

First Class Cosmetology School
306 State St
Beloit, WI 53511

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All Courses are taught in English.

FCCS does not accept ATB (Ability to Benefit) students.

Develop Your Natural Talent....

If you are looking for an opportunity to express your creativity and establish a solid professional career, look no further. Come to First Class Cosmetology School and let yourself grow.

First Class Cosmetology School

MISSION STATEMENT

First Class Cosmetology School's mission is to strive for excellence in the art and science of cosmetology by giving students the knowledge and skills to prepare them for State of WI Licensing exam. The staff of First Class Cosmetology School is dedicated to the cosmetology profession and the students attending all of our programs. We believe in the potential of our students and will do everything we can to motivate, teach and train our students to become successful in the cosmetology profession.



Areas of Study & Career Opportunities

Cosmetology Practitioner Course

Explore the latest in styles and techniques in hair cutting, hair coloring, restructuring, styling, skin care, nail care, and makeup techniques.

Career Opportunities

Hair Stylist
Hair Color Specialist
Makeup Artist
Manicurist
Sales Representative
Salon Owner/Manager
Platform Artist
Skin Care Specialist
Barber
Educator

Aesthetician Course

Learn specialized techniques to purify, balance and renew the skin using skin specific products and treatment techniques.

Career Opportunities

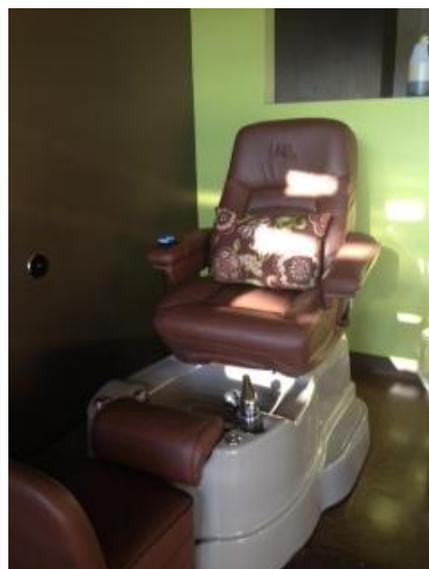
Esthetician
Make-up Artist
Hair Removal Specialist
Day Spa Technician
Sales Representative
Salon Owner/ Manager
Educator

Manicurist Course

Learn the structure of hands, arms and nails and gain knowledge of nail cosmetics in manicuring, pedicuring and artificial nail techniques.

Career Opportunities

Manicurist
Nail Technician
Salon Owner/Manager
Sales Representative
Educator



Course Curriculum Outlines

Cosmetology Practitioner Course 1800 Hours

Express your creativity and talent in hair, skin care, nail care and make-up techniques. Our cosmetology course incorporates 1,800 hours of extensive hands on learning to provide you with a complete understanding of beauty and wellness. Upon completion, you will be ready to take the licensing exam.

SUBJECT	THEORY HOURS	PRACTICAL HOURS
Hygiene, grooming and person development	10	0
Bacteriology, sterilization, and sanitation	20	20
Tools, equipment, and implements (identification and usage)	3	9
Haircutting, hair tapering (clipper-cuts) razor cutting, hair styling, curling, thermal waving, finger waving, roller setting, pin curl placement, blow-drying, shampoos, scalp and hair treatment, conditioning, reconditioning, hair analysis, and care of hairpieces, wigs and wefts	150	450
Hair straightening, hair relaxing, thermal hair straightening, bow-outs, permanents, hair coloring, tinting, bleaching and chemistry	190	400
Shaving, beard and mustache shaping, trimming, superfluous hair removal, waxing, facials, facial massages, facial makeup, eyelashes, light therapy, tanning and introduction to electro logy	35	60
Manicuring, including artificial nails	10	25
Anatomy and physiology of the hair, skin, and nails, and disorder of the hair, skin, scalp and nails	50	0
Product knowledge, product use and sales, preparing and consulting with customer for service	45	0
Laws, rules, professional ethic and history of barbering and cosmetology	18	0
Individual student needs. Industry trends and electives (e.g. record keeping, mathematics, communications, human relations, public relations, first aid	117	188
TOTAL HOURS (1800)	648	1152

Manicuring Course- 350 hours

Prepare for an exciting future in nails with First Class Cosmetology School. Our manicuring curriculum provides 350 hours of training with an emphasis on practical instruction utilizing individual training techniques to ensure superior skill development. Upon completion you will be ready to take the licensing exam, and meet requirements for licensure in either WI and/or IL.

SUBJECT	THEORY HOURS	PRACTICAL HOURS
Laws, Bookkeeping, Business Management, History and Ethics	36	
Safety, Sanitation, Sterilization, First Aid and Bacteriology	10	25
Nail and Skin Disorders	24	10
Anatomy and Physiology	18	8
Manicuring, Pedicuring, ands Artificial Nails.	24	162
Introduction to Advertising	12	
Individual Student Needs	7	14
TOTAL HOURS (350)	131	219

Aesthetic Course - 450 HOURS**Advanced Aesthetic Course-300 Hours**

Prepare for an exciting future in skin care with First Class Cosmetology School. Our 450 hour program meets the requirements for the State of WI, providing each student with individual attention and flexibility to create a learning environment that suites each students' need. For those looking to obtain an IL Esthetic license we have created an additional 300 hour program, meeting the 750 hour requirement of IL.

AESTHETICIAN COURSE- 450 hours

SUBJECT	THEORY HOURS	PRACTICAL HOURS
Introduction, law and code, bookkeeping, business management, history and ethics	26	
Safety, sanitation and sterilization	30	20
Anatomy and Physiology	30	
Chemistry, treatments, and process	24	
Treatment-product and Techniques	32	96
Electricity, Machines and equipment	10	35
Make-up and color analysis	12	20
Individual Student need and electives	65	50
TOTAL HOURS (450)	229	221

ADVANCED AESTHETICIAN COURSE- 300 hours

SUBJECT	THEORY HOURS	PRACTICAL HOURS
Advanced Skin Techniques and Specialized Treatments	125	125
Body Treatments	25	25
TOTAL HOURS (300)	150	150

About US

First Class Cosmetology School

Educating the Future's Best Salon Professionals Today

A First Class Experience....

First Class Cosmetology School (FCCS) has been accepting students for over 20 years! We are a family owned company that cares about our Staff, Students and Graduates. We understand the importance of creating a positive learning environment, and our focus has always been to create successful salon professionals. We want for you to not only develop strong skills, but also to learn life lessons that may continue to have a positive influence over your future for years to come.

Guest Experience Areas

A diverse array of guests comes to FCCS for beauty services. As a student, you will have the opportunity to perform a spectrum of hair, skin, make-up and nail services in a virtual salon setting, under the supervision of your educators. We encourage all students to begin building a client foundation while attending school. All students will create a Friends and Family list to provide discounts to those who will come to receive services by you while you're a student. We run specials each month to help the flow of clients remain steady, but we encourage for all students to learn how to build a clientele, as this determines your level of success upon graduation.

The student Salon features a 40 station hands on Cosmetology student salon with 10 backwash units, manicure bar area, 4 whirlpool pedicure stations, 2 hair removal stations, make-up area, facial room and full retail area.

Students Classrooms

Classrooms have been designed to provide the proper environment for different types of learning activities. Interactive classrooms are designated for hand on instruction, demonstration and theory.

Administrative Offices and Resources

FCCS has a library of books and DVD's on aspects of hair, nails and skin care and is available to you upon request. Staff, Educators and Administrative personnel are available to respond to your questions and concerns.

Licensing and Accrediting Agency information:

State of Wisconsin Dept. of Safety and Professional Services.....school code 00073

1400 E Washington Ave Rm 112

Madison, WI 53703 <http://drl.wi.gov> 877-617-1565

NACCAS.....school code 059046-00

The National Accrediting Commission of Career Arts & Sciences

4401 Ford Ave Suite www.naccas.org 703-600-7600

1300 Alexandria, Virginia 22302-1432

US Dept. of Education.....school code 04182100

www.ed.gov 800-872-5327

Are you ready to begin?

If you are excited about the prospect of training at FCCS here is how you apply.

To be considered for admission, each applicant is required to complete the following:

- 1.) Tour our Facility and complete Entrance Interview. Please be prepared with any questions you may have during your visit.
- 2.) Secure Financing
- 3.) Complete Application
- 4.) Provide a copy of a verifiable High School Diploma, GED, or equivalent.
- 5.) Provide a copy of Driver's License, State ID or Birth certificate
- 6.) Submit non-refundable \$10 application fee and \$90 registration fee.

Transfer Students

First Class Cosmetology School can credit transferable hours. If a student desires to have previous training taken into consideration, she/he must go through a formal practical and written evaluation (\$150) to determine skill level. Transfer hours may not be totally credited if skill level does not meet basic standards. Transfer students must provide an official transcript with both hours and grades. First Class Cosmetology School will not credit any hours that are more than two years old. Transfer students will be charged per hour based on the number of hours needed to complete the course enrolled in. If equipment is needed the student will be charged for all equipment and must pay on the first day of class. FCCS may, at its discretion, refuse transfers if admission requirements, including tuition, cannot be met. Transfer enrollment is limited on availability.

Re-Entry Policy

If a student withdraws in good standing, he or she may return under the same status and without loss of credit, grades or hours. A student may or may not be readmitted at FCCS's discretion if a student's performance was unsatisfactory when he or she withdrew or terminated from school. More than 3 months since last day of attendance we will follow Transfer Policy.

Non Discrimination Policy

First Class Cosmetology School does not discriminate on the basis of sex, age, race, color, ethnic origin, national origin, creed, religion or physical disabilities. However, it must be kept in mind in most aspects of the beauty culture field there is a great deal of standing, walking, pushing, bending and stretching, and sometimes for long periods of time. A person must consider his/her physical limitations in terms of making a career choice that involves extensive training. We promote the acceptance of students who may be physically challenged if the student believes he/she can fulfill training demands at our facilities and succeed in a way that would not preclude employment within the student's selected area of study.

FCCS does not recruit students who are currently attending or admitted to another school offering a similar program of study.

Schedule and Tuition

Schedule and Calendar

A new cosmetology class begins approximately every 11 weeks in the months of Jan, April, June, Sept and Nov. Cosmetology is offered only as a full time program (34 hours weekly) and has the following schedule:

Basic Training	Mon 9:00-5:00	Clinical Rotation	Mon 9:00-5:00 (Theory Training)
1 st 11 weeks	Tues 9:00-5:00		Tues 9:00-4:00
	Weds 10:00-5:00		Weds 10:00-7:00
	Thurs 9:00-5:00		Thurs 9:00-4:00
	Fri 9:00-5:00		Fri 9:00-5:00

Esthetic and Nail courses beginning dates are continual and students may begin no sooner than one week after application is received. Esthetic and Nail programs can be accomplished as a full time or part time student as determined by enrollment agreement.

School Holidays

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Black Friday, Christmas Eve, Christmas Day.

Additional Closures

Additional closings for holidays, in-service days, or inclement weather will be announced to the students. First Class Cosmetology School only closes when Beloit Public School District closes due to road conditions. A total of three snow days has been calculated into contract date. We do however realize that many students travel from out of town and want for students to be cautious during inclement weather. Any additional snow days or school closures will not be included in the student's training time and will extend graduation date by the same amount of time.

Total Tuition Costs - 2013 School Year

Cosmetology Practitioner Course: Tuition: \$15,900
Equipment: \$1500.00
Application/registration fee: \$100.00
TOTAL \$17,500

Payment Methods:
Cash, Check, Credit Card
Federal Aid available for those who qualify

Aesthetician Course: Tuition: \$5,500
Equipment: \$400.00
Application/registration fee: \$100.00
TOTAL \$6,000.00

Advanced Aesthetician Course: Tuition: \$2000.00
Equipment: \$500.00
Application/registration fee: n/a, has to complete our Aesthetician Program
TOTAL \$2500.00

Manicurist Course: Tuition: \$3,600.00
Equipment: \$800.00
Application/registration fee: \$100.00
TOTAL \$4,500.00

Career Placement & Student Services

HOUSING

The School does not maintain housing for students, nor does it make specific recommendations regarding housing, however, some accommodations are available within the local communities and information will be provided as available to the School via the Internet or media publications.

TRANSPORTATION

Public bus transportation is available throughout the Beloit Public Transport with stops located within walking distance of school. It may also be possible to link students, with similar schedules, together for transportation to and from classes. It is essential to make arrangements to have reliable transportation to and from school.

PROFESSIONAL COUNSELING

The School does not maintain professional counselors at the schools, nor do we recommend students to seek professional help off campus, however, students who may inquire about professional counseling services will be provided a list of public organizations, religious organizations and governmental agencies where the student may receive additional assistance. Regular school staff is not licensed or trained as professional therapeutic counselors and cannot provide professional on-going or long-term counseling for those students needing that type of help, however, the staff is always willing to listen to a student at any time and provide available information. Any student requesting medical assistance for situations other than the immediate need for first aid or a life-threatening situation will be given a list of public clinics and hospitals in the immediate proximity of the School campus. This list is not to be construed as a recommendation by the School, but rather as a free service provided as a courtesy by the School to its students.

PLACEMENT SERVICE

With the network of many salons, First Class Cosmetology School can help you begin your professional career. We will help you gain the knowledge you need with career days, guest speakers, career opportunity board, field trips to salons and assistance with the completion of a career form/resume, however, First Class Cosmetology School cannot guarantee job placement. Career guidance is considered part of the educational process at our facility. Students are encouraged to discuss their career-related questions with instructors and/or school administration whenever such questions arise. Reciprocity information is available to students transferring to another state.

Student Records and Right to Privacy

In compliance with the Family Educational Rights and Privacy Act (FERPA) of 1974 the school follows policies that provide the student:

- The right to inspect and review the student's education records within 45 days of the day the Institute receives a request for access. A student should submit to the Director of Education a written request that identifies the record(s) the student wishes to inspect. The Director of Education will make arrangements for access and notify the student of the time and place where the records may be inspected.
- The right to request the amendment of the student's education records that the student believes is inaccurate, misleading, or otherwise in violation of the student's privacy rights under FERPA. A student who wishes to ask the Institute to amend a record should write the Director of Education, clearly identify the part of the record the student wants changed, and specify why it should be changed. If the Institute decides not to amend the record as requested, the Director of Education will notify the student in writing of the decision and the student's right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.
- The right to provide written consent before the Institute discloses personally identifiable information from the student's education records, except to the extent that FERPA authorizes disclosure without consent. The Institute discloses education records without a student's prior written consent under the FERPA exception for disclosure to school officials with legitimate educational interests. A school official is a person employed by the Institute in an administrative, supervisory, academic or research, or support staff position; a person or company with whom the Institute has contracted as its agent to provide a service instead of using Institute employees or officials (such as an attorney, auditor, or collection agent); a person serving on the Advisory Committee; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibilities for the Institute.
- The right to file a complaint with the U.S. Department of Education concerning alleged failures by the Institute to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is:

**Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, DC 20202-5901**

The Institute requires written authorization from a student or parent or guardian (in case of a dependent minor) or graduate in order to release academic, attendance, enrollment status, financial aid and/or any other information to agencies, prospective employers, or any other party seeking information about the student. NACCAS reserves the right to inspect student records for any accreditation purposes. The institute requires written consent from the student or guardian for release of records in response to each third party request unless otherwise required by the law.

Graduation & Licensing Requirements

Graduation Requirements

The student must meet the following academic and financial obligations.

1. Complete the required number of hours in theory and practical.
2. Complete all examinations and quota of theory and practical requirements.
3. Maintain a 75% cumulative average in theory and practical grades.
4. Pay all tuition and fees due to First Class Cosmetology School.
5. Complete the final exam in theory and practical training.
6. Complete the exit interview and exit counseling.

Upon graduation from First Class Cosmetology School, the student will receive a certification of completion and transcript. This certificate determines the student's eligibility to apply for the state cosmetology exam.

State Licensure Exams

In order to be eligible for either WI or IL State licensure exam you must graduate from your program of study, meeting all of the schools and the state requirements. You want to obtain a license in the state you are working, by graduating from FCCS you meet the requirements to be eligible to test for either WI and/or IL. If interested in other states requirements and reciprocity information, please contact the admissions office.

The State of WI requires passing of both a written and practical exam to become licensed. Students at FCCS take a mock exam state exam at both midpoint and as a final exam, ensuring that you know what to expect from the state licensure exam. We teach you how to pack your kit for your practical and what to expect the day of your exam. Through-out the course of your instruction we take written tests that aid in preparation of your state exam. We have a 100% pass rate for cosmetology students for the 2010 and 2011.

The State of IL requires passing a written exam only for licensure. However, they do require that you have a final practical exam score given by your school.

Make-up Work

Students requiring make-up projects, quota, or tests must do so before the end of their phase. Failure to comply will result in receiving a "0" for that assignment affecting the cumulative GPA.

Transcripts

Requests for transcripts are protected by federal law, and can only be released with the written request of the students. You may request a transcript by submitting a written letter of request. The cost of a transcript is \$25.00. Written requests may take 5-10 business days to process after the request is received. Please remit cash, check or money orders payable to First Class Cosmetology School.

Satisfactory Academic Progress Policy

All students, regardless of the class in which enrolled or the tuition payment classification of their enrollment (i.e. Title IV participant, Private Loan, Private Pay, and State Program etc.) will be evaluated using the criteria of the SAP to receive an academic and attendance evaluation based upon their course hours, schedule of attendance, and current theory and practical requirements of the WI Board of Barbering & Cosmetology. Please note that those students receiving Federal Student Aid and who are out of SAP compliance and have been placed on Probation for 2 consecutive evaluations are not eligible for Title IV funds disbursement. At FCCS we do not allow for a warning. Students not maintaining will immediately be placed on Probation. If the student fails to meet minimum requirements by the next evaluation, the student will be terminated. This is printed in our catalog to ensure all students receive a copy prior to enrollment.

STANDARDS OF SATISFACTORY ACADEMIC PROGRESS (SAP)

This institution expects its students to maintain Satisfactory Academic Progress (SAP) as established by this institution, the student must:

1. Maintain a cumulative academic average of 'C' (75%) or better on all tests, work projects (operations) and other required course work.
2. Maintain a cumulative average attendance level of at least 75% of the scheduled hours indicated on their enrollment contract. For example, a student scheduled to complete 34 hours per week would have to maintain an average weekly attendance of at least 25.5 hours per week ($75\% \times 34 = 25.5$). Students must maintain 75% in order to maintain Satisfactory Progress and remain eligible for Federal funding, however in order to meet enrollment contract student must maintain 90% attendance
3. Complete the course within one and one-half ($1 \frac{1}{2}$) times the length of the course as defined in the enrollment agreement. For example, if the student has contracted to complete the course within 58 weeks, he or she must complete taking no longer than 87 weeks. If at 87 weeks the student has not finished curriculum requirements, the student will not be permitted to finish and will be terminated.
*please refer to the Institutional Refund Policy for charges pursuant of hours or curriculum requirement incurred after contract date determined by enrollment agreement and on pg 22 of this catalog.
4. Students must meet minimum academic and attendance requirements for at least one evaluation prior to the midpoint of the course to be considered meeting satisfactory progress at the end of an evaluation period. A student will be considered to be making satisfactory progress until the next evaluation.

DETERMINATION OF PROGRESS

Evaluation of progress will be conducted quarterly at 450 hours, 900 hours and 1350 scheduled hours for Cosmetology-practitioner students. Evaluations are done at midpoint of training determined by actual hours for Aesthetician, Manicurist and Advanced Aesthetician Students will receive a hard copy of their Satisfactory Academic Progress Determination at the time of each of their evaluations.

Satisfactory: Students with a minimum of 75% GPA and 75% attendance

Note: Attendance and GPA is evaluated on cumulative basis. At each evaluation point, the attendance for the quarter will be added to the attendance from preceding months to determine whether the student will complete the course within the maximum time frame allotted.

Students meeting minimum requirements at evaluation will be considered to be making satisfactory progress until the next scheduled evaluation. In order for a student to be considered making satisfactory progress, he or she must meet both attendance and academic minimum requirements on at least one evaluation before of the program or midpoint of the academic year.

Grading

In order to make satisfactory progress, you must maintain a 75% overall average in theory and practical training in the time allotted according to your contract. With proper attitude and study habits, along with the guidance of the instructor, this average can be maintained. You will be allowed to retake phases not meeting these requirements when the instructor is available. It will be the student's responsibility to schedule retake classes. Theory training consists of tests, homework and lectures. Practical training consists of performing services on clients, which will be checked by the instructor. Theory and practical will be graded according to the following scale.

5 =	90-100% EXCELLENT
4 =	89-80% VERY GOOD
3 =	79-75% GOOD
2 =	74-60% UNSATISFACTORY (credit will be given)
1 =	0-59% UNSATISFACTORY (no credit will be given)

Students must maintain a minimum of 75% cumulative theory and practical grade percentage in order to be making satisfactory progress in First Class Schools programs. Student's progress will be evaluated on the basis of weekly written test, daily clinic practical experiences, quota experiences and final written exam (mock). Students will receive a progress report evaluating theory average, attendance and performance review quarterly throughout their instruction.

Probation and Appeals

Probation: Students who fail to meet minimum requirements for attendance or academics will be placed on probation and be considered making satisfactory academic progress while during probation period, if the student appeals the decision, and prevails upon appeal. Additionally, only students who have the ability to meet Satisfactory Academic Policy standards by the end of the evaluation period may be placed on probation. Students placed on an academic plan must be able to meet requirements set forth in the academic plan by the end of the next evaluation period. Students who are progressing according to their specific academic plan will be considered making Satisfactory Academic Progress. The student will be advised in writing of the actions required to attain academic progress by the next evaluation. If by the end of the probationary period, the student still has not met both the academic and attendance requirements for satisfactory academic progress, he/she will be terminated from their course of study.

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

Reestablishment of Satisfactory Academic Progress

Students may re-establish Satisfactory Academic Progress and Title IV aid, as applicable, by meeting minimum attendance and academic requirements by the end of the warning period.

Interruptions, Course Incompletes, Withdraws

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. Student who withdraw prior to the completion of the course and wish to re-enroll will return in the same satisfactory academic progress status as at the time of withdraw.

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

Transfer hours will be counted as both attempted and earned for the purpose of determining when the allowable maximum time frame has been exhausted.

Standards and Policies

To help achieve excellence in Cosmetology, Esthiology, and Manicuring training, we have established these guidelines to ensure fairness, understanding and positive work habits among our students.

Conduct Policy

It is expected that students will conduct themselves in a mature and professional manner, giving the proper respect and courtesy to his or her fellow classmates and to the staff of the School. First Class Cosmetology School, including administration and faculty, are dedicated to maintaining an optimal learning environment. FCCS values and respects each student's right to a quality education, and therefore, each student should take his or her training seriously. Any student found to be abusing either staff or fellow classmates may be terminated from the training program in which he or she is enrolled.

Misconduct is defined as follows:

1. Dishonesty, including, but not limited to, cheating, furnishing false information to the school or stealing School property or that of a fellow student.
2. Alteration or forgery of school records or identification.
3. Possession or use of alcoholic beverages on school property.
4. Possession or use of any weapon, firearm or explosives.
5. The use, sale, or possession, on school property, or presence on school property under the influence of any controlled substance.
6. Continued disruptive behavior, continued willful disobedience, habitual profanity or vulgarity, or the continued defiance of the authority of, or abuse of, school personnel.
7. Assault, battery, sex crimes, including sexual assault or rape or any threat of force or violence upon a student or school personnel.
8. Sexual harassment, which includes unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature.
9. Participation in hazing or commitment of any act that tend to injure, degrade or disgrace a student or school personnel.
10. Obstruction or disruption of teaching, administration, disciplinary proceedings, or other authorized school activities.
11. Unauthorized entry to or use of school facilities, equipment or supplies.
12. Theft or deliberate damage to property of a school staff member, a student or school visitor.
13. Defacing or damaging any school or personal property.
14. Failure to comply with directions by staff of First Class Cosmetology School.
15. Smoking in the school building or any area designated as "nonsmoking" by law or school policy.
16. The commission of any act on school property that constitutes a crime under Wisconsin law.
17. All cellular phones must remain off during class time. Students may not make, or receive personal calls on the school telephone line except in real necessity and then only after asking and receiving permission from a staff member. Phones must remain OFF and in lockers and may be checked during breaks.
18. No eating or drinking anywhere in the school except in designated areas; specifically there should be no food in or around stations on the clinic floor. Eating is prohibited in the clinic.
19. No visitors during class hours unless receiving clinic service.
20. Students may receive personal beauty services during school hours, within their course scope, as time permits with prior approval of an instructor, and then, only when the student's attendance, grades and applied effort are satisfactory per instructor's discretion. If caught having services without approval, the student may be asked to clock out. All products used for services must be paid for in advance. A student price list is available with applicable costs for service.

21. No color products will be sold to students for home use. It is unprofessional and unsafe to perform chemical services at home without an instructor's supervision. The WI Barbering and Cosmetology Board will take disciplinary action on students found administrating beauty services away from a licensed establishment.
22. In case of illness or emergency on any class day, the student must call in to the school before the start of the scheduled class to report his/her absence for that day of class. You must speak directly to a staff member to report absence. It is not acceptable to forward a message through another student or to leave a voicemail.
23. A student must clock "IN" when entering and "OUT" when leaving using the bar-coded name badge provided to each student. Failing to clock In/Out properly will result in a loss of credit for attended hours. DO NOT CLOCK IN/OUT for any other student.
24. A student may clock in and receive full credit if arrival time is within 15 minutes of the scheduled time. Students who cannot make it to school by 9:15/10:15 will be admitted to school only upon approval of administration. After 3 late punches per month, it is felt a habitual problem exists and students may be ineligible to remain in school on any day you are late for the remainder of the month
25. Students must keep their workstation, in class or on the floor, clean and sanitary at all times.
26. All students must complete their assigned duty throughout each day as needed and prior to punching out at the end of each day.
27. All students serving the public must be courteous and pleasant. If a difficulty arises, please call an instructor. Students must take all appointments assigned to them. Failure to take a patron without a justifiable reason that has been approved by an instructor, is grounds to be asked to clock out and leave the school site, or could, if the behavior becomes chronic, result in suspension.
28. No student may leave a patron while doing a perm or hair coloring service, except in an emergency and is excused by an instructor.
29. Students are not allowed to give services or materials, other than what is called for on the service ticket without knowledge and consent of instructor. Students violating this rule will be disciplined accordingly.
30. Students are responsible for the return of school materials or equipment loaned to them. Students must not borrow equipment from each other. Each student is solely responsible for his/her personal belongings and materials and must have their own kit at all times to work on clients. Those without kits will be considered not prepared for class and given a violation. After receiving (3) three such violations they may be counseled and if the behavior continues, maybe suspended.
31. Students must not gather around the receptionist desk, congregate in the offices, or visit with another student who is busy with a patron. The receptionist must make all appointments and no changes are to be made by students, unless permission is granted.
32. A student must attend school on all WEDS, unless receiving prior approval from administration. Attendance on the day before and after a holiday is mandatory. The school reserves the right to suspend a student if this rule is violated. A student may be required to produce medical documentation of illness. Absence in excess of 14 consecutive days without notifying the school will result in the student being dropped from the enrollment.
33. Only products furnished by the school may be used unless otherwise approved by the administration.
34. Students are to park only in the area designated by the school. At the time of your orientation, the admissions staff will show you the approved parking area. Courtesy to other building tenants and their customers is mandatory.
35. Bullying/Cyber bullying will not be tolerated. If you are found to be using e-mail, messaging services, or social networks to intimidate, harass or otherwise annoy a fellow student or First Class Cosmetology School Staff disciplinary action will be followed.
36. Social Networking Policy- Students are not allowed to socialize with staff via any social networking sites. Derogatory comments made on social network sites about school, staff or students that are brought to the attention of staff could result in suspension or in extreme cases termination. Facebook is not private and should NOT be used as means to air grievances. We have a complaint policy, which is the only way to legitimately file a complaint so that we may find a resolution.

Drug & Alcohol Abuse Prevention

The Institute is a drug-free environment. No alcoholic beverages or illegal drugs are permitted in or around school property. Any student suspected of being under the influence will be sent home for the day. (The decision to dismiss a student is solely at the discretion of the Institute and need not be supported by actual proof of drug/alcohol abuse.) It is unlawful to sell, furnish or provide alcohol to anyone under the age of 21 according to the State of Wisconsin. Any student distributing illegal or prescribed drugs to other students will be immediately and permanently dismissed. The local PD will be notified of any suspected distribution of illegal substances. Students taking over-the-counter medication that may affect functioning should inform the instructor.

Student Participation may be terminated by School for the following causes: Possesses and/ or distributes alcohol or drugs in or around school property.

Prevention Programs

Students and Employees are referred to the Administration/Student Services office to receive information on referral numbers. This information is accessible on the student services board located in the student lunch area or on our website.

Dress and Personal Grooming Policy

The following dress code is mandatory. Not being in compliance with the dress code may result in being sent home to change OR suspension. Students are required to dress in a professional manner at all times. It is mandatory that students come to school with their hair neat and clean. Good personal hygiene must be demonstrated every day. Beauty needs are to be done on the students' own time.

1. Blue jeans, black and white jeans are allowed on Monday and Friday. Nice jeans only. No holes!
2. No sweat pants, jogging pants, or yoga pants on any day.
3. No mid-riff or halter-tops. This includes backless tops or dresses. Sleeveless tops are permitted if moderation is reserved. All tops must adequately cover cleavage, underarms, belly and back.
4. No baseball caps, hats or bandanas or head scarves of any kind are permitted.
5. Shorts and skirts cannot be more than 2 inches above the knee.
6. Open toes shoes are permitted. No athletic shoes (sneakers/ high tops) may be worn. You may wear a dress tennis shoe, provided that they are one color and in clean good condition.

Moderation is required in all dress, if the staff in charge does not feel your attire meets the above requirement the student will be clocked out until sufficient attire requirements are met. Each student will be furnished with a smock at the beginning of the training. This smock is for the protection of cloths from chemicals and products used in the day-to-day operation of this profession. Students are expected to maintain their smock in good clean condition. Failure to do so will require you to purchase a new one. Smocks are required at all times. If you do not have your smock, you will be sent home to get it. If you have lost your smock, you will be given a replacement smock and you will be charged \$25.

Attendance Policy

Students are expected to attend classes at the scheduled starting time and to continue as scheduled throughout the day per their enrollment agreement. All absences and class attendance is regularly recorded. It is the responsibility of the student to telephone in advance to advise administrative personnel if they will be absent or late, as in the same way an employee would be expected to inform his/her employer. Failure to report absences or tardiness will be cause for disciplinary action as stated previously. All personal time off must be requested in writing and presented to staff member at least 1 day in advance. In order to help deter overage charges we will request a medical excuse for any absence over 3 in any one month. A medical excuse does not extend your contract date, but is only used to verify the reason for your absence.

Unofficial Withdraw

Students that are absent for consecutive 14 days and have not called to report the absences will be considered to have terminated or discontinued their enrollment. Students failing to return from a leave of absence, the last date of leave will be used to determine any refund due.

Official Withdraw

Students', who wish to cancel their enrollment, may do so by notifying the administration office in writing. The date the request is given will be used to determine refund calculation and defined in enrollment contract.

THE STUDENT MUST SCHEDULE MAKE-UP TIME & COMPLETE ALL ASSIGNMENTS

- A. Absence
Satisfactory attendance must be maintained. All course work missed due to absences must be made up. Tests may be made up on scheduled time only. One un-excused absence or 3 total absences per month are considered excessive. **Weds and Monday attendance is mandatory.**
- B. Tardiness
Tardiness produces a disruption to a good learning environment and is discouraged. Students are to be in class at the scheduled time. Excessive tardiness is grounds for probation and/or suspension. Any time after 9:00/10:00 is considered tardy. You will be allowed to clock until 15 past scheduled start time, at which time you must obtain permission to be in school that day. Loss of hours could result in the student not meeting his/her contracted course end date which will result in additional fees being charged.
- C. Class Cuts
The only way one can gain from the time and money spent in training is to participate on a regular basis, therefore, a class cut shall be considered equal to an absence. All practical applications and theory hour requirements must be completed before the end of the contract before considered as having graduated.
- D. Leave of Absence (LOA)
A student may request a LOA by notifying the school in person, by mail, fax, or email. The request will be considered and the leave may be granted to a student at the discretion of the School Administration. Valid documentation must be provided in order to grant LOA. Upon approval, the dates of the LOA will be entered in the students computer file and the student will be provided a LOA form for signature. Failure to return within the time frame of the leave, or any unexcused, continued absence for 30 days will result in the student being dropped from the program. Leave length may be extended upon school evaluation of extenuating circumstances and reviewed on a case-by-case basis; however a student should not exceed 180 days of leave in any 12-month period.
- E. Suspension Re-admittance
Students who have had their training suspended for cause may be re-admitted to classes upon a written request and with affirmation, that the action(s), which caused the suspension, will not be repeated. Re-admittance will be determined on a case-to-case basis and is at the discretion of the school.
- H. Maximum Time Frame
The maximum time in which a student shall be allocated to complete the course of study shall be one-and-one half the normal, scheduled prescribed class length as published in this catalog. (See the section on Curriculum) This does not apply to students who may be experiencing major personal difficulties and have applied for a Leave of Absence.
- I. Recording Attendance Procedure
It is the policy of this school that all students shall clock in to a computerized monitoring program using the provided bar-coded ID badge. Punching in/out is critical to monitoring hours. If time clock is down a sign in sheet will be used in its Place. If you forget to punch, please fill out a Missed Punch Form and give it to an instructor. You will be provided a print-off of your hours each month. Discrepancies should be reported immediately to ensure that the correct calculation of the student's average attendance meets the minimum criteria
- J. No Call No Show
If you fail to notify school of your absence within 15 after your scheduled start time, you will be considered to have No Called No Showed and disciplinary action will be followed, and could result in suspension and/or termination.

Disciplinary Action

The Director, Administrator, or Instructional Staff may take disciplinary action, appropriate to the misconduct as defined above.

- A.) Proper Professional Authorities will be notified of misconduct as noted in items 4,5,6,7,9,11,12,13,16
- B.) Discipline- the following types of disciplinary action may be taken by school:
 - 1.) Warning- a verbal or written notice may be given to the student by an instructor or administrative staff indicating that continuation or a repetition of a specific conduct may be cause for further disciplinary action.
 - 2.) Written Reprimand- a written reprimand for a violation of a specific regulation indicating that continued violations may result in further disciplinary action. Written reprimand will be placed in advising file.
 - 3.) Suspension with probationary period- Student who has been previously warned in both verbal and written form about a particular misconduct will face a suspension period of no less than 2 days but no more than 5 returning on a probation period lasting 30 days. If violation occurs again during probationary period, student will face another suspension and/or ultimate termination.
 - 4.) Immediate Suspension/Termination- any student who violates any Law of the State of WI or in any way may cause injury or imply violent acts to other students or school staff or clients may be suspended immediately without prior steps as outlined in 1-3, and pending investigation and consensus of the staff and Administration, termination may then occur.

APPEAL PROCESS for Termination

Once a student is terminated or suspended for any of the above reasons, academic or attendance violations the student may appeal the decision made by the staff member by using the following procedure.

- 1. Submit a written document to the school within five (5) business days of termination or suspension, stating the reasons why the decision should be reversed.
- 2. Submit a written request for re-evaluation with the staff of First Class Cosmetology School.

Upon receiving the above request and documents, the staff will schedule and review the case within 5 business days with a staff person and student. A decision on the students appeal will be made within 3 business days and a written reply will be given or sent to the student. In the event of reinstatement, the student will be required to make up and missed classed, test, and practical time which must be made up in the allotted time according to the student contract. Should a student fail the appeal the termination or suspension, the decision will stand as stated in the written document received by the student.

Student Complaint Procedure

In order to adequately provide you with the best education possible we have a complaint procedure to follow. If a situation arises with an instructor, student, or policy, please put it in writing and present it to the school owner, Charlotte Jero or school Director, Angie McCaslin. Within ten business days of receiving your complaint a meeting will be scheduled with the above listed school representative(s) to evaluate your complaint. If a problem cannot be resolved through discussion, the complaint will be referred to the school's complaint committee, which comprises the complete instructional and support staff. The complaint committee will meet within twenty-one days of the initial meeting to review your allegations. If for any reason the committee feels the need for more information regarding your complaint a letter will be issued to the complainant outlining the additional information required. If no further information is needed than the committee will present a letter to the complainant within fifteen days stating the steps being taken to correct the problem, or to show information that the allegations were not warranted or based on fact. If the complainant wishes to pursue the matter further you can fill out a complaint form, available through our accrediting agency. Please be advised that the accrediting agency will be requesting information from the school that our internal complaint guidelines have been followed.

The National Accrediting Commission of Career Arts & Sciences
4401 Ford Ave Suite
1300Alexandria, Virginia 22302-1432 naccas@naccas.org

Cancellation & Refund Policies

Enrollee's Right to Cancel

You may cancel this agreement by mailing or delivering a notice to First Class Cosmetology School, 306 State St, Beloit WI 53511, before midnight of the third business day after you sign this agreement. "Business Day" means any calendar day except Saturday or Sunday, and except for the following business holidays: New Year's Day, Martin Luther King Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving and Christmas. If you wish you may use this page as written notice by writing "I hereby cancel" and adding you name and address. A duplicate of this page is provided to you by the school for your records. *All classes at First Class Cosmetology School are taught in English. If your principal language is other than English, please inform administration if you would like a copy of this Right to cancel in your principal language.

In the event that a student withdraws/terminates during their program, the refund calculations are prepared as follows:

Title IV Students:

1. Title IV refund Policy Applies
2. Institutional Refund Policy Applies

Non-Title IV Students:

1. Institutional Policy applied

Return to Title IV Policy

Step 1: Return to title IV Policy

Step 2: Student account updated

Step 3: Refund calculation based on Institutional Charges

The Federal Return of Title IV funds formula (R2T4) dictates the amount of Federal Title IV aid that must be returned to the federal government or lending institution by school and/or student. The federal formula is applicable to an eligible student receiving aid when that student withdraws on or before the 60% point in the payment period. If a student does not begin training the formula does not apply.

For official withdraws a student's withdrawal date is the date the school received notice from the student that they are withdrawing. For unofficial withdraws a student's withdrawal date is determined after 14 days of elapsed attendance without informing school of absences.

The Federal formula requires a Return of Title IV calculation if the student received or could have received (based on eligibility criteria) federal financial assistance in the form of Pell Grants, Direct Stafford Loans, or Plus loans and withdraws before completing 60% of the payment period. The percentage of Title IV aid earned is equal to the percentage of the payment period that was completed as of the withdraw date if this occur on or before 60% point of time. The percentage that has not been earned is calculated by subtracting the percentage of Title IV aid earned from 100%.

The percentage of the payment period completed is calculated by the number of clock hours the student was scheduled to complete in the payment period as of the withdraw date divided by the total number of clock hours in the payment period.

The amount to be returned is calculated by subtracting the amount of the Title IV assistance earned from the amount of Title IV aid that was or could be disbursed as of the withdraw date.

If a student earns less Title IV funds than the amount earned, the school will offer the student a disbursement of the earned aid that was not received at the time of their withdrawal which is a post withdrawal disbursement. Post withdrawal disbursements may be offered from Pell Grants funds first if eligible. If there are current educational costs due to the school at the time of withdrawal, a Pell Grant post withdrawal disbursement will be credited to the student's account.

Any Pell Grant funds in excess of current educational costs may be offered if eligible to the student. Any federal loan program funds due post withdrawal disbursement must be offered to the student and the school must receive the student's permission before crediting their account.

The following Title IV refund distribution is used for all Financial Aid students due a refund:

- 1.) Unsubsidized Direct Stafford Loan
- 2.) Subsidized Direct Stafford Loan
- 3.) Direct Plus Loans
- 4.) Federal Pell Grant

Refunds will be made within 45 days of the date of determination. The statute requires that a student is responsible for all unearned Title IV program assistance that the school is not required to return. This is determined by subtracting the amount returned by the school from the total amount unearned Title IV funds to be returned.

INSTITUTIONAL REFUND POLICY

For applicants who cancel enrollment or students who withdraw from enrollment a fair and equitable settlement will apply. Applicants not accepted by the school shall be refunded all monies paid to the school. If student (or in the case student under legal age, his/her parent or guardian) cancels the enrollment in writing within three business days of signing the enrollment agreement, all monies collected by the school will be refunded even if the classes have begun. The "formal cancellation date" will be determined by the postmark on written notification; the date said notification is delivered to the school in person, the date of expulsion by the school, or 14 days after the last day of attendance or the expiration date of an approved Leave of Absence.

If a student cancels the enrollment more than three business days after signing the contract but prior to starting class, a refund of all monies paid to the school less the registration fee in the amount of \$90.00 and \$10.00 application fee will be made. For students who enroll and begin classes but withdraw prior to course completion (after three business days of signing the contract), the following schedule of tuition earned by the school applies. All refunds are based on scheduled hours:

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

Any monies due the applicant or student will be refunded within 45 days of formal cancellation date as defined above. In the case of disabling illness or injury, death in the student's immediate family or other documented mitigating circumstances, a reasonable and fair refund settlement will be made. If permanently closed or no longer offering instruction after a student has enrolled, the school will provide a pro rate refund of tuition to the student. If the course is canceled subsequent to a student's enrollment, the school will either provide a full refund of all monies paid or completion of the course at a later date. The school does not participate in any teach-out plans with other institutions.

Students who withdraw or terminate prior to course completion are charged a cancellation or administrative fee of \$100.00. This refund policy applies to tuition and fees charged in the enrollment agreement. Other miscellaneous charges the student may have incurred at the institution (EG: extra kit materials, books, products, books unreturned school property, etc.) will be calculated separately at the time of withdrawal. All fees identified in the catalog and in this enrollment agreement.

If a Title IV financial aid recipient withdraws prior to course completion, a calculation for return of Title IV funds will be completed and any applicable returns by the school shall be paid, as applicable, first to unsubsidized Federal Stafford Student Loan Program, second to subsidized Federal Stafford Student Loan Program, third to Federal Pell Grant Program; fourth to other Federal, State, private or institutional student financial assistance program; and last to the student. After all applicable returns to Title IV aid have been made, this institutional refund policy will apply to determine the amount earned by the school and owed by the student. If the student received personal payments of Title IV aid, he/she may be required to refund the aid to the applicable program.

OVERTIME HOURS AND FEES

Each course/program has been scheduled for completion within an allotted time frame. A grace period of approximately ten percent has been added to the calculated completion date for each program. It is unrealistic to expect to receive an education for free. The school has reserved, space, equipment, and licensed instructors for each student and course/program. If a student does not graduate within the contract period, additional training will be billed at the rate of \$12 per hour, payable in advance, until graduation.

ABANDONED EQUIPMENT & PERSONAL PROPERTY POLICY

The School is not responsible for any equipment, textbooks, etc., abandoned by a student. The student is solely responsible for their equipment and supplies as well as personal property. A locker is assigned to each student. If the student is not going to be attending school for a period of 30 days or longer, he/she should make sure that any personal property or equipment and supplies are stored in their locker, otherwise, abandoned items will be removed from the school premises and any incurred expense for such removal will be the responsibility of the student. It is best that students take personal items home if they find themselves away from school for more than a few days. If a student fails to return from school and is determined to have dropped, we will only hold items for 30 days from the last day of attendance.

First Class Cosmetology School provides a bond through Capital Indemnity Corporation, bond #574922. This bond provides indemnification to any student or enrollee of this school, or the parent, guardian, or sponsor, of a student or enrollee, who suffers any loss or damage as a result of any of the following:

1. Fraud of misrepresentation by this school.
2. Violation of any state administrative rule, statute or school policy relating to the licensing or operation of this school.
3. A student or enrollee's inability to complete the course because the school failed to perform its contractual obligation to the student or enrollee.
4. A student or enrollee being refused a tuition to which a student is entitled.

If a student or enrollee wants to make a claim against the bond, the student or enrollee must write the bonding company, at the address listed below, and to inform the company of the student's or enrollee's complaint:

**Great American Insurance Company
580 Walnut St
Cincinnati, OH 45202**

Meet the Staff

Charlotte Jero is the owner, as well as an instructor, at First Class Cosmetology School. She began her career in the cosmetology professional in 1987, becoming a licensed practitioner in the State of WI. She graduated from JGM Cosmetology School and immediately began her career in education working as an instructor for her alma mater. In 1990, she opened her own nail salon, First Class Nails. After a few years, she responded to a need for well-trained nail techs, cosmetologist, and estheticians and opened First Class Cosmetology School. Charlotte has experience in many facets of the industry, and has advanced training in business related fields as well as in nail technology and haircutting. Charlotte's passion is in educating students to become successful graduates, and her experience in the industry shows in every class she teaches.

Director: Angie McCaslin has managed FCCS since 2002. She has most recently transitioned from full time instructor to Financial Aid Director. She is passionate about the success of FCCS and the students and graduates. She puts uncompromising time and energy into making FCCS a truly First Class facility to receive an education. She is proud of the staff, students and graduates of FCCS and is excited to continue in success for many years to come. Her experience in school management and education will ensure the schools' future accomplishments and growth.

Admissions Director/Student Relations Supervisor/Accreditation Compliance Officer/Human Resource Manager- Annie McDonald.....REALLY! She does all of those things! She has been with us only since July of 2012, but already does so much we wonder what we ever did without her. She has vast knowledge and background with finance management and customer relations. She had a dynamic understanding of both people and business. To top it off she is also bilingual!!

Instructor: Nicole Vohs has been working in the beauty industry since 2004, upon successfully graduating from FCCS. She has experience as a stylist and also in salon management. In 2008, Nicole completed an Instructor Program at Educators of Beauty and received her teaching credentials in IL. She came to FCCS with 3 years of teaching and student management experience. She earned her teaching credentials in WI in 2012. She has a unique ability to convey concepts to students in a way that makes students easily understand and excited about what they have learned. She is dedicated to students' success and goes out of her way to ensure students graduate with the abilities to become successful. What makes her a successful educator is how much she cares! Aww!!

Marketing Director/Instructor: Stephanie Lee has been licensed as a stylist since 2004, perfecting her abilities in all aspects of hair. She obtained her Instructor's license in 2012, and has become an essential team member. Her attention to detail and planning and coordinating abilities has earned her the position of Marketing Director. She has the ability to perform all jobs at FCCS, and keeps our facility operations running smoothly from day to day. The same attention to detail is shown in her skills; her coloring and cutting is clean and precise. Her skills as a stylist are what make her successful educator. The girl is GOOD!

Instructor: Katie Schwebs has been licensed as a practitioner since 2002 and a licensed educator since 2005. She has advanced training in coloring, cutting and updos and received certification for cosmetic tattooing in 2008. She provides assistance to students on an individual basis while working on clients to perfect their skills. Her abilities as a stylist and her professionalism make her excel as an educator. Her experience as an educator is demonstrated by her ability to communicate well with students, creating confident graduates who are prepared to succeed. Her prior experience with State Board examinations aids in preparing students for licensing exams. Her upbeat and positive attitude makes an enjoyable fun atmosphere for students to learn. Yeah! :-D

Theory Director: Jessica Hansen has been instructing in the cosmetology field since 2004. She is very passionate about beauty education and has interests in theatrical work (including make-up, hair and wig design.) She has had the opportunity to work as hair and make-up designer for over 15 professional stage productions for local dinner theaters, community theaters and local high schools.

She oversees all aspects of theory instruction at FCCS. Jessica is dedicated to spreading the excitement she feels for this industry, making learning fun! Her KNOWLEDGE makes her excel as an educator. She is a know it all, and we LOVE it!!

Instructors' Assistant- Megan Perkins has joined our team with experience as an Instructor. She has obtained her credentials in IL by completing a 1000 hour Advanced Instructor training course. She worked as an Instructor previously for 2 years. While she is working to obtain her WI credentials she is providing assistance to our current instructional staff. She has advanced skill knowledge in cutting and coloring, as well as ethnic retexturing and styling. We are excited and fortunate to have her on our team.

Receptionist- Sarah Nieuwenhuis is our front desk receptionist. She is our newest addition to our team beginning in Jan 2013. When she graduated from our cosmetology program we just couldn't let her go! She showed such professionalism and skill at our front desk while being a student, when we began discussing a part time receptionist position she was the first person who came to all our minds. We are so excited that she has taken the position and look forward to watching her grow in this industry!

