

Chrome

STUDENT HANDBOOK



CHROME INSTITUTE OF COSMETOLOGY

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2022 School Catalog
(Revised: January 3, 2022)

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OUR MISSION STATEMENT:

“The Chrome Institute of Cosmetology is an INCLUSIVE learning environment! Our mission is to:

1. Provide state approved and industry relevant education to students so they can successfully pass state licensure examinations.
2. Provide career placement support to our graduates in their chosen field of study.
3. Ensure a learning environment conducive to positive interactions and one where our students can flourish.
4. Model professionalism and maintain the highest level of professionalism for each and every student.”

SCHOOL FACILITIES:

Chrome Institute of Cosmetology is a state-of-the-art facility located in Beautiful Boothwyn Pennsylvania. Our campus is easily accessible from Interstate 95, The Blue Route, Route 322 and Route 202. We are conveniently close to New Jersey and Delaware, making it possible to earn the required hours to be licensed to practice in Multiple States. Our 16,000 square-foot facility includes a student lounge / café, a beautiful salon clinic floor, 3 Learning centers, an Esthetician Learning Center, an Esthetic clinical room, Student Lockers, a Reception Desk, Managerial Offices and all Necessary Equipment needed to Create the Finest Learning environment.

OWNERSHIP/MANAGEMENT TEAM:

Chrome Institute of Cosmetology, LLC (DBA) Chrome Institute of Cosmetology is an independently owned and operated Cosmetology Institute. The institution is owned by: Johnny and Becky Chambers.

BRIEF HISTORY OF OWNERSHIP:

Chrome Institute of Cosmetology was founded in 2018 by notable precision hair cutter, stylist and salon owner Becky Chambers and her Husband Johnny Chambers who is a renowned colorist, licensed cosmetology instructor and salon owner. The Chambers opened the much-anticipated Chrome Salon of Media in November of 2012 and won best new business of Media in 2012 after being opened 2 short months. Becky put together an amazing team at Chrome and together with her team continued to grow the salon year after year becoming one of the most talked about salons in Delaware County. Johnny spent his day working at all the major Cosmetology Schools in the area. He did it all in the school setting from teach to school director and attended annual meetings for the American Association of Cosmetology Schools “AACCS” and the National Accrediting Commission of Career Arts & Sciences “NACCAS”. In March 2017 the Chambers opened their second salon location Chrome Salon of Chadds Ford. They grew the second location by instilling the same business practice that made them notable in their Media location. The Chambers saw while their salons had amazing talent, the new talent coming from Cosmetology school had to be re trained to the products and techniques used at the salon. They quickly discovered a need for a “Unique Cosmetology School”, one that was inclusive and not exclusive, one that taught all major brands and techniques and not just singularly focused on one. Out of this Chrome Institute of Cosmetology was born.

LICENSING AND ACCREDITING AGENCIES:

State Licensing:

Pennsylvania State Board of Cosmetology
Penn Center
2601 N 3rd Street
Harrisburg, PA 17110
(717) 783-7130

Accrediting Agency:

Status: Candidate for Accreditation
National Accrediting Commission of Career Arts & Sciences
3015 Colvin Street
Alexandria, VA 22314

Telephone: (703)-600-7600
Fax: (703)-379-2200
Email: support@naccas.org
Website: www.naccas.org

POLICIES AND PROCEDURES FOR STUDENTS WITH DISABILITIES:

The Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973 guarantee students with disabling conditions equal access to educational opportunities. All students with physical or mental disabling conditions seeking academic adjustments and/or other modifications because of a disabling condition are eligible to receive academic adjustments in the educational environment and for participating in programs, services, and activities offered by Chrome Institute of Cosmetology. Academic adjustments and/or modifications include, but are not limited to, auxiliary aids, changes in the length of time permitted for the completion of degree requirements, substitution of specific courses required for the completion of degree requirements, adaptation of the way specific courses are conducted, and/or modification of school policies and procedures. Chrome Institute of Cosmetology is not required to make adjustments and/or modifications that are essential to the instruction being pursued or would fundamentally alter the nature of the service, program, or activity; those that represent a personal service; or those that would result in a violation of accreditation or regulatory requirements.

A student wishing to request reasonable accommodation must submit a Disclosure of Disabling Condition and Request for Academic Adjustment to the campus director, including acceptable documentation concerning the disability, so that reasonable accommodations can be made. Some important considerations to follow:

1. Accommodations are not granted on a retroactive basis. Academic work that has been submitted prior to a request cannot be resubmitted with the accommodations granted and will remain graded as originally submitted.
2. Applicants requesting accommodations must be acknowledge that the school is afforded an appropriate amount of time to determine and secure reasonable accommodations. Accommodations that require the acquisition of equipment, software/hardware, or additional resources will require additional time to secure and will not be immediately available upon request.

It is the student's responsibility to self-disclose a disabling condition and to request reasonable accommodation as soon as the student determines a need or desire for such accommodation. For more information about required documentation or to request academic adjustments, please contact the admissions officer and or the campus director.

SCHOOL POLICY ON POLICIES:

The school reserves the right an any time to make policy changes. Notice of policy changes will be given at least 10 days prior to implementation. Notice is given via email, internal postings and announcements for both students and staff.

SEXUAL HARASSMENT/SEXUAL ASSAULT:

Chrome Institute of Cosmetology considers sexual harassment, including sexual assault, of others by employees or students as unacceptable behavior, which is just cause for disciplinary action. It is a violation of Section 703 of Title VII of the Civil Rights Act of 1964 as amended in 1972, the Pennsylvania Human Rights Law, and Title IX of the Education Amendments, and is punishable under both federal and state laws.

Chrome Institute of Cosmetology is committed to maintaining a learning environment that provides for fair and equitable treatment, including freedom from sexual harassment. This policy covers anyone who engages in sexual harassment on school property or at school activities. Sexual harassment can occur between staff to student, student to staff, student to student, staff to staff, female to male, male to female, female to female, and male to male.

Administration will take prompt equitable and remedial action on reports and complaints that come to the attention of school personnel, either formally or informally. Allegations of criminal misconduct will be reported to the appropriate law enforcement agency.

Engaging in sexual harassment will result in appropriate discipline or other appropriate sanctions against offending students, staff, or contractors. Anyone else engaging in sexual harassment on school property or at school activities will have their access to school property and activities restricted or revoked, as appropriate.

The School shall respect the confidentiality of the complainant and the individual against whom the complaint is filed as much as possible, consistent with The School's legal obligations and the necessity to investigate the allegations and take disciplinary action when the conduct has occurred.

Retaliation is prohibited against any person who makes a complaint or is a witness under this policy and will result in appropriate disciplinary action against the person responsible for the retaliations. Individuals who knowingly report or corroborate false allegations will be subject to appropriate disciplinary action. Each staff member is responsible to immediately report alleged discrimination and/or harassment to his/her supervisor or other appropriate school personnel. Staff members who fail to take prompt action to report allegations or violation(s) of this policy may be subject to disciplinary action up to and including termination.

Students who believe they have been sexually harassed should issue complaints immediately to school leadership.

NON-DISCRIMINATION POLICY:

The school offers equal opportunities without distinction or discrimination because of sex, age, race, color, religion, creed, gender identity, national origin, ethnic origin, nationality, sexual orientation, physical disabilities, mental disabilities, or veteran status in any of their academic programs or activities.

In accordance with U.S. Department of Education Title I of the Education Amendments of 1972, 29 U.S.C. §§ 1681 et seq. (Title IX) and its implementing regulations, 34 C.F.R. Part 106, Chrome Institute of Cosmetology, strictly prohibits discrimination on the basis of sex in any education programs or activities by students and employees.

Additionally, in accordance with Title VI, Section 504, and the Age Discrimination Act, the following individual is designated to handle inquiries regarding the non-discrimination policies for Chrome Institute of Cosmetology:

Johnny Chambers, Owner
(610) 203-7596
Email: johnny@chromesalonpa.com
Chrome Institute of Cosmetology
1 Chelsea Parkway Suite 109
Boothwyn, PA 19061

Reports can also be submitted to the Operations Director, John Chambers Sr or the current school supervisor. Upon receipt, the appropriate action can be taken. All individuals has been adequately trained and is responsible for investigating complaints of non-compliance. General procedures for the resolution of grievances can be found in the general information section of the catalog under Grievance Policy. Prompt and equitable resolution will be provided.

For further information on notice of non-discrimination, see the information below:

The Office for Civil Rights (OCR) National Headquarters

U.S. Department of Education
Office for Civil Rights
Lyndon Baines Johnson Department of Education Building
400 Maryland Avenue Southwest, Washing, D.C. 20202-1100
Phone: (800) 421-3481 TDD: (800) 877-8339 Fax: (202) 453-6012
Email: OCR@ed.gov

The Office for Civil Rights (OCR) Philadelphia Office

Office for Civil Rights

U.S. Department of Education

The Wanamaker Building

100 Penn Square East, Suite 515

Philadelphia, PA 19107-3323

Phone: (215) 656-8541

TDD: (800) 877-8339

Fax: (215) 656-8605

Email: OCR.Philadelphia@ed.gov

STUDENT SERVICES/CAREER SERVICES:

Students may contact administration for assistance locating resources such as daycare services, transportation and housing.

EMPLOYMENT/PLACEMENT ASSISTANCE:

The school offers employment assistance to its students and graduates; however, the school does not guarantee employment.

To ensure students are receiving the most from the available campus resources, we encourage all students to meet with administration early in their programs and maintain contact throughout their education. This will increase their chances for success in their chosen fields.

Students are advised of employment opportunities and are offered suggestions on preparing professional quality materials associated with their job search. Students should feel free to consult with administration for advice on networking and interviewing skills.

In addition, students participate in career development as part of the program curriculum, which focuses on job search tools and resources, and professionalism. Students develop career-planning strategies preparation for entering or advancing within their chosen career fields.

In order to continue to supply employers with qualified graduates and to maintain the effectiveness of our training, surveys of graduates and their first employers of record are sent out after graduation.

Administration will release information specific to a student or graduate's career search when the student or graduate has, in writing, granted consent to release information to potential employers. For more information about the release of records, review the Family Educational Rights and Privacy Act section of this catalog.

HOUSING:

Chrome Institute of Cosmetology currently does NOT offer student housing. However, school personnel can assist those students who are local or new to the area with prospective housing recommendations.

GUIDANCE:

The school provides both academic and financial guidance to students. Students seeking advice regarding personal resources are encouraged to speak to a member of the school's administration and or the educational team lead.

FEE WAIVER/SCHOLARSHIP POLICIES:

Not applicable for Chrome Institute of Cosmetology.

PROFESSIONAL ASSISTANCE REFERRAL POLICY:

Chrome Institute of Cosmetology administrative and educational leadership are available to provide resource information to students who may seek or need personal and or professional assistance. All student matters are

confidential and are never shared with anyone unless a release form has been signed by the student stating who the school can release the information to in accordance with FERPA.

- | | |
|--|----------------|
| 1. Valley Creek Crisis Center (24 hours/7days) | 610-918-2100 |
| 2. Crisis Text Line | 741741 |
| 3. National Suicide Prevention Talk Line | 1-800-273-TALK |
| 4. Para ayuda en español | 1-888-628-9454 |

ADVISING OBJECTIVES:

If a student needs academic, attendance and or personal advising, the school administration and educational team are available. The school's advising objectives are:

- To assist student(s) with personal and career goal setting.
- To assist student(s) with job placement.
- To listen to personal matters and provide information as to where assistance can be found.
- To assist with locating financial aid support in the form of grants, loans, scholarships for eligible students.
- To review with a student their progress monthly concerning grades, attendance theory, practical or student salon clinic activities.
- To provide support and conflict resolution guidance.
- To provide needed support in relation to student experience at the school.

INDUSTRY OPPORTUNITIES & OCCUPATIONS:

COSMETOLOGY, HAIRSTYLISTS

QUICK FACTS: COSMETOLOGISTS and HAIRSTYLISTS	
2020 Median Pay	\$27,630 per year \$13.28 per hour
Typical Entry Level Education	Post secondary nondegree award
Work Experience In Related Education	None
On-The-Job Training	None
Number of Jobs, 2020	622,700
Job Outlook, 2020-30	19% (Much faster than average)
Employment Change, 2020-30	110,500

What Hairstylists and Cosmetologist Do:

They provide haircutting, hairstyling, and a range of other beauty services.

Work Environment:

Work Mostly in a salon. Physical stamina is important, because they are on their feet for most of their scheduled work day.

Hairdressers, hairstylists, and cosmetologists held about 569,600 jobs in 2020. The largest employers of hairdressers, hairstylists, and cosmetologists were as follows:

- Personal care services 46%
- Self-employed workers 43%
- Retail trade 10%

Pay:

The median wage for hairdressers, hairstylists, and cosmetologists was \$13.16 in May 2020.

Job Outlook:

The overall projected growth is 19% from 2020-2030, much faster than the average for all occupations.

Duties:

- Inspect and analyze hair, skin, and scalp to recommend treatment
- Discuss hairstyle options
- Wash, color lighten and condition hair
- Chemically change hair textures
- Cut, dry and style hair
- Receive payments from Clients
- Clean and disinfect all tools and work areas.

Those who operate their own businesses/salons have managerial duties that may include hiring, supervising, and firing workers, as well as keeping business and inventory records, ordering supplies, and arranging for advertising.

WORK SCHEDULES:

Many hairstylists and cosmetologists work full time; however, part-time positions are also common. Those who run their own salons may have long workdays. Work schedules often include evenings and weekends, the times when salons are the busiest. Those who are self-employed usually determine their own schedules.

LICENSES, CERTIFICATIONS and REGISTRATIONS:

Hairstylist and Cosmetologists must obtain a license in order to work. Qualifications for a license vary by state, but generally, a person must fulfill the following criteria:

- Reached a minimum age of 16
- Received a high school diploma or equivalent
- Graduated from a state licensed cosmetology school.

After graduating from a state-approved training program, students take a state licensing exam that includes a written test and, in some cases, a practical test of styling skills or an oral exam.

Combine the two licenses. A fee usually is required to apply for a license, and continuing education units (CEUs) may be required with periodic license renewals.

Some states have reciprocity agreements that allow licensed barbers and cosmetologists to get a license in another state without needing additional formal training or state board testing, but such agreements are not common. Consequently, people who want to work in a particular state should review the laws of that state before entering a training program.

EMPLOYMENT:

Much of the projected employment growth in these occupations is due to recovery from the COVID-19 recession that began in 2020 and is likely to occur early in the decade.

The need for barbers and hairdressers will stem primarily from population growth, leading to greater demand for basic hair care services. In addition, an increased demand for hair coloring, hair straightening, and other advanced hair treatments is expected to continue over the projection's decade.

Hairdressers, hairstylists, and cosmetologists continue to compete with providers of specialized services, such as nail and skin care. Consumers often choose manicurists and pedicurists and skincare specialists for these services, rather than to visit hairdressers, hairstylists, and cosmetologists for them. Still, employment is expected to grow to meet increased demand for personal appearance services.

(Resource: US Industry Outlook, <https://www.bls.gov>)

SKINCARE SPECIALISTS

QUICK FACTS: COSMETOLOGISTS and HAIRSTYLISTS	
2020 Median Pay	\$36,510 per year \$17.55 per year
Typical Entry Level Education	Post secondary nondegree award
Work Experience In Related Education	None
On-The-Job Training	None
Number of Jobs, 2020	68,700
Job Outlook, 2020-30	29% (Much faster than average)
Employment Change, 2020-30	19,800

What Skincare Specialists Do:

Skincare specialists cleanse and beautify the face and body to enhance a person's appearance.

Work Environment:

Skincare specialists usually work in salons and beauty and health spas, and some are self-employed. Although most work full time, many work evenings and weekends.

Skincare specialists held about 68,700 jobs in 2020. The largest employers of skincare specialists were as follows:

- Personal Care Services 47%
- Self-Employed 28%
- Offices of Physicians 9%
- Health and Personal Care Stores 7%
- Traveler Accommodations 3%

Skincare specialists usually work in salons and beauty and health spas. Some work in medical offices. Skincare specialists may have to stand for extended periods of time.

Because skincare specialists must evaluate the condition of the skin, good lighting and clean surroundings are important. Protective clothing and good ventilation also may be necessary, because skincare specialists often use chemicals on the face and body.

Pay:

The median hourly wage for skincare specialists was \$17.55 in May 2020.

The median wage is the wage at which half the workers in an occupation earned more than that amount and half earned less. The lowest 10 percent earned less than \$10.99, and the highest 10 percent earned more than \$31.06.

- Offices of Physicians \$20.25
- Personal Care Services \$17.22
- Health and Personal Care Services \$15.81
- Traveler Accommodation \$15.21

Job Outlook:

Employment of skincare specialists is projected to grow 29 percent from 2020 to 2030, much faster than the average for all occupations.

About 10,100 openings for skincare specialists are projected each year, on average, over the decade. Many of those openings are expected to result from the need to replace workers who transfer to different occupations or exit the labor force, such as to retire.

Duties:

Skincare specialists typically do the following:

- Evaluate clients' skin condition and appearance
- Discuss available treatments and determine which products will improve clients' skin quality
- Remove unwanted hair, using wax, lasers, or other approved treatments
- Clean the skin before applying makeup
- Recommend skin care products, such as cleansers, lotions, or creams
- Teach and advise clients on how to apply makeup, and how to take care of their skin
- Refer clients to another skincare specialist, such as a dermatologist, for serious skin problems
- Disinfect equipment and clean work areas

Skincare specialists give facials, full-body treatments, and head and neck massages to improve the health and appearance of the skin. Some may provide other skin care treatments, such as peels, masks, and scrubs, to remove dead or dry skin.

In addition, skincare specialists create daily skincare routines for clients based on skin analysis and help them understand which skincare products will work best for them. A growing number of specialists actively sell skincare products, such as cleansers, lotions, and creams.

Those who operate their own salons have managerial duties that include hiring, firing, and supervising workers, as well as keeping business and inventory records, ordering supplies, and arranging for advertising.

WORK SCHEDULES:

Skincare specialists typically work full time, and many work evenings and weekends. Working more than 40 hours a week is common.

LICENSES, CERTIFICATIONS and REGISTRATIONS:

After completing an approved cosmetology or esthetician program, skincare specialists take a written and practical exam to get a state license. Licensing requirements vary by state, so those interested should contact their state board.

Many states offer continuing education seminars and programs designed to keep skincare specialists current on new techniques and products. Post-licensing training is also available through manufacturers, associations, and at trade shows.

EMPLOYMENT:

The projected increase in employment reflects demand for services being offered, such as mini-sessions (quick facials at a lower cost) and mobile facials (making house calls) directly from skincare specialists rather than hairdressers, hairstylists, and cosmetologists. Employment growth also should result from the desire among many women and a growing number of men who seek out skincare services to reduce the effects of aging, to look good on social media platforms, and to lead a healthier lifestyle through better grooming.

(Resource: US Industry Outlook, <https://www.bls.gov>)

STUDENT RECORDS:

Privacy Act Information

Students may review their records at any time. We guarantee the rights of students and parent-guardians of dependent minors to access their records by appointment and with supervision and interpretation. No records will be released without written permission from a student and/or parent, guardian of dependent minor.

Information related or regarding students will only be released upon receipt of a written consent form from the student if independent or a written consent form from his/her parent/guardian if a dependent minor.

All student records are secured at the school in locked file cabinets. Only administrative and educational team members have access to these files.

The school provides adequate safeguards of student records requested by governmental agencies as follows:

- Written legally authorized requests are required from the agency desiring information.
- The school protects the privacy rights of students and staff members.
- The school provides for necessary duplicate records of any information sent out of the school.
- The school does not publish a student directory containing pertinent information about a student.
- The school will provide and permit access to student and other school records as required for any accreditation process initiated by the institution or by the National Accrediting Commission of Career Arts and Sciences, or in response to a directive of the Commission.

The school ensures the release of personal information from the student, and/or parent or guardian, if the student is a dependent minor, only upon written instruction from the student for each 3rd party request.

The college maintains cumulative education records for each student for a minimum of six years after graduation or termination of said student.

FAMILY EDUCATION RIGHTS AND PRIVACY ACT:

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

1. The right to inspect and review the student's education records within 45 days of the day the institution receives a request for access. Students, or in the case of the student being a dependent minor, his/ her parent or guardian, should submit to the education coordinator or other appropriate official, written requests that identify the record(s) they wish to inspect. The institution will make arrangements for access and notify the student of the time and place where the records may be inspected. Chrome Institute of Cosmetology only gives rights to students and parents or guardians of dependent minors. If a minor student is emancipated from his or her parent(s) or guardian(s), the parent or guardian may not have access to the student's educational records without written consent from the student.
2. The right to request the amendment of the student's education records that the student believes is inaccurate or misleading. Students may ask the institution to amend a record that they believe is inaccurate or misleading. They should write the campus director; clearly identify the part of the record they want changed and specify why it is inaccurate or misleading. If the institution decides not to amend the record as requested by the student, the institution will notify the student of the decision and advise the student of his/her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.
3. The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent. One exception which permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official is a person employed by the institution in an administrative, supervisory, academic or research, or support staff position; a person or company with whom the institution has contracted (such as an attorney, accrediting agency, auditor, or collection agent); or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his/her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his/her professional responsibility.
4. The right to disclose – without the written consent or knowledge of the student or parent – personally identifiable

information from the student's education records to the Attorney General of the United States or to his/her designee in response to an ex parte order in connection with the investigation or prosecution of terrorism crimes specified in sections 2332b(g)(5)(B) and 2331 of Title 18, U.S. Code. In addition, the institution is not required to record the disclosure of such information in the student's file. Further, if the institution has provided this information in good faith in compliance with an ex parte order issued under the amendment, it is not liable to any person for the disclosure of information.

5. The right to disclose – without the written consent or knowledge of the student or parent – information from a student's education records in order to comply with a “lawfully issued subpoena or court order” in three contexts:
 - a) Grand Jury Subpoenas – The institution may disclose education records to the entity or persons designated in a federal grand jury subpoena. In addition, the court may order the institution not to disclose to anyone the existence or context of the subpoena or the institution's response.
 - b) Law Enforcement Subpoenas – The institution may disclose education records to the entity or persons designated in any other subpoena issued for a law enforcement purpose. As with federal grand jury subpoenas, the issuing court or agency may, for good cause shown, order the institution not to disclose to anyone the existence or contents of the subpoena or the institution's response. Neither notification requirements nor recordation requirements apply.
 - γ) All Other Subpoenas – The institution may disclose information pursuant to any other court order or lawfully issued subpoena only if the school makes a reasonable effort to notify the parent or eligible student of the order or subpoena in advance of compliance, so that the parent or student may seek protective action. The institution will record all requests for information from a standard court order or subpoena.
6. The right to disclose – without the written consent or knowledge of the student or parent – information in education records to “appropriate parties in connection with an emergency, if knowledge of the information is necessary to protect the health and safety of the student or other individuals.” Imminent danger or student or others must be present.
7. The right to file a complaint with the U.S. Department of Education concerning alleged failures by the school to comply with the requirements of FERPA. Students have the right to file a complaint with the U.S. Department of Education concerning alleged failures by the institution to comply with the requirements of FERPA. The name and address of the office that administers FERPA is Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue Southwest, Washington, D.C. 20202-5920.

PROGRAM/COURSE DESCRIPTIONS:

(All programs/courses are instructed in English)

Cosmetology:

This Program consists of 1,250 hours to satisfy Pennsylvania State requirements and 1,500 hours to satisfy Delaware State requirements. The Program is designed to provide the finest instruction to the student to prepare them to pass the state licensing examination and prepare them to have a successful career in the Cosmetology industry. This includes but is not limited to, extensive instruction and practical experience in all types of Hair Cutting, Hair Coloring, Permanent Waving, Client Customer Service, Personal and Social Development, Retail Knowledge, Client Record Keeping, Business and Managerial Ethics, Proper Sanitation, State Laws and Regulations, Salon Administration, Job Readiness Interviewing and Resume Building.

PROGRAM OBJECTIVES:

The goal of Chrome Institute of Cosmetology, Cosmetology program is to prepare graduates who are able to:

- Observe the State of Pennsylvania's laws and rules as they apply to the field of Cosmetology
- Demonstrate all sanitation laws and rules.
- Demonstrate infection control procedures

- Know the importance of professional image
- Define functions of skin and scalp
- Demonstrate industry appropriate haircutting techniques.
- Demonstrate industry appropriate hairstyling techniques.
- Demonstrate industry-appropriate chemical service techniques.
- Demonstrate industry-appropriate manicuring techniques.
- Demonstrate industry-appropriate esthetics techniques.
- Demonstrate professional business skills and infection control procedures on the clinic floor.

COSMETOLOGY INSTRUCTOR:

This Program consists of 600 hours to satisfy Pennsylvania State requirements. The Program is designed to provide the finest education to the student to prepare them to pass the state licensing examination and prepare them to have a successful career as a Cosmetology Instructor. This includes but is not limited to, extensive instructional experience in Professional Practices, Learning Environments, Learning Types, Teaching Techniques, Communication, Coaching and Classroom Management.

The State of Pennsylvania requires 500 hours of education to become a licensed Cosmetology Instructor; however, we are approved by the state to offer a 600-hour Cosmetology Instructor course. By adding those additional 100 hours, the student instructor will be able to master the skills and techniques necessary to assure a successful career as Cosmetology Instructor through assisting and observing a licensed Cosmetology Instructor in the classroom and salon clinic area.

PROGRAM OBJECTIVES:

The goal of Chrome Institute of Cosmetology, Cosmetology Instructor program is to prepare graduates who are able to:

- 1) Demonstrate classroom management; including conflict management and professionalism.
- 2) Demonstrate organizational skills in the education environment.
- 3) Demonstrate sequential steps and procedures in lesson planning
- 4) Demonstrate the outcomes of instruction; goals and objectives
- 5) Demonstrate academic advising; including student performance feedback delivery and improvement plan development
- 6) Demonstrate the use of instructional aids and materials.
- 7) Demonstrate oral presentation methods.
- 8) Observe State Board of Pennsylvania Laws and Rules

ESTHETICS:

This Program consists of 400 hours to satisfy Pennsylvania State requirements. The Program is designed to provide the finest education to the student to prepare them to pass the state licensing examination and prepare them to have a successful career as an Esthetician. This includes but is not limited to extensive instruction and practical experience in Facials, Facial Massage Techniques, Make-Up Knowledge, Make-Up Application, Hair Removal and Customer Service. The State of Pennsylvania requires 300 hours of education to become a licensed Esthetician; however, we are approved by the state to offer a 400-hour Esthetics course. By adding those additional 100 hours, the student will be able to master the skills and techniques of an Esthetician through advanced instruction, which prepares the student for entry into the salon and spa industry.

PROGRAM OBJECTIVES:

The goal of Chrome Institute of Cosmetology, Esthetics program is to prepare graduates who are able to:

- Know State Board of Pennsylvania's rules and laws as it applies to licensing as an Esthetician.
- Demonstrate infection control procedures
- Demonstrate all sanitation laws and rules.
- Know the importance of professional image.
- Understand how major body systems are related to skin and esthetics.
- Analyze different skin types and identify disorders and diseases of the skin.
- Describe the functions of the skin
- Understand the chemical reactions of cosmetics and skin care products on the skin

- Explain the use of facial devices and technology and perform facial treatment procedures.
- Identify face shapes and proportions for makeup applications and create a variety of makeup looks.
- Demonstrate lash and brow tinting procedures.
- Demonstrate semi-permanent lash extension procedures.
- Demonstrate waxing service techniques.
- Identify the relationship between energy balance and complementary therapies
- Describe client preparation, treatment suitability, and confidentiality and privacy issues
- Demonstrate professional business skills and infection control procedures on the clinic floor.

HARASSMENT, INTIMIDATION, BULLYING, AND DISCRIMINATION POLICY:

Chrome Institute of Cosmetology is committed to maintaining a learning environment that provides for fair and equitable treatment, including freedom from bullying, harassment, intimidation, and discrimination of any kind. This policy includes anyone who engages in such behavior on school property, at school activities, or an electronic act through the use of cell phones, computers, personal communication devices, or other electronic gaming devices. Harassment, intimidation, bullying, and discrimination may take many forms, including verbal aggression and name calling; physical aggression; relational aggression; graphic and written statements, which may include use of cell phones, computers, or gaming systems; and other conduct that may be physically threatening, harmful, or humiliating. Harassment, intimidation, bullying, and discrimination include intent to harm, they are directed at a specific target, and typically involve repeated incidents. Harassment, intimidation, bullying, and discrimination create a hostile environment and will not be tolerated at Chrome Institute of Cosmetology. Such conduct or communication has the purpose or effect of substantially interfering with an individual's work or school performance and creates an intimidating, hostile, or offensive work or school environment. Harassment, intimidation, bullying, and discrimination can interfere and limit a person's ability to participate in or benefit from the services, activities, or opportunities offered by Chrome Institute of Cosmetology. Administration will take prompt, equitable, and remedial action on all reports and complaints that come to the attention of school personnel, either formally or informally. Allegations of criminal misconduct will be reported to the appropriate law enforcement agency.

Engaging in harassment, intimidation, bullying, or discrimination will result in appropriate discipline or other appropriate sanctions against offending students, staff, or contractors. Anyone engaging in these behaviors on school property or at school activities will have their access to school property and activities restricted or revoked, as appropriate. The School shall respect the confidentiality of the complainant and the individuals against whom the complaint is filed as much as possible, consistent with The School's legal obligations and the necessity to investigate the allegations and take disciplinary action when the conduct has occurred. Retaliation is prohibited against any person who makes a complaint or is a witness under this policy and will result in appropriate disciplinary action against the person responsible for the retaliations. Individuals who knowingly report or corroborate false allegations will be subject to appropriate disciplinary action. Each staff member is responsible to immediately report alleged discrimination and/or harassment to his/her supervisor or other appropriate school personnel. Staff members who fail to take prompt action to report allegations or violations of this policy may be subject to disciplinary action up to and including termination.

SOCIAL NETWORKING POLICY:

Chrome Institute of Cosmetology respects the rights of students to use social media during their personal time. Students are personally responsible for the content they publish on social networking sites. Students are expected to treat each other with fairness and respect, consistent with The School's culture.

PARKING:

Students must abide by local (city and/or landlord) parking rules, which are announced during your initial tour, your initial meeting to complete your school enrollment paperwork and also on your first day of class.

Chrome Institute of Cosmetology will not be responsible for parking violations and/or towing fees. Chrome Institute of Cosmetology does offer on-site parking.

GUEST ARTIST/SPEAKERS AND CAREER FAIRS:

All Students will have the opportunity to be educated and introduced to both local and national guest artists, speakers, educators, industry experts, and various product manufacturers. Students who volunteer and willingly allow any guest artist, industry expert, or product specific employee to alter their appearance in any way, accept full responsibility and consent for any and all services performed.

FIELD TRIPS:

Field trips to local professional retail, salon, spa, school, resort, and or locations related to the on hand work our students are offered throughout the year. These events and field trips may take place during school hours, or after school hours, including but not limited to: evenings and weekends. In some cases, there may be additional travel and or entry expense occurred by the student. An example of this would be our yearly attendance to the IBC Show in New York City. Students are not required to attend this trip. If the Student does not attend the trip to the IBC Show or any other trip that requires an additional expense, the student will be provided daily instruction at our facility, if the trip occurs during normal enrollment time and/or normal operating hours. All students must complete a written consent form to participate in any and all Chrome Institute of Cosmetology field trips. In order to earn hours for any activities, trips or classes being held off campus, a Chrome Institute of Cosmetology Teacher or Representative must be in attendance to validate your presence. For selected field trips that do not require an additional expense, if a student elects to not participate, they may not be able to attend school and accrue hours during that time.

GRADE AND HOUR TRANSCRIPT REQUESTS:

Any currently attending student may request to view their records at any time. This will take place in the presence of the School Director or The School Supervisor. Upon the successful completion of the program and payment in full for initial tuition, and any possible overtime charges that may occur, Chrome Institute of Cosmetology will provide two copies of an official transcript. Any additional requests for transcripts will be subject to a \$25 fee. Any request of records to send to or picked up by another individual must be authorized in writing by the student for each individual request. These requests must be made in writing and signed and dated by the student. When a student requests records to be sent to another school, the student must specify the institution to which the records will be sent. When the request for records is received, it will be processed by either the Financial Aid Director, Operations Director or School Director. Any copies of transcripts will not be released if a student is not considered financially current at the time of the request.

ADMISSION REQUIREMENTS:

To qualify for admission into one of our programs, the potential student must either be a high school graduate, or a holder of high school graduation equivalency certificate.

Chrome Institute of Cosmetology does not accept Ability-To-Benefit (ATB) students.

ADMISSIONS PROCEDURES

- Complete an Initial Application: Complete the initial application form and submit it to the school. This form can be obtained by requesting it from the school and are provided to any interested candidate during his or her prospective student tour.
- Application Fee: Your initial application will not be processed until a non-refundable application fee of \$100.00 is received. The application fee can be submitted in the form of cash only if received in person. A receipt will be issued in the application fee is made in person. The fee may also be mailed into the school in the form of a check, cashiers check, or money order made payable to Chrome Institute of Cosmetology. ***PLEASE DO NOT MAIL CASH!*** This fee is not included in the tuition cost. An application fee waiver may be considered in the rare occurrence that a student is applying as a "Transfer Student" due to the transferring students' current school sudden closure without notice.

- Submit a current 2x2 Photo: This photo should be a recent photo of the applicant in the size of passport photo. This photo will be placed in your student file and used as a second form of identification, when requesting access to your permanent student files.
- Provide the following Documentation:
 - A) **Identification:** Photocopy of an official, signed social security card.
 - B) b. Additional Identification (please provide only one):
 - Copies of a passport, a government-issued identification, a driver's license, or a birth Certificate.
 - C) **Education Documentation:** Provide either a copy of a high school diploma, a copy of high school transcripts or a High School Equivalency diploma. Foreign Diplomas or Transcripts: Chrome Institute of Cosmetology will accept a foreign diploma or transcript, but it MUST be equivalent to a U.S. high school diploma and must be translated into English and evaluated and certified by a credentialed evaluation service. It is the responsibility of the potential student to have the foreign diploma or transcript translated and evaluated and certified. Any cost occurred for this is to be paid for by the potential student. This fee is not included in the cost of tuition.
- **Personal Interview:** Your personal interview will be conducted during your tour of the facility. The tour portion of the personal interview process may be waived if the student is reenrolling or is a graduate returning for a different program of study.
- **References:** All students wishing to use Title IV Funds must submit two references in order to complete the Master Promissory Note. (Note: At this time the school does not participate in Title IV)
- **Cosmetology Instructor Documents:** Anyone wishing to enroll in the cosmetology instructor program must meet the above requirements as well as provide a valid and current cosmetology license.

If you have a disability and need an academic adjustment, please notify the Admissions Leader as soon as possible so the school can review your request.

Any SAP hours accepted by the school are applied to the total number of hours necessary to complete the program. These hours are considered both attempted and completed hours for the purpose of determining when the allowable maximum time frame has been exhausted. Satisfactory Academic Progress (SAP) evaluation periods are based on actual contracted hours at the institution.

Please refer to the school transfer policy for additional information.

ADMISSIONS REQUIREMENTS (DELAWARE-Cosmetology AND Esthetics)

- α) No person shall be licensed under this subchapter unless the person has done all of the following:
1. Successfully completed an education equivalent to a tenth-grade education. Proof of the required education shall be a certified high school transcript or any other document or affidavit which constitutes reliable proof of educational attainment as determined by the Board.
 2. **ESTHETICS ONLY:** Completed a course of study of not less than 600 hours in the principles pertaining to the practice of esthetics; or completed 1200 hours in an apprenticeship to a licensed aesthetician, with the total number of hours worked per day not to exceed 10, nor to exceed 40 per week, excluding make-up hours. An apprenticeship must be completed within 2 years.
- COSMETOLOGY ONLY:** — The successful completion of a minimum of 1,500 classroom hours of continuous training for a complete course in cosmetology. School owners shall have the option of the amount of hours of training per day and shall be able to choose which days of the week the student works provided the hours accumulated do not exceed 40 hours per week, excluding make-up hours. The Board shall establish by regulation the portion of the 1,500 classroom hours that may be credited to an applicant who previously obtained classroom hours while studying to become an aesthetician, nail technician or electrologist. A cosmetologist may obtain a shaving certification in connection with the cosmetologist's license upon successful completion of a course in shaving consisting of at least 35 hours of instruction from a licensed barbering instructor.
3. Passed the national examination required in § 5128 of this title.
 4. Paid the appropriate fee as established by the Division of Professional Regulation.

5. Shall not have any impairment related to drugs or alcohol that would limit the applicant's ability to undertake that applicant's licensed practice in a manner consistent with the safety of the public.
 6. Shall not have been convicted of a crime substantially related to the practice of aesthetics. In determining whether a crime is substantially related to the practice of aesthetics, the Board shall not consider a conviction where more than 10 years have elapsed since the date of conviction if there have been no other criminal convictions in the intervening time. After a hearing or review of documentation demonstrating that the applicant meets the specified criteria for a waiver, the Board, by an affirmative vote of a majority of the quorum, or, during the time period between Board meetings, the Board President or his or her designee, may waive this paragraph (a)(6), if it finds all of the following:
 - a. For waiver of a felony conviction where the crime was committed against a person, more than 3 years have elapsed since the date of the conviction and for all other felonies, more than 2 years have elapsed since the date of conviction. At the time of the application the applicant may not be incarcerated, on work release, on probation or parole at Level III Supervision or higher, or serving any part of a suspended sentence and must be in substantial compliance with all court orders pertaining to fines, restitution and community service.
 - b. For waiver of a misdemeanor conviction or violation, at the time of the application the applicant may not be incarcerated, on work release, on probation or parole at Level III Supervision or higher, or serving any part of a suspended sentence and must be in substantial compliance with all court orders pertaining to fines, restitution and community service.
 - c. The applicant is capable of performing as a licensed aesthetician in a competent and professional manner.
 - d. The granting of the waiver will not endanger the public health, safety or welfare.
 7. Shall not have been the recipient of any administrative penalties regarding that person's licensed practice, including but not limited to fines, formal reprimands, license suspensions or revocation (except for license revocations for nonpayment of license renewal fees), probationary limitations, and/or have not entered into any "agreements" which contain conditions placed by a Board on that person's professional conduct and practice, including any voluntary surrender of a license. The Board may, after a hearing, determine whether such administrative penalty is grounds to deny licensure.
 8. Shall not have any disciplinary proceedings or unresolved complaints pending against that person in any jurisdiction where the applicant previously has been, or currently is, licensed to practice aesthetics.
- β) As set forth in Board rules and regulations, foreign-trained applicants shall provide evidence satisfactory to the Board of training equivalent to that required in paragraph (a)(2) of this section, in addition to meeting all other requirements of this section.
- χ) When a person who feels the Board has refused or rejected an application without justification; has imposed higher or different conditions for the person than for other applicants or persons now licensed; or has in some other manner contributed to or caused the failure of such person's application, the applicant may appeal to the Superior Court.
- δ) Where the Board has found to its satisfaction that an application has been intentionally fraudulent, or that false information has been intentionally supplied, it shall report its findings to the Attorney General for further action.

ACCEPTANCE:

Once all of the above mentioned has completed by the potential student, your enrollment application will be reviewed by the School Director and designated team. Once the decision has been made the enrollment team and director, the applicant will receive notification of acceptance or denial. Note: All applicants must go through the entire enrollment application process, this includes re-entry students (withdrawals) and transfer students.

RE-ENTRY STUDENTS:

A student who has withdrawn officially or unofficially, will re-enter the school under the following conditions:

- In the same satisfactory academic progress status as at the time of withdrawal.
- Any and ALL outstanding tuition, fees, and overtime expenses must be paid in full before the student is eligible for re-enrollment.
- Previous tuition payments will be credited towards the student's new balance.
- Tuition fees and costs are subject to change.
- All reentering students will be contracted according to the current tuition costs and will be required to pay any additional fees, if applicable.
- Submit a \$100.00 re-entry fee.
 - The School WILL NOT deny re-admission to any member serving our country if that was the reason for the withdrawal as long as student was in good standing at the time of withdrawal. The \$100.00 fee will be waived in this circumstance.
 - Any re-admission will be at the sole discretion of Chrome Institute of Cosmetology.
 - Re-admission for a student requires an additional personal interview with the School Director.
 - Touring the facility is not necessary for re-entry students.
 - Student's re-enrolling will be placed on a 30-day evaluation period. During the 30-day evaluation period, the student must demonstrate that they can meet the school's minimum attendance and academic requirements for Satisfactory Academic Progress.

TRANSFERS: (APPLIES TO COSMETOLOGY STUDENTS ONLY)

Anyone wishing to transfer to Chrome Institute of Cosmetology must submit a notarized or official transcript from your current cosmetology school. Students wishing to transfer to Chrome Institute of Cosmetology from an out-of-state cosmetology school must provide verification from the appropriate licensing authority in that state.

- Chrome Institute of Cosmetology **does not** recruit students that are currently enrolled and attending other schools offering similar programs. The school does not guarantee the transferability to its hours to any other institution unless it has a written agreement on file of current acceptability of such hours from other institutions. Transfer-in and/or re-entry students may be required to purchase books, equipment uniform and any and all supplies necessary to complete the course of study.
- **TRANSFER IN:** Chrome Institute of Cosmetology will accept transfer hours from other schools based on an evaluation of the student's comprehension of the specific course material. This evaluation will consist of a written and practical exam. The maximum accepted transfer hours are 600 clock hours. All transfer students must attend a minimum of 650 hours at Chrome Institute of Cosmetology. The only exception to this, is if the student has completed 900 hours and has passed the Pennsylvania State Cosmetology Examination.
- The current cost for transfer hours is \$13.50 per hour attended; this does not include the cost of a required complete and current student kit.
- Please note that students transferring to another school may not be able to transfer all the hours they earned at Chrome Institute of Cosmetology; the number of acceptable transferrable hours is at the discretion of the school you are transferring to and depends on the policy of the receiving school.
- A Notarized Transcript or official transfer hours Statement from other schools will be accepted.
- Transfer hours will not be accepted after a contract has been signed with Chrome Institute of Cosmetology.
- The number of accepted transfer hours will be determined by The School Director and Enrollment Team.
- In the event of extraordinary circumstance, a student is enrolling from a school that has suddenly closed without notice. Chrome Institute of Cosmetology may allow a student to transfer in more than 600 hours. Chrome Institute of Cosmetology will still evaluate the prospective student via written and practical examination and credit them accordingly with the number of hours related to their course knowledge.

STATE LICENSING DISCLAIMER:

The state may refuse to grant a license to a student has been convicted of a crime; committed any act involving dishonesty, fraud, or deceit; or committed any act that, if committed by a licentiate of the business or profession in

question, would be grounds for the State Board of Cosmetology to deny licensure. The State Board of Cosmetology may deny licensure on the grounds that the applicant knowingly made a false statement of fact required to be revealed in the application for such license. Students who are not U.S. citizens or do not have documented authority to work in the United States will not be eligible to apply to take the state licensure examination. Chrome Institute of Cosmetology is not responsible for students denied licensure.

ELIGIBILITY FOR PA STATE LICENSE EARLY TESTING:

You may be eligible for EARLY TESTING (900 hours for Cosmetology, 400 hours for Cosmetology Instructor and 250 hours for Esthetician) if you meet the minimum requirements and submit your application prior to completion of the required hours to test early, you will be permitted to take the exam. The state will NOT ISSUE YOUR LICENSE until your school has submitted the transcripts VERIFYING that you have completed the required hours for the license (1,250 for Cosmetology, 600 for Cosmetology Instructor, 400 for Esthetics) and all of your financial obligations have been met.

EDUCATION GOALS:

Chrome Institute of Cosmetology strives to provide a first-class education that prepares students to pass the state board licensing examination and gain industry related employment. Our system includes a state-of-the-art facility, experienced instructors, and a curriculum developed in conjunction with the feedback from all area salons and spas. We provide our students with the most industry relevant education in all areas of product, color lines and techniques.

Cosmetology Tuition: 1250 Clock Hours

Tuition	\$16,875.00
Kit, Textbooks, and Lab Fees	\$2,450.00
Application Fee (nonrefundable)	\$100.00
PA Sales Tax (nonrefundable)	\$144.00

TOTAL INVESTMENT-\$19,569.00 (Extra Instructional charges-\$13.50 per hour)

EXTRA-INSTRUCTIONAL CHARGES

School will charge additional tuition for hours remaining after the contract ending date at the rate of \$13.50 per hour for Cosmetology and Cosmetology Instructor, \$15.00 per hour for Esthetician, or any part thereof, payable in advance until graduation.

Cosmetology Tuition: 1500 Clock Hours (Delaware)

Tuition	\$20,250.00
Kit, Textbooks, and Lab Fees	\$2,450.00
Application Fee (nonrefundable)	\$100.00
PA Sales Tax (nonrefundable)	\$144.00

TOTAL INVESTMENT = \$22,944.00 (Extra instructional charges-\$13.50 per hours.)

Cosmetology Instructor Tuition: 600 Clock Hours

Tuition	\$8,100.00
Kit, Textbooks, Lab Fees	\$450.00
Application Fee (nonrefundable)	\$100.00
PA Sales Tax (nonrefundable)	\$24.00

TOTAL INVESTMENT- \$8,680.00 (Extra instructional charges- \$13.50 per hour.)

Esthetician Tuition: 400 Clock Hours

Tuition	\$6,000.00
Kit, Textbooks, Lab Fees	\$1,650.00
Application Fee (nonrefundable)	\$100.00
PA Sales Tax (nonrefundable)	\$96.00

TOTAL INVESTMENT- \$7,846.00 (Extra instructional charges- \$15.00 per hour.)

Esthetician Tuition: 600 Clock Hours (State of Delaware)

Tuition	\$9,000.00
Kit, Textbooks, Lab Fees	\$1,650.00
Application Fee (nonrefundable)	\$100.00
PA Sales Tax (nonrefundable)	\$96.00

TOTAL INVESTMENT- \$10,846.00 (Extra instructional charges- \$15.00 per hour.)

PAYMENT OPTIONS:

Chrome Institute of Cosmetology offers several different ways to pay for tuition. We accept cash, check, money order, and credit card. Our Financial Aid team can assist students in finding the best payment options if financing is required to meet the cost requirements. We have a relationship with several different local banks that are on board and ready to help with your needs. However, we do not have any influence in students being approved for loans through any financial institution.

- Tuition payments made by credit card and in person may be subject to a 3% processing fee.
- Tuition payments made via phone will be subject to a 3.5% processing fee.

SCHOLARSHIP/FEE WAIVER POLICY:

Applicants for our Cosmetology Instructor Program may be eligible for their tuition portion of the program to be waived if they are offered a position with the school. In this circumstance the student would only be required to pay the application fee, kit fee and taxes. This would also require a 1-year commitment to Chrome Institute of Cosmetology upon graduating the program.

CONSTITUTION DAY:

Chrome Institute of Cosmetology celebrates Constitution Day each year. For more information, visit www.constitutionday.com

VOTER REGISTRATION:

Students are encouraged to register to vote in State and Federal Elections.

Voter registration and election date information for the State of Pennsylvania can be found at www.votespa.com

2022 CLASS START DATES:

Chrome Institute of Cosmetology has weekly start dates for all programs offered. Classes are scheduled to start on Mondays of each week unless the school is closed on that day. If and or when that occurs the start date is moved to the next scheduled school day in that week.

	Week One	Week Two	Week Three	Week Four	Week Five
January	4 th (Tuesday)	10 th	17 th	24 th	31 st
February	7 th	14 th	21 st	28 th	X
March	7 th	14 th	21 st	28 th	X
April	4 th	11 th	18 th	25 th	
May	2 nd	9 th	16 th	23 rd	31 st (Tuesday)
June	6 th	13 th	20 th	27 th	X
July	Summer Break (No Start This Week)	11 th	18 th	25 th	X
August	1 st	8 th	15 th	22 nd	29 th
September	6 th (Tuesday)	12 th	19 th	26 th	X
October	3 rd	10 th	17 th	24 th	31 st
November	7 th	14 th	21 st	28 th	X
December	5 th	13 th	19 th	Winter Break (No Start This Week)	X

2022 SCHOOL CALENDAR:

Holiday/School Closure	Date
New Year's Day	January 3, 2022
Easter	April 18, 2022
Memorial Day	May 30, 2022
Independence Day Week (Summer Break)	July 4, 2022 – July 8, 2022
Labor Day	September 5, 2022
Thanksgiving Day	November 24, 2022
Day After Thanksgiving	November 25, 2022
Christmas Eve (Winter Break)	December 23, 2022 – December 30, 2022

This is subject to change yearly as extra days surrounding these holidays MAY be added. The actual dates will reflect the particular calendar year. We are closed the full week of the 4th of July for summer break and the week between Christmas and new year for Winter break. Additional holidays may be added to the schedule at the discretion of school administration. If a Holiday is added the students' contract will be addended to include the addition of the holiday, so that the hours missed for that day will not reflect on your missed time allotment.

The school is open for business unless there is a declared State of Emergency. Inclement weather closures will be reported via Chrome Institute of Cosmetology social media sites as well as 6abc and Fox 29.

SCHOOL HOURS:

	FULL-TIME	PART-TIME
MONDAY	9:00 AM – 4:00	5:00 PM – 10:00 PM
TUESDAY	9:00 AM – 4:00	5:00 PM – 10:00 PM
WEDNESDAY	9:00 AM – 4:00	5:00 PM – 10:00 PM
THURSDAY	9:00 AM – 4:00	5:00 PM – 10:00 PM
FRIDAY	9:00 AM – 4:00	X

Students wishing to transfer to another institution must pay all monies owed to Chrome Institute of Cosmetology and all applicable academic requirements must be met before the student's official transcript can be released. Students who withdraw from the program are required to empty their locker and gather all personal items. Any items left behind by the student will be stored for 30 days, if they are not picked up within that time period those items will become the property of Chrome Institute of Cosmetology.

EMERGENCY SCHOOL CLOSINGS:

If a situation arises that may have an effect on normal hours of operation, students will receive instructions from the school management through social media, email and/or text message. Examples causing school closures could be:

- Weather
- Power Outage
- Unsafe Campus Environment

EVACUATION PROCESS:

In case of a school emergency and evacuation is required, students, administration, educational staff and guests should evacuate through the nearest exit immediately. All emergency exit maps are posted throughout the facility.

When exiting the building please gather at the designated evacuation location and remain there until an all clear sign has been given by a campus official.

LOCKDOWN PROCEDURE:

In the event of a potential situation where an "active shooter" or other activity posing imminent danger to building patrons, staff and students, all persons will follow the school's lockdown procedure and stay secured until such time all clear protocol has been initiated.

TERMINATION POLICY:

Chrome Institute of Cosmetology reserves the right to terminate a student's enrollment for improper or immoral conduct or failure to comply with the educational requirements, and/or the terms as agreed upon within the enrollment agreement/contract. The student will be charged a termination fee of \$150.00.

GRIEVANCE POLICY:

In the event a student has a concern or grievance that cannot be resolved with the student's Instructor, the student must file the concern in written form. The complaint will then be referred to the School's Management Team, which consists of the Director, the Operations Director and The Director of Admissions. The team will receive and attempt to resolve each complaint or concern within 7 days of receiving the written complaint. If more information is needed, a letter requesting the additional information will be sent to the student. If no further information is needed, the team will determine a resolution and notify the student in writing within 15 calendar days of the steps taken to correct the concern or an explanation as to why no action was required. The school will maintain records of the complaint and response in accordance with the published record retention policy. Students will not be subject to adverse actions by any school official as a result of initiating a complaint.

Should the response in any manner be unsatisfactory to the student, the student has the right to pursue resolution by contacting the school's accrediting and or licensing agency.

Those agencies may be contacted at the addresses below:

ACCREDITING AGENCY

LICENSING AGENCY

NAME	National Accrediting Commission of Career Arts & Sciences	Pennsylvania State Board of Cosmetology
ADDRESS	3015 Colvin Street Alexandria, VA 22314	Penn Center 2601 N 3 rd Street Harrisburg, PA 17110
PHONE	(703) 600-7600	(717) 783 - 7130
FAX	(703) 379-2200	
EMAIL	naccas@naccas.org	
Website	www.naccas.org	www.dos.pa.gov

COURSE OUTLINES

COSMETOLOGY COURSE:

Course Hours: 1250 clock hours

This course is divided into classroom instruction and clinical service-learning experiences.

- Classroom Instruction: The student is required to have a minimum of 300 Classroom hours before he or she can work on the public. During this time, you will have both hands-on instruction as well as theory instruction to prepaid you to move to the next level.
- Clinic Learning Experience: Once you have met all your requirements in the classroom instruction and have met or exceeded the 300-hour mark, you will advance to the next phase in your training. The remaining 950 hours are spent in our clinic learning area. Here you will work on the public daily. You will also have practical and theory training during this time.

COSMETOLOGY COURSE: 1250 Hour Program

This course will be divided into 3 experiences.

- Classroom Theory: These classes will be instructed by a Licensed Cosmetology Instructor using Milady Cosmetology Textbooks. Weekly Testing will take place during this time.
- Classroom Practical: These hands-on classes will be instructed by a licensed Cosmetology Instructor using Mannequins and other styling tools, chemical and styling equipment.
- Clinic Learning Experience: These hands-on classes will be instructed by a licensed Cosmetology Instructor using the skills learned in your classroom practical classes. These services will be performed on the public.

Curriculum	Subject Hours	Total Hours
Orientation	5	5
History of Cosmetology, Cosmetology Opportunities, Professional Image, Communication and Life Skills	13	18
Properties of the Head and Scalp, Chemistry, Electricity, Anatomy, Physiology and Infection Control	107	125
Salon Business, Resume, Seeking Employment and Salon Readiness	42	167
Skin Education, Facial, Make-Up and Hair Removal	90	257
Nail Structure and Growth, Manicuring, Pedicuring and Advanced Techniques	80	337
Draping, Shampooing and Conditioning	49	386
Principles of Hair Design, Haircutting and Hairstyling	363	749
Braiding, Extensions, Wigs and Enhancements	93	842
Hair Coloring	159	1001
Chemical and Texture Services	205	1206
State Laws	45	1250

COSMETOLOGY COURSE: 1500 Hour Program (Delaware)

This course will be divided into 3 experiences.

- Classroom Theory: These classes will be instructed by a Licensed Cosmetology Instructor using Milady Cosmetology Textbooks. Weekly Testing will take place during this time.
- Classroom Practical: These hands-on classes will be instructed by a licensed Cosmetology Instructor using Mannequins and other styling tools, chemical and styling equipment.
- Clinic Learning Experience: These hands-on classes will be instructed by a licensed Cosmetology Instructor using the skills learned in your classroom practical classes. These services will be performed on the public.

Curriculum	Subject Hours	Total Hours
Orientation	5	5
History of Cosmetology, Cosmetology Opportunities, Professional Image, Communication and Life Skills	13	18
Properties of the Head and Scalp, Chemistry, Electricity, Anatomy, Physiology and Infection Control	107	125
Salon Business, Resume, Seeking Employment and Salon Readiness	42	167
Skin Education, Facial, Make-Up and Hair Removal	90	257
Nail Structure and Growth, Manicuring, Pedicuring and Advanced Techniques	80	337
Draping, Shampooing and Conditioning	49	386
Principles of Hair Design, Haircutting and Hairstyling	363	749
Braiding, Extensions, Wigs and Enhancements	93	842
Hair Coloring	159	1001
Chemical and Texture Services	205	1206
State Laws	45	1250
Additional Practical (Hands-On)	250	1500

COSMETOLOGY INSTRUCTOR COURSE:

Course Hours: 600 clock hours

The course is divided into classroom instruction, classroom student teaching experience and clinical student teaching experience.

COSMETOLOGY INSTRUCTOR COURSE:

This course will be divided into 3 experiences.

- Classroom Theory: These classes focus on the different learning types, classroom setup, theory of instruction, etc.... using The Milady Master Educator textbook. Weekly testing will take place during this time.
- Student Classroom Teaching: You write your own lesson plans and teach actual students from your lesson plans. You will also assist a licensed Cosmetology Instructor during this time.
- **Clinical Student Teaching:** During this time, you will assist a licensed Cosmetology Instructor in the hands-on live model portion of the Cosmetology Program.

Curriculum	Subject Hours	Total Hours
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Orientation	5	5
Learning environment, styles and principles	30	35
Methods of Teaching and educational aids	45	80
Lesson Planning	60	140
Classroom Presentations	30	170
Assessment of student progress and advising students	40	210
Career Preparation and Professional Practices	90	300
Student Classroom Teaching	150	450
Student Clinic Teaching	150	600

ESTHETICS COURSE:

Course Hours: 400 clock hours

This course is divided into classroom instruction and clinical service-learning experiences.

- Classroom Instruction: During this time, you will have both hands-on instruction as well as theory instruction to prepare you to move to the next level.
- Clinic Learning Experience: Once you have met all your requirements in the classroom instruction you will advance to the next phase in your training. The remaining hours are spent in our clinic learning area. Here you will work on the public daily. You will also have practical and theory training during this time.

This course will be divided into 3 experiences.

- Classroom Theory: These classes will be instructed by a Licensed Cosmetology Instructor using Milady Textbooks. Weekly Testing will take place during this time.
- Classroom Practical: These hands-on classes will be instructed by a licensed Cosmetology Instructor.
- Clinic Learning Experience: These hands-on classes will be instructed by a licensed Cosmetology Instructor using the skills learned in your classroom practical classes. These services will be performed on the public.

Curriculum	Subject Hours	Total Hours
Orientation	5	5
Professional Attitude and Best Business Practices	20	25
Sanitation	14	39
History of the Skin, Chemistry and Skin Disorders,	105	144
Product Knowledge	20	164
Facial Treatments, Facial Massage, Microdermabrasion and Electrotherapy/Light Therapy	186	350
Waxing and Tweezing	10	360
Make-Up	30	390
State Laws	10	400

ESTHETICS COURSE OUTLINE: 600 Hour Program (Delaware)

This course will be divided into 3 experiences.

- Classroom Theory: These classes will be instructed by a Licensed Cosmetology Instructor using Milady Textbooks. Weekly Testing will take place during this time.
- Classroom Practical: These hands-on classes will be instructed by a licensed Cosmetology Instructor.
- Clinic Learning Experience: These hands-on classes will be instructed by a licensed Cosmetology Instructor using the skills learned in your classroom practical classes. These services will be performed on the public.

Curriculum	Subject Hours	Total Hours
Orientation	5	5
Professional Attitude and Best Business Practices	20	25
Sanitation	14	39
History of the Skin, Chemistry and Skin Disorders,	105	144
Product Knowledge	20	164
Facial Treatments, Facial Massage, Microdermabrasion and Electrotherapy/Light Therapy	186	350
Waxing and Tweezing	10	360
Make-Up	30	390
State Laws	10	400
Additional Practical Hands-On	200	600

PROGRAM GRADING SCALES

COSMETOLOGY PROGRAM TESTING AND GRADING PROCEDURE:

The following tests and grading procedures are incorporated during the student's 1,250-hour AND 1500-hour course:

- Students must receive 75% or higher on all quizzes, exams and hands on tests. If the student scores under 75%, they will be provided another attempt. Retakes once passed with a score of 75% or higher will only be given 75% as the passing score. This applies to all retake's theory or practical.
- 300-hour Cutting Certification.
- Approximately 600-hour written exam.
- Approximately 900-hour final written exam and State Law final exam. ***(Must pass these exams to be eligible to take your state board exam early at 900 hours.)***
- Practical assessments.

Grading Letter	Score	Description
A	100-94	Excellent
B	93-87	Very Good
C	86-80	Passing
D	79-75	Needs Improvement
F	74-under	Failure

COSMETOLOGY INSTRUCTOR PROGRAM TESTING AND GRADING PROCEDURE:

The following tests and grading procedures are incorporated during the student's 600-hour course:

- Students must receive 75% or higher on all quizzes, exams and hands on tests. If the student scores under 75% They will be given another attempt until they meet the score of 75% or more.
- 150-hour skill evaluation test.
- 300-hour written exam.
- 400-hour final written exam and State Law final exam. (***) Must pass these exams to be eligible to take your state board exam early at 400 hours. (***)
- Practical assessments.

Grading Letter	Score	Description
A	100-94	Excellent
B	93-87	Very Good
C	86-80	Passing
D	79-75	Needs Improvement
F	74-under	Failure

ESTHETICS PROGRAM TESTING AND GRADING PROCEDURE:

The following tests and grading procedures are incorporated during the student's 400-hour AND 600-hour course:

- Students must receive 75% or higher on all quizzes, exams and hands on tests. If the student scores under 75% They will be given another attempt until they meet the score of 75% or more.
- 100-hour skill evaluation test.
- 250-hour final written exam and State Law final exam. (***) Must pass these exams to be eligible to take your state board exam early at 400 hours. (***)
- Practical assessments.

Grading Letter	Score	Description
A	100-94	Excellent
B	93-87	Very Good
C	86-80	Passing
D	79-75	Needs Improvement
F	74-under	Failure

SAFETY PRECAUTIONS FOR THE BEAUTY INDUSTRY:

By following safety precautions, you contribute to the health, welfare, and safety of the community. Always have good hygiene and be professionally dressed. Keep a first aid kit on hand, follow safety regulations, and keep equipment properly sanitized. The following precautions should always be taken with each client:

- Protect clients' clothing by appropriately draping them.
- Ask clients to remove any jewelry, hair accessories, glasses, etc.
- Keep any and all chemicals away from the eyes. In case of eye contact with chemicals, thoroughly rinse eyes with cold water, and follow manufactures safety instructions.
- Wear gloves when using chemicals.
- Remember that anything containing chemically active ingredients must be used carefully to avoid injury to you and your client.

GRADUATION REQUIREMENTS:

COSMETOLOGY PROGRAM: (1200-Hour Program PENNSYLVANIA):

To graduate from the **cosmetology** program, the following are required:

1. Complete the required number of hours of training in the program.
2. Satisfactorily complete and pass all required quizzes, projects and both written and practical exams.
3. Maintain satisfactory academic progress requirements for attendance with a minimum of 75% and GPA minimum of 75% and within maximum timeframe for the program.
4. Payment of any outstanding tuition and or any outstanding financial balance to the school or make satisfactory payment arrangements.

COSMETOLOGY PROGRAM: (1500-Hour Program DELAWARE):

To graduate from the **cosmetology** program, the following are required:

1. Complete the required number of hours of training in the program.
2. Satisfactorily complete and pass all required quizzes, projects and both written and practical exams.
3. Maintain satisfactory academic progress requirements for attendance with a minimum of 75% and GPA minimum of 75% and within maximum timeframe for the program.
4. Payment of any outstanding tuition and or any outstanding financial balance to the school or make satisfactory payment arrangements.

COSMETOLOGY INSTRUCTOR PROGRAM: (600-Hour Program):

To graduate from the **Cosmetology Instructor** program, the following are required:

1. Complete the required number of hours of training in the program.
2. Satisfactorily complete and pass all required quizzes, projects and both written and practical exams.
3. Maintain satisfactory academic progress requirements for attendance with a minimum of 75% and GPA minimum of 75% and within maximum timeframe for the program.
4. Payment of any outstanding tuition and or any outstanding financial balance to the school or make satisfactory payment arrangements.

ESTHETICS PROGRAM: (400-Hour Program PENNSYLVANIA):

To graduate from the **Esthetics** program, the following are required:

1. Complete the required number of hours of training in the program.
2. Satisfactorily complete and pass all required quizzes, projects and both written and practical exams.
3. Maintain satisfactory academic progress requirements for attendance with a minimum of 75% and GPA minimum of 75% and within maximum timeframe for the program.
4. Payment of any outstanding tuition and or any outstanding financial balance to the school or make satisfactory payment arrangements.

ESTHETICS PROGRAM: (600-Hour Program DELAWARE):

To graduate from the **Esthetics** program, the following are required:

1. Complete the required number of hours of training in the program.
2. Satisfactorily complete and pass all required quizzes, projects and both written and practical exams.
3. Maintain satisfactory academic progress requirements for attendance with a minimum of 75% and GPA minimum of 75% and within maximum timeframe for the program.
4. Payment of any outstanding tuition and or any outstanding financial balance to the school or make satisfactory payment arrangements.

Upon completion of all programs, student receives a “DIPLOMA”. Please note that students will not be considered as a graduate, your diploma and transcripts will not be released to you until all financial obligations have been paid.

Once a student has met all these requirements, he or she will receive a Graduation Diploma and Official Final Transcripts and be considered a graduate of Chrome Institute of Cosmetology.

STATE LICENSURE AND TESTING PROCEDURES:

As of November 24, 2014, the Pennsylvania State Board of Cosmetology no longer requires a hands-on practical portion of the state board examination for cosmetology, cosmetology instructor or an esthetician license. The examination now consists of a combined theory and theory practical computer examination.

As of December 24, 2014, the Pennsylvania State Board of Cosmetology now allows students to take the state licensing examination early while still attending school. Cosmetology students can take the examination once they have reached the 900-hour mark. Cosmetology instructor students can take the examination once they have reached the 400-hour mark. Esthetician students can take the examination once they have reached the 250-hour mark.

Students that wish to take the examination early while still attending Chrome Institute of Cosmetology must satisfactorily complete and pass all quizzes, projects and both written and practical exams. They must also be eligible to take and successfully complete the final written exam and State Law final exam for the particular program attending. All students must have completed the academic requirements and be up to date with their financial obligations before any transcripts are sent to the states testing facility, Pearson Vue. If you choose to take your examination early, you will not be issued a license until your completed transcript has been submitted to Pearson Vue. Students who apply for early testing will not receive a temporary license.

GRADUATION, PLACEMENT, AND JOB OPPORTUNITIES:

There are several different career options for Cosmetologists. These include, but are not limited to:

- Hair Stylist
- Colorist
- Make-Up Artist
- Brand Educator
- Traveling Artist
- Celebrity Artist
- Nail Technician
- Salon Manager
- Platform Artist
- Esthetician
- Salon Owner
- Many more options

Employment Assistance:

While the Chrome Institute of Cosmetology cannot guarantee employment upon graduation, we take pride in our graduates and our placement rates. We work closely with all the local salons and major product lines and will absolutely work with every student to assist in employment placement. We keep an open line of communication with

salons as they look to us to assist in helping to fill any open positions they may have. When a student is placed in a salon or a graduate is working in a salon, we send out surveys asking about the student or graduate so we can constantly improve our program to make sure our graduates are sought after by all the local salons.

GRADUATES COMPLETING A PROGRAM AND REENROLLING IN A NEW PROGRAM:

Any graduate of Chrome Institute of Cosmetology that wishes to enroll in another program offered at our facility may be eligible for a partial scholarship. Consideration will be on a case-by-case basis.

STUDENT KIT:

COSMETOLOGY:

(Please note that students are responsible for the purchase of stationary supplies.)

- Jumbo Duffle Bag W/Wheels
- Milady Hard Cover Cosmetology Textbook
- Milady Soft Cover Cosmetology Workbook
- Wahl All Star Combo Set
- FHI Heat Curve 1" Styler
- Wet Brush
- T3 Brushes In Bag
- Babyliss Marcel Curling Iron ¾"
- FHI Heat Dryer 1875W AC
- Carbon Cutting Comb
- Tourmaline Carbon Comb Set
- 1 pc Manicure and Pedicure Set
- Carbon Pin Tail Comb
- 9" x 12" Large Mirror
- Digital Timer
- Alpine White Nail Polish
- Natural Nail Base Coat
- Charged Up Cherry Nail Polish
- Nail Topcoat
- Sharkfin Shears (4 shears)
- Manicure Bowl
- Tint Bowl System
- Mirabella Essential Artist Kit
- 16 Oz Spray Bottle
- 8 Oz Applicator Bottle
- Nylon Bristle Nail Brush
- Cutting Cape
- Chemical Apron
- 3" Boar Bristle Brush
- Comb Out Rake Comb
- Perm Rods Short White
- Perm Rods Long White
- Perm Rods Long Gray
- Perm Rods Jumbo Orchid
- 3" Butterfly Clips
- Steel Single Prong Clips



- Bleach Brush
- 10 Piece Swatch Test Kit
- Metal Rat Tail Comb
- Shampoo Cape
- All-Purpose Cape
- Perfect Alligator Clip
- 2-Ms. Kim Manikins
- Ms. Maya Manikin (Natural Hair)
- Ms. Natalie Manikin (Long Hair)
- Deluxe Tripod Stand

COSMETOLOGY INSTRUCTOR:

(Please note that students are responsible for the purchase of stationary supplies.)

- Milady's Master Educator Hard Cover Instructor Textbook
- Milady's Master Soft Cover Instructor Workbook



ESTHETICIAN:

(Please note that students are responsible for the purchase of stationary supplies.)

Mirabella Pro Box Make-Up Kit (Includes the following)

- Professional Artist Box
- Brushes
 - Detail
 - Dual Finish Blush & Powder
 - Pro Eye Blender
 - Sculpting/Serum
 - Wet/Dry Eyeshadow
- Contouring Kit Medium
- Dual Pencil Sharpener
- Essential Artist Kit Palette
- Eye Definer – Foil & Twig
- Flawless Silicone Blender
- Invincible V – Dark
- Lasting Lash Waterproof Mascara
- Lip Definer – Nude

- Luxe Advanced Formula – Angelic, Vintage, & Heartbreaker
- Mascara Wand (25pack)
- Perfect & Correct Finishing Powder
- Perfecting Lip Definer
- Prime for Face
- Skin Tint Crème – I C, III N
- SWAK – Berried Modern Matte & Rosy Rouge
- The Brow Medium Pencil
- Velvet Lip Pencil – Vice
- Wipe Out Makeup Wipes

***Dermalogica Esthetics Kit (Includes the Following) ***

Milady Esthetician Bundle HARD COVER TEXTBOOKS

Milady Esthetician Bundle SOFT COVER WORKBOOKS

- Calming Botanical Mixer
- Multi Vitamin Power Exfoliant
- Exfoliant Accelerator 35
- Colloidal Masque Base
- Massage gel cream
- Post Extraction Solution
- Multi-Active Toner
- Special Cleansing Gel
- Ultra-Calming Cleanser
- Daily Micofoliant
- Solar Defense Booster SPF50
- Multi Vitamin Power Recover Masque
- Pre-Cleanse
- Welcome Pack
- Dermalogica Masque Fan Brush
- Face Mapping Prescription Sheets
- Facial Sponges
- Carry Case
- “The Book”
- Scaling gel
- Mixing Spatula
- 7 PC Body Brush Set
- 5 Pc Esthetic Tool Set
- 5 Pc Eyebrow Set
- Comb Out Cape
- 3 Pc Mixing Bowls

FEDERAL RETURN OF TITLE IV FUNDS POLICY:

THIS PORTION IS NOT YET APPLICABLE AS OUR PROGRAM DOES NOT CURRENTLY RECEIVE ITLE IV FUNDING.

The school participates in federal financial aid. Please refer to the following refund policy for specific consumer information pursuant to the federal financial aid program

- Title IV federal financial aid funds are awarded under the assumption that a student will remain in classroom attendance for the entire period for which funds were awarded. If a financial aid recipient withdraws from school after beginning attendance, the amount of Title IV grant or loan assistance earned by the student must be determined. The school is required to calculate the amount of Federal Title IV funds to be returned

for a student who has withdrawn from all classes. If a student receives SFA (Student Financial Aid) in the form of loans and/or grants, withdraws from school after beginning attendance, the amount of SFA grant or loan assistance earned by the student must be determined.

- For student who have received Title IV financial assistance, the Federal Return of Title IV Funds calculation will be completed first and applicable funds returned. Returned funds will be reduced from the payments received on behalf of the student before applying the institutional refund policy to determine whether the student is owed a refund or if a balance is owed to the institution.
- If a student has received less aid than that student earned, he/she may be eligible for a post-withdrawal disbursement. If a student is eligible for this disbursement, the school will notify the student in writing of the amount for which he/she is eligible. The student will have 14 days to accept or decline the disbursement. If an acceptance is not received within this time frame the institution will not make the post-withdrawal disbursement to the student.
- The Federal Return of Title IV Funds formula dictate the amount of Federal Title IV aid that must be returned to the federal government or the lending institution by the school and/or the student. The federal formula is applicable to an eligible student receiving federal aid when that student withdraws on or before the 60 percent point in time in the payment period.
- The federal formula requires a return of Title IV aid if the student received federal financial assistance in the form of Stafford Loans, Pell Grants, or PLUS Loans and withdraws on or before completing 60 percent of the payment period. The percentage of Title IV aid earned is equal to the percentage of the payment period that was completed as of the withdrawal date if this occurs on or before the 60 percent point of time. The percentage that has not been earned is calculated by determining the complement of the percentage earned (e.g., if 40 percent was earned, 60 percent was unearned).
- The amount to be returned is calculated by subtracting the amount of Title IV aid that was or could have been disbursed as of the withdrawal date. The percentage of the payment period scheduled to complete is calculated by dividing the total number of clock hours scheduled to complete by the payment period as of the last date of attendance.
- If a student unofficially or officially withdraws and has received federal loans, the loans will go into repayment once the grace period expires.
 - A) Unofficial withdrawal applies when a student is absent for 14 or more consecutive calendar days;
 - B) Official withdrawal applies when a student notifies the school in writing or in person.In both cases, the last day of attendance will be used in the return of Title IV calculation.
- School scheduled breaks of five (5) or more consecutive days are excluded from the Return to Title IV calculation as periods of nonattendance and, therefore, do not affect the calculation of the amount of federal student aid earned. This provides for more equitable treatment of students who officially or unofficially withdraw near either end of the schedule break.
- Title IV funds will be returned to the United States Department of Education within 45 days.

NOTE: A student who withdraws prior to completing 60 percent of the charging period may be required to repay some of the funds released to the student because of a credit balance on a student's account.

Refunds to Title IV programs will be made in the following order:

- Federal Unsubsidized Stafford Loan
- Federal Subsidized Stafford Loan
- Federal PLUS Loan
- Federal Pell Grant

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: An applicant is not accepted by the school. The applicant shall be entitled to a refund of all monies

paid.

1. 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
 2. 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 \$100.00.
 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**

0.01% to 04.9%
5.0% to 9.9%
10% to 14.9%
15% to 24.9%
25% to 49.9%
50% and over

**TOTAL TUITION SCHOOL
SHALL RECEIVE/RETAIN**

20% **PLUS \$150 Termination Fee**
30% **PLUS \$150 Termination Fee**
40% **PLUS \$150 Termination Fee**
45% **PLUS \$150 Termination Fee**
70% **PLUS \$150 Termination Fee**
100% **PLUS \$150 Termination Fee**

- 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.
- Students who receive a scholarship from the Chrome Institute of Cosmetology and withdraw from our programs will forfeit their scholarship. We do provide the scholarship upfront. However, if the program is not completed, the scholarship will be lost, and the scholarship funds will be owed back to the school. If receiving a scholarship, students will be required to acknowledge on the enrollment agreement via signature and date.

STUDENT FINANCIAL AID RELEASE: (NOT YET APPLICABLE TO THE SCHOOLS' PROGRAMS)

Any student contracted to complete a course at Chrome Institute of Cosmetology agrees that the school cannot guarantee the student loan process. A Federal Parent PLUS Loan requires a credit check and is based on the parent's credit rating. A Pre-Approval for a Parent PLUS Loan does not guarantee that the parent will receive a Federal Parent PLUS Loan. It is absolutely necessary for the parent to pass a satisfactory credit check when the loan is certified. The School has no control over the approval process. It is up to the student and or their parent to make sure all forms are accurate and complete.

Federal loan information is available in the National Student Loan Database System (NSLDS) and will be accessible by Servers and Schools, as authorized.

POLICY FOR VERIFICATION OF TITLE IV FUNDING: (NOT YET APPLICABLE TO THE SCHOOLS' PROGRAMS)

Chrome Institute of Cosmetology has policies and procedures that it must follow for verification of Title IV Funding. Verification is required by the U.S. Department of Education. Students are randomly selected to provide additional information. Chrome Institute of Cosmetology provides students with a verification form so they can provide the necessary information. Chrome Institute of Cosmetology gives the student 30-days to return the completed form to the financial. If verification documents are not submitted by the due date, the student will be required to make monthly cash pay status until verification is completed. FAME is the software that handles our student overpayments and will notify the school so it can make the corrections to the award packet, which is reported to Common Origination and Disbursement (COD) for the Department of Education.

LATE PAYMENTS:

If a student fails to make a scheduled tuition payment, the student will receive a communication from the Operations Director. All communications will be documented and placed in the student's permanent file. If a student consistently fails to make scheduled payments, the student may be terminated from the program. Please refer to the tuition percentage chart for this information.

MAKEUP WORK:

Students must complete all required assignments and tests. To accommodate students, makeup test days and assessment periods will be scheduled. Students must complete makeup work at the scheduled time.

SATISFACTORY ACADEMIC PROGRESS POLICY

The Satisfactory Academic Progress Policy is consistently applied to all students enrolled at the school regardless of form of payment, cash pay or Title IV HEA Program funds. It is printed in the catalog to ensure that all students receive a copy prior to enrollment. The policy complies with the guidelines established by the National Accrediting Commission of Career Arts and Sciences (NACCAS) and the federal regulations established the United States Department of Education. **(Currently Chrome Institute of Cosmetology does not participate in Title IV HEA Program)**

EVALUATION PERIODS, ACADEMIC YEAR LENGTH AND MAXIMUM TIMEFRAME:

Students are evaluated for Satisfactory Academic Progress on **actual hours** clocked as follows.

(Note: Scheduled weeks represented in the chart below are based on scheduled hours/time.)
Again, SAP evaluations occur based on actual clocked hours.

The **Maximum Time** (which does not exceed 133% of the course length) allowed for students to complete each course at satisfactory academic progress is stated below.

The maximum time allowed for transfer students who need less than the full course requirements or part students will be determined on 75% of the scheduled contracted hours. Students who exceed the maximum timeframe shall

be terminated from the program and may re-enroll at the sole discretion of the institution on a cash pay basis consistent with the re-enrollment provisions of the admission policy.

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

PROGRAM NAME	HOURS	MAXIMUM TIME FRAME HOURS	SCHEDULE	EVALUATION PERIOD (Actual Hours)	SCHEDULED WEEKS	MAXIMUM TIMEFRAME WEEKS	ACADEMIC YEAR LENGTH
Cosmetology	1250	1663	Full-Time	450/900/1250	42	55.86	900 Hours
Cosmetology	1250	1663	Part-Time	450/900/1250	63	84	900 Hours
Cosmetology	1500	1995	Full-Time	450/900/1200	50	67	900 Hours
Cosmetology	1500	1995	Part-Time	450/900/1200	75	100	900 Hours
Cosmetology Instructor	600	798	Full-Time	300/600	37.5-20.0	50.0-27.0	900 Hours
Cosmetology Instructor	600	798	Part-Time	300/600	70.0-40.0	93.0-53.2	900 Hours
Esthetics	400	532	Full-Time	200/400	20	27	900 Hours
Esthetics	400	532	Part-Time	200/400	28	37.24	900 Hours
Esthetics	600	798	Full-Time	300/600	29	39	900 Hours
Esthetics	600	798	Part-Time	300/600	40	53.2	900 Hours

Transfer Students: Midpoint of the contracted hours or the established evaluation periods, whichever comes first. The school shall evaluate students (academic and attendance) Satisfactory Academic Progress at the conclusion of each evaluation period. All periods of enrollment are included in the SAP calculation for Title IV eligibility and otherwise. The frequency of evaluations ensures that students have had at least one evaluation by midpoint in the academic year or course and/or program, whichever occurs sooner.

ATTENDANCE PROGRESS EVALUATIONS:

Students are required to attend a minimum of 75% of the hours possible based on the applicable attendance schedule to be considered maintaining satisfactory attendance progress. Evaluations are conducted at the end of each evaluation period to determine if the student has met the minimum requirements. The attendance percentage is determined by dividing the total hours accrued by the total number of hours scheduled. At the end of each evaluation period, the school will determine if the student has maintained at least 75% cumulative attendance since the beginning of the course which indicates that, given the same attendance rate, the student will graduate within the maximum timeframe allowed.

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. 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 for all programs.

Grading Letter	Score	Description
A	100-94	Excellent
B	93-87	Very Good
C	86-80	Passing
D	79-75	Needs Improvement
F	74-under	Failure

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 be scheduled a time with an instructional leader and or other school administration to review the students satisfactory academic progress evaluation status. All students will receive a hard copy of their Satisfactory Academic Progress Determination at the time of each of the evaluations and the original placed in students' file. Students determined not be maintaining Satisfactory Academic Progress may have their Title IV, HEA Program funds interrupted, unless the students is on warning.

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 not met both the academic and attendance requirements, he/she will be deemed ineligible to receive Title IV, HEA Program funds. Any student on warning status who fails to meet the minimum requirements at the next evaluation point will be expelled. A student may only be granted one consecutive warning period. Students who are expelled have the ability to appeal. If the appeal is granted the student would be in a probationary status. Students on warning are eligible for Title IV financial funding, if applicable.

PROBATION:

Students who fail to meet the minimum requirements for attendance and academic progress during the warning period, will allow for the student to be placed on probation. Probation can occur if the school determines that satisfactory academic progress standards can be met by the end of the subsequent evaluation period or the institution develops an academic plan for the student that , if followed, will ensure that the student is able to meet the school's satisfactory academic progress requirements by a specific point within the maximum timeframe established for the individual student.

The student may also be granted probationary status if the student prevails upon appeal of a negative progress determination prior to being placed on probation.

EXPULSION:

Students who have been expelled will be ineligible to return unless they submit an appeal in writing that is approved by the designated school official. When Title IV funding is offered by the school, students who are expelled are not eligible when in an expelled status.

TERMINATION/EXPULSION APPEAL PROCESS:

The student must submit a written appeal to the school director describing why they were terminated, along with supporting documentation of the reasons why the determination should be reversed. An appeal hearing will take place within 15 business days of receipt of the written appeal.

The student can appeal for such reasons as death of a relative, an injury or illness of the student or other allowable circumstances.

The student must also submit in writing 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 that all results of the appeal will be maintained in written form in the students' file.

This hearing will be attended by the student, parent/guardian (only if the student is a dependent minor), the student's instructor, the Operations Director, and the School Director. A decision on the student's appeal will be made within 3 business days after the appeal hearing by the School Director and will be communicated to the student in writing. This decision will be final. Should appeal end in student favor and satisfactory academic progress is met during established evaluation time, students access and eligibility to Title IV funding may be re-established.

RE-ENTRY:

Students who wish to re-enter the program must contact the admissions director or other designated administrator. The student will be charged the current rate of tuition per hour for the number of hours left to complete. If the student left the program in a "non-satisfactory status", the admissions director along with the appeals administrator(s), will assess individual circumstances and will make the final decision whether a student is allowed to re-enter a program.

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 period at the next scheduled evaluation. Students can make-up hours during course times the student is not normally scheduled for attendance.

INTERRUPTIONS, COURSE INCOMPLETES, AND WITHDRAWALS:

If enrollment is temporarily interrupted, the student will, the student will return to the school in the same progress status as prior to discontinuance of the program. Currently Chrome Institute of Cosmetology does not offer leave of absence. However, if at some point in the future the school instituted a leave of absence policy, hours elapsed during a leave of absence will extend the students contract period and maximum time frame by the same number of calendar 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.

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.

LEAVE OF ABSENCE:

The school DOES NOT have a "LEAVE OF ABSENCE POLICY".

TRANSFER HOURS:

Regarding Satisfactory Academic Progress, a student's transfer hours will be counted as both attempted and earned/completed hours for the purpose of determining when the allowable maximum time frame has been exhausted. SAP evaluations periods are based on actual contracted hours at the institution. Please see the school's admissions/transfer policy for additional information and requirements.

STUDENT PROFESSIONAL DEVELOPMENT GUIDELINES:

The following are a list of guidelines that all students must commit to and follow during their enrollment at Chrome Institute of Cosmetology.

STUDENT PLEDGES:

PROFESSIONALISM:

- Have a positive, enthusiastic and mature attitude at all times.
- Be professional at all times, so you will be sought out by salons for employment.

ATTENDANCE:

- Arrive at school on time.
- Keep your attendance average high, this will insure you receive the proper education to be successful.

MEASURABLE PERFORMANCE OBJECTIVES:

- Complete the required number of clock hours of training.
- Achieve and receive passing grades on all practical graduation requirements and projects, including practical and theoretical examinations.
- Satisfactorily pass final written and practical exams.
- Upon completion, receive a graduation certificate.
- Pass state board exam.

ATTENDANCE AND DOCUMENTATION OF TIME

- The school records attendance in clock hours and give appropriate attendance credit for all hours attended or does not add or deduct attendance hours as a penalty. Attendance is calculated using computerized time clock and does not round hours to nearest whole hour. If a student fails to clock in or out for their schedule on the student time clock, the student will not receive hours. If the student wishes to dispute any hours, they feel earned, the student must provide documentation to verify attendance on the missing time form.
- The prescribed attendance schedule must be maintained throughout the program.
- Students must be on time as tardiness and absences inhibit the learning process.
- **Tardiness (Late Arrival):** Students are expected to be clocked in and physically in their respective classroom at or prior to class start time. A tardy is defined 5 minutes past the start time. Prior notification of late arrival is required for any late arrivals to be considered excused.
- **Excused/Unexcused absences:** Excused absences are absences granted approval prior to the date of absence. Unexcused absences are absences that have not received prior approval by school administration. Students must understand that all absences impact the student's attendance rate and that all absent hours must be made up. Counseling and advising will begin after 2 unexcused absences within a 30-day period
- During the enrollment agreement/contract period, applicants must maintain a 90% attendance average each month in order to complete the program within the scheduled program length. The applicant is allowed to miss 10% of his/her scheduled hours before having to pay extra instructional charges. The applicant may use the allowed 10% of his/her scheduled hours for vacation, doctor appointments, illness, etc. If the applicant must attend additional program hours beyond his/her scheduled program length due to attendance problems or to complete academic graduation requirements, the applicant will be charged an additional \$13.50 for each hour scheduled to complete for Cosmetology students, Cosmetology Instructor students and \$15.00 each hour for Esthetic students after the scheduled program length is reached.
- Students are required to be in attendance a minimum of:

- 6 hours per day
 - 30 hours per week for full-time Cosmetology and Esthetician.
 - 5 hours per day, 20 hours per week for part-time Cosmetology and Esthetician.
 - Cosmetology instructor student's per schedule enrolled.
- Lunches and breaks are scheduled for all students. All full-time students will receive two (2) 15-minute breaks and a 1-hour lunch. Students should communicate with their Learning Leader if they have not had lunch by 1:30 p.m. Night students get two (2) 15-minute breaks. **Documentation of time:** Students may not leave the premises during regular hours (other than break time and lunch) without the permission of an instructor. Students who leave the school premises or leave early must document their time by:
 - A) Clocking out.
 - B) Signing the sign-out sheet.
 - C) Having an instructor clock them out.

Students may not clock in or out for another student.

Students may be suspended for failure to comply with these rules

PROFESSIONAL IMAGE

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

- Students must wear only black head to toe. Students in our honors program must wear black but may have white and/or grey accents.
- Clothing must be professional, clean, and free of stains and tears.
- Shoes should be black, professional, and comfortable.
- Hair must be clean and styled prior to arriving at school.
- If applied, cosmetics must apply prior to arriving at school.
- The following is a list of unacceptable dress for students:
 - Gym shoes, flip flops, sandals, or open toe shoes
 - Jeans or clothing made of denim (This will only be allowed on dress down days or "Jean Days")
 - Tank tops, sleeveless tops, or sheer clothing
 - Sweatpants/sweatshirts
 - Printed t-shirts other than those with a "CHROME" logo
 - Short skirts/dresses that fall above the fingertips
 - Shorts, spandex, or athletic apparel
 - Yoga pants or athletic leggings
- Students who fail to comply with this professional dress code will be asked to leave and return with appropriate attire.

SANITATION AND PERSONAL SERVICES

- Students must keep workstations and classroom areas clean, sanitary, and clutter free always.
- Students must clean their station, including the floor, after each service.
- Hair must be swept up immediately after a service is completed, before blow-drying.
- Workstations must be cleaned at the end of the day.
- Students may have their hair or other services done. To receive service, students must do the following prior to starting the service:
 - A) Ask permission from their instructor
 - B) Pay for service supplies including perms, color, lightener, conditioning treatments, etc.
 - C) Personal services are considered rewards and scheduled for student who are up to date with all academic work. School assignments and successful learning are always the priority.

COMMUNICATION GUIDELINES AND PROFESSIONAL CONDUCT

- Visitors are allowed in the reception area only. Visitors are not allowed in the classrooms, lunch room, or the clinic floor area.

- Only emergency calls are permitted on the business phone. Future Professionals may use their personal cell phones while on break and lunch.
- Cell phones are not permitted in the classroom or clinic classroom, unless the Instructor in that class has given approval.
- Students may not visit with another Students who are working on a guest.
- Students may not gather around the reception desk, the reception area, or the administrative offices.
- Food or drinks are allowed only in the lunchroom.
- Smoking is prohibited in the building or on the campus.
- Stealing or taking school or another's personal property is unacceptable and is grounds for immediate termination.

LEARNING PARTICIPATION GUIDELINES

- Peer teaching and tutoring are encouraged. Taking credit for another's work or cheating during exams is unacceptable and is grounds for immediate termination.
- Students will be expected to maintain an average of 75% on all the theory tests and assignments.
- Students may not be released from required theory class to take a client.
- Only Front Desk Personnel may schedule or change client service appointments.
- All service must be checked and signed off by an instructor.
- Students are expected to be continuously working on school related projects, assignments, reading or test preparation during school hours.
- Students will receive clock hours during the times they fully participate in their learning experience.
- When students are not scheduled with service appointments or are not scheduled to attend theory or a specialty class, the following may be focused on:
 - A) Completion of monthly assessments
 - B) Completion of theory review assessments
 - C) Performing a service on another student
 - D) mannequin drills, such as foiling, long hair designs, perm rod rolling, and speed drills
 - Students are responsible for his/her own equipment and may use a station drawer only while working at that station. All equipment, tools, and personal items must be secured in their assigned locker. Chrome Institute of Cosmetology is not responsible for any articles that are lost or stolen.
 - Parking is allowed in assigned parking areas only or cars may be towed at their owner's expense.
 - Students must always come to school prepared and have their full kit, books, writing utensils, etc.
 - Students will not be allowed in theory once the door is closed. The student will not receive theory credit or clock hours during this time. If a student chooses to leave theory class for any reason, he/she will not be allowed to return to theory. If there's a transition period during theory a student will be allowed to enter to receive credit for the remaining scheduled time in theory.

COACHING AND CORRECTIVE ACTION:

Part of your learning experience includes fine-tuning and mastering the skills and behaviors of a salon industry professional. The school team will coach all students to correct noncompliant or destructive behavior.

- **Attendance and Documentation of Time Guidelines:** Attendance, promptness, and documentation of work are cornerstones of successful work practices. Students may be clocked out, released for the day, or receive a coaching session when they do not comply with guidelines.
- **Professional Image Standards:** Professional Image standards were created to provide guidance and direction to students as they develop their professional image. Students may be clocked out and released for the day when they do not meet professional image standards.
- **Sanitation and Personal Service Procedures:** Sanitation and personal service procedures have been established to comply with state laws and to provide a safe and clean service environment. Students may be clocked out and released for the day when they do not follow sanitation and personal service procedures.
- **Communication Guidelines and Professional Conduct:** It is the school's responsibility to provide a learning environment that is professional, positive, and conducive to learning. Staff and students all contribute to a mutually respectful learning environment that fosters effective communication and professional conduct.

Students who fail to follow communication guidelines and who do not conduct themselves in a respectful and professional manner may experience a coaching session or termination.

- **Learning Participation Guidelines:** The learning participation guidelines have been established to provide a creative, fun, interactive, and collaborative learning environment that empowers students to act as “future salon industry professionals” and committed learners. Positive behavior is required to create a mutually beneficial learning environment for all students. Students who fail to meet the guidelines and create challenges for other students or staff may receive a coaching session or be terminated.

Corrective Action Steps:

Once a student has received 2 coaching sessions for the same offense, the student may be suspended from school. If a student receives 2 more coaching sessions after readmission from a suspension of more than 2 days, the student’s enrollment at the school may be permanently terminated. A student may be terminated without prior coaching sessions for improper and/or immoral conduct.

ALCOHOL AND DRUG-FREE EDUCATIONAL FACILITY POLICY:

The school prohibits the possession, use, or being under the influence of alcohol or an illegal substance on School premises or at a school activity.

CHROME INSTITUTE OF COSMETOLOGY ADMINISTRATION AS OF FEBURARY 2022

Owners: Johnny and Becky Chambers

Director: Johnny Chambers

Operations Director: John Chambers Sr.

Admissions Director: Joseph Chambers

Financial Aid Director:

School Supervisor / Director of Education: Lori Kaplan

Education Team: Lori Kaplan, Lisa Cirillo, Floyd Mattson

Front Desk Coordinator: Rita Chambers