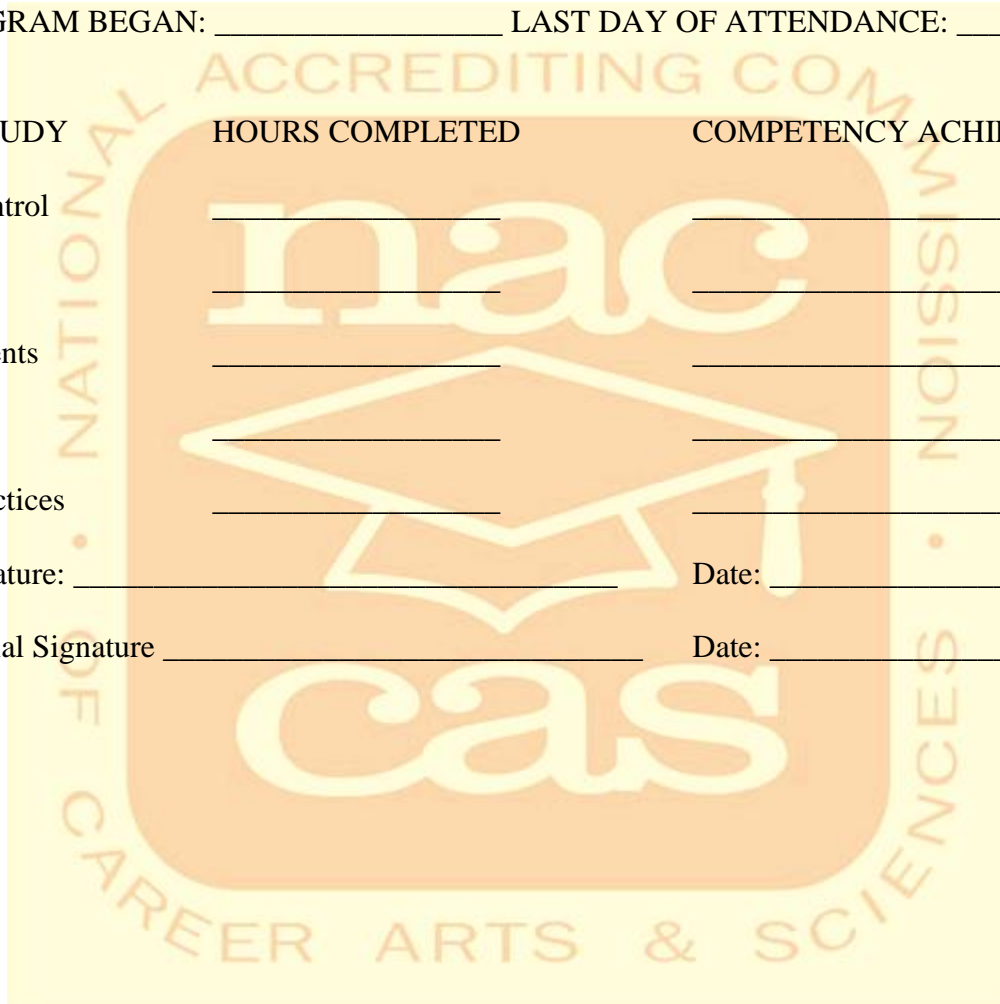
Makeup	_____	_____
--------	-------	-------

Business Practices	_____	_____
--------------------	-------	-------

Student Signature: _____ Date: _____

School Official Signature _____ Date: _____

School Seal



All NACCAS-accredited institutions are required to submit a cross-referenced satisfactory academic progress policy as an exhibit to the Institutional Self-Study. NACCAS Policy #IX.01 and #IX.02 can be found on the below pages. Please note that there is a checklist for schools that teach in clock hour or competencies and a checklist for schools that teach in credit hours. The institution should carefully review the applicable policy to ensure understanding of each checklist requirement.

Policy IX.01 – Evaluation of Students: Satisfactory Academic Progress Policy and Checklist For Programs Measured in Clock Hours or Competencies

A copy of this checklist is to accompany each Satisfactory Academic Progress Policy sent to the Commission, and this form is also a required exhibit for the Institutional Self-Study for [Standard IX](#). For each of the items below, review the relevant section of your policy to determine if it contains all of the information required. Then list the item number on your policy where the information can be found. Enter an N/A for any item that does not apply to the institution's policy. For example, a school may not participate in or offer federal financial aid programs.

The Institution's Policy:

- ___ 1. Is written and identified as a Satisfactory Academic Progress Policy.
- ___ 2. Applies to every student enrolled in a NACCAS-approved program.
- ___ 3. Is provided to applicants prior to enrollment.
- ___ 4. Is applied consistently to all students enrolled in a specific program and scheduled for a particular category of attendance (part-time/full-time).
- ___ 5. Includes both quantitative (attendance) and qualitative (academic performance) elements that are evaluated on a cumulative basis at the designated evaluation periods throughout the course or program of study. Institutions may evaluate cumulative qualitative (theory and practical) elements separately as long as they each meet the required threshold.
- ___ 6. Includes a [maximum time frame](#) in which a student must complete the educational course or program that is no longer than 150% of the NACCAS approved length of the educational course or program based on 100% attendance schedule measured in academic years, non-standard terms, or clock hours completed.
- ___ 7. Includes the institution's policy regarding the status of students who exceed the [maximum time frame](#).
- ___ 8. Ensures that a leave of absence extends the student's contract period and [maximum time frame](#) by the same number of days taken in the leave of absence.
- ___ 9. Contains qualitative factors that will be evaluated to determine academic performance using a reasonable system of grades and/or work projects completed and/or comparable factors measurable against a norm.
- ___ 10. Contains a grading scale that includes a minimum acceptable level of progress requiring at least the equivalent of a 70% cumulative grade average or project completion rate, or a letter grade of C, or have an academic standing consistent with the institution's requirements for graduation, whichever is greater.
- ___ 11. Establishes evaluation periods, whether in clock hours, weeks, or months, that are similar in length.
- ___ 12. The first evaluation must occur no later than the mid-point of: the academic year or the course and/or program, whichever occurs sooner. (Note: All evaluations must be completed within seven (7) School Business Days (see Glossary Term) following the established evaluation points.)
- ___ 13. Identifies whether evaluation periods are based on actual hours completed or scheduled hours.
- ___ 14. Specifies that students who meet the minimum requirements for attendance and academic performance are considered to be making satisfactory academic progress until the next scheduled evaluation.

- ___ 15. May allow for an initial status of satisfactory academic progress *warning* for students who are not considered meeting minimum standards for satisfactory academic progress. (The institution may elect to place the student on satisfactory academic progress *probation* without first placing the student on *warning*. See item below.)
- ___ 16. Indicates how a student can re-establish satisfactory academic progress and/or financial aid eligibility, if applicable.
- ___ 17. May allow for the status of *probation* for students who are not considered meeting minimum standards for satisfactory academic progress if:
- ___ a. The institution evaluates the student's progress and determines that the student did not make satisfactory academic progress during the *warning* or previous evaluation period; and
 - ___ b. The student prevails upon appeal of a negative progress determination prior to being placed on probation; and
 - ___ c. The institution determines that satisfactory academic progress standards can be met by the end of the subsequent evaluation period; or
 - ___ d. The institution develops an academic plan for the student that, if followed, will ensure that the student is able to meet the institution's satisfactory academic progress requirements by a specific point within the maximum timeframe established for the individual student.
- ___ 18. May allow a student to appeal a satisfactory academic progress determination. If the institution permits a student to appeal a satisfactory academic progress determination, the policy must describe:
- ___ a. How the student may re-establish eligibility for financial aid, if applicable;
 - ___ b. The reasons for which a student may appeal such as the death of a relative, an injury or illness of the student, or other allowable special circumstances;
 - ___ c. Documentation the student must submit regarding why the student failed to make satisfactory academic progress and what has changed in the student's situation that will allow the achievement of satisfactory academic progress at the next evaluation; and
 - ___ d. How the results of the appeal are documented in the student's file.
- ___ 19. States that a student who does not achieve the minimum standards is no longer eligible for Title IV, HEA program funds, if applicable, unless the student is on *warning* or has prevailed upon appeal of the determination that has resulted in the status of *probation*.
- ___ 20. Requires the institution to notify students of any evaluation that impacts the student's eligibility for financial aid, if applicable.
- ___ 21. Details reasonable provisions regarding temporary interruptions or Leaves of Absence.
- ___ 22. Addresses the status of students re-entering the institution and requires that they re-enter in the same progress status as when they left.
- ___ 23. States whether course incompletes, withdrawals, or repetitions apply to the institution, and if so, states the policy.
- ___ 24. States that course incompletes, repetitions, and non-credit remedial courses have no effect upon the institution's satisfactory academic progress standards if the institution has no such items or policies.
- ___ 25. Establishes that transfer hours from another institution that are accepted toward the student's educational program are counted as both attempted and completed hours for the purpose of determining when the allowable maximum timeframe has been exhausted. SAP evaluation periods are based on actual contracted hours at the institution.
- ___ 26. Describes how students have access to satisfactory academic progress evaluation results.

Policy IX.02 – Evaluation of Students: Satisfactory Academic Progress Policy and Checklist For Programs Measured in Credit Hours

A copy of this checklist is to accompany each Satisfactory Academic Progress Policy sent to the Commission, and this form is also a required exhibit for the Institutional Self-Study for [Standard IX](#). For each of the items below, review the relevant section of your policy to determine if it contains all of the information required. Then list the item number on your policy where the information can be found. Enter an N/A for any item that does not apply to the institution's policy. For example, a school may not participate in or offer federal financial aid programs.

The Institution's Policy:

- ___ 1. Is written and identified as a Satisfactory Academic Progress Policy.
- ___ 2. Applies to every student enrolled in a NACCAS approved program.
- ___ 3. Is provided to applicants prior to enrollment.
- ___ 4. Is applied consistently to all students enrolled in a specific program and scheduled for a particular category of attendance (part-time/full-time).
- ___ 5. Includes both quantitative (academic terms) and qualitative (academic performance) elements that are evaluated on a cumulative basis at the designated evaluation periods throughout the course or program of study. Institutions may evaluate cumulative qualitative (theory and practical) elements separately as long as they each meet the required threshold.
- ___ 6. Includes a [maximum time frame](#) in which a student must complete the educational course or program that is no longer than 150% of the NACCAS approved length of the educational course or program based on the number of credit hours to complete the program measured in quarter or semester terms.
- ___ 7. Includes the institution's policy regarding the status of students who exceed the [maximum time frame](#).
- ___ 8. Ensures that a leave of absence extends the student's contract period and [maximum time frame](#) by the same number of days taken in the leave of absence.
- ___ 9. Contains qualitative factors that will be evaluated to determine academic performance using a reasonable system of grades and/or work projects completed and/or comparable factors measurable against a norm.
- ___ 10. Contains a grading scale that includes a minimum acceptable level of progress requiring at least the equivalent of a 70% cumulative grade average or project completion rate, or a letter grade of C, or have an academic standing consistent with the institution's requirements for graduation, whichever is greater.
- ___ 11. Monitors the academic progress of students at the midpoint and end of each term. (Note: All evaluations must be completed within seven (7) School Business Days (see Glossary Term) following the established evaluation points.)
- ___ 12. Establishes that for a school participating in Title IV, HEA programs, states a student's successful course completion percentage is based on the number of successfully completed credit hours (those with a grade of 70% or higher or as otherwise defined by the institution) divided by the cumulative number of credit hours attempted by the student at that time.
- ___ 13. Specifies that students who meet the minimum requirements for academic performance are considered to be making satisfactory academic progress until the next scheduled evaluation.
- ___ 14. May allow for an initial status of satisfactory academic progress *warning* for students who are not considered meeting minimum standards for satisfactory academic progress. (The institution may elect to place the student on satisfactory academic progress *probation* without first placing the student on *warning*. See item below.)

- ___ 15. Indicates how a student can re-establish satisfactory academic progress and/or financial aid eligibility, if applicable.
- ___ 16. May allow for the status of *probation* for students who are not considered meeting minimum standards for satisfactory academic progress if:
- ___ a. The institution evaluates the student's progress and determines that the student did not make satisfactory academic progress during the *warning* or previous evaluation period; and
 - ___ b. The student prevails upon appeal of a negative progress determination prior to being placed on probation; and
 - ___ c. The institution determines that satisfactory academic progress standards can be met by the end of the subsequent evaluation period; or
 - ___ d. The institution develops an academic plan for the student that, if followed, will ensure that the student is able to meet the institution's satisfactory academic progress requirements by a specific point within the maximum timeframe established for the individual student.
- ___ 17. May allow a student to appeal a satisfactory academic progress determination. If the institution permits a student to appeal a satisfactory academic progress determination, the policy must describe:
- ___ a. How the student may re-establish eligibility for financial aid, if applicable;
 - ___ b. The reasons for which a student may appeal such as the death of a relative, an injury or illness of the student, or other allowable special circumstances;
 - ___ c. Documentation the student must submit regarding why the student failed to make satisfactory academic progress and what has changed in the student's situation that will allow the achievement of satisfactory academic progress at the next evaluation; and
 - ___ d. How the results of the appeal are documented in the student's file.
- ___ 18. States that a student who does not achieve the minimum standards is no longer eligible for Title IV, HEA program funds, if applicable, unless the student is on *warning* or has prevailed upon appeal of the determination that has resulted in the status of *probation*.
- ___ 19. Requires the institution to notify students of any evaluation that impacts the student's eligibility for financial aid, if applicable.
- ___ 20. Details reasonable provisions regarding temporary interruptions or Leaves of Absence.
- ___ 21. Addresses the status of students re-entering the institution and requires that they re-enter in the same progress status as when they left.
- ___ 22. States whether course incompletes, withdrawals, or repetitions apply to the institution, and if so, states the policy.
- ___ 23. States that course incompletes, repetitions, and non-credit remedial courses have no effect upon the institution's satisfactory academic progress standards if the institution has no such items or policies.
- ___ 24. Establishes that transfer credit hours from another institution that are accepted toward the student's educational program are counted as both attempted and completed for the purpose of determining when the allowable maximum time-frame has been exhausted. SAP evaluation periods are based on actual contracted credits at the institution.
- ___ 25. Describes how students have access to satisfactory academic progress evaluation results.

SAMPLE SATISFACTORY ACADEMIC PROGRESS POLICY

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

EVALUATION PERIODS

Students are evaluated for Satisfactory Academic Progress as follows:

Cosmetology 450, 900, 1350 clocked (actual) hours
 Esthetics 300, 600 clocked (actual) hours

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

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

ATTENDANCE PROGRESS EVALUATIONS

Students are required to attend a minimum of 67% of the hours possible based on the applicable attendance schedule in order to be considered maintaining satisfactory attendance progress. Evaluations are conducted at the end of each evaluation period to determine if the student has met the minimum requirements. The attendance percentage is determined by dividing the total hours accrued by the total number of hours scheduled. At the end of each evaluation period, the school will determine if the student has maintained at least 67% cumulative attendance since the beginning of the course which indicates that, given the same attendance rate, the student will graduate within the maximum time frame allowed.

MAXIMUM TIME FRAME

The maximum time (which does not exceed 150% of the course length) allowed for students to complete each course at satisfactory academic progress is stated below:

COURSE	MAXIMUM TIME ALLOWED	
	WEEKS	SCHEDULED HOURS
Cosmetology (Full time, 37.5 hrs/wk) - 1500 Hours	60 Weeks	2250
Cosmetology (Part time, 20 hrs/wk) – 1500 Hours	112 Weeks	2250
Esthetics (Full time, 37.5 hrs/wk) – 600 Hours	24 Weeks	900
Esthetics (Part time, 20 hrs/wk) – 600 Hours	45 Weeks	900

The maximum time allowed for transfer students who need less than the full course requirements or part-time students will be determined based on 67% of the scheduled contracted hours.

Students who have not completed the course within the maximum timeframe may continue as a student at the institution on a cash pay basis.

ACADEMIC PROGRESS EVALUATIONS

The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic learning. Students are assigned academic learning and a minimum number of practical experiences. Academic learning is evaluated after each unit of study. Practical assignments are evaluated as completed and counted toward course completion only when rated as satisfactory or better (the computer system will reflect completion of the practical assignment as a 100% rating). If the performance does not meet satisfactory requirements, it is not counted and the performance must be repeated. At least two comprehensive practical skills evaluations will be conducted during the course of study. Practical skills are evaluated according to text procedures and set forth in practical skills evaluation criteria adopted by the school. Students must maintain a written grade average of 75% and pass a FINAL written and practical exam prior to graduation. Students must make up failed or missed tests and incomplete assignments. Numerical grades are considered according to the following scale:

93 - 100	EXCELLENT
85 - 92	VERY GOOD
75 - 84	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.

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.

APEAL 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.

SAMPLE SATISFACTORY ACADEMIC PROGRESS REPORT

**NACCAS SCHOOL OF BEAUTY
SATISFACTORY ACADEMIC PROGRESS EVALUATION FORM**

Student Name	Date
Start Date	Evaluation Period

Scheduled Hours		Cumulative Attendance %	
Actual Hours		Cumulative Academic Grade	

Student is making satisfactory academic progress?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
Notice of Warning/Probation provided to student?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Reason for Warning/Probation:	<input type="checkbox"/> ATTENDANCE	<input type="checkbox"/> ACADEMICS	<input type="checkbox"/> N/A

Warning

You have until the next evaluation period to bring up your grades and/or attendance up to minimum requirements.

Probation

If the student has still not met progress requirements at the end of the warning period, the student will be considered not making satisfactory academic progress. In order for the student to be placed on probation and continue to receive federal financial aid, the student **MUST APPEAL** the satisfactory academic progress decision within the next 10 days and prevail upon appeal. You have until the next evaluation period to bring your grades and/or attendance up to minimum requirements, or up to the requirements set forth in an agreed upon academic plan. If satisfactory performance is not achieved by the end of the probationary period according to satisfactory academic progress requirements or your academic plan, your financial aid will be interrupted and you will be responsible for payment of all tuition balances. You will then be required to bring your grades and/or attendance up to satisfactory levels in order to have financial aid reinstated.

Additional Comments:

Student Signature **Date**

Accepted by School Official **Date**

SAMPLE APPEAL FORM

Rules cannot be written that will apply to every situation in every business. Therefore, any policy established by the school may be appealed due to mitigating circumstances. Anyone wishing to appeal a policy must do so using this form and attach any applicable documentation. The appeal will be reviewed by appropriate personnel and a determination will be made. All decisions on appeal are final. Indicate which policy is being appealed below. Appeals regarding a SAP must be made within 15 days of the negative determination.

____ Financial Aid Package ____ SAP Determination ____ Extra Instructional Charges

Other: _____

Attention Campus Director:

I wish to appeal the decision and/or policy of the school regarding the above indicated matter. The mitigating circumstances and pertinent information relating to the decision or policy are stated below.

Supporting Documentation Attached: ____ YES ____ NO

Student Signature

Parent or Guardian (If applicable)

OFFICE USE ONLY

____ APPEAL ____ APPEAL DENIED

EXPLANATION OF DECISION:

REQUIREMENTS OF STUDENT TO ACHIEVE SATISFACTORY ACADEMIC PROGRESS AT THE END OF THE PROBATIONARY PERIOD:

Campus Director

Date

Checklist of Required Documents for a NACCAS Full Team Visit

Complete	Task
	<p>1. Documents to Provide in the Team Room prior to Team arrival:</p> <p><i>(Note: This is not an all-inclusive list as additional documentation will likely be requested once the team begins their work. In addition, although many of these documents were contained in the institution's ISS, current copies must be provided to the Team.)</i></p>
	<p>POLICIES – Place two (2) copies of the current Policies listed below into folders labeled with their contents. Ensure any applicable policy has been cross-referenced with its NACCAS Policy & Checklist as noted below.</p>
<input type="checkbox"/>	Cross Referenced Leave of Absence Policy, if applicable
<input type="checkbox"/>	Cross Referenced Satisfactory Academic Progress Policy
<input type="checkbox"/>	Cross Referenced Institutional Refund Policy
<input type="checkbox"/>	Cross Referenced Enrollment Agreement for each program
<input type="checkbox"/>	Cross Referenced Catalog – 3 copies
<input type="checkbox"/>	Externship (Internship) Policy, if applicable
<input type="checkbox"/>	Instructor Meeting Policy
<input type="checkbox"/>	Admission Policy and Procedures
<input type="checkbox"/>	Transfer Policy
<input type="checkbox"/>	Re-Entry Policy
<input type="checkbox"/>	Ability to Benefit Policy, if applicable
<input type="checkbox"/>	Internal Grievance Policy
<input type="checkbox"/>	Academic Advising Policy and/or Procedures
<input type="checkbox"/>	Attendance Policy
	<p>STATE REGULATIONS – Provide the following state regulation. Place each type of regulation in separate folders labeled with their contents</p>
<input type="checkbox"/>	State Regulations governing the institution including its facilities, supplies, equipment and other policies regulated by the State–2 copies
<input type="checkbox"/>	State Regulations governing curriculum–2 copies
<input type="checkbox"/>	State Regulations governing a mandated refund policy, if applicable–1 copy

	DOCUMENTATION - Place <u>one (1)</u> copy of each document below into folders labeled with their contents
<input type="checkbox"/>	Improvement Plan, as applicable (based on feedback from Advisory Committee, students and graduates)
<input type="checkbox"/>	Plan for Instructor Continuing Education
<input type="checkbox"/>	Plan for Use of Substitutes
<input type="checkbox"/>	Institution’s Operating Policies & Procedures
<input type="checkbox"/>	Privacy and Release of Information policy and forms
<input type="checkbox"/>	Program Participation Agreement (PPA) (signed and current) and Eligibility Certification Approval Report (ECAR)
<input type="checkbox"/>	Articulation agreement, if applicable
<input type="checkbox"/>	Training agreements with other entities, if applicable
<input type="checkbox"/>	Professional Assistance Referral Policy and/or Procedure
<input type="checkbox"/>	Requirements for Graduation
<input type="checkbox"/>	Published Annual Report Outcomes Rates
<input type="checkbox"/>	Advisory Committee Roster
<input type="checkbox"/>	Advisory Committee meeting minutes, completed surveys, etc.
<input type="checkbox"/>	Documentation of feedback from current students and graduates
<input type="checkbox"/>	Summary of feedback from current students, graduates and advisory committee
<input type="checkbox"/>	List of all currently employed regular instructors
<input type="checkbox"/>	Personnel file for each currently employed instructor
<input type="checkbox"/>	Licenses and/or Credentials for each instructor including substitutes. If licenses/credentials for currently employed regular instructors is contained within the personnel file already provided, a separate copy is not required
<input type="checkbox"/>	Instructor meeting minutes for the most recent 12 months
<input type="checkbox"/>	Documentation of completed continuing education for each instructor
<input type="checkbox"/>	Performance evaluations for each instructor
<input type="checkbox"/>	State license as a post secondary educational institution
<input type="checkbox"/>	Examples of each type of advertising for previous 12 months
<input type="checkbox"/>	Copy of Pre-enrollment Information provided to students for: <ol style="list-style-type: none"> 1. Access to the institution’s catalog 2. Most recent annual report statistics (outcomes rates) 3. Certification or licensing requirements of the jurisdiction for which training is being provided 4. Generally known pre-requisites for employment and factors that might preclude an individual from obtaining employment such as licensure requirements; regulatory

	oversight restrictions; physical requirements of the industry; and ability to meet requirements set forth by the employer 5. Rationale for programs that exceed the State required length, if applicable
<input type="checkbox"/>	Documentation showing that students have received the aforementioned required pre-enrollment information
<input type="checkbox"/>	Orientation information provided to students
<input type="checkbox"/>	Evidence students were provided with access to orientation program on or before the first day of class
<input type="checkbox"/>	Employment assistance provided to students and graduates
<input type="checkbox"/>	Course and/or program outlines for each course
<input type="checkbox"/>	Sample lesson plans for each course
<input type="checkbox"/>	Documentation showing that the institution is responsible for distance education, if applicable
<input type="checkbox"/>	Examples of written and practical tests
<input type="checkbox"/>	Completed forms and practical grading criteria used for evaluating students (e.g. academic learning, practical work, clinic, etc.)
<input type="checkbox"/>	Copy of each of the same Student Lists previously provided to the NACCAS Compliance Coordinator as found under Item 2 on Page 1 of this document (Current, Graduate, Withdrawn).
	<i>If you have questions about any of the requirements noted on this form please contact the NACCAS Compliance Coordinator responsible for the visit.</i>

