

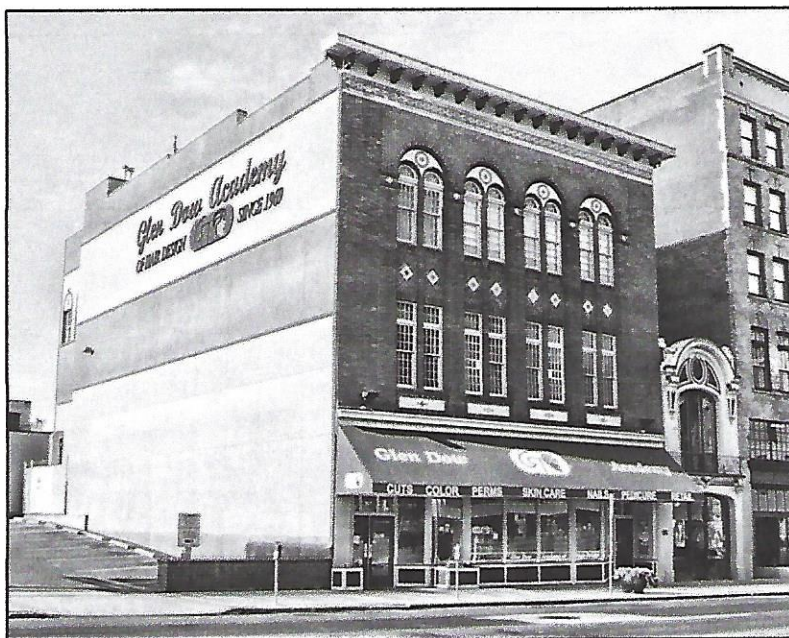
Glen Dow Academy

SCHOOL CATALOG



Founded in 1969

Accredited by the National Accrediting Commission of Career Arts and Sciences (NACCAS)



309 W Riverside Ave.

Spokane, WA 99201

Phone: (509) 624-3244

Fax: (509) 624-3351

www.glendow.com

Catalog certified as true and correct for content and policy.

Signed: Jennifer L. von Dahlen

Date: 2/8/2021

Published – February 2021

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CHAPTER I

GLEN DOW ACADEMY OF HAIR DESIGN AND SALONS, INC. GENERAL SCHOOL & ADMISSION INFORMATION

**Jennifer Von Doehren
& Glen Dow**
CEO

Joseph Jorgenson
School Manager /
Financial Aid Director /
VA Point of Contact

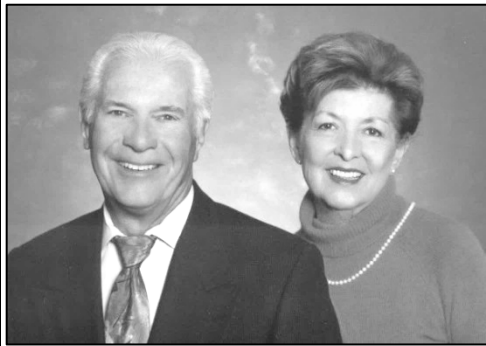
Cathy Dicks
Staff Accountant

Misty Perlman
Admissions Specialist

Brian Craig
Records Administrator /
Secondary VA Point of Contact

Kathy Cooper
Front Desk Manager

Sandy Hobbs
Operations Specialist



Glen & Betty Dow - Founders

Shawna Martin
Instructor of all Courses /
Curriculum Coordinator

Mary Jo McNutt
Instructor of all Courses

Mandi Doucoure
Instructor of Cosmetology

Kerri Ivie
Instructor of Esthetics and
Master Esthetics

Sydney Hemmert
Instructor of Esthetics and
Master Esthetics

Lindsey Ritenour
Instructor of Esthetics and
Manicuring



Administration, Staff and Faculty Glen Dow Academy of Hair Design and Salons, Inc.

School Management/Administrative Staff:

Martin Dow
Owner

Glen E. Dow
Founder and Former President

Glen E. Dow has been a licensed Cosmetologist since 1956. He is a member of the National Cosmetologists Association, Washington State Hair Fashion Committee, and the Inland Empire Cosmetologists Association. He has been an instructor since 1968. Mr. Dow has won many hairstyling awards including Washington State Hair Fashion Committee's coveted Emerald Award. He is also the past president of the Inland Empire Cosmetology Association.



Cathy Dicks
Staff Accountant



Joseph Jorgenson
*School Manager, Financial Aid
Director & VA PoC*



Misty Perlman
Admissions Specialist



Kathy Cooper
Front Desk Manager



Brian Craig
*Records Administrator &
Secondary VA PoC*



Sandy Hobbs
Operations Specialist

Additional Staff:



Shawn Blakesley
Maintenance Supervisor



Instructional Staff



Mary Jo McNutt – Instructor of all Courses

Licensed Instructor, Cosmetologist, Master Esthetician, and Manicurist

Mary Jo graduated from Glen Dow Academy in 1984 as a fully licensed Cosmetologist, Barber, Manicurist, and Esthetician. She returned in 2000 for her instructors' course and license. She was employed by Glen Dow Academy from 1984 to 1986 as a stylist at The Americana Salon in Spokane WA. As well as being employed as an instructor here at Glen Dow Academy from 2001-2011. Mary Jo has worked at other beauty schools and various salons in the past, as well as continuing her education through extended educational seminars. Ms. McNutt returned to instruct Cosmetology at GDA in December 2016.



Shawna Martin – Instructor of All Courses / Curriculum Coordinator

Licensed Instructor, Cosmetologist, Master Esthetician, and Manicurist

"This industry has shown me so much love, and support in being the best I can be, and I am thrilled to help others achieve their goals for a successful future! Let's get you licensed!"

Ms. Martin has worked in the beauty industry since 2000, across various local salons and spas. She maintains licenses in Cosmetology, Manicuring, Esthetics, Master Esthetics and Instructor. She attended SCC for Manicuring and Esthetics in 1999, received her instructor license from Total Cosmetology in 2013, trained to become a Master Esthetician at Glo Med Spa in 2014 and returned to Total Cosmetology in 2016 to earn her Cosmetology license.

Along with her position as Instructor of our Manicuring and Instructor courses at Glen Dow Academy, as well as Curriculum Coordinator for all our courses, she continues to be an active working professional in the industry. She is passionate about instructing and is excited to pass down the valuable knowledge and experience she has gained as veteran of the industry.

Most recently, she has accepted a position as the Manicuring Seat on the Washington State Cosmetology Advisory Board!



Kerri Ivie – Instructor of Esthetics and Master Esthetics

Licensed Instructor, Cosmetologist, and Master Esthetician

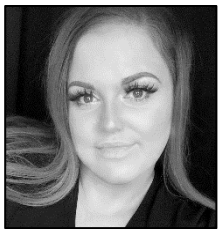
Kerri has 25 years of experience in the field of Cosmetology and Esthetics. She received her education in Seattle, WA at Gene Juarez Academy. She maintains instructor/operator licenses in both Washington and Idaho. Kerri instructed Cosmetology and Esthetics for Glen Dow Academy in the mid to late 90's. For the next 15 years Kerri instructed Esthetics for Community Colleges in both Washington and Idaho.

Kerri has salon experience with popular Esthetics techniques including microderm, micro current, light therapy, chemical peels, microneedling, dermaplaning, lash extensions and full body waxing. She also has experience working with several product companies, including Dermalogica, Sanitas, Osmosis, Knutek, Epicuren, Eminence, Skin for Life, Prescription Plus and Jane Iredale to name a few.



Mandi Doucoure – Instructor of Cosmetology
Licensed Instructor and Cosmetologist

Mandi graduated Glen Dow Academy's Cosmetology course in 2006. After graduating, she pursued multiple avenues within the beauty industry, including owning her own salon as well as participating in runway shows and styling competitions. Throughout her career as a Cosmetologist, she sought out further education and certification in hair extensions. Her journey led her back to Glen Dow Academy in the Fall of 2018, when she attended and graduated our Instructor course. Mandi is eager to share her wealth of industry knowledge with our future Cosmetologists!



Sydney Hemmert – Instructor of Esthetics & Master Esthetics
Licensed Instructor, Esthetician, and Master Esthetician

Ms. Hemmert is a graduate of Glen Dow Academy, having completed both our Master Esthetics course and our Instructor course, and has returned to our school to join us as a Master Esthetics Instructor! Her bright personality and dedication to learning makes her a welcomed addition to our staff.



Lindsey Ritenour – Instructor of Esthetics & Manicuring
Licensed Instructor, Esthetician, and Manicurist

Lindsey began her career with a course in Makeup Artistry at Blanche Macdonald Centre in Vancouver, BC in 2005. In 2007 she graduated from Glen Dow Academy's Manicuring course, before returning for our Esthetics course in 2019, and our Instructor course in 2020. Lindsey has experience and passion for the beauty industry and teaching, with a particular focus for esthetics, holistic products and treatments.

ADMINISTRATIVE STAFF DIRECTORY

Our Administrative staff members are happy to answer any questions relating to their departments. To get in contact with us, simply call Glen Dow Academy at **(509) 624-3244**, and then dial the extension of the office you are attempting to reach. If we are not readily available to take your call, please allow anywhere from one to two days for a response. We thank you for your patience!

- **For assistance with academic advising and enrollment:** Please contact the Admissions Office (ext. 2)
- **For assistance with financial aid and financial advising:** Please contact the Financial Aid Office (ext. 3)
- **For assistance with billing and account balances:** Please contact the Bookkeeping Office (ext. 4)
- **For assistance with transcripts and other student records:** Please contact the Records Office (ext. 7)

Office	Extension	Contact in Office / Title
Front Desk	1	Kathy Cooper / Front Desk Manager
Admissions Office	2	Misty Perlman / Admissions Specialist
Financial Aid Office	3	Joseph Jorgenson / School Manager, Financial Aid Director & VA PoC
Bookkeeping Office	4	Cathy Dicks / Staff Accountant
Records Office	7	Brian Craig / Records Administrator & Secondary VA PoC Sandy Hobbs / Operations Specialist

GLEN DOW ACADEMY OF HAIR DESIGN AND SALONS, INC.

Mission Statement

The Glen Dow Academy of Hair Design and Salons, Inc. was formed in 1969 to provide students and the community with an excellent level of service in the beauty industry. It is our mission to provide quality Cosmetology, Esthetics, Master Esthetics, Manicuring, and Instructor education that prepares the graduate for licensure and professional job entry.

We are dedicated to student success by enriching lives and cultivating professions through innovative, personalized education in an environment that inspires creativity and growth. We prepare students to excel in the industry by offering up to date education in customer service, business skills and fiscal responsibility necessary for success in the workplace.

The Glen Dow Academy of Hair Design and Salons, Inc. is dedicated to maintaining the highest standards in education by anticipating and responding to the ever-growing needs of our industry.

ALL STAFF MEMBERS ATTEND BEAUTY AND EDUCATION SHOWS, CLINICS, CONTESTS, AND DEMONSTRATIONS AS A CONTINUING EDUCATIONAL PROCESS:

2003	Master Educator Training, Portland, OR	2007	Midwest Hair Show, Chicago, IL
2003	Midwest Hair Show, Chicago, IL	2007	Trendz Zoom, Cancun, IL
2004	Midwest Hair Show, Chicago, IL	2008	N. America Esthetics Conf., Vancouver, BC
2004	Goldwell Education, Baltimore, MD	2011	NACCAS Conference, Arizona
2005	Midwest Hair Show, Chicago, IL	2011	AACS Convention, Las Vegas
2005	International Beauty, New York, NY	2012	Nuts & Bolts, Arizona & Texas
2005	Nail Pro, Atlanta, GA	2012	International Beauty Show, Los Angeles
2005	Student Day of Success, Portland, OR	2013	NAB Owner Conference
2006	Nat'l Cosmo School Instructor Summit, MD	2014	AACS Convention, Nuts and Bolts
2006	Las Vegas Hair Show, Las Vegas, NV	2015	Keratin Complex Smoothing, Sam Brocato
2006	Esthetics Spa Conference, Las Vegas, NV	2016	NIMA-Adv. Esthetics-Laser
2007	Las Vegas Hair Show, Las Vegas, NV	2017	Master Educator Igniting Ex. Performance
2007	Esthetics Spa Conference, Las Vegas, NV	2017	NACCAS Conf./Training Salt Lake City
2007	Nat'l Cosmo School Instructor Summit, MD	2017	DL Roope -Exam Symposium, Seattle



FOUNDING OF GLEN DOW ACADEMY OF HAIR DESIGN AND SALONS, INC.

Then



Glen Dow Academy helps students meet an industry-wide need for thoroughly trained beginning cosmetologists who can survive the competitive employment challenges of today's business world. It was with these purposes in mind that Glen Dow Academy was founded. In the interest of fulfilling that mission, courses include training in Advanced Design, Retail Product Knowledge, People Skills, and Business Management where applicable. Glen Dow Academy offers Cosmetology, Manicuring, Esthetics, Master Esthetics, and Instructor courses.

The Glen Dow Academy of Hair Design and Salons, Inc. was founded in 1969 under the guidance of GLEN E. DOW. Glen Dow Academy has been located in its own building since September 1984, and provides facilities which are modern and progressive for the beauty school industry.

Now



ACCREDITATION:

The Glen Dow Academy of Hair Design and Salons, Inc. is accredited by the National Accrediting Commission of Career Arts and Sciences (NACCAS), an independent accrediting agency founded by the beauty school industry to uphold high standards and principles. NACCAS is recognized by the U.S. Department of Education as a national agency for the institutional accreditation of postsecondary schools, and departments of cosmetology arts and sciences, including specialized schools. It presently accredits approximately 1,300 institutions nationwide, which serve over 120,000 total students. Glen Dow Academy has been accredited by NACCAS since September 1970.



NACCAS Address:
3015 Colvin Street,
Alexandria, VA 22314

Phone: 1 (703) 600-7600

LICENSING:

The academy is licensed by the State of Washington. To contact, call (360) 664-6626 - or mail to the following address: Business and Professions Division, Cosmetology Section, Box 9026, Olympia, WA 98507-9026.

VETERANS BENEFITS APPROVAL STATEMENT:

Selected programs of study at Glen Dow Academy are approved by the Workforce Training and Education Coordinating Board's State Approving Agency (WTECB/SAA) for enrollment of those eligible to receive benefits under Title 38 and Title 10, USC. Veteran applicants or students whose VA payments to the school are pending will not be prevented from enrolling, will not have any late fees charged, will not be required to secure alternative or additional funding, and will not be denied access to any resources provided to other students.

AVAILABLE AREA OF SPACE:

The Glen Dow Academy of Hair Design and Salons, Inc. occupies approximately 9,500 square feet of space on the street floor, 1,523 square feet on the mezzanine level, 5,000 square feet of training space on the second floor, and another 5,000 square feet on the 3rd level. This includes a waiting room, clinics, restrooms, adequate storage lockers, six (6) practical classrooms, visual-aid room, waxing rooms, facial room, nail room, pedicure room, dispensary, supply room, library, auditorium/student lounge, laundry, and offices.

Maximum class sizes are: Cosmetology-20, Esthetics-20, Master Esthetics-20, Manicuring-15, and Instructor-5. Student to teacher ratio is 20 students or less per instructor.

PARKING AND TRANSPORTATION INFORMATION:

Glen Dow Academy maintains an on-campus parking lot for **client use only**. Parking passes can be obtained from Diamond Parking Corporation, who operates many of the parking lots in downtown Spokane, including those closest to the Glen Dow Academy campus. The Spokane Intermodal Center located one block from Glen Dow Academy has parking for \$3 a day. There are also many street-side parking meters throughout downtown Spokane, including roughly 40 all day meters within four blocks of the school, costing approximately \$3 daily.

For students who rely on public transportation, Spokane Transit Authority (STA) offers multiple different options for bus passes, including reloadable passes and 31-day passes. Glen Dow Academy is located just a few blocks away from the STA plaza in Downtown Spokane, making it easily accessible from most bus routes in the Spokane area.

Students may request that Glen Dow Academy facilitate the purchase of their parking or bus passes, and have the cost of such passes charged to their student ledger each month. This is a great option for students who do not have money available at the time that the pass is needed. For pricing information, students or applicants should contact the Admissions Office.

INTERNAL GRIEVANCE PROCEDURE:

Note: Nothing in this policy prevents the student from contacting the Department of Licensing at any time with a concern or complaint.

Students and staff are encouraged to try to resolve any matters of dispute by discussing them with the student(s) and staff member(s) involved. If the matter cannot be resolved in this way, those with complaints may then submit an official grievance form with the School Manager or owners of Glen Dow Academy of Hair Design and Salons, Inc. No grievance will be considered by management unless submitted in this manner, using the official form provided by the school. Official grievance forms may be obtained from the front desk, records office, or directly from the School Manager.

Official grievances should include:

1. A description or summary of the key points of the grievance, including as much specific information as possible. It is recommended that the description include dates, times, and all relevant information concerning the events leading up to the grievance submission.
2. A list of actions taken by the complainant to resolve the circumstances described, again including specifics such as dates, times, individuals involved, and the outcome as perceived by the complainant.
3. Any steps the complainant is personally willing to take to resolve the situation.
4. The specific resolution/s that the complainant is requesting.

A grievance committee comprised of School Management will meet with the complainant within fifteen (15) business days of receiving the written complaint. The meeting will be documented, and a copy of that documentation will be provided to the complainant and kept on file by Glen Dow Academy.

If a determination is not made by the conclusion of the meeting, the grievance committee will reconvene within three business days of that meeting, and review the allegations to determine School Management's official response to the grievance.

- If more information is required from the complainant or other persons indicated as involved in the grievance, a letter outlining the additional information requested by the committee will be delivered to the appropriate party or parties.
- If no further information is needed, the grievance committee will make an official determination of response by School Management, whether action is taken by the school or the grievance is being dismissed, and send a response letter to the complainant within fifteen (15) calendar days which details that determination.

Only after all avenues described in this policy have been exhausted, if the complainant considers the grievance to be unresolved, they are then permitted to submit a complaint with the National Accrediting Commission of Career Arts and Sciences (NACCAS), whose contact information is listed below.

NACCAS Address: 3015 Colvin Street, Alexandria, VA 22314
Phone: (703) 600-7600 www.naccas.org



GENERAL ADMISSION AND ENROLLMENT REQUIREMENTS

Cosmetology, Esthetics and Manicuring students may apply any day that the school is open prior to the following start dates:

Cosmetology - 1/12/21, 3/16/21, 5/18/21, 7/20/21, 9/14/21, 11/9/21

Esthetics\Master Esthetics - 1/12/21, 3/16/21, 5/18/21, 7/20/21, 9/14/21, 11/9/21

Manicuring - 1/12/21, 3/16/21, 5/18/21, 7/20/21, 9/14/21, 11/9/21

Instructor * - 1/12/21, 3/16/21, 5/18/21, 7/20/21, 9/14/21, 11/9/21

**Applications for the Instructor course will be accepted according to Glen Dow Academy's ability to accept them.*

Qualifications for enrollment are:

1. The student must be at least seventeen (17) years of age.
2. Have proof of high school diploma or equivalent (General Education Development Test).
3. Complete Glen Dow Academy's application for school and a personal school interview.
4. Must take an entrance exam.
5. Must present photo ID.
6. Must have social Security Card with current last name.
7. Must submit a letter of interest stating why he/she wants to attend this course (100 words or less).
8. Instructor Course applicants must also provide a current WA State license in Cosmetology, Barbering, Manicuring, Hair Design, Esthetics or Master Esthetics

After a personal interview and tour of the campus is provided by the Glen Dow Academy Admissions Specialist, the applicant's credentials are studied for acceptability. This standard does exceed the requirements of the Washington State Statutes of the Cosmetology Law. All applications for enrollment will necessitate a \$100 application fee which becomes non-refundable upon acceptance of the application, except in the event that Glen Dow Academy ceases to offer the course prior to instruction beginning.

(See Refund Policy item 1 and item 11 - Pages 26-27)

Re-Entry Policy:

Students are allowed to re-enter a program after withdrawing while retaining the hours they have already earned toward course completion, if the following requirements are met:

1. It has been less than three (3) years since the determined date of the student's withdrawal
2. Glen Dow Academy can be assured that any issues which may have caused the withdrawal will not pose further issues after the student has re-enrolled.
3. All other standard requirements for admission are met.

The school reserves the authority to require students to maintain a professionally acceptable appearance while they are enrolled and present on campus. Any necessary appearance adjustments should be made before arriving at the school, including clothing, makeup, nails, hairstyle, etc. Appearance should be conservative in nature, reflect cleanliness, professionalism, and be acceptable to the general public. Academy dress code is listed on page 17.

TRANSFER STUDENTS

Glen Dow Academy may accept a transfer of student hours from other institutions in Washington State. Transfer student hours are defined as both attempted and completed hours for the purpose of determining when the allowable maximum time frame will be exhausted. SAP evaluation periods are based on actual contracted hours at the institution. Prior credit review is required for all VA beneficiaries.

1. Glen Dow Academy must receive final verified transcripts from the previous school.
2. The length of time between leaving and re-entry into Glen Dow Academy may not be more than three (3) years.
3. Glen Dow Academy may only take transfer hours from schools licensed in Washington State.
4. All students must start with a new class and receive basic training.
5. Students transferring from another institution in Washington State will be accepted with a mutual agreement between the student and Glen Dow Academy as to the creditable hours accepted according to Academy scale of credit.

Certified training hours expire three years after the last day of attendance. Any hours earned by a student that are more than three years old are considered by the department to be expired, and will not be considered valid towards initial licensure, whether those hours were earned at Glen Dow Academy or another institution in Washington State (WAC 308-20-090).

EQUIPMENT - TITLE/SECURITY INTEREST

Title and possession of tools and equipment issued to students passes at the time of issuance, subject to security interest *as referred to below**. A security interest in all tools and equipment issued by the school is specifically retained until all enrollment fees, equipment fees, taxes, lab fees and tuition have been paid in full. After issuance, all tools and equipment are to be kept and maintained at the sole risk and expense of the student. Glen Dow Academy reserves the right to prohibit the removal of tools and equipment, without the specific permission of the school supervisor for such removal. For security reasons, large carryout bags may be searched before leaving the school to assist in eliminating missing equipment and supplies. Tools and equipment are made second-hand by student's use, and their salvage value is slight, if not redeemed by student upon withdrawal from the course. Any delinquent payments of any sort may result in the school exercising its right under the security interest granted above, until all sums owing to it have been paid in full. Upon receipt in full of all sums owing to the school, the security interest granted herein shall be released and satisfied.

***NOTE:** "Security interest" means that the school retains an interest/encumbrance against all tools and equipment issued as collateral, and security for the payment of all sums due and owing to the school.

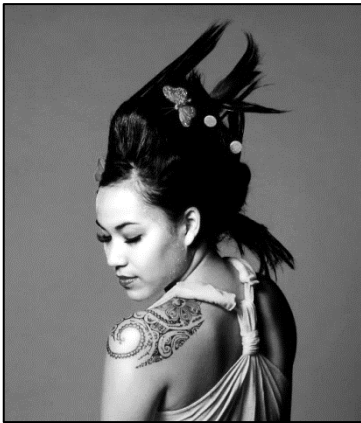
SCHOOL CLOSURES DUE TO EXTENUATING CIRCUMSTANCES

Students will receive notice via their student e-mail accounts when the school is closed due to snow, natural disaster, etc. Students can also check the following websites for posted school closures: www.glendow.com or www.facebook.com (search: Glen Dow Academy).

HOURS OF OPERATION & SCHEDULE OPTIONS

Cosmetology full-time classes are held Monday through Friday, from 8:00 a.m. to 4:30 p.m. with a 30-minute lunch period and a 15-minute break. The students attend 7.75 hours each day for a possible weekly total of 38.75 hours. Part-time Cosmetology students may choose to attend Monday through Thursday or Tuesday through Friday, and may choose between attending 6 hours per day from 8:00 am to 2:45 pm (24 hours per week), or 6.5 hours per day from 8:00 am to 3:15 pm (26 hours per week)

Manicuring, Esthetics, and Master Esthetics full-time classes are held Monday through Friday, from 9:00 a.m. to 3:45 p.m. with a 30-minute lunch period and a 15-minute break. Full-time students attend six (6) hours each day for a possible weekly total of 30 hours. Part-time Manicuring, Esthetics, and Master Esthetics students may choose to attend Monday through Thursday or Tuesday through Friday, from 9:00 to 3:45 pm for a total of 24 hours each week.



Instructor full-time classes are held Monday through Friday beginning at 8:00 AM, with an option between three different possible full-time schedules (as listed below). Part-time classes will also begin at 8:00 AM, and consist of either a Monday through Thursday or Tuesday through Friday weekly schedule.

Schedule options:

- Full-time – 8 hours per day, 40 hours per week for 15 weeks
- Full-time – 6 hours per day, 30 hours per week for 20 weeks
- Full-time – 6.5 hours a day, 32.5 hours per week for 18.5 weeks
- Part-time – 6 hours per day, 24 hours per week for 25 weeks

Break times are subject to the discretion of the school. If a student is unable to take a break, it will either be allowed at a later time or forfeited. Students must obtain instructor permission for breaks that are not at regular scheduled times. Student lunch periods are subject to change. Management will put forth an effort to compensate for missed lunch breaks if notified by the student on the same day.

The school may occasionally have additional hours available for training between 8 a.m. and 8:30 p.m. Eligibility will depend on which courses the **“special event”** (i.e. guest artists, manufacturer presentations) is applicable to. Such events are held solely at the school's discretion.



STATEMENT OF NON-DISCRIMINATION

Glen Dow Academy does not discriminate on the basis of sexual orientation, age, race, color, religion, gender, sex or ethnic origin in admitting students and is prohibited from discrimination in such manner by law. This practice and requirement of non-discrimination also extends to employment by the school.

All prospective students of Glen Dow Academy have the right to see and review this School Catalog three (3) days prior to the date a student signs an Enrollment Agreement.

HOLIDAYS AND BREAKS

Glen Dow Academy is open throughout the year, Monday through Friday from 8:00 a.m. to 4:30 p.m., apart from the following observed holidays and breaks:

New Year's Day
Memorial Day
Thanksgiving

Labor Day
Independence Day
Christmas Eve/Day

Religious Holiday accommodations: Glen Dow Academy will make good faith efforts to provide reasonable religious accommodations to students who have sincerely held religious practices or beliefs that conflict with a scheduled course requirement. Students who wish to request a religious accommodation of this type should make that request in writing and submit it directly to School Management with as much advance notice as possible. If granted, the student will not be charged for missed time due to their accommodation.

CLASS START DATE CALENDAR

Cosmetology	Manicuring	Esthetics	Master Esthetics	Instructor
1/12/2021	1/12/2021	1/12/2021	1/12/2021	1/12/2021
3/16/2021	3/16/2021	3/16/2021	3/16/2021	3/16/2021
5/18/2021	5/18/2021	5/18/2021	5/18/2021	5/18/2021
7/20/2021	7/20/2021	7/20/2021	7/20/2021	7/20/2021
9/14/2021	9/14/2021	9/14/2021	9/14/2021	9/14/2021
11/9/2021	11/9/2021	11/9/2021	11/9/2021	11/9/2021

Textbooks Included – By Program:

<u>Cosmetology</u>	Milady Cosmetology 13 th Edition - 2016 Goldwell Color Continuum - 2018 Zotos international Prismatics - 1988
<u>Esthetics</u>	Milady Standard Esthetics 11 th Edition - 2013
<u>Master Esthetics</u>	Milady Standard Esthetics 11 th Edition – 2013 Milady Advanced Esthetics 2 nd Edition - 2013
<u>Manicuring</u>	Milady Nail Technology 7 th Edition - 2015
<u>Instructor</u>	Milady Master Educator 3 rd Edition - 2014

*Stop dreaming,
Start doing!*

*Enroll at Glen Dow
Academy today!*



CHAPTER II

SCHOOL POLICIES

TIME CLOCK POLICY:

It is each student's responsibility to ensure, through proper use of the time clock system, as well communication with the Records Department and/or management, that their time clock entries accurately reflect their attended hours.

1) Students are required to clock out whenever leaving campus or taking breaks, and should clock back in only upon their return to training. Hours are only creditable to students when under supervision by their instructor.

2) Students are not permitted to perform any personal activity while clocked in—including but not limited to: Eating lunch, making phone calls, playing games that are not school related, or any other activity which is not directly involved in their training.

3) Clocking hours while not under supervision of an instructor is considered "time clock fraud". If Glen Dow Academy management discovers that a student has willingly clocked hours that are not creditable, that student may be suspended or expelled as a result.

4) If a student needs to leave the Glen Dow Academy campus for any reason other than their scheduled breaks, they must first be released by their instructor, and notify the front desk.

5) Our time clock utilizes a fingerprint scanning system to record entries. If a student finds that their fingerprint is not being accepted by the scanner after multiple tries, it should be immediately reported to their instructor and communicated to the Records Department.

6) Adjustments to Clock Entries:

Students who wish to report a time clock discrepancy should either contact the Records Department directly, or fill out a "Time Clock Adjustment Request" using the log at the front desk. However, students are advised that a consistent failure to properly record their time will result in disciplinary action.

LUNCH BREAK POLICY:

1. All student lunches are scheduled as half-hour (30 minute) lunch periods only, no more and no less. Students must **always clock out** at the beginning of their lunch period, and clock back in upon returning from lunch.
2. Lunch breaks are not optional, which means that all students who are scheduled for a lunch period **MUST** clock out for a 30 minute lunch, regardless of how the student chooses to utilize those 30 minutes.
3. In the event that a student cannot complete a scheduled service in time for their scheduled lunch period, that student will be required to take their lunch immediately after that appointment is completed, if possible. If not, the student should refer to the "Compensation Time" policy below.

COMPENSATION TIME ("Comp time") POLICY:

1. Compensation time may be granted to a student who is unable to take their lunch period, or is unable to leave at their normal scheduled time, when it is specifically due to performing a client service.
2. In order to receive compensation time, students should immediately report the need for comp time to their instructor during the same day that compensation time was earned. All compensation time must be approved by the instructor before it can be considered valid.
3. A student who is granted comp time will be scheduled for an early departure, either on the same day or next scheduled day. The time of that early departure depends on the amount of time being compensated for. *(For example—approved compensation time for a missed lunch period will result in the student being scheduled to leave 30 minutes early)*

ABSENCE POLICY:

1) Absences are always considered either reported or unreported.

Absences are considered reported IF:

1. The student contacts Glen Dow Academy (509-624-3244) at least 10 minutes prior to the start of their scheduled hours, to notify a staff member that they will not be able to attend that day.
2. The absence is scheduled ahead of time using a "Request for Time Off" form (also known as "Prior Outs").
3. If a student must depart while already in attendance, the student notifies their instructor **and** the front desk that they are leaving for the day.

- ❖ Reporting absences is required for any and all absences, whether a student is absent for a full day or partial day, and the absence must be reported in advance.
- ❖ Any absence which is not reported using one of the methods listed in the box above will be considered unreported. Unreported absences may result in disciplinary action.
 - ***PLEASE NOTE: Five (5) or more consecutive unreported absences will result in discipline, up to and including termination of enrollment. At the discretion of management, extenuating circumstances may be considered if documentation is provided.***

2) Absentee fees can be incurred whether an absence is reported or unreported. Please refer to contract for exact rates. In order to prevent absentee fees, students must either:

- a. Have No-Charge Hours which can be applied (refer to "No-Charge Hours" policy on page 15) or;
- b. Submit acceptable documentation within 7 days of the absence, as outlined below.

3) Waiving absentee fees with documentation:

- a. Documentation may be provided for extenuating circumstances affecting the student or their child.
- b. Extenuating circumstances which notes may be accepted for include but may not be limited to: Illness/hospitalization, required conferences or counseling, child safety concerns, closed daycare/child's school, court dates, probation appointments, DSHS appointments, veterinary appointments, vehicular collisions, arrests, or other documented circumstances* which make it clear that the student was unable to attend due to an extenuating circumstance.
- c. Documentation must be submitted in person, through the Records Office mail slot, or by fax within 7 days of the relevant absence. At the discretion of School Management, documentation which is not submitted within 7 days may still be considered.
- d. Accepted notes will waive absentee fees for the applicable date or date range indicated by the documentation. In order to be accepted, a note **must include all of the following**:
 1. The student's full name
 2. A statement or other notation of the circumstances (*appointment/condition/etc.*)
 3. The date or date range that the student should be excused (*statements such as "excuse for 5-7 days" would also be accepted*)
 4. The name and signature of the employee providing the note, and contact information for the company/organization.
- e. For any circumstances that fall outside of the listed policy above, School Management will solely determine if the circumstance warrants waiving absentee fees.

TARDINESS POLICY:

- ❖ **Students will be considered late if they are not present in class at the start of their scheduled hours.** This means that if a student clocks in at the same time that their scheduled hours begin, that student is already considered to be late. **Students who arrive late must check in at the 1st floor front desk immediately upon arrival.**
 - Students who are late to class may be denied entry to their classroom, in order to prevent disruptions for students who were on time. If denied entry to class, the student cannot earn hours until there is an opportunity for them to join class without disruption.
- ❖ **If a student is late or otherwise not present for a scheduled client service, and they have not reported an absence:**
 - The student's client may have their client given to a different student;
 - The student may be restricted to mannequin work for a period of time determined by their Instructor, and;
 - The student may additionally receive an infraction.
- ❖ **Excessive tardiness** (at discretion of management) will result in disciplinary action, and the student will be counseled by Glen Dow Academy staff regarding their consistent failure to arrive on time.

NO-CHARGE HOURS (NCH) POLICY:

Glen Dow Academy is a clock-hour institution which expects all students to be in attendance according to their schedule, as will be expected of them when they enter their chosen field of employment. Students are also charged for absences which are not covered by a documented circumstance.

However, we also understand that regardless of a student's efforts to be in attendance, students may sometimes be absent for an unforeseen or personal circumstance that they cannot provide documentation for. For this reason, a safety net is provided to students in the form of "No-Charge Hours".

Each student begins their enrollment with five (5) days' worth of No-Charge Hours, to be determined according to the amount of hours scheduled for that student each day. NCH are automatically applied in increments of 15 minutes, to negate absence fees when the student would otherwise be charged.

Please refer to the chart below for No-Charge Hour amounts provided to full-time enrollments:

<u>Course</u>	<u>No-Charge Hours Provided at Enrollment</u>
Cosmetology (7.75 hours per day)	38.75
Manicuring (6 hours per day)	30
Esthetics (6 hours per day)	30
Master Esthetics (6 hours per day)	30
Instructor (8 hours per day)	40

LEAVE OF ABSENCE (LOA) POLICY

Any student may request a Leave of Absence (LOA) for a maximum of one hundred eighty (180) calendar days, which must be first approved by School Management. A student who wishes to request a LOA must follow the requirements of this policy, or it can not be approved. Leaves of Absence are intended to be utilized for the purpose of covering extenuating or unforeseen circumstances beyond the student's control. The school reserves the right to accept or deny any leave of absence request.

Acceptable circumstances for which an LOA may be granted include but may not be limited to: Financial or family emergencies, lack of child care, lack of transportation, debilitating injury or illness, death or serious illness in the student's family, or other mitigating circumstances as determined by management.

- 1) **Requests must be submitted in advance of the date the leave is requested to begin**, unless extenuating or unforeseen circumstances prevent the student from doing so (*eg. hospitalization*) and supporting documentation is provided.
- 2) **Requests must be submitted in writing** (*forms are available upon request*), include the reason the student is requesting the LOA, include the signature of the student requesting the leave, and will not be considered official until approved and signed by School Management.
- 3) In any twelve (12) month period the school may grant multiple LOAs, but the total of these multiple leaves will not exceed the maximum of one hundred eighty (180) calendar days within that period. Any request which would cause a student to exceed this maximum will be automatically denied.
- 4) A LOA will only be approved with the reasonable expectation that the student will return from that LOA and continue their enrollment.
- 5) **Students on a LOA must return to school on the first scheduled day after their leave is scheduled to end**. Students who take an unapproved LOA or do not return after their LOA ends will be immediately withdrawn* from their course and unenrolled from Glen Dow Academy.

**(In this circumstance, the student's withdrawal date for the purpose of calculating an institutional refund will be the student's last day of attendance. As described in our Refund Policy, the official date of withdrawal determination will be the earlier of two dates: The date the student was scheduled to return, or the date the student notifies the institution they will not be returning.)*

- ❖ If enrollment is temporarily interrupted for a leave of absence, the student will return to school in the same satisfactory academic progress status as prior to the leave of absence.
- ❖ A leave of absence will extend a student's contract period and maximum time frame by the exact number of calendar days which elapse during that leave of absence.
- ❖ A student on an approved leave of absence will not incur any additional charges as a result of that LOA, and will not be included in the student's cumulative attendance percentage calculation.
- ❖ Any changes to a student's contract period caused by a leave of absence will be confirmed by all necessary parties signing an addendum to the student's enrollment agreement, detailing the change in contract period and reason for the change.

- ❖ A leave of absence requested due to a student's medically determinable condition will be approved for up to the maximum allowable number of days (*180 calendar days in a 12-month period*), upon receiving a recommendation from a doctor, in accordance with federal regulations for extenuating circumstances (*i.e. pregnancy, surgery, etc.*).
- ❖ A student who is granted a leave of absence that meets the criteria in this policy will not be considered to have withdrawn from their enrollment, and no refund calculations will be required at that time.
- ❖ If a leave of absence is granted to a student by Glen Dow Academy prior to receiving a request which fulfills the guidelines in this policy, the reason for the decision will be documented in the student's file, and the required written request will be collected from the student at the closest available date. In this case, the approved leave of absence will be scheduled to begin on the first date the student was unable to attend based on the extenuating or unforeseen circumstances documented.

STUDENT APPEARANCE POLICY

A student's clothing, hairstyle, makeup, and overall appearance should reflect professionalism, cleanliness, and acceptability to the general public. **Students who are not in compliance with appearance guidelines may receive an infraction, and will be asked to either get within compliance or leave for the day.**

Special "dress up" days may be designated at discretion of management, and will be announced to students when applicable. In such cases, the appearance policy may be amended for that specific day and students will be directed regarding what is and isn't allowed.

Clothing/Accessories:

1. Students are required to wear their school-issued uniform and black slacks, or dress which reaches below the student's knees. Hats are not permitted.
2. Students must be wearing their nametags at all times.
3. Visible clothing must be reasonably professional in style, and should not be ripped/torn or exposing. No advertisements, logos, or other writing is permitted other than the Glen Dow Academy logo.
4. Shoes should be of a professional style, and must be both close-toed and close-heeled. The following types of footwear are explicitly not allowed: Stiletto heels, slippers, sandals, fur, snow boots, and rubber boots.
5. Sweaters and other insulating clothing may be worn underneath a school uniform, but should not result in a "baggy" appearance. No hooded sweatshirts or jackets are allowed.
6. Jewelry/piercings are permitted if they do not have an aggressive appearance or cause a potential safety hazard.

Personal Grooming:

1. Make-up and hairstyle are to be completely adjusted before the student enters the school.
2. Nails must be kept at a reasonable length for performing necessary duties, at the discretion of management.
3. Students should avoid overusing perfumes or otherwise giving off strong odors which may be unpleasant to others.

HARASSMENT POLICY

Glen Dow Academy is committed to fostering an educational environment in which every student may feel safe and secure. Therefore, it is the expectation of Glen Dow Academy and its staff that all students will treat each other with respect and due consideration for the entire duration of their enrollment. **To that end—harassment, intimidation, persecution, belittling, and bullying will not be tolerated under any circumstances.**

Any student who feels harassed, threatened, or belittled is greatly encouraged to **submit an official grievance form or written letter to the School Manager, as close as possible to the date of the event/s, and with as many specific details as possible**. Accusations concerning these sorts of behavior are taken very seriously and will be investigated thoroughly by administrative staff.

Once the complaint has been received, an official investigation will be expedited to determine whether policy has been violated, and the actions which must be taken to resolve the situation. The safety and privacy of our students will always remain top priorities throughout the process of any investigation. Violations of this policy will result in consequences up to and including expulsion, depending on severity.

Examples which constitute a violation include, but may not be limited to:

- ❖ Actions which cause a student to be in reasonable fear of physical harm or destruction of property, **whether the threat is real or perceived**;
- ❖ Creating a hostile environment which has a **clear and detrimental effect** on a student's physical or mental health, ;
- ❖ **Unwelcome sexual behavior or advances of any kind**, whether verbal or nonverbal, ;
- ❖ Unwelcome conduct or contact, verbal or physical, that is **pervasive, persistent, severe, or** otherwise causes a student to fear for his/her safety and security, regardless of intent, ;
- ❖ **"Hazing"** - Intentional and reckless acts that are directed against any other student, which endanger or threaten the physical and/or mental health of that student, or coerce that student to endanger themselves, ;
- ❖ Conduct which has the effect of substantially interfering with a student's academic performance, or with their ability to participate in or benefit from the services, activities, or privileges provided by the school, ;
- ❖ **Behavior and/or communication that is demeaning, aggressive, or otherwise disparaging**, and concerns a trait or characteristic of the student, including but not limited to: Student's race, ethnicity, sexual orientation, gender, creed, religion, age, academic capability, wealth, living conditions, physical appearance, physical or mental disability, national origin, citizenship, marital status, etc.

INFRACTION POLICY

- ❖ Infractions are official records of policy violations. Students may be issued an infraction for violating **any policy** listed in the school catalog's policy chapter.
- ❖ Infractions may be issued by instructors and administrative staff members only.
- ❖ **Most infractions are simply warnings**, informing the student that a policy has been violated, so that they may keep the violated policy in mind for the future. However, consistent or excessive infractions, especially of the same kind, can and will result in discipline up to and including suspension and expulsion. More serious or extreme violations can also result in **immediate** suspension or expulsion. Please refer to specific policy sections for explanations of what may result in disciplinary action.
- ❖ Infraction forms will detail the type of policy violation, include the date the infraction was issued as well as the date/time of the policy violation, and will indicate what action/s are being taken by Glen Dow Academy as a result of the infraction (e.g. warning, suspension, expulsion).

SERVICE ON SELF (“SOS”) POLICY

Students may receive services at the cost of product, also referred to as “Service on Self” or “SOS”. These services may be paid for using the student’s lab card, as well as cash, debit, and credit cards. **The student receiving the service is responsible for the bill of the service.**

- 1) **SOS must always be approved by the Front Desk Manager prior to the beginning of the service**, in order to ensure the proper booking of appointments for all services.
 - a. Students who wish to request SOS should first take an SOS form to their instructor for their signature of approval, and then submit the form to the front desk so it may be scheduled.
 - b. Students **ARE NOT PERMITTED** to perform SOS services without approval, and will face disciplinary action if they choose to do so.
 - c. After the service has been approved and performed, submission of the completed form and **receipt of payment must be immediately processed** at the front desk.
- 2) **Availability for SOS is first-come first-served**, and may not interfere with scheduled client services. The types of services students may receive may also be limited in some cases, according to the student’s contracted course.

SOS privileges may be suspended according to discretion of management, for any period of time which is deemed appropriate. Reasons for suspension of privileges include but are not limited to: Poor grades and attendance, unprofessional behavior, policy violations, etc.

POLICY & PROCEDURE – MONTHLY RECORD SHEETS

(“DAYSHEETS”)

There are two sets of daysheets which are kept in student records by Glen Dow Academy:

- The student's **personal record** (*handwritten daysheets*) and;
- The official **school record** (*network daysheets*).

Daysheets will include two pages for each month:

- One sheet to record the number of hours earned in a subject
- One sheet to record the number of services/operations which are performed from start to finish.

Entering Hours on Daysheets:

- ❖ Each row corresponds to a specific day of the month, and each column corresponds to a category. For each day you earn hours, enter the amount of hours you earned under each appropriate column on your “Hours” sheet. Your total for the day will be calculated automatically.
 - For example, time earned in a classroom lecture would be entered under the “Theory” column, and time earned practicing or performing a service would be entered under the column which corresponds to that service.

- ❖ Our time clock system records hours in increments of 15 minutes only, where 15 minutes is represented as 0.25 hours. Accordingly, hour amounts should always be divisible by 0.25 hours. **SEE EXAMPLE A:**

Tuesday: 2 hours 30 minutes of Theory + 3 hours Hair Removal + 30 minutes Safety = 6 hours total

Wednesday: 1 hour 30 minutes of Theory + 4 hours Sanitation + 30 minutes Business = 6 hours total

EXAMPLE A – Daily Hour Entries (Esthetics course)

	THEORY	HAIR REMOVAL	SANITATION	DISEASES AND DISORDERS	SAFETY	FIRST AID	BUSINESS	TOTAL
	478	110	70	10	25	7	50	750
Monday								0
Tuesday	2.5	3			0.5			6
Wednesday	1.5		4				0.5	6

EXAMPLE B – Maximum Hours Exceeded (Esthetics course)

	THEORY	HAIR REMOVAL	SANITATION	DISEASES AND DISORDERS	SAFETY	FIRST AID	BUSINESS	TOTAL
	478	110	70	10	25	7	50	750
							51	51
								0
								0

- ❖ **MAXIMUM Hours:** Each column on the “Hours” sheet corresponds to a subject of study, and has a *maximum amount* of hours that may be earned for that subject. When the maximum hours for a subject have been earned, students should focus on subjects that they have not yet completed instead.

NOTE: If maximum hours are exceeded in any category on the “Hours” sheet, the entire column will automatically be highlighted red. SEE EXAMPLE B:

Entering Operations on Daysheets:

- ❖ On your Operations sheet you will record the number of times you have performed a service/procedure from start to finish, in each required category. These practical requirements must also be signed off by your instructor using a separate document (often referred to as “circle sheets”). It is recommended that operations be recorded immediately after they have been signed as completed on your circle sheet.
- ❖ All entries on the “Operations” sheet should be whole numbers (1, 2, 3, 4, 5...), because “1” represents one completed service/procedure.
- ❖ MINIMUM Operations: Each column on the “Operations” sheet corresponds to services and procedures you will practice and perform during your enrollment. These columns have minimum amounts that must be completed prior to graduation (noted at the top of each column).

The following example demonstrates the proper way to record entries when services are practiced from start to finish:

Monday - Two bleaching treatments

Tuesday - Two facials, one haircut with clippers, two haircuts with shears, one highlight

Wednesday - Three hair coloring treatments

Thursday - Two manicures and Two pedicures

COSMETOLOGY OPERATIONS FOR 1725 HOURS																
Artificial Hair	Bleach	Blow Dry	Braids	Comb out	Condition and Rinse	Facial	Finger Waves	Haircut Clipper	Haircut Razor	Haircut Shears	Hair Color	Highlighting	Iron Curl	Manicure	Pedicure	Permanent Wave
6	5	56	10	30	35	20	20	40	25	75	30	35	44	16	16	40

MONDAY		2														
TUESDAY						2		1		2		1				
WEDNESDAY											3					
THURSDAY														2	2	
FRIDAY																4

Submission of Daysheets & Due Dates:

- ❖ Handwritten daysheets must be physically submitted to the Records Office on the first school day of each month.
- ❖ Network daysheets should be completed by students prior to submitting their handwritten sheets, and will be reviewed by the Records Office for accuracy according to the hours which students have clocked. No physical submission is needed.
- ❖ A student whose daysheets are past due will be issued an infraction, and may be restricted from taking appointments until their daysheets are completed.
- ❖ Network daysheets will be reviewed for accuracy, with respect to the student's actual time clock entries. Entries which are found to be inaccurate will be highlighted, and the student should make the necessary corrections as soon as possible.

ADDITIONAL SCHOOL POLICIES

1. **For security reasons, students are only authorized to enter or exit the school through the Student Entrance.** Students MAY NOT enter or exit the building through the front door of the school or the security door in the Administration building, unless specifically authorized by staff, or while visiting outside of scheduled hours. Students found to be using these entrances without authorization may be issued an infraction.
 2. **Tobacco and/or electronic cigarette use of any kind is STRICTLY PROHIBITED** anywhere on the school campus, including the parking lot and sidewalks surrounding the campus. Use of such products on campus may result in immediate suspension.
 3. **Recording of Conversations on School Grounds:** Pursuant to Washington State Law RCW 9.73.030, **it is illegal for any persons to intercept or record any private communications unless all parties involved provide consent.** It is expressly implied herein that no Glen Dow Academy staff member provides verbal or written consent to be recorded. Therefore, *without express consent*, it is illegal to record any conversation or record video anywhere on the Glen Dow Academy campus.
 - ❖ Types of communications which apply include: In-person conversations, telephone calls, electronic communications, as well as communications utilizing a device of any sort (electronic or otherwise) which is designed to record and/or transmit said communication, regardless of how the device is operated.
 4. **Cell Phone Policy:**
 - a. Students may use their cell phones for personal use during break periods or lunch, but must clock out and exit the building, unless otherwise allowed by an instructor for an educational purpose.
 - b. Students may never use the school's business lines for personal calls unless explicitly allowed by a staff member.
 - c. Students are expected to turn off their cell phones when entering a classroom, unless otherwise allowed by an instructor. Cell phones will not be confiscated—though students may be asked to store their phones in their lockers if they become a distraction, or they may be asked to leave for the day.
 - d. Students MAY NOT use their cell phones on the clinic floor or within view of clients at ANY TIME.
 5. Students may not chew gum inside the school building at any time of the day.
 6. **The school is not responsible for lost or stolen student equipment or personal property.** Lockers are provided to students for the purpose of securing their personal property, and should be kept locked at all times.
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7. All packages, bags and purses are subject to searches at any time it is deemed necessary.
8. The school requires that all areas be maintained in a clean and sanitary way. Students are required to perform sanitation duties on a regular rotating basis, which are overseen and confirmed by instructors.
9. The parking lot is not to be used as a break area—students should avoid congregating in the parking lot at all times.
10. The elevator is **only to be used while escorting clients** to and from their appointment.
11. A **zero tolerance** policy is observed in regard to weapons and/or theft of any kind. Any objects that could be used in such a way as to harm or threaten others may be considered weapons, depending upon the circumstances. Students with weapons and/or stolen property in their possession **may be suspended or expelled as a result.**
12. Students must have instant hand sanitizer at their clinic station at all times.
13. Students **must hand in all financial aid paperwork on time** to the Financial Aid Director or they may be suspended until the paperwork is completed.
14. The school parking lot is for **client use only**. Students are not allowed to park in the parking lot at any time, even for short periods. Students' family, friends, and models are also not allowed to use the school parking lot **unless they are receiving a paid service, or attending a graduation ceremony.** **Students who are being “dropped off” should direct their transportation to drop them off on the sidewalk, not in the parking lot.** Violations may result in a student infraction or suspension, and the vehicle in question may be towed.
15. **Students may be sent home for the day (suspended) for the following reasons:**
 - a. Disruptive or aggressive behavior;
 - b. Refusal to follow directions given by staff or otherwise being combative (“Insubordination”);
 - c. Refusing to take a client;
 - d. Taking unauthorized breaks;
 - e. Failure to meet student appearance guidelines, or;
 - f. Any continuous or severe policy violations which cause a disruption to the learning environment, or cause harm to the business, according to the discretion of staff.

SUBSTANCE ABUSE POLICY

A student who shows signs of impairment or substance abuse may be required to do an observed drug test within the hour. The cost of the test will be at the student's expense (\$50-\$100). If the result of the test confirms alcohol intoxication, or any amount of marijuana, amphetamines, cocaine, opiates, hallucinogens, intoxicative inhalants, GHB or any other drug which is federally illegal or is not proven to be prescribed to the student, a substance abuse counseling program may be required before the student can return to the school. In the case of prescription drugs, due to reasons of safety, Glen Dow Academy maintains the right to evaluate whether or not the student's condition is appropriate for training, regardless of physician's release. As in any case where a potential risk to safety is determined by staff, students whose prescriptions are clearly impairing them may be temporarily restricted from practical training or sent home for the day.

EXPULSION POLICY – VIOLATIONS OF CONDUCT

A student may be expelled from their course for any action or conduct which, according to the discretion of management, is disruptive to the school environment or otherwise reflects in any unfavorable way upon the institution.

Students who are expelled for conduct violations will not be allowed to re-enroll unless the school's Administration can be assured that the issue which resulted in the expulsion has been and will remain corrected.

Conduct which may result in expulsion may include, but cannot be limited to: Repeated insubordination, repeated appearance violations, five or more consecutive unreported absences, repeatedly hazardous practical performance, habitual absenteeism, highly disruptive or aggressive behavior, harassment of students or staff, making direct threats of any kind toward students or staff, making defamatory statements about the business in a public setting, alcohol possession or consumption on campus, substance-induced intoxication of any kind on campus, possession or use of illegal substances, consistent emotional instability which results in disruption to the course delivery, possession of weapons or stolen property, and other extreme or repeated policy violations.

SOCIAL MEDIA CONDUCT POLICY

The rules of conduct as outlined in this catalog also apply to social networking activity. Students of Glen Dow Academy are expected to conduct themselves in a professional manner, as they will be expected to be when entering the professional world. At all times and without deviation, students are expected to show respect for the school, its employees, its ownership, fellow students, clients, guests, vendors and all competitors.

The school and its students must be committed to standing as an example of the best industry practices in social networking by being responsible citizens and community members, by listening and responding to feedback, and by always communicating in a courteous and professional manner.

Behavior and/or content that may be deemed disrespectful, dishonest, offensive, harassing or otherwise damaging to the school's interests or reputation is not permitted. The use of social networks on company time for personal purposes is prohibited. Pictures, video recording, and audio recording on campus are also prohibited without prior approval and supervision by the management of the school.

Glen Dow Academy staff maintains the right to monitor any student activity in social networks which references the school. Violation of these guidelines will result in discipline up to and including expulsion.

STUDENT RECORDS AND RELEASE OF INFORMATION POLICY

1. Students are permitted to review any portion of their records by requesting an appointment. Parents or guardians of dependent minors may request an appointment between 9:00 a.m. and 4:00 p.m. with the Records Administrator.
2. Student records are considered confidential, and information will be released only by written consent by the student or his/her parents in accordance with FERPA regulations. In addition, the school may provide access to student and other school records as required for any accreditation process initiated by the institution, federal, state, or accrediting agencies.
3. Glen Dow Academy will provide the proper supervision and interpretation of students' records. If copies of any part of a student file are requested, an administrative fee ranging from \$10.00 to \$50.00 will be charged, depending on the amount of documents that are needed.
4. If an institutional review of a student file is requested, an administrative fee ranging from \$20.00 to \$50.00 will be charged, depending on the scope of the review requested. All transcripts will be kept on file digitally for a minimum of 50 years.

STUDENT SANITATION DUTIES

It is Glen Dow Academy's position to assure all students enrolled actively participate and adhere to all safety, sanitation and disinfection standards set forth by the Washington State Cosmetology Board within the Washington State Law section: WAC 308-20-110.

Each department has a specified list of sanitation and disinfection duties that are specified to their scope of practice and department to keep our school in compliance at all times. All students are required to participate in daily sanitation duties. *Daily Sanitation Duties include the following areas and equipment, but may not be limited to:*

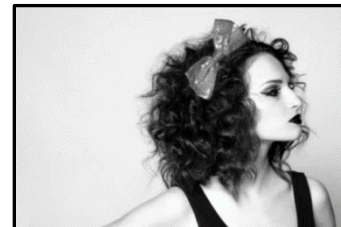
- | | |
|-------------------------------------------------|------------------------------------------------------|
| • Laundry – Washing, drying, folding, storing | • Cleaning Facial beds |
| • Vacuuming/Mopping floors | • Cupboards |
| • Cleaning mirrors | • Emptying trash cans |
| • Sanitizing stations | • Laundry baskets |
| • Sanitizing all dispense areas | • Sanitizing all chairs |
| • Sanitizing all classrooms | • Disinfecting all containers |
| • Sanitizing “roll-abouts”, carts, and or trays | • Ensuring all containers are properly labeled |
| • Cleaning wax pots | • Checking/refilling hand sanitizer at every station |
| • Cleaning shampoo bowls | • Empty all disinfectant containers |

PRODUCTS

All products for use on students and the public are appropriately labeled with the brand name on the product and currently stocked by Glen Dow Academy.

VACCINATIONS

Glen Dow Academy does not have a vaccination policy at this time. For more information about vaccinations, call Spokane Regional Health District at (509) 324-1600.



CHAPTER III

REFUND and COLLECTION POLICIES

GLEN DOW ACADEMY REFUND POLICY:

- 1.) If student/purchaser's application is not accepted by Glen Dow Academy, all monies received by Glen Dow Academy will be refunded within three (3) business days. Acceptance of application fee by school/seller signifies confirmed place in class.
- 2.) If a student (or in the case of a dependent student under legal age, his or her parent or guardian) cancels his/her enrollment and demands his/her money back in writing, within (3) business days of the signing of the enrollment agreement or contract, all monies collected by the school shall be refunded with the exception of the non-refundable application fee of **ONE HUNDRED and no/100 DOLLARS** (\$100.00). The postmark on written notification will determine the cancellation date, or the date said information is delivered to school administrator/owner in person. This policy applies regardless of whether or not the student has actually started training.
- 3.) If a student/purchaser cancels enrollment prior to entering classes, but after three (3) business days of signing this enrollment agreement, all monies by him or her, EXCEPT for the non-refundable application fee of **ONE HUNDRED and no/100 DOLLARS** (\$100.00) shall be refunded. The postmark on written notification will determine the cancellation date, or the date said information is delivered to school administrator/owner in person.
- 4.) If a student on an approved leave of absence withdraws from Glen Dow Academy or otherwise does not return from their leave of absence, the date of withdrawal determination will be either the date the student was scheduled to return, or the date the student notifies the institution they will not be returning, whichever date is earlier.
- 5.) All extra costs such as books, equipment, graduation fees, etc., that are not included in the tuition price are stated and any non-refundable items are identified. For student/purchasers who enroll or start classes, the following schedule of adjustments of monies paid is authorized:
 - I.) All kit equipment fees, uniform fees, other fees (as explained herein) and state sales/use taxes are payable by student/purchaser in full, and no refunds are available with respect of those items.
 - II.) Tuition shall be adjusted as follows in item 6:
- 6.) ATTENDANCE/ENROLLMENT TIME IS DEFINED AS TIME ELAPSED BETWEEN THE START DATE AND THE DATE OF WHICH THE STUDENT FORMALLY TERMINATES ENROLLMENT, AS HEREIN PROVIDED. The definition of attendance time/enrollment time is necessitated because space is reserved in teacher's time and classroom seating for those students/purchasers enrolled. Last day of actual physical attendance on school premises will be used to compute student/purchaser's total hours accumulated for class credit purposes. Refunds are calculated based on the student's scheduled hours.

PERCENTAGE OF TIME ELAPSED BETWEEN THE START DATE AND THE DATE WHICH THE STUDENT FORMALLY TERMINATES ENROLLMENT	AMOUNT OF TOTAL TUITION SCHOOL SHALL RECEIVE OR RETAIN
0.01% - 4.99%	20% to be retained or received
5.0% - 9.99%	30% to be retained or received
10.0% - 14.99%	40% to be retained or received
15.0% - 24.99%	45% to be retained or received
25.0% - 49.99%	70% to be retained or received
50.0% - or more	100% to be retained or received

*Other Refund Policies are Pro Rata Refund, Federal Refund, State Refund and an Accrediting Agency Refund. Examples of these Refund Policies may be obtained in the Financial Aid Office. As defined by the Department of Education, the appropriate refund will be applied.

NOTE: Discounts, if any, granted for cash payment upon enrollment have been offset against fixed costs, and shall not be considered in the foregoing refund policy.

NOTE: When federal or state financial aid, loans, and/or grants are involved in the financing of student's education, such programs generally provide for the payment of your school costs and tuition only so long as you are in full-time attendance and maintaining satisfactory progress at school. If you are under any such program and you should cease your education, you are nonetheless subject to the foregoing refund policy, and you will be held personally responsible for any balance due.

- 7.) In cases of illness, disability, accident, death in immediate family, or other mitigating circumstances beyond the control of student/purchaser (to be determined by school/seller), the school/seller may, but is not required to, make a settlement which is reasonable to both parties, and which may exceed the Minimum Tuition Adjustment guidelines.
- 8.) THE PAYMENT ADJUSTMENT TERMS CONTAINED HEREIN DO NOT AFFECT OR IMPAIR THE LIEN ON EQUIPMENT, DESCRIBED ABOVE, WHICH EXISTS UNTIL RELATED PERCENTAGES OF TUITION, AND FULL PAYMENT FOR EQUIPMENT AND ALL OTHER ITEMS PROVIDED FOR HEREIN HAVE BEEN RECEIVED BY SCHOOL/SELLER. In the event a student/purchaser requests that his or her certified school record transcript be provided to him or her, for any reason, a \$20.00 fee shall be charged.
- 9.) Any refund/repayment due based on the above adjustment will be paid in full to FFELP Loans, Pell Grant, FSEOG, Washington State Need Grant, other financial aid or monies, or student, as determined within forty-five (45) days of formal termination.
- 10.) An administrative fee will be charged to students exiting the course prior to completion of all full courses offered by the Academy. The fee for this is \$150.00. At the discretion of the manager, this fee may be waived.
- 11.) In the event that an offered program is canceled and instruction ceases to be offered subsequent to a student's enrollment, students who have enrolled and for whom instruction has begun will be provided with completion of their course. If a course cancellation occurs before instruction has begun, the student will be refunded all monies paid.
- 12.) In the event that Glen Dow Academy permanently closes and ceases to offer instruction, Glen Dow Academy will participate in a Teach-Out agreement which shall be open to all students who have enrolled and for whom instruction has already begun.
- 13.) To insulate students from the impact of a potential school closure, pursuant to RCW 18.16.310 and WAC 308-20-580, Glen Dow Academy and the Washington State Department of Licensing maintain a "Tuition Recovery Trust Fund". Those wishing to access more detailed information concerning this fund are encouraged to review the previously referenced regulations at <http://www.dol.wa.gov> and <https://apps.leg.wa.gov>. The Department of Licensing may also be reached directly by calling (360) 664-6626.
- 14.) This refund policy is applied to all terminations, regardless of the reason for the termination or the party which initiated the termination, including but not limited to: Student notification, termination of student enrollment by Glen Dow Academy, course cancellations, and school closure. If a student notifies Glen Dow Academy that they are withdrawing, the postmark on written notification will determine the cancellation date, or the date said information is delivered to school administrator/owner in person. Unofficial withdrawals are determined by weekly monitoring of clock hour attendance.
- 15.) Collection procedures on all accounts will reflect good taste and sound, ethical business practices. Any third parties who receive student information for the purpose of collection will comply with Glen Dow Academy's cancellation and withdrawal and settlement policies.

GLEN DOW ACADEMY REPAYMENT POLICY

1. If the school finds that the disbursements received by a student to cover living expenses for educational costs above and beyond institutional costs (such as costs for room and board, transportation, personal and miscellaneous expenses, and child care) exceed the allowable amount for the period of enrollment, the student must repay the excess amount of disbursement.
2. Repayment from Student Financial Aid recipients must be distributed as follows:
 - a) Direct Loan Programs (Unsubsidized Loan, Subsidized Loan, Plus [parent] Loan)
 - b) Federal PELL Grant
 - c) Washington State Need Grant
 - d) Other State of Institutional Aid

Note: All financial aid shall be available for repayment.



Washington State Need Grant (WSNG) Repayment Policy

If re-payment of the Washington State Need Grant becomes necessary, payments can be made to Glen Dow Academy for up to 365 days from last date of attendance. After 365 days, this will become due and payable to the State of Washington.

COLLECTION POLICY

Glen Dow Academy refers delinquent (past due) accounts to Bonded Adjustment Company when other collection efforts are unsuccessful. Accounts are referred for collection **only** once the student has officially or unofficially withdrawn from the school, and the account is delinquent by a period of 90 days or greater. All collection procedures reflect good taste and sound, ethical business practices. Upon exit from enrollment, tuition will be adjusted according to the following guidelines, in accordance with item 6 of Glen Dow Academy's Refund Policy:

<u>PERCENTAGE OF TIME ELAPSED BETWEEN THE START DATE AND THE DATE WHICH THE STUDENT FORMALLY TERMINATES ENROLLMENT</u>	<u>AMOUNT OF TOTAL TUITION SCHOOL SHALL RECEIVE OR RETAIN</u>
0.01% - 4.99%	20% to be retained or received
5.0% - 9.99%	30% to be retained or received
10.0% - 14.99%	40% to be retained or received
15.0% - 24.99%	45% to be retained or received
25.0% - 49.99%	70% to be retained or received
50.0% - or more	100% to be retained or received

WASHINGTON STATE GRANT REFUND POLICY

General

State Grant recipients, who withdraw from the institution, are expelled or otherwise complete zero credits in any give term must repay state grants on a prorated basis.

For the purposes of this policy, "Award" is the amount of state grant for which the student was eligible during the enrollment level. All monies, whether disbursed to the student account or directly to the student, shall be included in the repayment calculation.

Authority State Need Grant (WAC 250.20.054(4)) Known Last Date of Attendance

- If a student's last date of attendance can be verified and is prior to or on 50% of the term, the state grant repayment will be based on the percent of the term not completed (or the percent of the scheduled hours remaining in the payment period for clock hour schools).
- If the last date of attendance occurs after 50% of the term, the state grant award is considered 100% earned and no state grant repayment is due.

State grant repayment formula: Known last date of attendance, prior to or on 50% of the term.

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State grant repayment formula: Known last date of attendance prior to or on 50% of the term.

1. The percent of state grant earned is calculated by dividing days in attendance by calendar days in term. Scheduled breaks of five or more days should be excluded from the calculation.
2. Subtract the percent of state grant earned from 100%; this equals the percent of unearned state grant.
3. Multiply the percent of the unearned state grant by the grant amount.
4. Multiply the amount from step 3 by 50% to determine the state grant repayment due. Example: Known last date of attendance, prior to or on 50% of the term: A student is awarded \$400 for a state grant and completed 20% of the term prior to withdrawal. The state grant repayment is calculated as follows:
 - a. The unearned percentage equals 80% (100% less 20% completed).
 - b. Unearned aid equals \$320 (80% of \$400 state grant award).
 - c. The repayment equals \$160 (\$320 X 50% reduction).

Unknown last date of attendance

If a student attends a portion of a term and withdraws with no verified last date of attendance, the state grant repayment will be 50% of the grant amount with no additional adjustments.

No-Show Repayments

If a state grant recipient never attends courses in the term for which they received a state grant award, the state grant repayment is 100% of the award. If a school is unable to distinguish between a no-show and an unofficial withdrawal, the no-show policy shall apply. General repayment policies:

1. Repayments are based on the state grant award amount, including enrollment and packaging adjustments.
2. Verified withdrawal dates after 50% of the term equate to 100% earned state grant.
3. Unofficial withdrawals/no known last date of attendance equate to repayment of 50% of the state grant award.
4. No shows are 0% earned and equate to repayment of 100% of the state grant.
5. Official withdrawals or verified last date of attendance repayment calculation: State grant award amount multiplied by the percent of unearned state grant multiplied by the 50% reduction equals the state grant repayment due.
6. The 50% reduction applied at the end of the repayment computation addressed un-reimbursable start up education costs and reduces the barrier for students intending to return to school.
7. Repayments of less than \$50 should not be returned to the Washington Student Achievement Council (WSAC).
8. Institution repayment refund policy: Public institutions may choose from the following options:
 - a. Return the repayment amount directly to WSAC and collect from students.
 - b. Return the repayments to their institutional State Grant fund (if the repayment is from within the current year) and collect from students.
 - c. Refer students directly to WSAC. Private institutions that participate in the warrant payment process should refer students directly to WSAC.

Private institutions that participate in the Electronic Fund Transfer process should return state grant repayments directly to WSAC and collect from students.

CHAPTER IV

FINANCIAL AID, EVALUATION, and GRADUATION



Under provisions of national accreditation students may, with proper qualification, obtain federally insured student loans and grants. Eligible students enrolling in an accredited school may obtain some aid from federal or state agencies.

FUNDS AVAILABLE FOR AID

Glen Dow Academy of Hair Design and Salons, Inc. is eligible to apply for participation in the following programs administered by the Department of Higher Education: PELL Grants, Direct Loans (formerly Guaranteed Student Loans), FSEOG programs, as well as state level funding by Washington State Achievement Council, Washington State Need Grant, Gear Up, and College Bound.

METHODS OF FINANCING

Part B of Title IV of the Higher Education Act of 1965 created the guaranteed student loan programs. The Higher Education Amendments of 1992 (P.L. 102-325) reauthorized the Act, and renamed the guaranteed student loan programs the Federal Family Education Loan (FDLP) programs. Individual names have been changed to Federal Direct Loans (formerly Guaranteed Student Loans), Federal PLUS loans, and Federal Consolidation Loans. These programs make long-term loans available to students attending institutions of higher education, vocational, technical, business and trade school, and some foreign schools.



Direct Loans are available to undergraduate and graduate students. Formerly, the Federal Supplemental Loans for students (SLS) Program provided loans for graduate or professional students and for independent undergraduates; however, the SLS Program terms and conditions will be available through unsubsidized Direct Loans. PLUS loans are for parents of dependent students. Direct, Federal Insured Student Loans (FISL), PWS loans, Health Education Assistance Loans, and Health Professions Students Loans may be consolidated if the borrower and his or her spouse meet certain other conditions.

As of July 1, 2010, all student loans will be under the Direct Loan Program. As of September 30, 2010, no more Stafford loans were disbursed by Glen Dow Academy of Hair Design and Salons, Inc.

FEDERAL and STATE FINANCIAL ASSISTANCE

1. PELL GRANTS

The PELL grant program, formerly known as the Basic Education Opportunity Grant (BEOG), is a program of student financial aid which is authorized by Title IV, Part A, or the Educational Amendments of 1972. This program provides grants for all eligible students to assist them in meeting educational costs. In order for a student to receive a PELL Grant, he/she must have been accepted for enrollment in, or be in good standing at an eligible institution of higher education which includes vocational/technical schools.

All students may receive Pell Grants for up to 12 semesters, measured by percentage of Scheduled Award(s) disbursed. This limitation is not limited to students who received their first Pell Grant on or after July 1, 2008, as was the previous limit of 18 semesters or equivalent.

2. DIRECT LOANS

To be eligible for Direct Loans, undergraduate students attending a school that participates in the Pell Grant Program must first receive a determination of their eligibility for Pell Grants. Generally a student must be enrolled or accepted for enrollment in a degree or certificate program to receive FSA funds. Interest rates are variable, with a six (6) month grace period after graduation before repayments starts. Repayment deferments are available under certain circumstances if not in a default status. The amount that can be borrowed for dependent or independent students per each loan is dependent upon the course of study.

3. PARENT LOANS FOR UNDERGRADUATE STUDENTS (PLUS)

Parent Loans for Dependent Students enable students' parents who qualify for financial aid or whose need cannot be met by other financial aid programs to borrow directly from a bank, credit union or savings and loan association. Students and their parents should contact their bank for forms or they are available in the school office. It is necessary to fill out all sections applicable to you before submitting the form to the financial aid office. Information about the approval takes two (2) weeks to four (4) weeks.

4. VETERAN'S ADMINISTRATION BENEFITS



Glen Dow Academy of Hair Design and Salons, Inc. is approved by the Workforce Training and Education Coordinating Board's State Approving Agency (WTECB/SAA) to enroll students who are eligible to receive VA benefits. Qualifications must be accomplished by filing the proper forms with the Veteran's Administration. Student enrollment is limited to 85% veteran enrollment per cohort year. If a program has reached the 85% cap, a veteran student may still enroll in the program, but will not be eligible for VA funding. Chapter 35 and 31 students may still enroll even if the 85% has been realized. All fees are nonnegotiable and required.

ASSISTANCE IS ALSO AVAILABLE IN COORDINATION WITH BENEFITS THROUGH PUBLIC ASSISTANCE, AID TO FAMILIES WITH DEPENDENT CHILDREN, DEPARTMENT OF VOCATIONAL REHABILITATION AND OTHER SIMILAR PROGRAMS.

5. **WASHINGTON STATE NEED GRANT (WSNG) and College-Bound Scholarship**

The Washington State Need Grant is available to Washington resident students. Eligibility is based on financial need. Additional information is available through the school's Financial Aid Office. To receive state aid you must have completed 100% of the clock hours in a disbursement period to receive funds for that period.

State Need Grant is awarded based off of priority filing of your FAFSA on a first come first serve basis for students currently enrolled as of July 1st. Classes beginning after July 1st will be awarded based on when the class began and when the student's application fee was paid to secure their enrollment. College Bound Scholars are always prioritized for the maximum State Need Grant award they are eligible for, up to 65% MFI and are always awarded their full State Need Grant eligibility prior to the awarding of any remaining state grant eligibility with College Bound Scholarship funds.

If you receive a Washington State Need Grant, there are five conditions with which you must comply. If you have questions or find that you cannot comply with these conditions, please see the Financial Aid Administrator (FAA) at the institution you are attending.

1. You do not owe a repayment for any federal or state grant nor are you in default on a state or federal student loan.
2. You must meet the minimum eligibility requirements of the program.
3. If you drop classes, you may owe a repayment of all or part of the award amount.
4. The offer of this financial assistance is subject to, and conditioned upon, the availability of funds. The Washington Student Achievement Council and the institution through which the grant is awarded reserve the right to withdraw, reduce, or modify the awards due to funding limitations or due to changes in circumstances which affect your eligibility for the program.
5. You must maintain academic progress standards following your institution's policies for state aid programs. You must not pursue a degree in theology or hold a bachelor's degree.

Glen Dow Academy does not and will not provide any commission, bonus, or other incentive payment based directly or indirectly on success in securing enrollment or financial aid to any persons or entities engaged in any student recruiting or admissions activities or in making decisions regarding the award of student financial assistance. You may choose to voluntarily make financial contributions to the Washington Student Achievement Council in recognition of the assistance you received. All voluntary contributions will be used to provide financial assistance to other students. Please contact financialaid@wsac.wa.gov for more information.

CBS eligible students are always prioritized for the maximum SNG award for which they are eligible up to 65% MFI and always receive first priority for any available SNG funding. CBS student prioritization within SNG for maximum SNG awards will not be impacted or reduced by institutional gift equity policies or by institutional SNG-based prioritization policies, such as prioritization by MFI level. Glen Dow Academy ensures that award packages that include State Need Grant funding are subject to the program's 25% self-help rule, where 25% of the student's total cost of attendance must be covered with self-help aid, such as work study, loans, EFC, or scholarships. SNG self-help requirements are waived for College Bound Scholarship students. The SNG self-help requirement may be reduced to 12% for at-home students to recognize the resulting lower costs incurred by these students.

Generally, Glen Dow Academy awards state financial aid in the following order
(assuming the student meets all eligibility standards for the program in question):

- | | |
|----|---------------------------------|
| 1. | State Need Grant (SNG) |
| 2. | Other state grant funds |
| 3. | College Bound Scholarship (CBS) |

FINANCIAL AID PAPERWORK POLICY

Students MUST hand in all Financial Aid paperwork on time to the Financial Aid Director or they may be suspended immediately until the paperwork is completed.

STATE GIFT/GRANT AID REPAYMENT POLICY REQUIREMENTS

State Grant recipients, who withdraw from the institution, are expelled, or otherwise complete zero credits in any given term must repay state grants on a prorated basis. For the purposes of this policy, "Award" is the amount of state grant for which the student was eligible during the enrollment period, after the school made any required adjustments for need and enrollment level. All monies, whether disbursed to the student account or directly to the student, shall be included in the repayment calculation. State Grant Repayment Policy can be found in Chapter III of the catalog on Page 28.

SATISFACTORY ACADEMIC PROGRESS (“SAP”) POLICY

The Satisfactory Academic Progress Policy is consistently applied to all students enrolled at the school in a specific program and scheduled for a particular category of attendance (part-time/full-time). It is printed in the catalog to ensure that all students receive a copy prior to enrollment. This policy complies with the guidelines established by the National Accrediting Commission of Career Arts and Sciences (NACCAS) and the federal regulations established by the United States Department of Education. Students who miss school may have to make up their assignments depending on the scheduled week of study at the instructor's discretion.

EVALUATION CHECKPOINTS:

Students are evaluated for Satisfactory Academic Progress upon reaching the following checkpoints, based upon their scheduled hours:

Course	Evaluation Checkpoints
Cosmetology Course (Academic year: 1008 hours)	504, 1008, 1367, 1725, 2096* scheduled hours
Esthetics Course (Academic year: 750 hours)	375, 750, 911* scheduled hours
Master Esthetics Course (Academic year: 900 hours)	450, 900, 1050, 1200, 1458* scheduled hours
Manicuring Course (Academic year: 660 hours)	330, 660, 802* scheduled hours
Instructor Course (Academic year: 600 hours)	300, 600, 729* scheduled hours

**These evaluation points are scheduled past the total number of hours in the course. They are scheduled in this way to account for scheduled hours which may not be met, pushing the student's total scheduled hours past the minimum amount required for course completion.*



Evaluations will include both academic (GPA%) and attendance progress (attended vs. scheduled hours), and are used to determine whether the student has met the minimum requirements for satisfactory progress. The frequency of evaluations ensures that students have ample opportunity to meet both the attendance and academic progress requirements of at least one evaluation by midpoint in the course. Students are notified of their evaluation results at the time evaluations occur, given a copy of their Satisfactory Academic Progress Evaluation Report, and may also access those evaluation results through standard record release procedure.

ATTENDANCE PROGRESS EVALUATION

In order to be considered maintaining satisfactory academic progress, students are required to attend a minimum of 70% of the hours possible, based on the applicable attendance schedule. 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 70% cumulative attendance since the beginning of the course which indicates that, given the same attendance rate, the student will graduate within the maximum time frame allowed.

MAXIMUM TIME FRAME

The federal maximum time frame (which does not exceed 143%* of the course length) allowed for students to complete each course is stated below. Students, who are unable to graduate from their program in that program's maximum timeframe, as stated below, will be automatically withdrawn from the program.

*State financial aid programs administered by Washington Student Achievement Counsel (WSAC) have a maximum time frame of 125% of the published program length. If a student who is eligible for these state programs does not graduate within this maximum time frame, they will be able to stay enrolled up to the federal maximum time frame of 143% of course length, but may lose eligibility for these programs.

<u>COURSE</u>	<u>MAXIMUM TIME ALLOWED</u>	
	<u>WEEKS</u>	<u>SCHEDULED HOURS</u>
Cosmetology (38.75 hrs./wk.) - 1725	63.6 weeks	2466
Esthetics (30 hrs./wk.) - 750	36 weeks	1072
Manicuring (30 hrs./wk.) - 660	31.5	943
Instructor (40hrs/wk.) - 600	21.5 weeks	858
Master Esthetics (30 hrs. /wk.)-1200	56 weeks	1716

ACADEMIC PROGRESS EVALUATION

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 exercises. Academic learning is evaluated after each unit of study. Practical assignments are evaluated as completed and counted toward course completion only when rated as satisfactory or better (the system will reflect completion of the practical assignment as a 100% rating). If the performance does not meet satisfactory requirements, it is not counted and the performance must be repeated.

At least two comprehensive practical skills evaluations will be conducted during the course of study. Practical skills are evaluated according to text procedures and set forth in practical skills evaluation criteria adopted by the school. Students must maintain a written grade average of 70% and pass both a final written and practical exam prior to graduation. Passing grades for final exams are 75% or higher. Students must retake failed or missed tests and incomplete assignments, but retaken tests will not replace the previous grade. If final exams must be retaken, a fee of \$35 will be charged for each retaken final. Numerical grades are considered according to the categories listed on the right.

93-100%
EXCELLENT

85-92%
VERY GOOD

70-84%
SATISFACTORY

0-69%
UNSATISFACTORY

DETERMINATION OF PROGRESS STATUS

Glen Dow Academy notifies students of any evaluation that impacts the student's eligibility for financial aid. Students meeting the minimum requirements for academics and attendance at the evaluation point are considered to be making satisfactory academic progress until the next scheduled evaluation. Students will receive a hard-copy of their Satisfactory Academic Progress Determination at the time of each of the evaluations. If it is determined that a student is not maintaining Satisfactory Academic Progress, they will be given a warning on their evaluation.

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

PROBATION

Students who fail to meet minimum requirements for attendance or academic progress after a warning period may be placed on probation if: The student appeals the decision, prevails upon appeal, and it is mathematically possible for that student to meet Satisfactory Progress by the next checkpoint. If it is not possible for the student to meet Satisfactory Progress standards by the next checkpoint, Glen Dow Academy may choose to assign an academic plan for the student which, if followed by the student, will allow them to meet satisfactory progress by a specific point within the maximum timeframe of their course. Any student will be allowed to appeal a satisfactory progress determination, though approval of an appeal is not guaranteed. Students will be advised in writing of the actions required to attain satisfactory academic

progress in the required timeframe. The institution will notify students of any evaluation that impacts the student's eligibility for financial aid.

If a student is placed on probation with an academic plan, their ability to meet the requirements of that plan will be reevaluated at the subsequent checkpoint to ensure that it is still possible for them to meet that plan. Students who are meeting the requirements set forth in their specific academic plans are considered to be making Satisfactory Academic Progress.

If a student has still not met both the attendance and academic requirements for satisfactory academic progress by the end of a probationary period, he/she will be determined as NOT making satisfactory academic progress and will be deemed ineligible to receive Title IV, HEA program funds. A student who has lost their eligibility for Title IV, HEA program funds may regain eligibility after reaching the minimum satisfactory academic progress standards by either the next scheduled checkpoint, or by the end of an academic plan if one has been assigned.

Only students who maintain satisfactory academic progress are eligible to receive Title IV, HEA program funds, unless the student is on warning or has prevailed upon appeal of a determination which has resulted in the status of probation.

RE-ESTABLISHMENT OF SATISFACTORY ACADEMIC PROGRESS

Students may re-establish satisfactory academic progress by meeting minimum attendance and academic requirements, or by prevailing upon appeal of their progress determination.

INTERRUPTIONS, COURSE INCOMPLETES, WITHDRAWALS

If enrollment is temporarily interrupted for a Leave of Absence, the student will return to school in the same progress status as prior to the leave of absence. Hours elapsed during a leave of absence will extend the student's contract period and maximum time frame by the same number of days taken in the leave of absence and will not be included in the student's cumulative attendance percentage calculation. Students who withdraw prior to completion of the course and wish to re-enroll will return in the same satisfactory academic progress status as at the time of withdrawal.

APPEAL PROCEDURE

If a student is determined to not be making satisfactory academic progress for two consecutive evaluation periods, the student may appeal the determination within ten calendar days of that determination. Any student may submit an appeal of this nature, for any reasons they decide to include, although approval of appeals is dependent on the discretion of management and is therefore not guaranteed. Reasons for which a student might appeal a negative progress determination could include: death of a relative, an injury or illness of the student, or other special or mitigating circumstances which have prevented the student from being able to meet satisfactory progress standards.

The student must submit their written and signed appeal to the school, including any reasons and documentation that outlines why their unsatisfactory progress determination should be excused at that time. Appeals should indicate the student's plan for meeting SAP standards, or what has changed about the student's situation that will allow them to meet SAP standards by the next evaluation point. Appeal documents will be reviewed by Glen Dow Academy, and a decision will be made and reported to the student within 30 calendar days. The appeal and decision documents will be retained in the student file. If the student prevails upon appeal, the SAP determination will be reversed, and the student's financial aid eligibility will be reinstated if applicable.

CREDITABLE HOURS

Creditable hours are defined as actual time spent in class, working on class projects, practicing services on mannequins, or performing services on clients. Students are expected to record and submit their hours on a monthly basis. Eligibility certification for Washington State License Examination will be determined when required hours of creditable attendance are obtained, and practical requirements have been fulfilled.



GRADUATION REQUIREMENTS FOR ALL COURSES

In order to be considered graduated from the course and receive a diploma, a student must: Complete all required hours and training requirements for their course, pass their final exams with a grade of seventy-five percent (75%) or higher, have their hour and requirement records be certified by the Records Office, complete student loan exit counseling if necessary, and complete an in-person Exit Interview. Students will be approved by Glen Dow Academy to take their state examinations for licensure **only after all course requirements are complete, and the student's account with the school is paid in full.***

*Veteran students who are VA beneficiaries will not be prevented from registering for their exams due to a remaining account balance, if that remaining balance is due to a pending payment from VA. Please refer to 'Veterans Benefits Approval Statement' on page 7.



In the event a student fails the school's final examination, portions of the examination failed may be retaken after a required 7-day waiting period. A reexamination fee of \$35.00 for each written or practical exam retake will be charged.

A passing grade for final exams is seventy-five percent (75%). If for **any reason** a student does not attend their scheduled final exam date, a \$35.00 fee will be charged. **If the student fails to obtain a seventy-five percent (75%) on their final written or practical examination, a re-take will be required.**

EXIT COUNSELING

All students are required, by school policy and federal regulations, to attend exit counseling prior to final departure from school, regardless of the reason of departure. At that time, all fees are to be paid in full by credit card, cash, cashier's check, or money order. Until the student account is paid in full, the final school hour sheet and state documents will not be signed, the student will not be referred to the Department of Licensing for a licensing examination, and lien equipment will not be released.

EMPLOYMENT ASSISTANCE

The Glen Dow Academy of Hair Design and Salons, Inc. maintains employment assistance for its graduates. This includes assistance in getting suitable employment and in planning a beauty salon. Many requests are listed in Glen Dow Academy files of inquiring salon owners. Glen Dow Academy maintains a Job Placement bulletin board and does postings on Facebook. During business classes, students learn how to contact salons and businesses for employment. Calls from salons seeking employees are referred to graduates by staff members when obtained. The school does not guarantee employment.

Noncredit and Remedial Courses

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

TRANSFER STUDENTS

Glen Dow Academy may accept a transfer of student hours from other institutions in Washington State. Transfer student hours are defined as both attempted and completed hours for the purpose of determining when the allowable maximum time frame will be exhausted. SAP evaluation periods are based on actual contracted hours at the institution.

1. Glen Dow Academy must receive final verified transcripts from the previous school.
2. The length of time between leaving and re-entry into Glen Dow Academy may not be more than three (3) years.
3. Glen Dow Academy may only take transfer hours from schools licensed in Washington State.
4. All students must start with a new class and receive basic training.
5. Students transferring from another institution in Washington State will be accepted with a mutual agreement between the student and Glen Dow Academy as to the creditable hours accepted according to Academy scale of credit.

Certified training hours expire three years after the last day of attendance. Any hours earned by a student that are more than three years old are considered by the department to be expired, and will not be considered valid towards initial licensure, whether those hours were earned at Glen Dow Academy or another institution in Washington State (WAC 308-20-090).

CHAPTER V

COURSE DESCRIPTIONS & OUTLINES

Cosmetology	-	Pages 37 - 41
Manicuring	-	Pages 42 - 45
Esthetics	-	Pages 46 - 48
Master Esthetics	-	Pages 49 - 52
Instructor	-	Pages 53 - 56

Our courses are delivered using a variety of instructional methodologies and learning methods, such as: Practical demonstrations, class discussions, “question and answer” format, cooperative learning, problem solving, interactive lecture, individualized instruction, student presentations, labs, and student salon activities.

A state-issued license is required in order to professionally practice Cosmetology, Manicuring, Esthetics, Master Esthetics, or Instruction of the aforementioned subjects in Washington State. Our courses are designed to prepare students for the state examinations which are required to obtain a license in their chosen field of study. In congruence with our mission statement (page 6), it is our goal as an institution to ensure that our graduates have all of the knowledge, tools, and experience required to immediately and successfully begin their desired profession.

During their enrollment, students will gain valuable practical knowledge and experience by performing services under the expert supervision of our licensed instructional staff. Services will be practiced on mannequins as well as live models and clients. Students are encouraged to practice marketing skills which will help them build a foundational clientele for their future careers. We strive to help our students achieve a professional demeanor and confidence in their abilities, as well as counseling them on how to market themselves and engage with the public regularly.

In addition to the theory and practical assessment regarding the services which are performed within the applicable subjects, all courses include training regarding: Safety & sanitation practices, basic first aid response, business practices, and regulations which apply in Washington state.

COSMETOLOGY COURSE

DESCRIPTION AND OBJECTIVES

Our Cosmetology course covers 1600 hours of state-required instruction, as well as 125 hours of additional instruction, for a total of 1725 hours. Students will learn and practice varied techniques on mannequins, models, and customers to gain the speed, accuracy, and diversity of skill that is required as a professional cosmetologist. Students will begin their training on mannequins during the freshman phase of the course, and progress to practical training on live models.

As outlined by Washington State Law, RCW 18:16, a minimum of 1600 hours are required for licensure. These are divided as follows:

- ❖ 1400 hours are dedicated to **hair care** training and services.
- ❖ 100 hours are dedicated to **manicuring** training and services.
- ❖ 100 hours are dedicated to **esthetics** training and services.



Students will acquire knowledge and practical skills in the following subjects:

- ❖ Theory of the practice of cosmetology including business practices and basic human anatomy and physiology.
- ❖ 100 hours of skills in the application of manicuring and pedicuring services.
- ❖ 100 hours of skills in the in the application of esthetics services.
- ❖ Shampooing including draping, brushing, scalp manipulations, conditioning and rinsing.
- ❖ Scalp and hair analysis
- ❖ Hair cutting and trimming including scissors, razor, thinning shears and clippers.
- ❖ Hair styling including wet, dry and thermal styling, braiding and styling aids.
- ❖ Cutting and trimming of facial hair including beard and mustache design and eyebrow, ear and nose hair trimming.
- ❖ Artificial hair.
- ❖ Permanent waving including sectioning, wrapping, preterm test curl, solution application, processing test curl, neutralizing and removal of chemicals.
- ❖ Chemical relaxing including sectioning, stand test, relaxer application, and removal of chemicals.
- ❖ Hair coloring and bleaching including predisposition test and strand test, and measurement, mixing, application and removal of chemicals.
- ❖ Cleaning and disinfecting of individual work stations, individual equipment and tools and proper use and storage of linens.
- ❖ Diseases and disorders of the scalp, hair, skin and nails.
- ❖ Safety including proper use and storage of chemicals, implements and electrical appliances.
- ❖ First aid as it relates to cosmetology.

Length of Course and Schedule Options:

- Full-time course schedules consist of 7.75 hours a day, from 8:00am to 4:30pm, Monday-Friday for 45 weeks.
- Part-time schedules consist of 6 or 6.5 hours per day, Monday-Thursday or Tuesday-Friday.
 - 6 Hour Days: 8:00am-2:45pm, 4 days per week for 72 weeks.
 - 6.5 Hour Days: 8:00am-3:15pm, 4 days per week for 67 weeks.

Course Progression:

Part 1

(0-304 Hours)

Intro to Basics:

- New student Orientation
- Introductory theory & basic practical skills
- Safety and sanitation
- Intro to clinic floor and client consultation

Part 2

(305-872 Hours)

- Continue progression through Milady Standard textbook to expand knowledge
- Build upon foundational practical skills
- Begin practice on live clients, and build confidence

Part 3

(873-1297 Hours)

- Hands-on theory classes
- Review all subjects learned. and expand knowledge from part 1 and part 2
- Learn and practice more advanced techniques
- Focus on completing practical requirements

Part 4:

(1297-1725 Hours)

Continue to review and study, fully complete practical requirements, prepare for WA State exams, take final written and practical examinations.

- Review Washington State rules and regulations, as well as business practices
- Employment preparation (resume, portfolio)
- Employer interview techniques

Complete exit interview, graduation, and sign up for WA State Exams.

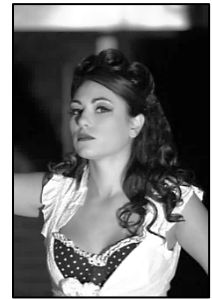
Cosmetology Course – Breakdown of State Required Hours

SUBJECT:	Theory Hours	Practical Hours	Total hours
Manicuring - 100 HOURS			
Manicuring	8.25	28	36.25
Pedicuring	8.25	40	48.25
Nail Structure, Diseases & Disorders	15.5	0	15.5
Esthetics - 100 HOURS			
Facials	22.5	20	42.5
Temporary Hair Removal	15	2.5	17.5
Skin Structure, Diseases & Disorders	20	0	20
Make up	10	10	20
Hair Care - 1400 HOURS			
Shampooing	15	15	30
Scalp/Hair Structure & Analysis	15	15	30
Scalp/Hair Diseases & Disorders	10	0	10
Hair Cutting	25	225	250
Anatomy & Physiology	30	0	30
Cut/Trim Facial Hair	3	20	23
Design Principles	20	0	20
Thermal Style	20	105	125
Wet Style	20	150	170
Dry Style	3	137	140
Style Aids	12	0	12
Artificial Hair	10	17	27
Safety, Sanitation & First Aid	16	125	141
Laws and Regulations	10	0	10
Hair Color/Bleach	20	125	145
Permanent Waving	30	100	130
Chemical Relaxing	25	18	43
Business Practices	20	0	20
Bacteriology	15	0	15
Chemistry	12	0	12
Electricity	17	0	17
Grand Total Hours	447.5	1152.5	1600



Calculation of grades:

The grading procedure for written and practical testing, regardless of course, is calculated by dividing the number correct by the number possible on each test to reflect a percentage grade. Seventy percent (70%) is considered to be a passing grade with regards to all testing other than Final Exams, which must be passed with a score of seventy-five percent (75%) or better.



Cosmetology Additional Instruction – 125 HOURS

Subject	Total Hours	Resources
Orientation	8	Glen Dow Academy Catalog, Handouts
Reception Desk Training	50	Milady Text
Portfolio	17	GLEN DOW ACADEMY Handouts
Salon Business Management	10	Milady Text, As The Chair Turns
Additional State Exam Preparation	40	Milady Text, D.L. Roope Packet
TOTAL ADDITIONAL HOURS	125	

PURPOSE OF ADDITIONAL INSTRUCTION HOURS:

The course exceeds the 1600 hours required by law. An additional 125 hours are included for the purpose of providing extra career preparation, including theory in salon business management, customer service/receptionist training, communication skills, additional time to ensure preparedness for WA State Examinations, insight from professionals in the industry, and an opportunity to develop a portfolio which will showcase their skills for potential employers. These additional hours are interspersed throughout the 1725-hour course.

The additional course content includes the following: Salon development and management, goal-orientated motivation skills, salesmanship, Glen Dow Academy orientation, portfolios, financial literacy, review of applicable Washington State laws, communication skills, marketing, public relations, human relations, receptionist training, Cosmetology math, nutrition, massage, and guest speaker events.

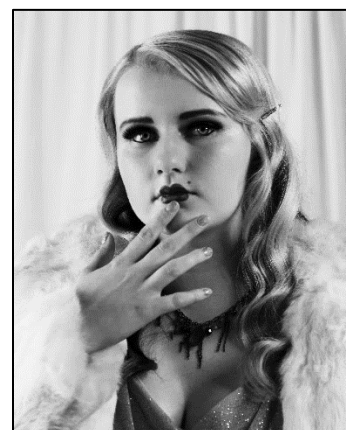
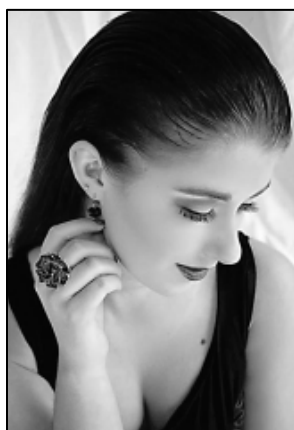
COSMETOLOGY CAREER OPPORTUNITIES MAY INCLUDE:

- Trainer
- Product Supplier
- School Owner/Manager
- Salon Owner/Manager
- Salon Booth Renter
- Manufacturer Representative
- Cosmetologist
- Barber
- Esthetician
- Manicurist
- Professional Competitor

Service Category	Min. Operations
Artificial Hair	6
Bleach	5
Blow Dry Styling	56
Braiding	10
Comb Out	35
Condition and Rinse	35
Shampooing	46
Fingerwaves	20
Clipper Haircuts	40
Razor Haircuts	25
Shear Haircuts	75
Hair Color	30
Highlighting	35
Iron Curling	44
Permanent Waving	40
Rollers and Pincurls	40
Scalp Treatments	10
Manicures	16
Pedicures	16
Facials	20
Temporary Hair Removal	10

REQUIRED OPERATIONS - Cosmetology

As part of our course requirements, you will be required to practice Cosmetology services a minimum number of times from start to finish. These are referred to as “operations”. The number of operations required for a category is the minimum number of times that a service in that category must be practically performed before the student graduates. A student’s completion of these operations will be verified and certified by their instructor’s initials or signature, and are recorded on our monthly record sheets, also referred to as “daysheets”. Please refer to the chart on the left.



COSMETOLOGY COURSE COST

FINANCIAL TERMS AND CONDITIONS: Tuition charges are assessed by the Academic Year.
First Academic Year of enrollment is 1008 clock hours
Second Academic Year of enrollment is 717 clock hours

Weekly Hours (By Schedule):

- Full Time - 38.75 hours per week for 45 school weeks
- Part Time - 24 hours per week for 72 school weeks, or 26 hours per week for 67 school weeks

CHARGES:	Application Fee:	\$ 100.00
First Academic Year Charges	Tuition:	\$ 8,578.08
	Equipment	\$ 1,449.29
	Textbook Bundle	\$ 247.00
	Uniforms:	\$ 259.45
	Taxes:	\$ 174.06
	Lab Fee:	\$ 116.22
	Other:	
	First Year Total	\$ 10,924.10

*** Equipment and textbook price subject to change.**

Second Academic Year Tuition Charges	\$ 6,101.67
Practical Exam Kit	\$ 35.39
TOTAL CHARGES:	\$ 17,061.16
LESS APPLICATION FEE:	\$ 100.00
UNPAID BALANCE:	\$ 16,961.16
Administrative fee of \$150.00 when student withdraws or is terminated within the enrollment period for which they have been charged.	
State Exam Fee (Written Exam) @ Student Expense	\$ 180.00
State Exam Fee (Practical Exam) @ Student Expense	\$ 114.00
Glen Dow Academy Final Exam Retake Fee (per test)	\$ 35.00
State License Fee	\$ 30.00

You must purchase your own shoes. NO CANVAS, SLIPPER, OR MOCCASIN-TYPE shoes will be allowed as school uniform shoes. (Closed toe and closed heels).

To ensure space in the class of his/her choice, a \$100.00 application fee is payable in advance to reserve said space. . The \$100.00 application fee is non-refundable unless the application is denied by Glen Dow Academy, or the course which the student applied for ceases to be offered prior to instruction beginning. All fees (equipment, books, taxes, etc.) are mandatory for all students.

The balance of equipment costs, uniforms, sales tax, lab fee and tuition must be paid when the student enters the first day. This is considered to be the initial cost of the course. If the student wishes to use Glen Dow Academy's payment plan, a minimum down payment of **\$2,246.02** is required at the time the student enrolls.

For full-time enrollments, the remaining tuition balance is paid over a period of ten (10) months - this is completed via monthly payments of **\$1,429.68** per month for the first 6 months, and **\$1,525.42** for the following 4 months.

Part-time enrollments will pay their balance over seventeen (17) months, paying **\$857.81** per month for the first ten (10) months, and **\$871.67** per month for the last seven (7) months. Interest will be charged on all past due accounts at one percent (1%) per month. First month's payment is due on the first day of school.

Students on Title IV funds are also required to complete total course payment by 1725 hours of schooling. Prior written approval of financial aid can mean that down payment can be waived temporarily. An administrative fee of \$150 may be charged to the students exiting the course prior to completion. Extra-instructional charges for this course: \$7.09 per hour (\$54.95 per day). Absentee time is charged at regular tuition rate as contracted.

MANICURING COURSE

DESCRIPTION AND OBJECTIVES

The manicuring course covers the 600 hours of nail care training required by Washington State for licensure, as well as 60 additional hours. Manicuring students obtain a thorough knowledge of artificial nail application, removal, repair, manicuring, pedicuring, nail art, safety, and sterilization procedures. Classes are held Monday-Friday from 9:00am to 3:45pm, making this a 22-week course on a full-time schedule. Students are provided with 30-minute lunch periods and at least one 15-minute break.

MANICURING CAREER OPPORTUNITIES MAY INCLUDE:

- Manicurist
- Platform Artist
- Instructor
- Booth renter
- Manufacturer Representative
- Nail Technician
- Salon Owner/Manager

Students will acquire knowledge and practical skills in the following subjects:

- Theory in the practice of manicuring and pedicuring services, business practices and basic human anatomy and physiology.
- Artificial nails including silk, lines, fiberglass, acrylic, gel, powder, extensions and sculpting, preparation, application, finish and removal.
- Cleansing, shaping and polishing of nails of the hands and feet and treatment of cuticles.
- Cleaning and disinfecting of individual work station, individual equipment and tools and proper use and storage of linens.
- Diseases and disorders of the nails of the hands and feet.
- Safety including proper use and storage of chemicals implements and electrical appliances.
- First aid as it relates to manicuring and pedicuring.





Calculation of grades:

The grading procedure for all written and practical testing is calculated by dividing the number correct by the number possible on each test to reflect a percentage grade. Seventy percent (70%) is considered to be a passing grade with regards to all testing other than Final Exams, which must be passed with a score of seventy-five percent (75%) or better.



Manicuring Course Breakdown – 600 STATE REQUIRED HOURS

SUBJECT	THEORY	PRACTICAL	TOTAL
Manicuring: Anatomy/Physiology, Cleaning and Shaping, Buffing, Treatment of Cuticle	30	50	80
Nail Art: Polishing and Design	18	37	55
Gel Polish	8	25	33
Artificial Nails: Silk, Linen, Fiberglass/Powder, Extensions, Acrylic, Sculpting	28	275	303
Pedicuring: Anatomy/Physiology, Cleaning and Shaping, Buffing, Treatment of Cuticle	17	30	47
Sanitation: Station organization and hygiene, storage and disposal of equipment and supplies, disinfecting procedure, methods of sanitation of equipment, laws and regulations	10	40	50
Safety and First Aid: Use of Antiseptic, demonstration and proper use of implements, first aid	6	4	10
Diseases and Disorders (Nails and skin)	5	7	12
Salon Business Management	10	0	10
Grand Total State Required Hours	<u>132</u>	<u>468</u>	<u>600</u>

Manicuring Additional Instruction – 60 HOURS

<u>Subject</u>	<u>Hours</u>
Law/Ethics	5
Orientation	6
Motivation Sales	9
Reception Desk	20
Guest Speakers	3
Exit Interview	1
Financial Aid	2
Resume/Interview	4
Service on Self	10
Total Additional Hours	60

PURPOSE OF ADDITIONAL HOURS:

This course exceeds the 600 hours required by law. An additional 60 hours of theory training are included to ensure graduates are fully prepared by providing extra knowledge and skills that will benefit them greatly in starting their careers.

Additional instruction includes salesmanship, goal-oriented motivation skills, resume preparation, job interview coaching, Cosmetology law, communications, salon management, public relations, and more.

<u>Service Category</u>	<u>Min. Operations</u>
Artificial Nails	54
Fills	13
Backfills	3
Repairs	12
Pedicures	15
Nail Art	10
Manicures	75

REQUIRED OPERATIONS - Manicuring:

As part of our course requirements, you will be required to practice Manicuring services a minimum number of times from start to finish. These are referred to as “operations”. The number of operations required for a category is the minimum number of times that a service in that category must be practically performed before the student graduates. A student’s completion of these operations will be verified and certified by their instructor’s initials or signature, and are recorded on our monthly record sheets, also referred to as “daysheets”. Please refer to the chart on the left.



MANICURING COURSE COST

FINANCIAL TERMS AND CONDITIONS:

Academic Period of Enrollment is 660 hours

Weekly Hours (By Schedule):

- Full Time – 30 hours per week for 22 school weeks
- Part Time – 24 hours per week for 28 school weeks

CHARGES:	Application Fee:	\$ 100.00
	Tuition:	\$ 6,395.40
	Equipment	\$ 1,741.95
	Textbook bundle	\$ 258.00
	Uniforms:	\$ 259.00
	Taxes:	\$ 201.09
	Lab Fee:	\$ 216.21
	Other:	

* Equipment and textbook price subject to change.

TOTAL CHARGES:	\$ 9,172.10
LESS APPLICATION FEE:	\$ 100.00
UNPAID BALANCE:	\$ 9,072.10
Administrative fee of \$150.00 when student withdraws or is terminated within the enrollment period for which they have been charged.	
State Exam Fee (Practical Exam) @ Student expense.	\$ 114.00
State Exam Fee (Written Exam) @ Student expense	\$ 180.00
Glen Dow Academy Final Exam Retake Fee	\$ 35.00

You must purchase your own shoes. NO CANVAS, SLIPPER, OR MOCCASIN-TYPE shoes will be allowed as school uniform shoes. (Closed toe and closed heels).

To ensure space in the class of his/her choice, a \$100.00 application fee is payable in advance to reserve said space. The \$100.00 application fee is non-refundable unless the application is denied by Glen Dow Academy, or the course which the student applied for ceases to be offered prior to instruction beginning.

The balance of equipment costs, uniforms, sales tax, lab fee and tuition must be paid when the student enters the first day. This is considered to be the initial cost of the course. If the student wishes to use Glen Dow Academy's payment plan, a minimum down payment of **\$2,676.70** is required at the time the student enrolls. For full-time enrollments, the balance is paid over a period of four (4) months at **\$1,598.85** per month. Part-time enrollments will pay their balance over five (5) months at **\$1,279.08** per month. Interest will be charged on all past due accounts at one percent (1%) per month. First month's payment is due on the first day of school.

Students on Title IV funds are also required to complete total course payment by 660 hours of schooling. Prior written approval of financial aid can mean that down payment can be waived temporarily.

An administrative fee of \$150 may be charged to students who exit the course prior to completion.

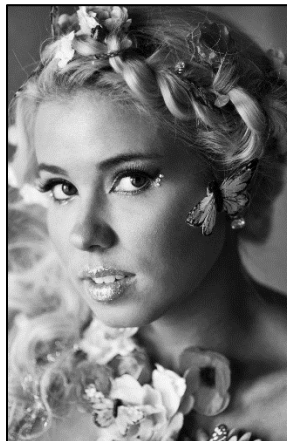
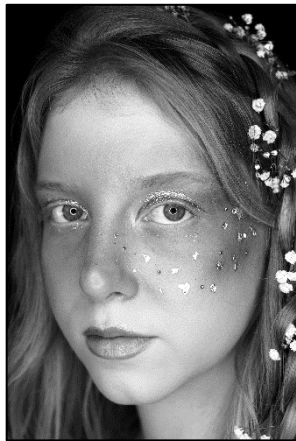
Extra-instructional charges for this course: \$8.08 per hour (\$48.48 per day). Absentee time will be charged at regular tuition rates.

All fees (equipment, books, taxes, etc.) are mandatory for all students.

ESTHETICS COURSE

DESCRIPTION AND OBJECTIVES

Our Esthetics course covers 750 hours of skin care training required by Washington State for licensure. Esthetics classes are held Monday-Friday, from 8:50am to 3:45pm. On a full-time schedule, this is a 25-week course at 30 hours possible per week.



ESTHETICS CAREER OPPORTUNITIES MAY INCLUDE:

- Facial Expert
- Platform Artist
- Instructor
- Booth renter
- Manufacturer Representative
- Demonstrator
- Salon Owner



Subject matter includes:

- ❖ Theory in the practice of esthetics services, business practices and basic human anatomy and physiology.
- ❖ Care of the skin compresses, massage, facials, wraps, masks, exfoliation, use of electrical or mechanical appliances or chemical compounds.
- ❖ Temporary removal of superfluous hair of the skin by means including tweezing, waxing, tape, chemicals, lotions, creams, sugaring, threading, mechanical or electrical apparatus and appliances.
- ❖ Cleaning and disinfecting of individual work stations, individual equipment and tools and proper use and storage of lines.
- ❖ Diseases and disorders of the skin.
- ❖ Safety including proper use and storage of chemicals, implements and electrical appliances.
- ❖ First aid as it relates to esthetics.

Esthetics Course Breakdown – 750 STATE REQUIRED HOURS

Subject	Theory	Demo	Practical	Total
<u>Skin Care</u>				
Skin Analysis	24	6	17	47
Manual and Machine Facials	114	54	220	388
Body Treatments	5	10	28	43
<u>Temporary Removal of Superfluous Hair</u>				
Skin Analysis and Prep	5	2	9	16
Tweezing and Waxing	16	8	70	94
<u>Sanitation</u>	15	5	50	70
<u>Disorders and Diseases</u>	10	0	0	10
<u>First Aid</u>	2	1	4	7
<u>Safety</u>	20	0	5	25
<u>Business Practices</u>	10	0	40	50
Grand Total Hours	221	86	443	750



Calculation of grades:

The grading procedure for all written and practical testing is calculated by dividing the number correct by the number possible on each test to reflect a percentage grade. Seventy percent (70%) is considered to be a passing grade with regards to all testing other than Final Exams, which must be passed with a score of seventy-five percent (75%) or better.



REQUIRED OPERATIONS - Esthetics

As part of our course requirements, you will be required to practice Esthetics services a minimum number of times from start to finish. These are referred to as “operations”. The number of operations required for a category is the minimum number of times that a service in that category must be practically performed before the student graduates. A student’s completion of these operations will be verified and certified by their instructor’s initials or signature, and are recorded on our monthly record sheets, also referred to as “daysheets”. Please refer to the chart on the right.

Service Category	Min. Operations
Hair Removal	60
Product Recommendation	30
Body Treatments	8
Skin Analysis	75
Express Facials	10
Manual Dermabrasion	8
Light Chemical Peels	8
Calming Spa Facial	9
Hydrating Spa Facial	10
Purifying Spa Facial	10
Toning Spa Facial	10
Multi-vitamin Spa Facial	10
Microcurrent	10
Chemical Compound Spray	3
Resume	1

ESTHETICS COURSE COST

FINANCIAL TERMS AND CONDITIONS:

Academic Period of Enrollment is 750 hours

Weekly Hours (By Schedule):

- Full Time - 30 hours per week for 25 school weeks
- Part Time - 24 hours per week for 32 school weeks

CHARGES:	Application Fee:	\$ 100.00
	Tuition:	\$ 6,787.50
	Equipment	\$ 2111.00*
	Textbook bundle	\$ 296.00
	Uniforms:	\$ 226.45
	Taxes:	\$ 234.38
	Lab Fee:	\$ 141.22
	Other:	

* Equipment and textbook price subject to change.

TOTAL CHARGES:	\$ 9,896.55
LESS APPLICATION FEE:	\$ 100.00
UNPAID BALANCE:	\$ 9,796.55
Administrative fee of \$150.00 when student withdraws or is terminated within the enrollment period for which they have been charged.	
State Exam Fee (Written Exam) @ Student expense.	\$ 180.00
State Exam Fee (Practical Exam) @ Student expense.	\$ 114.00
Glen Dow Academy Final Exam Retake Fee	\$ 35.00

To ensure space in the class of his/her choice, a \$100.00 application fee is payable in advance to reserve said space. The \$100.00 application fee is non-refundable unless the application is denied by Glen Dow Academy, or the course which the student applied for ceases to be offered prior to instruction beginning.

The balance of equipment costs, uniforms, sales tax, lab fee and tuition must be paid when the student enters the first day. This is considered to be the initial cost of the course. If the student wishes to use Glen Dow Academy's payment plan, a minimum down payment of **\$3009.05** is required at the time the student enrolls. For full-time enrollments, the balance is paid over a period of four (4) months at **\$1,696.88** per month. Part-time students will pay their balance over a period of six (6) months at **\$1,131.25** per month. Interest will be charged on all past due accounts at one percent (1%) per month. First month's payment is due on the first day of school.

Students on Title IV funds are also required to complete total course payment by 750 hours of schooling. Prior written approval of financial aid may allow down payment to be waived temporarily.

An administrative fee of \$150 may be charged to the students exiting the course prior to completion.

Extra-instructional charges for this course: \$8.08 per hour (\$48.48 per day). Absentee time will be charged at regular tuition rates.

All fees (equipment, books, taxes, etc.) are mandatory for all students.

MASTER ESTHETICS COURSE

DESCRIPTION AND OBJECTIVES

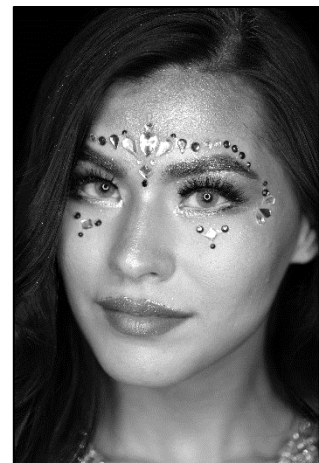
Our Master Esthetics course covers the 1200 hours of training required by Washington State for licensure, which includes the 750 hours of training required for Esthetics, as well as 450 hours dedicated to more advanced subjects which are not included in the Esthetics course. Students shall train using a combination of mannequin and live client training.

750 Hours of foundational Esthetics training includes:

- Theory in the practice of Esthetics services, business practices, basic anatomy and physiology, diseases and disorders of the skin
- Care of the skin using compresses, massage, facials, wraps, masks, exfoliation, use of electrical or mechanical appliances, or chemical compounds
- Temporary removal of superfluous hair of the skin, by means including tweezing, waxing, tape, chemicals, lotions, creams, sugaring, threading, mechanical or electrical appliances
- Cleaning and disinfecting of individual workstations, individual equipment and tools, and proper use and storage of lines
- Safety & sanitation including proper use and storage of chemicals, implements, and electrical appliances
- First aid as it relates to esthetics practices

MASTER ESTHETICS CAREER OPPORTUNITIES MAY INCLUDE:

- Skin Care Specialist
- Laser Hair Removal Technician
- Dermatologist Assistant
- Salon and Spa Manager/ Owner
- Manufacturer/Sales Representative
- Beauty Columnist/Editor/Journalist
- Brow /Skin bar Specialist



450 Hours of Advanced Esthetics training includes:

- Theory in the practice of Master Esthetics, including lasers, light frequency, radio frequency, ultrasound, and plasma practices
- Medium-depth chemical peels
- Advanced client assessment, documentation, and indications/contraindications
- Pre-treatment and post-treatment procedures
- Lymphatic drainage and advanced facial massage
- Advanced diseases and disorders of the skin
- Advanced theories; alternative, touch, and spa body treatments



1200 Master Esthetics Hours – Breakdown by Subject

Subject	Hours Required
Advanced Theory of Esthetics and Care of the Skin	300
Exfoliation and Medical Esthetic Procedures	45
Laser, Light Frequency, Radio Frequency	10
Ultrasound and Plasma Practices	5
Medium Depth Peels	10
Business Practices	55
Lymphatic Drainage Massage	10
Advanced Facial Massage	20
Alternative Touch and Spa Body Treatments	15
Pre/Post Treatment	10
Advanced Diseases and Disorders	20
Basic Theory of Esthetics and Care of the Skin	478
Temporary Hair Removal	110
Disinfecting and Sanitation of Station and Tools	70
Diseases and Disorders of the Skin	10
Safety	25
First Aid	7
Total Hours	1200

Calculation of grades:

The grading procedure for all written and practical testing is calculated by dividing the number correct by the number possible on each test to reflect a percentage grade. Seventy percent (70%) is considered to be a passing grade with regards to all testing other than Final Exams, which must be passed with a score of seventy-five percent (75%) or better.

REQUIRED OPERATIONS – Master Esthetics

Service Category	Min. Operations
Hair Removal	80
Product Recommendation	45
Body Treatments	18
Skin Analysis	105
Express Facials	10
Manual Dermabrasion	8
Light Chemical Peels	8
Spa Facials	79
Lymphatic Drainage Massage	10
Client Assessment	30
Makeup Applications	20
Chemical Compound Spray	3
Resume	1

As part of our course requirements, you will be required to practice Esthetics & Master Esthetics services a minimum number of times from start to finish. These are referred to as “operations”. The number of operations required for a category is the minimum number of times that a service in that category must be practically performed before the student graduates. A student’s completion of these operations will be verified and certified by their instructor’s initials or signature, and are recorded on our monthly record sheets, also referred to as “daysheets”. Please refer to the chart above.



MASTER ESTHETICS COURSE COST

FINANCIAL TERMS AND CONDITIONS:

First Academic Year of enrollment is 900 clock hours

Second Academic Year of enrollment is 300 clock hours

Weekly Hours (By Schedule):

- Full Time – 30 hours per week for 40 school weeks
- Part Time – 24 hours per week for 50 school weeks

CHARGES: Application Fee:	\$ 100.00
Tuition:	\$ 10,944.00
Equipment	\$ 2111.00
Textbook bundle	\$ 564.00
Uniforms:	\$ 226.45
Taxes:	\$ 258.23
Lab Fee:	\$ 341.22
Other:	
First Year Total:	\$ 14,544.90

*** Equipment and textbook price subject to change.**

Second Academic Year Tuition Charges	\$ 3,648.00
TOTAL CHARGES:	\$ 18,192.90
LESS APPLICATION FEE:	\$ 100.00
UNPAID BALANCE:	\$ 18,092.90

Administrative fee of \$150.00 when student withdraws or is terminated within the enrollment period for which they have been charged.

State Exam Fee (Written Exam) @ Student expense.	\$ 270.00
State Exam Fee (Practical Exam) @ Student expense	\$ 228.00
Glen Dow Academy Final Exam Retake Fee	\$ 35.00
State License Fee	\$ 30.00

To ensure space in the class of his/her choice, a \$100.00 application fee is payable in advance to reserve said space. The \$100.00 application fee is non-refundable unless the application is denied by Glen Dow Academy, or the course which the student applied for ceases to be offered prior to instruction beginning.

The balance of equipment costs, uniforms, sales tax, lab fee and tuition must be paid when the student enters the first day. This is considered to be the initial cost of the course. If the student wishes to use Glen Dow Academy's payment plan, a minimum down payment of **\$3,500.90** is required at the time the student enrolls. For full-time enrollments, the balance is paid over a period of eight (8) months at **\$1,824.00** per month. Part-time students will pay their balance over a period of ten (10) months at **\$1,459.20** per month. Interest will be charged on all past due accounts at one percent (1%) per month. First month's payment is due on the first day of school.

All fees (equipment, books, taxes, etc.) are mandatory for all students.

Students on Title IV funds are also required to complete total course payment by 1200 hours of schooling. Prior written approval of financial aid may allow down payment to be waived temporarily.

An administrative fee of \$150 may be charged to the students exiting the course prior to completion.

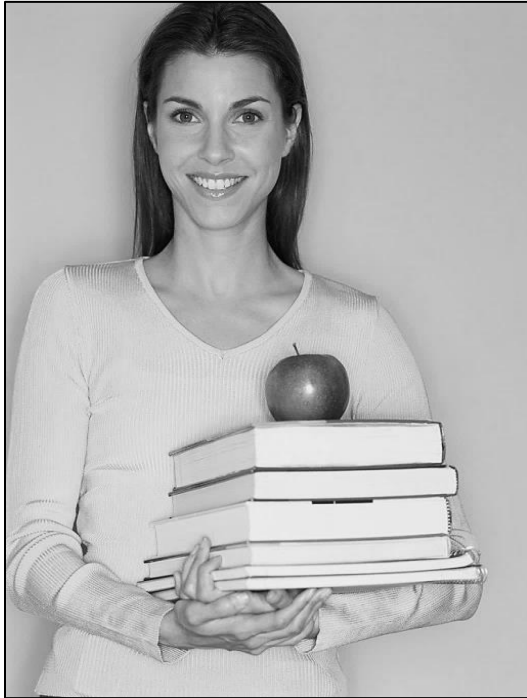
Extra-instructional charges for this course: \$10.86 per hour (\$65.16 per day). Absentee time will be charged at regular tuition rates.

INSTRUCTOR COURSE

DESCRIPTION AND OBJECTIVES

The Instructor course covers 600 hours of instruction. Students acquire a thorough knowledge of teaching techniques, principles, evaluation methods, and aspects of school operation. Counseling is given on the student's progress and development of instructional skills.

This course includes no less than 500 hours of classroom and course development and clinic supervision which includes the following:



- Preparation for classroom activities including, but not limited to: Choice of teaching methods, classroom setup, topic/subject matter, written lesson planning, student assignments, materials & supplies, and record keeping.
- Presentation of information including, but not limited to: Lectures, demonstrations, question and answer format, project methods, and discussions.
- Application of practice including, but not limited to: Clinic supervision, classroom management, and client relations.
- Evaluation by the instructor trainee of students' understanding and performance, including but not limited to: Written assessment, practical assessment, and communication skills.

An additional 100 hours not required by Washington State are also included in this course. These additional hours are used to provide further instruction training, as well as business skills and knowledge, including: salon organization and management, use of audio-visual materials, philosophy of vocational education, individual instruction techniques, reception and management, cashiering, and telephone techniques.

Cadet instructors must be **currently** licensed in the subject/s they will be teaching upon completion of their course (e.g. a cosmetology license is required to teach cosmetology). After a personal interview by the Curriculum Coordinator, the applicant's credentials are verified, and they will be accepted into the Instructor course at the next available date. By completing this course and passing the WA State Licensing Examinations, you will become a licensed Instructor in Washington State. However, you must also maintain active licenses for any curricula you plan to teach.

Hours and schedule options:

Cadet Instructors are required to begin their daily hours at 8:00 AM for each day they are scheduled.

Full-time schedule options include:

- Six (6) hours per day for twenty (20) weeks
- Six and a half (6.5) hours a day for eighteen and a half (18.5) weeks, or
- Eight (8) hours a day for fifteen (15) weeks.

Part-time students will attend 6 hours per day and 24 hours per week for 25 weeks. The course employs a variety of instructional methodologies such as demonstrations, discussions, questions, and interactive lecture, individualized instruction, student and classroom presentations, labs and student salon activities.

Calculation of grades:

The grading procedure for all written and practical testing is calculated by dividing the number correct by the number possible on each test to reflect a percentage grade. Seventy percent (70%) is considered to be a passing grade with regards to all testing other than Final Exams, which must be passed with a score of seventy-five percent (75%) or better.

Instructor Course – Breakdown of Hours by Subject

SUBJECT	REQUIRED HOURS	Objectives of Subject
<u>Teaching Methodology:</u>		
Methods of Instruction	20	Lesson planning, student learning principles, teaching methods, written and practical assessment, classroom set up, classroom management and four-step method.
Classroom Management	5	
Class Discussion	15	
<u>Course Organization:</u>		
Materials and Supplies	10	Develop instruction from analysis, organize and prioritize, group and sequence learning units, test and evaluation teaching aids, lectures demonstrations and develop questions and answers.
Recordkeeping	10	
Classroom Setup	10	
Lecturing Techniques	10	
<u>Occupational Analysis:</u>		
Topics / Subject Matter	10	Develop system for analysis, charting, categorizing, validating, organizing, topic and subject matter, materials and supplies, record keeping, project methods, and working with advisory committee. Development of resume, interview practice, and job searching skills.
Project Methods	15	
Written and Practical Assessment	5	
Question & Answer	7	
Employment Preparation	3	
<u>Development of Student Leadership:</u>		
Client Relationships	8	Effectiveness in student leadership, give student's assignments, lead discussions, develop client relations, personality and conduct, interpersonal relationship, and client relations. Review Washington State laws and regulations governing instruction.
Student Assignments	10	
Communication Skills	10	
Demonstrations	10	
WA State Laws and Regulations	2	
<u>Clinic Supervision:</u>		
Direction of classroom practical and clinic services, dispensary management, inventory organization and maintenance, practical assessments	340	Practical classroom and clinic services, dispensary, inventory and maintenance, administering student practical exams.
<u>Additional Hours:</u>		
Testing and rating, salon organization and management, use of audio-visual materials, philosophy of vocational education, techniques for individual instruction, reception and desk management, use of cash register, telephone techniques.	100	Training in additional instruction techniques, salon management, reception and cash management, and communication skills
GRAND TOTAL HOURS:	600	

INSTRUCTOR COURSE COST

FINANCIAL TERMS AND CONDITIONS:

Academic Period of Enrollment is 600 hours

Weekly Hours (By Schedule):

- Full Time – 40 hours per week for 15 school weeks
- Full Time – 32.5 hours per week for 18.5 school weeks
- Full Time – 30 hours per week for 20 school weeks
- Part Time – 24 hours per week for 25 school weeks

CHARGES:	Application Fee:	\$ 100.00
	Tuition:	\$ 3,960.00
	Equipment	\$ 100.00*
	Textbook Bundle	\$ 263.50
	Uniforms:	\$ 75.00
	Taxes:	\$ 39.03
	Lab Fee:	\$ 100.00
	Other:	

*** Equipment and textbook price subject to change.**

TOTAL CHARGES:	\$ 4,637.53
LESS APPLICATION FEE:	\$ 100.00
UNPAID BALANCE:	\$ 4,537.53
Administrative fee of \$150.00 when student withdraws or is terminated within the enrollment period for which they have been charged.	
State Exam fee (Written Exam) @ Student Expense	\$ 180.00
State Exam fee (Practical Exam) @ Student Expense	\$ 114.00
Glen Dow Academy Final Exam Retake Fee	\$ 35.00

You must purchase your own shoes. Black professional shoes ONLY. NO CANVAS, SLIPPER, OR MOCCASIN-TYPE shoes will be allowed as school uniform shoes. (Closed toe and closed heels).

To ensure space in the class of his/her choice, a \$100.00 application fee is payable in advance to reserve said space. The \$100.00 application fee is non-refundable unless the student's application is denied by Glen Dow Academy, or the course which the student applied for ceases to be offered prior to instruction beginning.

The balance of equipment costs, uniforms, sales tax, lab fee and tuition must be paid when the student enters the first day. This is considered to be the initial cost of the course. If the student wishes to use Glen Dow Academy's payment plan, a minimum down payment of **\$577.53** is required at the time the student enrolls. The balance is paid over a period of four (4) months. The payment will be **\$990.00** per month. Interest will be charged on all past due accounts at one percent (1%) per month. First month's payment is due on the first day of school.

All fees (equipment, books, taxes, etc.) are mandatory for all students.

Prior written approval of financial aid can mean that down payment can be waived temporarily.

An administrative fee of \$150 may be charged to students exiting the course prior to completion.

Extra-instructional charges for this course: \$5.28 per hour (\$42.24 per day). Absentee time will be charged at regular tuition rates.

Instructor Career Opportunities

Advanced or Specialized Instruction

Cosmetology Instructor

Manicuring Instructor

Esthetics Instructor

Platform Artist

School Manager

School Owner



CHAPTER VI

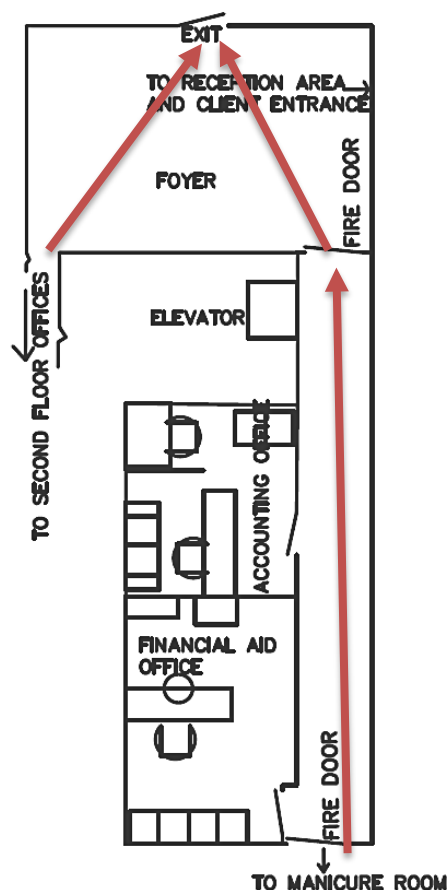
EMERGENCY RESPONSE and EVACUATION PROCEDURE

The following procedure will be used to notify students and staff of a dangerous situation on the school campus. All instructors and staff have access to the school's general paging system, and in the case of an emergency will make a school wide announcement that we are experiencing a **CODE 9 or CODE 10**. **CODE 9** means the school is officially in lockdown, and lockdown procedures should commence immediately. **CODE 10** means that the school must be evacuated, and standard fire escape procedures should be followed.

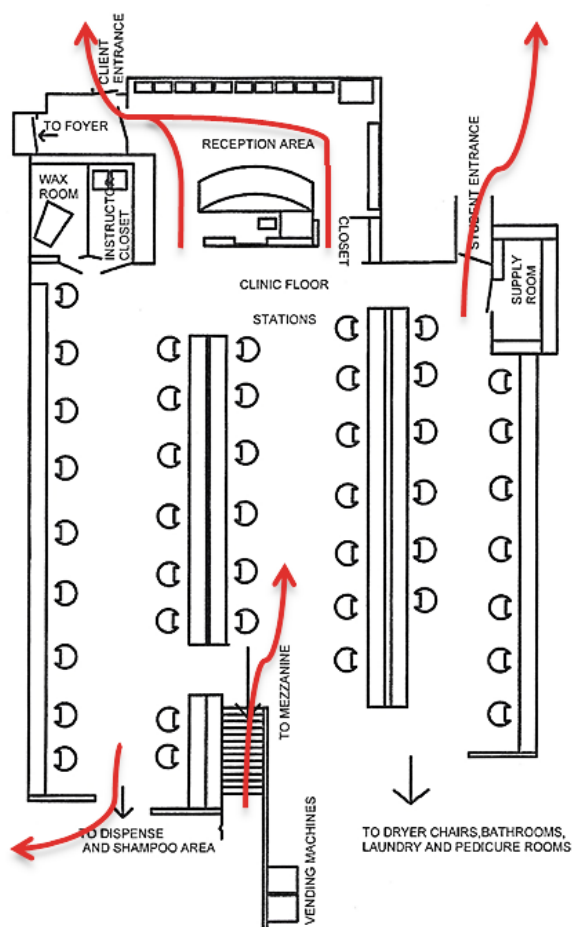
- The instructors will make sure all students follow instructions.
- Any instructor/administrative staff can initiate the alert.
- The School Manager or other person in authority will notify the police if necessary, who will notify the neighboring community of any impending danger.

TIMELY WARNING

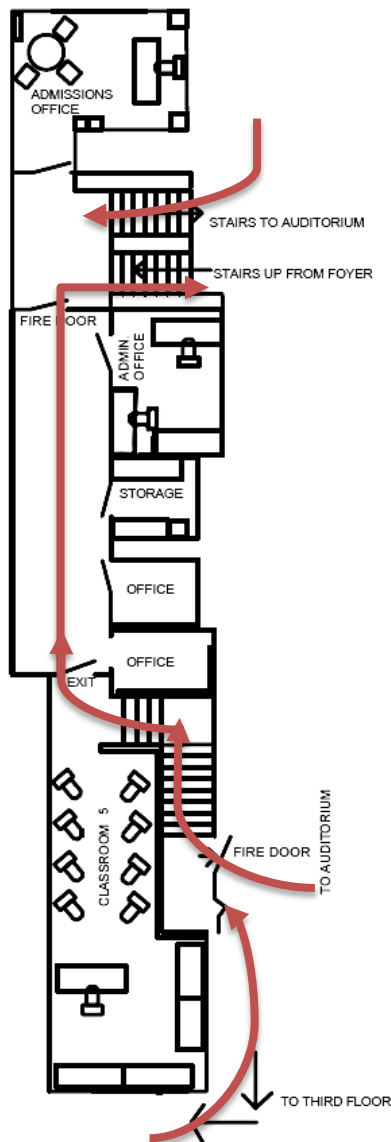
The School Manager or person in authority will be responsible for sending out a timely warning by email or text to the campus community, regarding any health or safety situations.



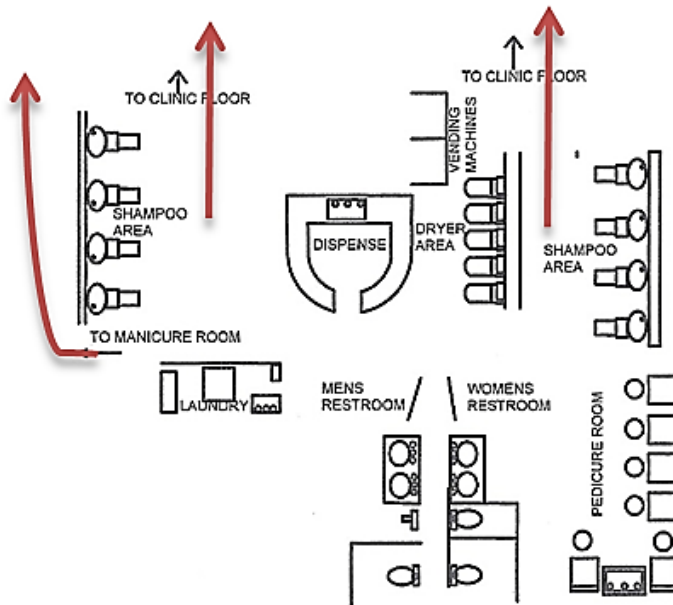
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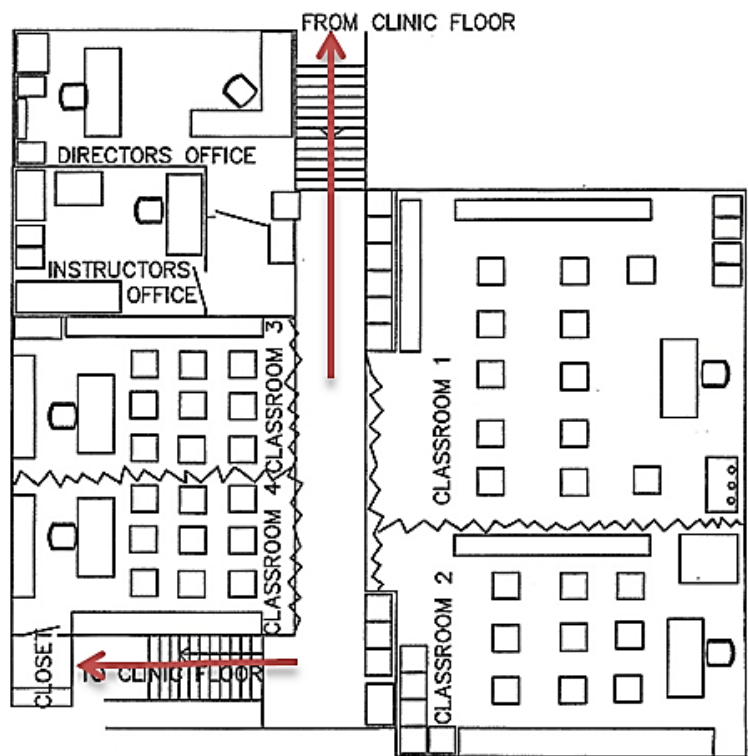
↑N RECEPTION AND CLINIC FLOOR



N ↑ GLEN DOW ACADEMY SECOND FLOOR OFFICES AND CLASSROOM 5

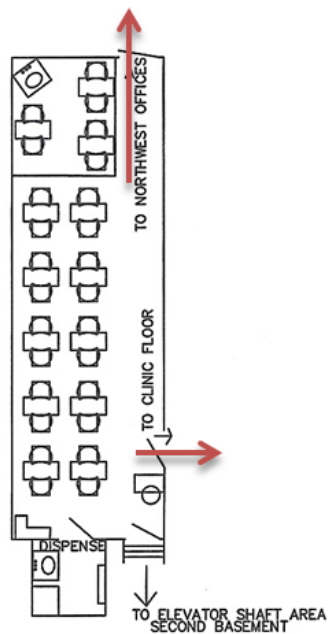
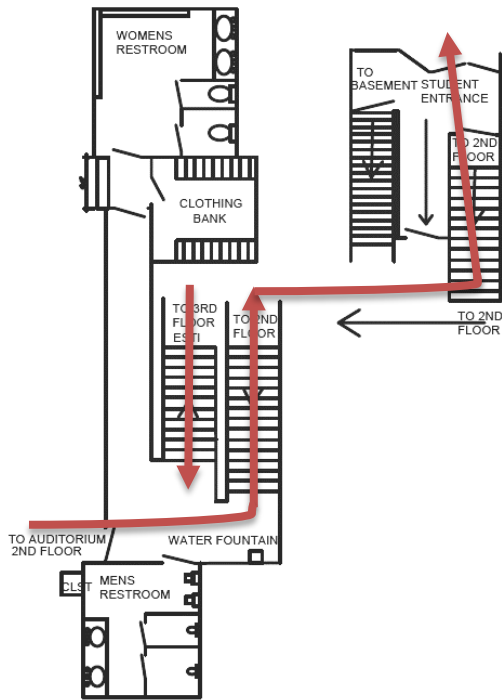


↑ GLEN DOW ACADEMY FIRST FLOOR, DISPENSE, SHAMPOO AREAS, PEDICURE ROOM

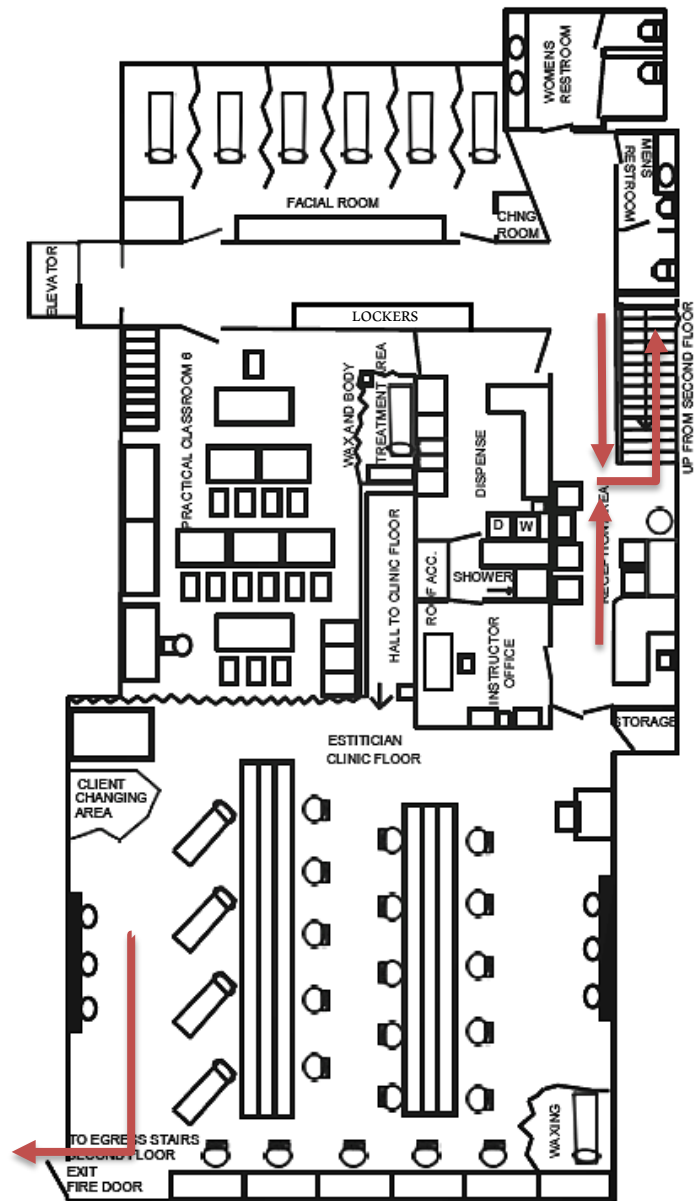


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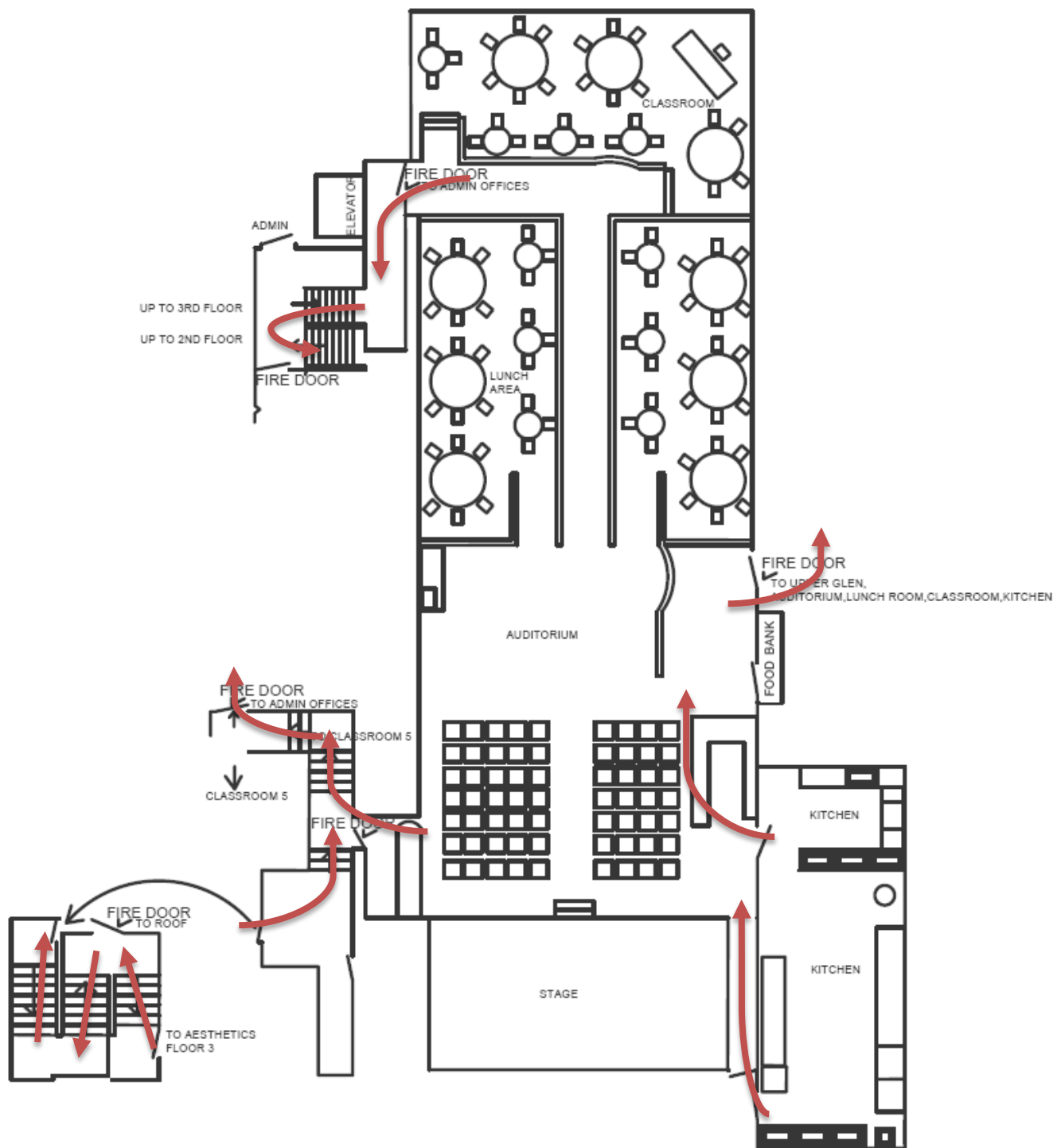
N ↑ GLEN DOW ACADEMY STUDENT ENTRANCE, BASEMENT ENTRANCE, 2ND FLOOR ENTRANCE



MANICURE ROOM



N ↑ GLEN DOW ACADEMY THIRD FLOOR ESTHETICS



N ↑ GLEN DOW ACADEMY AUDITORIUM, CLASS, LUNCH, FIRE EGRESS 3RD FLOOR

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