

CAROLINA COLLEGE

OF HAIR DESIGN

STUDENT HANDBOOK AND SCHOOL CATALOG

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Mission Statement

At Carolina College of Hair Design ("CCHD" or "Institution"), our mission is to educate and prepare talented individuals to become licensed, confident, and successful professionals in the field of cosmetology. We are dedicated to fostering a positive learning environment that encourages growth, creativity, and the development of strong professional values—building a foundation for lifelong achievement and success.

The mission statement is clearly stated, available publicly on the Institution's website, in the Student Handbook and School Catalog, in the Employee Handbook, and publicly posted in the Institution.

Educational Objectives

Carolina College of Hair Design is dedicated to educating quality cosmetologists who can meet both the present and future demands of the beauty industry. Each student admitted to the Institution receives not only individualized instruction and exposure to technical skills and equipment, but also an adequate opportunity for supervised work with the public. Each program offered by the Institution is designed to provide a sound educational basis to maximize the employability of its graduates. Specifically, the objectives of our instructional program are as follows:

1. To build a solid foundation of education and technical skills;
2. To provide exposure to the role of the professional, including opportunities for supervised practical hands-on work done on patrons Tuesday through Friday;
3. To offer students an opportunity for exposure to modern products and styling techniques; and
4. To fulfill all NC State Board of Cosmetic Arts requirements.

Facilities

The Carolina College of Hair Design campus far exceeds the minimum space requirements as set forth by the governing rules of the North Carolina Board of Cosmetic Art Examiners ("State Board"). CCHD facilities consist of a reception area, clinic floor, offices, classrooms, dispensary, and break room.

The clinic area consists of working stations where students work on clients under the direct supervision of an instructor. The theory classrooms consist of visual aids such as charts, video libraries, and whiteboards to aid students in learning the theory of cosmetology.

To maintain a quality training program, the Institution is constantly improving and updating its facilities to maintain the most modern and up-to-date campus possible. Current and new campus locations are to be determined by the Institution.

Admissions Requirements

The following criteria must be met for admission:

1. Students enrolling at CCHD must be at least seventeen (17) years of age;
2. Proof of high school education completion (diploma, GED, or a homeschool certificate from a state-approved home-schooling program);
3. Current government-issued ID; and
4. Current state license (instructor's courses only).

Ability to Benefit

We do not accept students on an ability-to-benefit basis.

Nondiscrimination

Carolina College of Hair Design in its admission, instruction, access to curricula and activities, and graduation policies does not discriminate on the basis of race, sex, religion, disability, creed, color, national origin, ancestry, age, marital status, or military status.

Policy Concerning Transfer Hours

Transfer of Previous Credits

The transfer of students from other institutions is subject to approval by the Institution's Director. Credit for courses completed at another institution for a student enrolling with CCHD will be subject to approval by the Institution's Director. The student is responsible for having an official transcript from the previous institution. Only credits earned within two (2) years before enrollment at CCHD will be considered. All requests for transfer of credits must be made before or within the first five (5) weeks of the start of class. All students will be notified of any credits accepted as transferable. CCHD will not accept more than six hundred (600) transfer hours for any program of study

CCHD provides training in Cosmetology only. There are no opportunities for in-house program transfers.

Transfer of Credits to Other Institutions

While we encourage the pursuit of higher learning, coursework earned at this institution may not transfer to another institution. The decision to accept transfer credits is determined at the discretion of the receiving institution.

Student Schedule

All CCHD students are considered full-time students and are scheduled to attend thirty-two (32) hours per week. Monday 9:00-1:30, Tuesday through Friday 9:00-4:30.

Clinic floor hours for patrons are Tuesday through Friday 9:00-3:30.

Holiday Schedule

The Institution recognizes New Year's Day, Easter, Memorial Day, Independence Day week (summer break), Labor Day, Thanksgiving Day and the Friday following, and Christmas Day as legal holidays. Others will be announced. These holidays are not required to be made up by the student. The Institution is open as scheduled unless snow or icy road conditions make driving hazardous or impossible. If the Institution is closed due to inclement weather conditions, all local TV stations will be advised. Students are advised to watch local TV stations for updates on school closings.

Meet Our Team

Staff

Kimberly A. Chisholm Board President, FAO, and CEO
B.S. of Education Mars Hill University, Master Cosmetology Educator, Carolina College of Hair Design

Corey English Director, CAO, and Lead Instructor, Carolina College of Hair Design

Amanda Minish Cosmetology Instructor

Melissa Dunlevy Cosmetology Instructor

Daniela English Cosmetology Instructor

Kyra Cohen Office Manager

Program Offerings

Cosmetology

The Cosmetology course is a fifteen hundred (1500) hour program covering a period of fifty-two (52) weeks.

Course objectives: To provide the student with a marketable skill upon completion of the prescribed course and to prepare the student to pass the State Board examination and become a licensed cosmetologist.

Curriculum: Course Description and Outline

Cosmetology: A study of the basic principles of cosmetology that includes a basic understanding of the chemistry of the hair, skin, and nails, as well as the practical application of those principles.

The Cosmetology course is a well-rounded program covering all parts of cosmetology, preparing the student for a career as a licensed cosmetologist or in a related field. The Institution's approach to training is based on sound educational methods and teaching fundamentals.

The first portion of the Cosmetology course is spent in the theory classroom and the practice room where each student is required to practice before the student can perform services on a client. The practice hours consist of training on mannequins and actual live models in the areas of hair care, skin care, and nail care.

In the second portion of the Cosmetology course, the student is introduced to the clinic floor, where the student exercises the knowledge gained during the first portion of the training. Hands-on education is the repeated physical completion of practice and performance, to provide students with tactile interaction with different hair, skin, and nail types and shapes, and to provide experience with safe and effective cosmetic art services despite variable circumstances.

It is through applied knowledge that the necessary experience and comprehension of cosmetology can develop. Therefore, the student is scheduled for classroom theory as well as clinic floor instruction for the duration of the course. Students are not employees and will not be paid a wage. As part of the educational curriculum and grading, all activities that students perform in class, including learning to clean, doing laundry, and keeping supplies stocked, are all part of the educational process and are performed daily.

All subject matter is presented in the form of instructor lectures, class assignments, videotape presentations, hands-on demonstrations, class discussions, and projects. Instruction will also be complemented with lectures from guest artists, product representatives, and salon owners or managers. Upon completion of the course, the student will have demonstrated the competencies required to pass the State Board exams.

Cosmetology Curriculum

Introduction

A Cosmetology training course shall begin with infection control and blood exposure procedures as defined in 21 NCAC Subchapter 14H .0403 and .0404 and consist of at least fifteen hundred (1500) hours.

Instruction

All instruction in a cosmetic art school shall be provided in this order per 21 NCAC 14T .0612 and defined in 21 NCAC 14T .0101:

1. Guided theory;
2. Demonstration;
3. Guided practice;
4. Independent theory;
5. Practice;
6. Evaluation and passage of evaluation; and
7. Performance.

Teachers will ensure hours earned in the clinic department are devoted to study and safe and effective practice and performance.

"Practice" is the independent hands-on execution of the steps for a safe and effective cosmetic art service on a mannequin by a student. Practice is monitored during the execution and checked by a teacher upon completion to point out errors so that the errors may be corrected.

"Performance" is the hands-on execution of the steps for a safe and effective cosmetic art service on a live individual by a student. Performance is monitored during the execution and checked by a teacher upon completion to point out errors so that the errors may be corrected.

Statutory Basis for Licensure

A Cosmetology student will be taught the statutory scope of practice as follows (NC Gen. Stat. § 88B-2. Definitions.):

Cosmetologist: Any individual who is licensed to practice all parts of cosmetic art.

Cosmetology: The act of arranging, dressing, curling, waving, cleansing, cutting, singeing, bleaching, coloring, or similar work upon the hair of a person by any means, including the use of hands, mechanical or electrical apparatus, or appliances or by use of cosmetic or chemical preparations or antiseptics.

Esthetics: Refers to any of the following practices: giving facials; applying makeup; performing skin care; removing superfluous hair from the body of a person by use of creams, tweezers, or waxing; applying eyelashes to a person, including the application of eyelash extensions, brow or lash color; beautifying the face, neck, arms, or upper part of the human body by use of cosmetic preparations, antiseptics, tonics, lotions, or creams; surface manipulation in relation to skin care; or cleaning or stimulating the face, neck, ears, arms, hands, bust, torso, legs, or feet of a person by means of hands, devices, apparatus, or appliances along with the use of cosmetic preparations, antiseptics, tonics, lotions, or creams.

Manicuring: The care and treatment of the fingernails, toenails, cuticles on fingernails and toenails, and the hands and feet, including the decoration of the fingernails and the application of nail extensions and artificial nails. The term “manicuring” shall not include the treatment of pathologic conditions.

Natural hair care: A service that results in tension on hair strands or roots by twisting, wrapping, extending, or locking hair by hand or mechanical device. For purposes of this definition, the phrase “natural hair care” shall include the use of artificial or natural hair.

Infection Control and Blood Exposure

The first subjects to be taught in theory and practical application will be the infection control and blood exposure procedures as defined in 21 NCAC subchapter 14H .0403 and .0404. Infection control and blood exposure required evaluations shall be taught in this order:

1. Hand washing;
2. Implement disinfection;
3. Beginning and end of day infection control;
4. Blood exposure (self-cut); and
5. Blood exposure (client).

Once a student passes the infection control and blood exposure procedures evaluation plan with a score of one hundred (100), the student can move on to further training and evaluations.

Required Evaluations

The Institution has developed and will use the required evaluations for each of the Board-required services listed below. Evaluation plans will include a minimum of infection control, tool safety, client consultation, draping, and safe application and will be recorded in the student's permanent file. Teachers will ensure students follow infection control, tool safety, appropriate draping, and safe application of products for all service performances. Students will receive guided theory, demonstration, guided practice, independent theory, and practice, and pass the evaluation plan, before performing services on a live model. The required evaluations list is as follows:

1. Blow drying and hot iron;
2. Haircut with shears, a razor, and clipper;
3. Color application including virgin and retouch;
4. Relaxer application including virgin and retouch;
5. Permanent waving;
6. Basic manicure;
7. Basic pedicure;
8. Basic facial including steam; and

9. Waxing.

Additional Evaluations

The Institution has developed and will use evaluation plans for each of the cosmetic art services listed below. Evaluation plans will include a minimum of infection control, tool safety, client consultation, draping, and safe application of services to a client. In addition to the required evaluations listed above, all students will receive guided theory, demonstration, guided practice, independent theory and practice, and will perform the following services:

1. Shampooing;
2. Roller sets;
3. Pin curls;
4. Ridge curls with C shaping;
5. Finger waves;
6. Artificial hair;
7. Up-styles;
8. Pressing or thermal;
9. Blow drying;
10. Hot iron;
11. Styles that apply tension (twists, braiding, locs, or knots);
12. Solid form cut;
13. Elevated cut;
14. Cut with tapered or thinning shears;
15. Razor cut;
16. Clipper cut;
17. Shears over comb cut;
18. Clippers over comb cut;
19. Virgin darker;
20. Virgin lightener;
21. Retouch;
22. Foil;
23. Freehand painting;
24. Relaxer virgin;
25. Relaxer retouch;
26. Permanent waving rod placement rectangle, or contour or bricklay-overlap or spiral;
27. Basic manicure or pedicure;
28. Artificial nails;
29. Basic facial;
30. Waxing including face and body;
31. Hair removal with tweezers;
32. Hair removal with razor;
33. Makeup application;
34. Lash lift and brow lamination;
35. Artificial lashes; and
36. Lash and brow tint.

Curriculum Checklist

A minimum of ten (10) percent of scheduled attendance time each week shall be dedicated to guided theory, demonstration, and guided practice. Theory classes are Monday 9:00-1:30. All requirements outlined in this curriculum will be adhered to and lessons will be developed from the Board-approved curriculum. Blood exposure and infection control evaluations must be passed with a score of one hundred (100) percent before a student can practice on a mannequin or provide a live performance. Before a student performs a live model service, the student must have passed the respective mannequin evaluation plan. Live model services are performed Tuesday through Friday. Each student must do at least five (5) live model services per week. When students provide a service/performance, it must follow the systematic completion of the steps for safe and effective cosmetic art services as outlined in the evaluation plan.

Student Family Pricing
Family pricing is available Tuesday through Friday. Haircuts are free. All other services are half-price. Family pricing only applies to the members listed below.

If you are single: parents, brothers and sisters, grandparents, and children

If you are married: spouse, children, parents, parents-in-laws, and grandparents (both sides)

Clients
CCHD advertises on Google advertising for prospective and potential clients and well as on social media. Students are encouraged to make a social media page showcasing their work so they can gain potential clients through an online portfolio. CCHD trains students in how to maintain client retention. CCHD also offers senior citizen discounts on services Tuesday through Thursday and works with several group homes to offer deep discounts to the clients and staff to promote more client services for students.

All students will receive training on Safety Data Sheets prepared by the manufacturer on all products used by the school in performances.

Cosmetology Course

General:	320 Hours
Sterilization, Sanitation, Bacteriology, Anatomy and Physiology, Shop Ethics and Professionalism, Personality and Salesmanship, State Law, First Aid	
Chemical:	575 Hours
Permanent Waves, Hair Relaxer, Hair Coloring, Bleaching and Toning, Sculptured Nails, Hair Structure and Chemistry	
Physical:	605 Hours
Shampooing and Rinses, Hair and Scalp Care, Hair Shaping, Hairdressing and Styling, Facials, Arching Brows, Lash and Brow Tinting, Manicures and Pedicures, First Aid, Sanitation	

Work-Based Activity Plan: Cosmetology Program
The Cosmetology program consists of five hundred (500) hours of theory and one thousand (1000) hours of work-based activities. Work-based or clinical time may be scheduled throughout the length of the program. Before the student begins any work-based activity, the student is made aware of the objectives, experiences, and competencies to be gained as a result of work-based participation. This information is reinforced throughout the length of the program and the curriculum.

The objectives of cosmetology work-based participation are to provide an opportunity for students to practice the skills learned in theory in a real-world setting. Students' work-based performances are done on live patrons and mannequins.

The experiences the students gain are skill proficiency in the program area and confidence in their ability to perform specific skills with limited supervision. Students are required to complete fifteen hundred (1500) hours in a clinical setting (floor time) performing the skills required for State Board certification. Hours completed in the clinical setting are recorded to ensure that each student completes the State Board requirement. Students are evaluated on each competency using a school-developed evaluation sheet. Students are required to complete each competency with at least an eighty (80) percent grade.

The onsite supervisor is the instructor for the program area. The onsite supervisor is responsible for completing the evaluation of the student competencies. The supervisor is licensed by the North Carolina State Board of Cosmetology and is qualified to supervise all work-based activities for the Cosmetology program.

Policies and Sanctions Related to Copyright Infringement

CCHD prohibits copyright infringement and will take disciplinary action against any student or employee who distributes unauthorized copyrighted materials, including peer-to-peer file sharing and the prohibited use of CCHD's information technology system for those activities. Any student involved in such an act will be reported to the proper authorities and charges will be pressed.

Fire Safety Information

In the case of a fire emergency, follow the lighted Exit signs placed above doorways throughout the facilities and exit using the path outlined in the evacuation materials posted beside doorways in each room.

Grading System

Grades will be recorded and retained by the Institution regarding the student's progress in his/her course of study. Students are given examinations upon the completion of each chapter and after appropriate classroom review. Test dates are announced in class and students are expected to take the examination when scheduled. Theory examination scores are computed by the number of points possible according to the number of questions.

Students are assigned a minimum number of requirements for every patron service. Students are given practical grades based on practical experiences on mannequins and actual services performed on patrons from the clinic area. All students must maintain a cumulative average of eighty (80) percent.

Clinic work is evaluated regularly. The quality, speed, and professional approach to the work are taken into consideration. Students are graded on both their theory and clinical work and letter grades are attached to these scores based on the following chart:

A	90-100
B	80-89
C	70-79
D	60-69
Below 60	Failure

Academic Year

The academic year is defined as twenty-eight (28) weeks and nine hundred (900) hours.

Educational Costs and Financial Aid

Course	Clock Hours Required	Application Fee	Enrollment Fee	Kit, Supplies, Books	Tuition Cost	Total Cost
Cosmetology	1500	$50.00	$100.00	NA	$19,385	$19,485

Please be advised: Financial aid award years are based on nine hundred (900) clock hours per award year. Any student enrolled in a course exceeding nine hundred (900) clock hours will have to reapply for financial aid for the remaining hours of their course exceeding nine hundred (900) clock hours. For example, a student enrolled in a fifteen hundred (1500) clock hour Cosmetology program will have to reapply using the student's "new" previous year's tax returns for the remaining six hundred (600) clock hours. The financial aid awarded may be subject to an increase or a decrease in aid as the student's previous tax year income changes. If there is a substantial change in income, there may be a change in the amount of financial aid awarded. If the student's financial aid award decreases after reapplying for financial aid, the student will be responsible for any difference in the amount awarded and tuition owed.

College diplomas are issued to all students who have completed their entire elected course in accordance with all the Institution's requirements as stated below:

1. Satisfactory attendance and completion of the number of hours required by the applicable state board for each course completed;
2. Grade point average of eighty (80) percent or above; and
3. All financial obligations to the Institution are completed.

The student agrees to comply with all rules and regulations of the Institution. If the Institution's rules and regulations are violated, the Institution has the right to terminate the student. Responsibility will not be assumed by the Institution for any negligence, carelessness, or lack of skills by one or more students while practicing any part of the Cosmetology course upon another student. If the student does not finish the course within the designated contracted time, a fee of fifty dollars ($50.00) per day will be charged to the student; this fee must be prepaid before completing the remaining hours.

Types of Financial Assistance

Federal Pell Grant

Federal Pell Grants are awarded to help undergraduate students pay for their education. These grants provide a "foundation" of financial aid, to which aid from other federal and non-federal sources may be added. Unlike loans, grants do not have to be paid back.

The Department of Education uses a standard formula, revised and approved every year by Congress, to evaluate the information you report when you apply for a Pell Grant. The formula produces an Expected Family Contribution (EFC). Your Student Aid Report (SAR) contains this number and will tell you whether you are eligible for a Federal Pell Grant. The awards may be up to seven thousand three hundred and ninety-five dollars ($7,395.00) for the 2024-2025 award year. The size of the award you receive will depend on your EFC number, how long you will be enrolled during the academic year, and the cost of education at your institution.

Federal Loans

The two main types of federal loans available for our students include:

1. Subsidized Loans: Subsidized student loans are available for students who have demonstrated financial need. They have slightly better terms than unsubsidized student loans because the U.S. Department of Education pays your interest while you are in school and for a six-month grace period after you graduate.
2. Unsubsidized Loans: Unsubsidized loans are available to students regardless of financial need. Students are responsible for repaying interest during all periods.

How to Apply for Financial Aid

All students who wish to apply for financial aid must complete the Free Application for Federal Student Aid (FAFSA). Students and parents of dependent students who wish to complete this application on their own may do so, but free assistance from a Financial Aid Director is available for prospective and current students during normal business hours.

The length of the program for which you are enrolled will determine under which award year you will apply. The award year covers the period from July 1 through June 30. If your course extends beyond June 30, your award eligibility will be calculated for the portion of the program to be completed through June 30. To receive the remainder of your award, you must file a Free Application for Federal Student Aid for the next award year when the application becomes available.

To correctly fill out the application, you will need certain records. The most important record is your base year (usually the prior year) tax return. You will need your tax return, your parent's tax return (if you are dependent), and your spouse's tax return (if you are married). You may also need copies of your W-2s, mortgage information, social security benefit statements, and other agency benefit records. To find out specifically which records you need to fill out the application accurately, ask a financial aid representative, or call 1-800-4-FED-AID.

Students are encouraged to apply as soon as possible. You may have to confirm or correct the information reported and return it to be reprocessed. This could cause a delay in the awarding process. You may also have to verify some of the information you reported on the application.

Since your application is processed electronically, the Institution will receive an Institutional Student Information Report (ISIR) within a short time after the Central Processing Center receives your application. The information given in this report will be used to determine your eligibility for Federal Student Aid (FSA).

In addition to completing a FAFSA, you may be required to fill out additional forms during your initial interview with the financial aid administrator. These forms gather personal information and are to remain in your file at the Institution. For any questions involving financial aid and how to apply, contact the Institution's Director, or call 1-800-4-FED-AID.

Verification

The federal processor uses a system of edits, or flags, which produces a selection of certain applications for verification. If a student's application is selected for verification, this may mean that a data element in his/her application does not fit generally recognized patterns (not necessarily that the element is incorrect; it merely must be verified), or that the student was simply selected at random.

Federal financial aid cannot be disbursed until verification is complete. Estimated financial aid awards will be removed if verification is not completed within specified deadlines. Any deferred tuition and fees become due immediately. The student will be notified of any adjustments that need to be made. If the corrections are done electronically, the student will be sent an updated Student Aid Report (SAR) from the federal processor.

Data Elements to be Verified

In the verification process, CCHD verifies the following data elements:

1. Adjusted gross income;
2. U.S. taxes paid;
3. Household Size;
4. Untaxed portions of IRA distributions and pensions household size;
5. IRA deductions and payments;
6. Tax-exempt interest income;
7. Education tax credits;
8. Income earned from work;
9. Number of family members enrolled in a postsecondary educational institution;
10. Untaxed income;
11. Any institutionally selected data elements;
12. Child support paid or received;
13. SNAP benefits;
14. High school completion;
15. Identity/statement of educational purpose; and
16. Unusual verification circumstances.

Citizenship Documentation

CCHD requires all students to be U.S. citizens or permanent residents of the United States. There are systems of checks and balances through several internal agencies when a FAFSA is processed, including the Department of Homeland Security and the Social Security Administration. A student may be required to provide proof of citizenship before their ISIR can be processed and an EFC can be given. In addition, the Institution reserves the right to ask for proof of citizenship for student file documentation purposes. In this case, the Institution notifies the student to obtain the documents which must be presented to the Financial Aid Office (FAO) within seven (7) days of the notification.

If the student does not provide the necessary documentation, the financial aid application process cannot be completed and the student will not be able to participate in any Title IV Higher Education Act (HEA) programs. CCHD will not determine that the student is not an eligible noncitizen until there has been ample opportunity to submit the documentation in support of the student's claim of eligibility.

If secondary confirmation is required, CCHD will provide the student with a clear explanation of the documents the student must submit as evidence that the student satisfies the requirements and a clear explanation of the student's responsibilities which affect compliance with the Code of Federal Regulations 34 CFR § 668.33(a)(2) including any deadlines for completing required action and consequences of non-compliance.

General Student Eligibility Requirements

1. Students must have a valid social security number;
2. Students must be U.S. citizens or eligible non-citizens;
3. Students must be regular students enrolled or accepted for enrollment in an eligible program to obtain a degree or certificate;
4. Students must meet the academic qualifications for study at the postsecondary level (student has high school diploma, GED, or home school certificate if approved under or accepted by state regulation);
5. Students must be beyond the age of compulsory school attendance;
6. The student has not been convicted of a drug-related offense that affects eligibility for Federal Student Aid (FSA);
7. Students (if male) must be registered with Selective Service;
8. Students must not be enrolled solely in a remedial program;
9. Students must maintain satisfactory academic progress;
10. Students must not be in default and must not owe an overpayment on a Title IV loan or grant;
11. Students must not have borrowed in excess of loan limits;
12. If enrolled in a correspondence course, that course must be part of an eligible program;
13. Students must have financial needs;
14. Verification must have been completed if required;
15. Student is not enrolled in elementary or secondary school; and
16. Student is not incarcerated (loans) nor incarcerated in a federal or state penal institution (all programs).

Refunds, Title IV Refunds

While it is CCHD's mission to increase the employability of students through education and prepare them for the workforce, some circumstances are unavoidable that will leave students no choice but to terminate their enrollment. This section addresses policies and procedures should a withdrawal occur and how it will affect students with financial aid.

Withdrawal Policy

The effective date of the termination for refund purposes will be the earliest of the following:

1. The last day of attendance from the Institution's attendance records, or
2. Date student began the withdrawal process, or
3. Date student provided official notification of intent to withdraw in writing, or
4. Date student did not return at the expiration of an approved leave of absence.
5. Date of withdrawal as determined by the Institution:
    a) The student is expelled, or
    b) The student is not making satisfactory progress (attendance or academic).

A full refund will be made to any student who:

1. Is not accepted by the Institution;
2. Does not start classes;
3. Was enrolled by misrepresentation in advertising, promotional materials of the Institution, or representation by the owner or representative of the Institution; or
4. Is enrolled in a course of instruction that is discontinued by the Institution and prevents the student from completing the course.

Refunds will be paid within thirty (30) days after the effective date of termination.

Upon a student's withdrawal, two calculations are made:

1. The Return of Title IV funds (a determination of amounts earned from federal programs); and
2. Application of the institutional refund policy (see policy below).

Any student who wishes to return to CCHD after withdrawal or termination must pay any outstanding balance owed to CCHD due to the withdrawal or termination before re-enrolling. Each case can be reviewed individually at the discretion of the Board of Directors.

Post-Withdrawal Disbursements

Students are considered ineligible to receive Title IV aid as of the date of termination from enrollment. However, ineligible students can receive Title IV financial aid disbursements if the following occurs before the termination date:

1. The Secretary possessed a SAR or ISIR with an Expected Family Contribution (except in the case of a PLUS loan);
2. CCHD certified or originated a loan under the Direct or FEEL loan programs.

In the event a post-withdrawal disbursement is necessary, CCHD will disburse accordingly:

1. If the student has completed a payment period, CCHD will credit the student's account to pay for current and allowable changes and will pay any remaining balance to a student or parent if such a balance exists;
2. If the student withdrew during a payment period, CCHD will make a post-withdrawal disbursement as required under 34 CFR § 668.22(a)(4) in accordance with provisions of 34 CFR § 668.22(a)(5).

Institutional Refunds

All refunds will be made when due regardless of whether the student requests the refund.

Classes Canceled by the Institution or Student Not Accepted by the Institution

If tuition and/or fees are collected in advance of a start date and the Institution cancels the class or does not accept the student, all tuition and fees shall be refunded within thirty (30) days, not including the fifty dollar ($50.00) application fee and the enrollment fee of one hundred dollars ($100.00).

Applicants and students may cancel or terminate their training at any time before or during their training by notifying the Institution's Director in writing. The day the written cancellation/termination notice is delivered to the Director, the scheduled class start date, or the postmark date will be considered the receipt date for purposes of calculating and returning funds, if applicable; the earliest date of notification received shall be used for refund calculation purposes. An applicant rejected by the Institution will receive a full refund of all monies paid, not including the fifty dollar ($50.00) application fee and the enrollment fee of one hundred dollars ($100.00).

Cancelation of Enrollment Agreement

Applicants canceling their enrollment within three (3) days of signing an Enrollment Agreement shall be entitled to a refund of all monies paid, less any material costs, the fifty dollar ($50.00) application fee, and the enrollment fee of one hundred dollars ($100.00). Students who cancel this Agreement before commencing classes shall also receive a full refund of all monies paid, less any material costs, the fifty dollar ($50.00) application fee, and the enrollment fee of one hundred dollars ($100.00). Any student who enrolls before visiting the Institution will have the opportunity to withdraw without penalty within three (3) days following either a regularly scheduled orientation or a tour of the facilities and inspection of the equipment.

The Termination Date for Refund Purposes

The termination date for refund purposes (for those students who have paid for more than the obligatory amount listed below) shall be the earliest of the following: last day of actual attendance, date of written notice of cancellation or withdrawal delivered to the Institution's Director, date of postmark of a mailed written notice, the expiration date of a leave of absence, or date of termination established by the Institution. Refunds will be

made within thirty (30) days of the termination date. The charges for tools, text, and materials are non-refundable and are not included in the tuition refund policy. The $50.00 application fee is non-refundable. The enrollment fee of one hundred dollars ($100.00) is non-refundable.

Student Obligation Calculation
All periods of financial obligation are based upon scheduled hours.

Periods of Obligation (Scheduled Hours)	Amount of Total Tuition and Fees Owed to Institution
0.01 % to 9.99%	10%
10.00% to 24.99%	50%
25.00% to 49.99%	75%
50.00% to 100%	100%

Students enrolled in a program scheduled to last longer than twelve (12) months are released from the obligation to pay tuition for coursework scheduled to occur beyond twelve (12) months if the student withdraws or is terminated during the first twelve (12) months. The calculation of the refund for the unused portion of the first twelve (12) months is based on the calculation above.

If the student withdraws or is terminated during any subsequent period following the first twelve (12) months, the student's refund for the unused portion of the tuition applicable to the period of withdrawal is based on the calculation above.

If a student is taken off the Institution's enrollment for any reason and a refund is calculated to be due, all financial aid will be returned to the applicable Federal Fund before a student may receive any cash refund. Refunds will be returned to the separate funds in this order: Pell, loans, scholarships. In compliance with and in accordance with the Higher Education Amendment Act of 1998, institutions must calculate refunds according to "the return of Title IV Federal Funds" for students failing to complete a course of study as scheduled. This may result in the student owing the Institution a substantial amount of tuition, without the assistance of financial aid.

Financial Responsibility
Each student is personally responsible for all outstanding balances owed to the Institution. It is the student's responsibility to understand his/her financial status with the Institution. If it becomes necessary for Carolina College of Hair Design, Inc. to hire a third-party service to collect delinquent funds, the student is responsible for all costs incurred. These costs include but are not limited to the cost of collection, attorney fees, and court costs.

Return of Title IV Funds
Each student must keep in mind that when they apply for financial aid, they must sign a statement that funds will be used for educational purposes only. Therefore, if the student withdraws before completing the program, a portion of the funds received may have to be returned. CCHD will calculate the amount of tuition it must return to the Federal Funds according to the policies listed below.

Only the Title IV programs are to be included in this calculation.

Policy Concerning Credit Balances
As a student progresses through his/her education, there may come a time when a credit balance exists in a student's account. This balance is often a result of financial aid that is over and above the costs of tuition, fees, and other charges. These funds are available to students by following the procedures below:

1. Schedule an appointment with the Financial Aid Office. You do not need to visit the office to schedule an appointment. A phone call is acceptable.
2. The Director of Financial Aid will contact the student if a credit balance exists on their account.

3. If there is indeed a credit balance in your account, simply complete the "Request for Credit Balance" form that is available in the Financial Aid Office.
4. At the time of your request, the Director of Financial Aid will inform you of when your check will be ready. New checks will be available every Friday, but the cut-off time for this date will be noon on the previous Monday.
5. If a credit balance check has not cleared the bank after thirty (30) days, the funds will be returned to the FSA program.

It is important to note that credit balances will not be disbursed in anticipation of future disbursements. Students are not entitled to receive a credit balance that does not yet exist.

FERPA

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a federal law that protects the privacy of student education records. The law applies to all institutions that receive funds under an applicable program of the U.S. Department of Education.

FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends an institution beyond the high school level. Students to whom the rights have transferred are "eligible students."

1. Parents or eligible students have the right to inspect and review the student's education records maintained by the Institution. Institutions are not required to provide copies of records unless, for reasons such as great distance, it is impossible for parents or eligible students to review the records. Institutions may charge a fee for copies.
2. Parents or eligible students have the right to request that the Institution correct records which they believe to be inaccurate or misleading. If the Institution decides not to amend the record, the parent or eligible student then has the right to a formal hearing. After the hearing, if the Institution still decides not to amend the record, the parent or eligible student has the right to place a statement with the record setting forth his or her view about the contested information.
3. Generally, institutions must have written permission from the parent or eligible student to release any information from a student's education record. However, FERPA allows institutions to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):
    a. School officials with legitimate educational interests;
    b. Other institutions to which a student is transferring;
    c. Specified officials for audit or evaluation purposes;
    d. Appropriate parties in connection with financial aid to a student;
    e. Organizations conducting certain studies for or on behalf of the institution;
    f. Accrediting organizations;
    g. Compliance with a judicial order or lawfully issued subpoena;
    h. Appropriate officials in cases of health and safety emergencies; and
    i. State and local authorities, within a juvenile justice system, according to specific state law.

Institutions may disclose, without consent, directory information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. However, institutions must tell parents and eligible students about directory information and allow parents and eligible students a reasonable amount of time to request that the institution not disclose directory information about them. Institutions must notify parents and eligible students annually of their rights under FERPA. The actual means of notification (special letter, inclusion in a PTA bulletin, student handbook, or newspaper article) is left to the discretion of each institution.

Rights and Responsibilities of Students Receiving Financial Aid

Students have the right to know:

1. The names of the organizations which accredit and authorize the Institution to operate;
2. About the program, the faculty, and the physical facilities at the Institution;
3. The cost of attending the Institution;
4. The Institution's policy on refunds for students who drop out before completion of the program.
5. About the financial aid available from federal, state, local, private, and institutional financial aid programs;

6. The procedures and deadlines for submitting applications for each available financial aid program;
7. The criteria used to select financial aid recipients;
8. How your financial need is determined;
9. The type and amount of assistance in your financial aid package;
10. How and when the aid will be disbursed;
11. How the Institution determines whether you are making satisfactory progress and what happens if you are not; and
12. The Institution's policy regarding your right to:
    a. Review and inspect your education records;
    b. Seek amendment of your educational record that you or your parent believes to be inaccurate, misleading, or otherwise in violation of your privacy rights;
    c. Your consent, under certain conditions, for the disclosure of personally identifiable information contained in your educational records; and
    d. File a complaint with the Department of Education concerning alleged failures by the Institution to comply with statutory and regulatory student and family privacy rights.

Students are responsible for the following:

1. You must complete all application forms accurately and submit them on time to the right place;
2. You must provide correct information;
3. You must provide all additional documentation, verifications, corrections, and/or other information requested by either the Director of Financial Aid or the agency to which you submitted your application;
4. You are responsible for reading and understanding all forms that you are asked to sign and for retaining your copies;
5. You must accept responsibility for all agreements that you sign;
6. You must be aware of and comply with the deadlines for application or re-application for student financial aid;
7. You should be aware of the Institution's refund policies and procedures;
8. You are responsible for reporting name and address changes directly to the Financial Aid Office;
9. You are responsible for bringing or sending the Student Aid Report to the Financial Aid Office in time to complete the verification process;
10. You are responsible for bringing or sending any supporting documentation that is necessary to verify information in time to complete the verification process; and
11. You will be responsible for paying any balance due that is discovered during verification.

Attendance Policy

The most successful graduates of CCHD are those students who have a perfect attendance record. The following policy has been established to be as fair as possible to all students and to work for the benefit of all. A student's hours are scheduled on the date of enrollment. For each student to maintain satisfactory academic progress, he or she must meet a minimum requirement of seventy-five (75) percent of the scheduled hours. In the case of an extended unexcused absence, the Institution will determine the student's enrollment status on or before fourteen (14) days from the last date of attendance. If the Institution has determined the student's status as other than withdrawn, the student has thirty (30) days from the last date of attendance to return to the Institution to remain enrolled. If the student does return before the thirty (30) days has expired, scheduled hours will accrue for all scheduled days missed. If the student has not returned after thirty (30) total days since the last date of attendance, the student will automatically be placed on suspension for fourteen (14) calendar days, during which the student must contact the Institution's Director in person to reestablish active status. The suspension period can end earlier than fourteen (14) days if the student chooses to return. If the student does not return before the fourteen (14) day suspension period has expired, he/she will be automatically withdrawn.

Absences

If a student must be absent, he or she must call the Institution and speak with an instructor. Unless a student is going to be late or absent for a medical reason, he or she needs to let an instructor know a week in advance if he or she is going to be late or absent.

Tardiness
If a student is going to be tardy, he or she must call the Institution and speak with an instructor.

Clocking in
Students are expected to clock in upon arrival and clock out when leaving.

Leave of Absence
A leave of absence (LOA) is considered a temporary interruption in a student's program of study, specifically the time period when a student is not in attendance. Any student wishing to request an LOA must notify the Institution's Director in writing two weeks before the scheduled leave takes place, unless under extreme circumstances. Extreme circumstances include, but are not limited to: death in the family, illness, hospitalization, etc. The written request must include the reason for the LOA. The Institution's Director has the authority to either grant approval or denial based on the circumstances and must do so within two (2) business days. The student must give the reasonable expectation that he/she will return from the LOA for approval from the Institution's Director. A leave of absence cannot exceed more than one hundred and eighty (180) days during a student's enrollment.

The student's contract will be extended for only the amount of time the LOA has been approved for. The student may return early from the LOA to review material previously covered. However, the student must resume the academic program at the point he/she began the LOA to be considered off the LOA.

If a student does not return from the LOA, the Institution's Director will notify the Director of Financial Aid. The Institution will assume the student has unofficially withdrawn on the day following the date of the expected documented return from their LOA. This begins the withdrawal process. If the student is receiving Title IV financial aid, the Financial Aid Office will complete the Return to Title IV (R2T4) process as described in the Federal Student Aid Handbook.

Upon return from a leave of absence, the student will re-enter the program with the same status as when he/she left regarding satisfactory academic and attendance progress. Unless the above criteria are met, the LOA will not be approved and if the student ceases to attend, he/she will be considered a withdrawal.

Employment Assistance
CCHD is committed to assisting in the placement of every graduate seeking employment, not only upon graduation but also during their entire career in cosmetology. We cannot and will not guarantee you a job, but we are always willing to assist you in placement. Employment opportunities are placed on the bulletin board constantly.

Student Parking
Ample parking is provided free of charge to our students in the designated areas. Students may be terminated from the program for failure to park in the designated areas.

Lunch
Lunch breaks are encouraged. Students must sign out for the lunch break if they leave the building. Students who are performing services on a client will be permitted to break after client services are completed. No food or drinks are allowed in class or salon areas as per regulations.

Make-Up Work
All academic work required of the student must be satisfactorily completed within his/her enrollment period. The student is solely responsible for scheduling any make-up work needed. Make-up work can be scheduled by appointment any weekday, Monday through Friday.

Student Services and Advising
All CCHD students are offered academic, attendance, career, and personal advising that might affect their completion of the course.

Graduation Requirements and Diploma
Upon satisfactory completion of the designated number of course clock hours and curriculum requirements, the student has earned the right to receive a diploma in their prescribed course of instruction. All students must achieve an average grade of at least eighty (80) percent during their course to receive a diploma from Carolina College of Hair Design. A final practical and theory exam must be completed with a passing score of at least eighty (80) percent. All financial obligations to the Institution must be satisfied before a student is given the Institution's final exam or allowed to complete the scheduled fifteen hundred (1500) hour program.

State Examination Requirements
After completion of the course, students are entitled to take the state examination given by the State Board. Each student must take a copy of their driver's license or government-issued ID. To become licensed to practice cosmetology, you must pass the State Board examinations applicable to your course of study.

The scheduling of the State Board license exams is the responsibility of the student and is handled by the N.C. Board of Cosmetic Arts. Carolina College of Hair Design has no control whatsoever over the scheduling of test dates.

Satisfactory Academic Progress Policy (SAP)
CCHD's SAP policy for Title IV students is the same as the Institution's standards for students enrolled in the same educational programs who are not receiving Title IV aid. There is a uniform policy for all students within the same course of study and all students within the same attendance schedule.

The Director of Financial Aid reviews the Title IV SAP policy to ensure that it meets all federal requirements. The Director notifies the Financial Aid Office if the Institution changes its academic policies.

Qualitative and Quantitative Measure of Satisfactory Academic Progress (SAP)
As per 34 CFR §§ 668.16(e)(2)(i) and 668.34, the Institution conducts a qualitative and quantitative measure of a student's progress. The measurement is graduated. The following table illustrates the grading system:

A	90-100
B	80-89
C	70-79
D	60-69
F	59-Below

At the end of each payment period or increment, grades are evaluated. The payment periods are:

0 - 450 hours
451 - 900 hours
901 - 1200 hours
1201 - 1500 hours

Any student whose cumulative average is below a "B" (GPA eighty (80)) will not be deemed to be making satisfactory progress.

The policy specifies a maximum time frame not to exceed one hundred and twenty-five (125) percent of the published length of the program in which a student must complete their academic program. The time frame is measured in clock hours completed, divided into increments (noted above), and is based on the student's enrollment status.

At the midpoint of the maximum timeframe, students must have successfully completed half of the program's clock hours. For example, the maximum timeframe for a Cosmetology full-time student is fifty-two (52) weeks. The total clock hours needed for completion of this program is fifteen hundred (1500). By the time, the student has been in the program for twenty-nine and a half (29.5) weeks (half of the maximum time frame), they must have attended at least seven hundred and fifty (750) clock hours. This time frame is applicable for all students, including those who did not receive financial aid. Periods when any student does not receive Title IV funds must be counted toward the maximum time frame. Transfer hours from another institution must be subtracted from the maximum time for completion. Transfers within the program that the Institution offers are not allowed by the cosmetology boards.

Increments

To ensure the student is making sufficient progress both quantitatively and qualitatively, CCHD's SAP policy divides the maximum time frame into equal evaluation periods called increments. These increments generally coincide with payment periods. For example, in a twelve hundred (1200) clock-hour program, an increment must not exceed four hundred and fifty (450) clock hours. See 34 CFR §§ 668.16(e)(2)(ii)(B) and 668.34(e) for details on the federal regulations. The student will be evaluated and measured for satisfactory progress quantitatively and qualitatively at the end of each increment. A determination is then made as to whether the student is making satisfactory progress. There are three instances when a student may be evaluated earlier than the end of each increment. They are as follows:

1. Student attendance falls below the minimum seventy-five (75) percent of scheduled hours;
2. There has been no attendance or contact with CCHD from the student in fourteen (14) days; or
3. Student grade point average falls below eighty (80) percent.

Probationary Period

If a student does not meet the qualitative or quantitative satisfactory progress standards, the student will be placed on financial aid warning or financial aid probation, and the student must appeal as described below to continue to receive assistance under the Title IV programs, for one payment period. At the end of one payment period on financial aid probation, the student must meet the Institution's SAP standards and requirements of the academic plan developed by CCHD to qualify for further Title IV program funds.

Please be advised: if any student does not have a cumulative GPA of eighty (80) percent or above or has not attended a cumulative seventy-five (75) percent of his/her scheduled attendance, he/she is not eligible to participate in Title IV financial aid programs, regardless of release from probationary status. This does not absolve any student from any balance owed to the Institution. A waiver of good standing may be granted by the Institution's Director to eligible students due to extenuating circumstances. A grade report is issued at the end of each marking period.

Qualitative and quantitative measures are applied consistently throughout the student body, regardless of enrollment status or program. A cumulative grade average of "B" (GPA eighty (80)) is required for graduation. A certificate is issued upon successful completion of the program.

Appeals and Documentation

A student may appeal a determination that he/she is not making satisfactory academic progress at the Institution by submitting a signed, dated "Satisfactory Academic Progress Appeal Form" to the Institution's business office within five (5) days of the determination that he/she is not making satisfactory academic progress. The Institution's business office will issue a "Satisfactory Academic Progress Appeal Decision" to the student within seven (7) days of the student's appeal. The decisions of the Institution's business office concerning SAP appeals are final.

As with any use of professional judgment, adequate documentation is critical. Since third parties may sometimes be used to document the mitigating circumstances surrounding an SAP appeal, the following provides some examples of acceptable documentation that may be submitted in support of an appeal. Some examples might include but are not limited to:

1. Newspaper obituaries or death certificates to substantiate deaths;

2. Physician's statements to substantiate illness or accident;
3. Statements from clergy or family members who know the student's situation; and
4. Statements from an academic advisor or professor.

Regaining Eligibility and Student Responsibilities

It is the responsibility of the student to approach the Director of the Institution and determine what may be done to clear the student's probation. If there is corrective action available to the student that will clear the probation, it is the sole responsibility of the student to complete the action.

As per 20 USC § 1091(c), a student not making SAP may re-establish eligibility on his or her own, either because an appeal was denied or because he or she did not submit an appeal. A student can re-establish eligibility if they increase their cumulative grade point average to eighty (80) percent before or during the Title IV aid period or begin attending at a rate that is over seventy-five (75) percent of scheduled hours. The student will then resume receiving aid for the current aid period after re-establishing eligibility.

Treatment of Repeated Courses, Pass/Fail Courses, Incompletes, Withdrawals, and Absences

Repeated Courses

A course may not be repeated more than once without the approval of the Director. The approval must be based on unusual and documented mitigating circumstances such as a hospital stay of more than five (5) consecutive days or ambulatory surgical procedures that warrant bed rest for ten (10) days as certified by the hospital or primary care physician. Repeated course grades and times are to be included in the quantitative and qualitative calculations.

Incompletes/Grade Changes

Incomplete grades will convert to an "F" if work is not completed within five (5) weeks, and will impact the student's GPA, timeframe, and incremental completion rate. A withdrawal or repetition will be counted in the calculation of the timeframe and incremental completion rate.

Unofficial and Official Withdrawals

A student who wishes to withdraw from the Institution for compelling personal reasons should notify the Institution's Director in writing stating the reasons for withdrawal and whether or not the student intends to return at a later date to pursue a program of study.

Students who fail to complete the program will be charged all applicable fees and a portion of the tuition cost. The Enrollment Agreement is a legally binding document, and the terms therein must be adhered to by the student. If a student discontinues a program at any point, a charge will be assessed for tuition including all applicable fees. If at any time a student desires to know his/her financial obligations in the event he/she should discontinue classes, he/she should make an appointment to see the Institution's Director.

An unofficial withdrawal may be made if the student has made no contact with the Institution. If no contact can be established with a student within fourteen (14) days, the Institution's Director may officially withdraw the student. When a student withdraws, a final transcript will be prepared to include only those grades and hours for which the Institution has been compensated according to the contract. Failure to complete classes does not release a student from liability toward repayment of any student loans obtained to attend the Institution. In summary, the consequences of early withdrawal can be significant, and any decision to do so should be given serious consideration and avoided whenever possible.

Noncredit Remedial Courses

The Institution does not offer noncredit remedial courses.

General Rules and Regulations for Conduct

Professional conduct is expected from all students enrolled at CCHD. These policies and procedures have been developed and published to protect all students from unnecessary disruptions. Failure to abide by these rules may be grounds for dismissal. However, failure to enforce any rule of conduct at any time does not waive its requirement.

If changes to the following policies are necessary, they will be posted promptly.

1. Students are to arrive early enough to begin classes and clinic floor work at 9:00 AM with:
   a. Appropriate uniform, which includes closed-toe shoes (tennis shoes accepted);
   b. Hair and make-up already done, or students must use break time for this;
   c. Theory books and notebooks;
   d. All kit items (always present once the student has been assigned to the clinic floor); and
   e. Name tag (to be displayed on the person on the front of the shirt or smock).
2. Theory begins promptly at the scheduled time. Late arrivals may not enter until theory class is over.
3. All students must come to class prepared which includes having all implements for clinic floor performances, books, and supplies for the classroom.
4. All students must be in proper uniform, including name tag, before signing in.
5. Failure to sign in will result in a loss of hours (the first month is exempt; after the first month, students will lose time).
6. All students must sign out before leaving campus for any reason and sign back in upon return. Students must be available for clients when on the clinic floor and signed in.
7. Students are not to leave the campus without permission or without clocking out.
8. A student may never sign another student in or out.
9. Students may not keep their children on State Board hours while at the Institution. If arrangements cannot be made, the student must be signed out for the day.
10. Students assigned to the clinic floor are to report to the clinic floor to begin work on patrons at 9:00 AM Tuesday through Friday. When not working on patrons, theory assignments and mannequin procedures are to be completed. Students are responsible for completing each assignment in the time frame provided.
11. No student will be excused from any special demonstration classes unless working on a patron. Tardiness and/or absence from a demonstration class may result in the student's being sent home. Outside demonstrations are booked in advance and are great tools for learning. Everyone is expected to attend these special classes when scheduled.
12. New students will remain in the mannequin class and work daily in the lab designated for new students until all worksheet services and haircut classes are completed. The student can then be assigned to the clinic floor.
13. If desired, students can be issued a locker for personal belongings.
14. As you progress through the course, you will move into the clinic area where you will be issued a station. You may have to share a station with another classmate. There is no smoking, drinking, or eating on the clinic floor—only in designated areas. Students are responsible for their kits, books, and personal belongings. Lost items or items that break must be replaced by the student at their expense. Students are asked not to bring items from home to be placed on their assigned stations. These personal items find a way to get lost or stolen.
15. Students are responsible for maintaining clean and sanitary conditions in the Institution. Students must clean and sweep their stations and common areas daily.
16. Students are to take clients as assigned to them. Clients are to be greeted and handled respectfully and professionally.
17. Refusal to service a client will not be permitted. Students who refuse to service a client may be sent home, suspended, or terminated. If a student refuses a client a first time, he/she will be signed out for the day. If a student refuses a client two (2) times, he/she will be signed out for two (2) days and placed on probation for the remainder of the program. If a student refuses a client three (3) times, he/she will be dismissed from the program.
18. Students must have a consultation with an instructor before starting a service on a client. After finishing with the client, the student must have an instructor check the service.
19. Verbal and/or physical abuse by a student will not be tolerated and are grounds for termination. Profanity at any time is not permitted.
20. Professional behavior is always required while in the Institution and on State Board hours. Students may be dismissed or terminated if any unprofessional or disrespectful conduct occurs.
21. Students will be dismissed from the program for any of the following:
    a. The use or ownership of any drugs, alcohol, or weapons on the premises;

b. Habitual absenteeism or tardiness;
c. Fighting (verbally or physically);
d. Theft from the Institution, instructors, clients, and/or classmates;
e. Lack of respect towards instructors; and
f. Threats to the safety of instructors, clients, and/or classmates.

22. The grievance policy is to be followed in the event of a student grievance. Not following the policy is grounds for termination.
23. Stealing, use of drugs, selling of drugs, possession of a firearm or other weapon, or consumption of alcoholic beverages are grounds for termination.
24. Firearms, knives, or weapons of any kind are not allowed on the premises. Violations of this policy are grounds for termination.
25. The use of cellular phones during school hours is not permitted. Cell phones are not allowed to be used on the clinic floor or in the classrooms at any time. They are to be set to silent or vibration mode only. There are no exceptions. Students cannot receive personal phone calls during school hours. Messages will be taken and given to students at given times. If you have an emergency, you must leave the clinic floor to use your phone. If you have a client, you must go to your instructor and let them know, and then you may leave the floor to use your phone.
26. Students' personal business must be taken care of during their own time—not during school hours.
27. All offices are off-limits unless you have been asked to be there.
28. All required procedures must be completed before graduation.
29. All students must pass a mock written and practical test before graduation. Each student is given three (3) opportunities to pass. If a student fails three (3) times, he/she must complete an additional two hundred (200) hours of study.
30. Failure to abide by the above rules and regulations may result in disciplinary action or even termination.

Dress Code

All students are required to wear uniforms. The uniforms consist of a solid black, ironed uniform of scrubs and closed-toe shoes. A name tag (provided by the Institution) must be worn at all times. If this name tag is lost or broken, a replacement must be purchased for $9.00. During the colder weather, a black long-sleeve shirt may be worn under the uniform top. No sweaters or jackets may be worn while in uniform. Smocks of any color may be worn while on the clinic floor. Please keep attire, including shoes, neat and clean. Students must be in full uniform at the time they clock in. Any student who does not abide by the dress code will be asked to clock out and leave for the day.

Sanitation Policy

We believe that sanitation and cleanliness are essential to the cosmetology industry. All students will one day work in shops that require cleaning and sanitizing. Therefore, we require that all students participate in light day-to-day cleaning throughout the Institution. Refusal to participate will be grounds for suspension or termination.

Lockers

Lockers are provided free of charge to students for their personal belongings. Lock and key are the responsibility of the student.

Student Grievances Policy

If there is a grievance from a student, the following procedures must be followed: The student must submit the detailed grievance in writing to the Director. Within ten (10) business days of receipt of the grievance, the Director and one member of the Institution's Board of Directors will review the matter and reach a conclusion. The conclusion will be provided to the student in writing. Decisions made by the Director or board members are final.

If the response fails to solve the situation and the student wishes to pursue it further, the student should contact the State Board in writing with the grievance at the following applicable address:
North Carolina Board of Cosmetic Art Examiners
121 Edinburgh South Drive, Suite 209
Cary, NC 27511
(919) 736-6123
www.nccosmeticarts.com

If the response from the State Board fails to solve the student's situation and the student wishes to pursue it further, the student should contact the following applicable accrediting agency in writing:
Council on Occupational Education
7840 Roswell Road
Building 300, Suite 325
Atlanta, GA 30350
(770) 396-3898
www.council.org

Student Conduct and Dismissal

Students are dismissed from the Institution if their conduct is unbecoming or if they do not follow instructions. A copy of the rules and regulations is available on the website (Student Handbook and School Catalog) before enrollment. Upon request, a printed copy of the rules and regulations will be given to the student on their start date. Before attending their first class, the rules and regulations are explained, and each student is allowed to discuss any questions they may have about the rules. The rules and regulations have been developed and published to protect all students from unnecessary disruptions. Failure to abide by these rules may be grounds for dismissal.

Harassment Complaint Procedure

CCHD expects that everyone will act responsibly to establish a pleasant and friendly work environment. However, if an employee/student feels he or she has been subjected to any form of harassment or discrimination, the employee/student should firmly and clearly tell the person engaging in the harassing or discriminating conduct that it is unwelcome, offensive, and should stop at once.

The employee/student also should report any discrimination or harassment to his/her immediate supervisor/instructor. If an employee/student witnesses another employee/student harassing another individual, the employee/student should report that conduct as well. The investigation of the discrimination or harassment claim will begin immediately.

CCHD will conduct its investigation in as confidential a manner as possible. An investigation of a harassment or discrimination complaint will include an interview with the complainant and with the person who allegedly engaged in the prohibited conduct. A timely resolution of each complaint will be reached and communicated to the employee/student and the other parties involved. Appropriate corrective action, up to and including termination, will be taken promptly against any employee/student engaging in discrimination or harassment. Retaliation against any employee/student for filing a complaint or participating in an investigation is strictly prohibited. However, any employee/student who knowingly makes a false claim of harassment or discrimination will be subject to corrective action, up to and including termination.

Occasionally, talking with a supervisor about harassment is not an option. If an employee/student feels uncomfortable approaching one of these individuals or feels that his/her complaint has not been or cannot be properly handled, he/she may report the complaint to the Institution's President, Kimberly Chisholm.

Please note that it is the Institution's responsibility to take calculated actions to ensure a quick response to all harassment and discrimination complaints. This policy has been written to ensure that all CCHD students and staff feel that our campuses are safe and friendly places to learn and work.

Any person who brings a claim or complaint of discrimination or harassment, or who assists in the investigation of such claim or complaint, will not be adversely affected in the terms and conditions of employment/enrollment, or discriminated against, or discharged because of the complaint or assistance. Complaints of such retaliation will be promptly investigated and, when warranted, the persons engaging in the retaliatory conduct will be subject to disciplinary action up to and including termination.

Drugs and Alcohol

Our substance abuse policies are as follows:
CCHD is committed to providing a safe, healthy, and efficient working environment for all employees/students. To help achieve this goal, employees/students are prohibited from:

1. Possessing, distributing, selling, manufacturing, or being under the influence of any illegal drug;
2. Consuming alcoholic beverages while on company premises, in company vehicles, or while on company business or time, or bringing alcohol onto company premises; or
3. Abusing prescription drugs or possessing drugs that have not been prescribed for the employee/student by a physician.

The standards of conduct of the Institution prohibit the unlawful possession, use, or distribution of illicit drugs and alcohol by students and employees on its property or as a part of any of its activities. Possession, use, or distribution as mentioned above can result in prosecution by local, state, or federal authorities and conviction can result in a fine, imprisonment, or both.

An employee/student who violates this policy is subject to corrective action up to and including termination of employment/enrollment. The use of some drugs is detectable for several days. Detection of such drugs or the presence of alcohol will be considered as being “under the influence.”

Violations of the above-mentioned policies occur when there is reasonable evidence of illegal prohibited activity. At this point, the Institution will take action against all violators. In addition, all evidence of illegal activities will be turned over to the appropriate law enforcement agencies.

CCHD reserves the right to request random drug tests for its employees and students. Refusal to submit to a drug and/or alcohol screen is grounds for immediate termination. Law enforcement may also be invited to check our campuses at any time using any means they deem necessary (*e.g.* drug dogs).

While CCHD does not condone the abuse of alcohol, prescription drugs, and/or the use of illegal drugs, CCHD does recognize that addiction to drugs and/or alcohol can be treated. If an employee recognizes a personal addiction or abuse problem and seeks assistance from management in advance of detection, CCHD will assist the employee in seeking treatment. The confidential nature of the employee’s counseling and rehabilitation for drug and/or alcohol abuse will be preserved.

Any employee or student who has been suspended or terminated based on violating our substance abuse policy and wishes to return to the Institution must first provide legitimate evidence that he/she has entered into and completed a recognized rehabilitation program. Requests for reinstatement must be in written form and submitted to the Institution’s President, Kimberly Chisholm. Decisions by the President on these matters are final.

All information relating to drug and/or alcohol screens is to be kept strictly confidential. The information will be kept in each employee’s medical file, which will be maintained separately from the employee’s personnel file. These medical files will be kept locked and secured, and access will be limited to certain individuals in the organization. Under no circumstances should the results of a drug and/or alcohol screen be discussed with individuals who do not have a work-related need to know.

Drug abuse is extremely dangerous and can lead to dependency, addiction, and death. Drug use and abuse cause approximately twenty thousand (20,000) deaths in the United States annually due to homicide, injuries, overdose, suicide, pneumonia, HIV infection, hepatitis, and endocarditis.

Health and Safety Plan: Emergency Policies

Fire Emergency

If a fire is detected, alert all students and staff members. Immediately vacate the building using the route indicated on the "Emergency Evacuation Plan" located in each area of the campus. After leaving the building, call 911 at a neighboring establishment or use a mobile phone.

Unruly/Violent Customer or Student

If a customer or student becomes overly irritable or violent, simply ask the person to leave the campus. Do not challenge or confront the wrongdoer. If he/she does not leave upon your second request, call the police department and ask for an officer to come and remove the unwanted parties.

Accident

If an accident occurs (i.e. broken glass, electrical hazard, chemical spill), please remove all students from the area and notify the nearest administrative staff member. Proper help will be contacted.

Bodily Injury/Serious Illness

If a student, staff member, or patron is injured on the premises, immediately contact the nearest administrative staff member. A first aid kit is available in the dispensary for minor injuries. For serious injuries or illnesses, call 911. Contact the nearest administrative staff member no matter how minor the injury might be.

Break-In

If you see that the campus has been broken into, call the police department immediately. Keep all students and patrons away from the area and do everything in your power to keep the crime scene exactly as you found it. Call the Institution's Director after the police have been notified.

Special Services to the Disabled

All facilities and programs have been designed for the accommodation of all our employees, students, and patrons. We do realize, however, that all needs may not be met for those who are disabled. If there is an unmet need that we can remedy, please contact the lead instructor at each campus during regular business hours to discuss measures to make the Institution a more comfortable environment for all people.

Closure Policy

If the Institution closes permanently and ceases to offer instruction after students have enrolled, or if a program is canceled after students have enrolled and instruction has begun, the Institution will make arrangements for students or implement any applicable teach-out plan in compliance with the following requirements:

1. The arrangements or plan will offer the student a reasonable opportunity to promptly resume and complete the canceled program of study or transfer to a substantially similar program or course at an institution that offers similar educational programs;
2. The arrangements or teach-out will be performed by an institution in the same geographic area as the original institution which provided the program or course;
3. The institution at which students continue their education and training shall not charge the students an amount greater than that to which the original institution would have been entitled under its contract with the student and for which the student has not yet paid (these notices may be sent by the institutions that are accepting students from the original institution);
4. The Institution shall notify affected students individually of the availability of the arrangement or teach-out plan and shall diligently advertise such availability;
5. The Institution will submit to the applicable accrediting agency a list of all students who were enrolled at the time of closure and indicate on it the arrangements made for each student to complete his/her education; and
6. The Institution shall dispose of student records in accordance with state laws.

Campus Security

The Institution's campus security report is made available on the website. The Institution's Director has a copy on file that is available upon request. If a crime should occur on campus, the Institution's Director will notify local authorities immediately. If a crime should occur after hours, the Institution's Director will notify local authorities immediately upon discovery of occurrence.

Technology Policy

The Institution's policy regarding technology is made available on the website. The Institution's Director has a copy on file that is available upon request.

Information and Inquiries

Carolina College of Hair Design prepared this catalog. Curriculum, tuition, fees, expenses, academic requirements, etc. are subject to change at the discretion of the Institution. Information contained in this catalog is true and accurate to the best knowledge of the administration as of the date of publication.

Any inquiries and/or complaints should be directed to the Office of the Director:
Carolina College of Hair Design
1302 Patton Ave
Suite 20
Asheville, NC 28806
(828) 367-7858
www.carolinacollege.com

Change of Address

Any time that a student's residence, mailing address, and/or phone number changes, it is the responsibility of the student to inform Carolina College of Hair Design of the new address/telephone number. The efforts of the Institution depend upon accurate information. The student must obtain a "Change of Address" form from the Office of Academic Affairs and submit the correct information. Carolina College of Hair Design will not be responsible for any information not received by the student if a "Change of Address" form has not been turned in.

Accreditation and Licenses

Accredited by:
Council on Occupational Education
7840 Roswell Road
Building 300, Suite 325
Atlanta, GA 30350
(770) 396-3898
www.council.org

Licensed by:
North Carolina Board of Cosmetic Art Examiners
121 Edinburgh South Drive, Suite 209
Cary, NC 27511
(919) 736-6123
www.nccosmeticarts.com

For full consumer disclosure information visit us at www.carolinacollege.com.

A copy of our campus security and crime report is provided to every student upon enrollment and a copy is also on our website for all interested parties. Upon request, a hard copy of all plans will be made available to anyone at any time.