# the academy

# STUDENT HANDBOOK

**Revised May 2023** 

### VITAL INFORMATION

#### OWNER/ DIRECTOR: Melinda Tilley

INSTRUCTORS: Cosmetology: Amanda Katchur / Jessica Cormier / Kelli Knight Esthiology: Jania Sonnier/ Kimberly Cogbill Instructor: Amber Frazer/ Amanda Katchur/ Jessica Cormier Instructor Coach: Amber Frazer

ADMISSIONS/COMPLIANCE DIRECTOR: Victoria Guidry

STUDENT RELATIONS: Adele Tilley

**CUSTOMER RELATIONS: Meg Davidson** 

- LICENSED BY: Louisiana State Board of Cosmetology 11622 Sunbelt Court Baton Rouge, LA 70809 225-756-3404
- ACCREDITATION: NACCAS (Applied for Initial Accreditation) 3015 Colvin Street Alexandria, VA 22314 703-600-7600
- CONTACT: The Ritz Academy 5000 Common St. Suite 200 Lake Charles, LA 70607 337-409-5000 www.theritzacademy.com info@theritzacademy.com

#### MISSION STATEMENT

Seeks to train students for a lucrative career by providing the finest vocational education. Our goal is to improve the industry one Cosmetologist/Esthetician/Instructor Student at a time. Our graduates will be prepared to provide services that exceed their guest's expectations.

CORE VALUES

<u>Respect</u>

- Disagree Respectfully
- Compliment the achievements of each other

Teamwork

- Take advantage of opportunities for yourself and classmates to learn.
- Work together to see that guest's needs are met

Accountability

- We are responsible for our own success
- Show up prepared

# Tuition

Cosmetology

- ➤ Tuition: \$16,900
- ➢ Books and Supplies: \$3,306
- $\succ$  IPad, New (optional<sup>\*</sup>): \$450
- > Application Fee(non-refundable): \$100

Esthiology

- ➤ Tuition: \$14,500
- ➢ Book and Supplies: \$2,644.80
- ➢ IPad, New (optional\*): \$450
- ➤ Application Fee(non-refundable): \$100

Instructor

- ➤ Tuition : \$7,000
- $\blacktriangleright$  Book and Supplies : N/A
- $\succ$  IPad, New (optional<sup>\*</sup>) \$450
- > Application Fee(non-refundable): \$100

Other program related charges students should be aware of, but are external charges not paid to the institution:

- ▶ \$10 Money Order payable to the Louisiana State Board of Cosmetology
- \$25 Money Order payable to the Louisiana State Board of Cosmetology (Louisiana Licensing)

If the student fails either the state and/or national exam, he/she must pay a \$25 retake and mailing fee.

\* Methods of payment include full payment at time of signing the enrollment agreement, application fee paid at time of signing agreement with balance paid prior to start date, or through an approved payment plan. Payments may be made by checks, credit cards, debit cards, money order, loan, and/or cash. Check/Money Order should be made out to The Ritz Academy.

# CURRICULUM MISSION STATEMENTS

# COSMETOLOGY

The Cosmetology curriculum is designed to prepare students for the State Licensing examination and for gainful employment. A student will learn the technical, personal, and business skills to prepare them for work in a professional salon as a cosmetologist, retail sales specialist, salon manager or owner.

#### ESTHIOLOGY

The Esthiology curriculum is designed to prepare students for the State Licensing examination for estheticians and for gainful employment. A student will learn specialized techniques to purify, balance and renew the skin and study trends in makeup. Job opportunities are available in the salon, medical and retail industries as Esthetician and Makeup Artist.

#### INSTRUCTOR

The Instructor curriculum is designed to train the student instructor in basic teaching skills, educational judgments, safety judgments, proper work habits, and the desirable attributes necessary to obtain licensure and for competency as an instructor. Job opportunities are available in Cosmetology and Esthiology Schools.

# **COURSE OFFERINGS**

Esthiology Cosmetology Instructor Program 750 Hours: 28 Hours a Week1500 Hours: 28 Hours a Week500 Hours: 28 Hours a Week

# STUDENT STANDARDS

The Ritz Academy's values dictate standards of professionalism that govern student behavior.

There are four standards:

- I. Student Appearance
- II. Student Conduct
- III. Student Attendance
- IV. Student Instruction

Termination may result from any infraction on the above standards.

# STANDARD I: STUDENT APPEARANCE

The Ritz Academy maintains an esthetic standard for students, which encompass all aspects of personal hygiene and grooming (i.e. hair, make-up, facial hair, nails, etc.) and a strict dress code requirement. Students should arrive at school groomed, in uniform, and in compliance with all appearance standards. If a student's appearance does not conform to the standards, the student will be sent home.

#### DRESS CODE

- Cosmetology student dress code is black jeans with no holes, rips or bleach stains and school shirt, or black business casual shirt.
- Esthiology student dress code is black scrub pants, or black jeans with no holes, rips or bleach stains and school shirt, black business casual shirt.
- Instructor student dress code is business casual.
- Students can purchase another school shirt for \$20 plus tax.
- Students can purchase a Kaufman Elementary shirt for \$20 and can be worn on Fridays only.
- Nametags must be worn at all times.
  - The cost to replace a name tag is \$12.
  - Students on the Salon/Spa floor must pay \$1/day to get a sticker name tag until the original is found or until the new one comes in.
- Students' hair and makeup must both look professional.
  - Hair can be pulled back or down as long as it looks clean and professional.
  - Makeup must look professional.
- Footwear: Closed toe and heel shoes.
- Students can wear all black, zip up jackets. No logos.
- Hats or bandanas are not permitted.
- Students' nails should look professional. (No chipped paint, stained or dirty nails.
  - Esthiology Students: Nails CANNOT exceed fingertip length.
  - Cosmetology Students: Instructor's discretion

- A black apron or a black apron with a black background should be worn at all times when on the salon floor. If the apron is lost, the student has 24 hours to replace it.
- When students are seeing guests, they are only to use their Ritz Academy cup or a water bottle with a lid.
- Facial Piercings:
  - Limited to one small hoop or stud per face.
  - No bull rings or gauges permitted at all. Gauges must be plugged.
- Tattoos must be covered if suggestive, sexual, or offensive in nature.
  - First Warning: Verbal Warning
  - Second Warning: Write Up
  - Third Warning: Write up and continued failure to abide by the following could result in termination.

# STANDARD II: STUDENT CONDUCT

# \*Students are always expected to conduct themselves in a professional manner. The following code of conduct will be adhered to\*

- Rudeness, foul language, or other unprofessional behavior will not be tolerated.
- Cell phones, ear buds and smart watches are not to be used during theory or while on the Salon/Spa floor.
  - a. Students can use when watching MindTap and Industry videos. Other than that, it's at the Instructor's discretion.
- Lunch food and canned drinks allowed in the break room only.
- Snacks are allowed in the classrooms with their Ritz Academy cup or water bottle with a lid with Instructor's permission.
  - a. When on the Salon/Spa floor students are to only use their Ritz Academy cup or a water bottle with a lid.
- The Ritz Academy is a smoke-free facility. Use, consumption or possession of illegal drugs or alcohol on the school premises is prohibited. If a student is caught with any of the above substances, he/she will be dropped from the school immediately.
- Carrying a concealed or potentially dangerous weapon is prohibited.
- Each student is responsible for his or her equipment. Kits must always be in the student's possession.
- All staff is to be address as Ms. or Mrs.
- All students must keep their working area clean. Additionally, students will be assigned housekeeping duties to be done daily.

- All color services must turn in a signed color calculator form to Guest Care Coordinator.
- Students may receive services during school hours at the discretion of their instructor and receive a 30% discount off all services. Student must be in good standing, which includes regular attendance. All services must be paid for at the time of completion. Services must be booked at the Front Desk.
- We have a general assembly on the last Tuesday of every month to announce our Students of the Month and give out any necessary information.
- Students are to enter and exit the school through the designated doors only. The school will be opened for students at 7:45 AM unless a special class has been scheduled.
- PARKING: Students are to park in the designated student parking area only.
- Any student who refuses a client will be clocked out for the day and sent home. A student may be expelled if the behavior occurs more than once.
- If a student is sick (fever, vomiting, virus, etc.) they must be 24 hour fever/symptom free to return to school.
  - i. First Warning: Verbal Warning
  - ii. Second Warning: Write Up
  - iii. Third Warning: Write up and continued failure to abide by the following could result in termination.

# STANDARD III: STUDENT ATTENDANCE

#### Tuesday - Friday: 8:00 a.m. - 3:30 p.m.

Make up work is to be scheduled and completed with an Instructor's permission, up to their discretion.

The Ritz Academy's attendance policies are thoroughly covered in orientation and will be strictly adhered to. Orientation will take place on the Friday before classes are scheduled to begin. All students attend a 28 hour per week schedule, and follow the below policies:

\*We follow CPSB for all inclement weather closures.

- Time Clock: Students are to clock in and out in the designated area. No corrections can be made in the time clock. Failure to clock in/out will result in a loss of hours.
- Students will take a 30-minute lunch break scheduled by their Instructor. Students must clock in and out when leaving and returning from lunch.

- Students must not leave school during regular school hours without permission from an Instructor and without clocking out.
- Students must be clocked in by 8AM. If you are unable to do that, you must text/call the school cell phone before 8AM. If you fail to notify the school, your books will be blocked for the day. The Director/Admissions Director reserves the right to make exceptions to this for unforeseen circumstances.
- Late clock ins are only allowed if you've notified the school and you must be there by either 8AM or 9:30AM.
  - a. Students get 2 chances to be tardy in each phase during theory hours. Which means they can clock in at 9:30AM twice. After that, they are to be sent home.
    - i. First Tardy: Verbal Warning
    - ii. Second Tardy: Write Up
    - iii. Third Tardy: Write up and continued failure to abide by the following could result in termination.

There are five (5) policies that govern attendance:

- 1. Tardy Policy
- 2. Absentee Policy
- 3. Make Up Policy
- 4. Satisfactory Academic Progress Policy
- 5. Leave of Absence Policy

# 1. TARDY POLICY

Students must clock in by the published START time listed above. Students arriving late will not be permitted to clock in unless advance notice was given.

# 2. ABSENTEE POLICY

Attendance is evaluated at the conclusion of each phase. In order to advance to the next phase, students must achieve 80%.

- Attendance is monitored weekly for attendance compliance. Fourteen calendar days of consecutive absence will result in a student being unofficially withdrawal.
- Students must call/text in and report his/her absence by 8am.
- Students are not permitted to leave school mid-day. Those with extenuating circumstances must ask permission from their Instructor.
- Students who are dropped from the program have 10 business days to remove their personal belongings from their assigned locker before they're discarded or donated.

### 3. MAKE UP POLICY

Make-up work is required of any absence and there is no charge for make-up work. At the end of the final week of phase 4, any student who has not achieved 1500 hours for the cosmetology program or has not completed all academic requirements will not receive their graduation diploma and State Board papers will not be sent off. At the end of the final week of phase 2, any student who has not achieved 750 hours for the Esthiology program or has not completed all academic requirements will not receive their graduation diploma and State Board papers will not be sent off. Once all graduation requirements are met, a diploma will be given to the student. At the end of the final week of phase 2, any student instructor who has not achieved 500 hours for the Instructor program or has not completed all academic requirements will not receive their graduation diploma and State Board papers will not be sent off. Once all graduation requirements are met, a diploma will be given to the student. At the end of the final week of phase 2, any student instructor who has not achieved 500 hours for the Instructor program or has not completed all academic requirements will not receive their graduation diploma and State Board papers will not be sent off. Once all graduation requirements are met, a diploma will be given to the student.

Any Student choosing to make up work must follow these guidelines:

- Students report to their Instructor for all assignments.
- Participate in all scheduled theory/ practical assignments
- Stay the duration of the school day.

With an approved excuse, grades can be made up by consulting the Instructor and scheduling the time. The scheduling of makeup work is the sole responsibility of the student and will be scheduled at a time convenient for the Instructor. Arrangements to make up missed exams/work must be made within 24 hours of the student's return to school and completed by the end of the calendar month. All missed work must be completed by the end of the phase or assignment will be considered an incompletion and zero credit will be awarded. Department Leads will ensure 2 weeks prior to phase transition all missed assignments are complete before students may phase up.

Abuse of the make-up policy may result in disciplinary action and/or termination from the program.

Cosmetology students in the Intro phase who miss more than 73 hours will be required to repeat the phase unless the student can demonstrate competency in all technical aspects of the Intro phase. Esthiology students who miss more than 73 hours in the Intro phase will be required to repeat the phase unless the student can demonstrate competency in all technical aspects of the Intro phase. Instructor students who miss more than 73 hours in the Intro phase will be required to repeat the phase unless the student can demonstrate competency in all technical aspects of the Intro phase.

Progressing through Phases:

\*Our Cosmetology program consists of 4 phases:

Phase 1 – 13 weeks

Phase 2 – 13 weeks

Phase 3 – 13 weeks

Phase 4 – About 15 weeks or until they clock all of their hours totaling 1500 hours.

\*Our Esthiology program consists of 2 phases:

Phase 1 – 13 weeks

Phase 2 - About 14 weeks or until they clock all of their hours totaling 750 hours.

\*Our Instructor Program consists of 2 Phases:

Phase 1 – 13 weeks Phase 2 – About 5 weeks or until they clock all of their hours totaling 500

After completing all weeks in the phase, students can advance to the next phase if the student meets the following requirements:

- Must have an 80% attendance
- Complete all tests and workbook assignments
- Complete all model workshops to standard
- Pass Phase Theory final

Students who do not meet the above requirements will continue the phase. During this time the student will complete model assignments, receive remedial work, and make up missed hours to meet the phase standards and requirements. As soon as the student meets the above requirements, they will proceed to the next phase.

No student will move to the next phase until they complete all requirements and are at an 80% attendance rate. Students who remain in the phase will be assigned specific work to bring them up to standards. No student will be allowed to graduate from the Ritz Academy until all hours and requirements have been met. Students who do not progress through the program at a reasonable pace and go over their contracted graduation date will be charged overtime charges of \$20 per hour for Cosmetology, Esthiology, and Instructor programs for each hour over contract.

4. SATISFACTORY ACADEMIC PROGRESS (SAP) POLICY \* Disclaimer : In regards to all financial aid references throughout this policy, please note – At this time, this institution is not approved to offer Title IV, HEA program funds.

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

#### **EVALUATION PERIODS**

All programs operate on a 900 clock hour academic year over 32 academic weeks. Evaluation will take place once the stated hours and associated weeks have both been met. Students are evaluated based on actual hours for Satisfactory Progress as follows:

Cosmetology: 450 hours & 16 weeks; 900 hours & 32 weeks; 1200 hours & 42 weeks Esthiology: 375 hours & 13 weeks Instructor: 250 hours & 9 weeks

Following the conclusion of each evaluation period, all evaluations will be completed within seven (7) school business days. This includes providing the results to the students. Evaluations will determine if the student has met the minimum requirements for satisfactory academic 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. All elements of satisfactory academic progress are calculated on a cumulative basis.

#### ATTENDANCE PROGRESS EVALUATIONS

Students are required to attend a minimum of 80% of the hours possible based on the applicable attendance schedule in order to be considered maintaining satisfactory attendance progress. Evaluations are conducted at the end of each evaluation period to determine if the student has met the minimum requirements. The attendance percentage is determined by dividing the total hours accrued by the total number of hours scheduled.

#### MAXIMUM TIME FRAME

The maximum time (which does not exceed 125% of the course length) allowed for students to complete each course at satisfactory progress is stated below:

#### **COSMETOLOGY:** -1500 hours

Minimum: 54 weeks; /Maximum Time Frame – 67 weeks / 1875 clock hours ESTHIOLOGY: -750 hours

Minimum: 27 weeks; Maximum Time Frame 34 weeks / 937.5 clock hours Instructor: - 500 hours

Minimum: 18 weeks; Maximum Time Frame 22 weeks/ 625 clock hours

Students who exceed the maximum time frame will be terminated from the program. Thereafter, the student is permitted to re-apply for re-entry into the program on a cash pay basis by following the re-enrollment policy.

#### 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 experiences. Academic learning is evaluated at the same intervals as attendance.

Practical assignments are evaluated as completed and counted toward course completion only when rated as satisfactory or better. If the performance does not meet satisfactory requirements, it is not counted, and the performance must be repeated. 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 cumulative written grade average of 70% comprised of academic and practical. Students must make up failed or missed tests and incomplete assignments. Numerical grades are considered according to the following scale:

Excellent	100%-80%
Satisfactory	79%- 70%
Unsatisfactory	69%-0%

# DETERMINATION OF PROGRESS STATUS

Students meeting the minimum requirements for academics and attendance at the evaluation point are considered to be making satisfactory academic progress until the next scheduled evaluation. If a student is NOT making satisfactory progress at evaluation time, the student will be placed on warning status. Students will be notified of all evaluation results. Satisfactory academic progress evaluation results are maintained by and available for review in the financial aid office.

#### WARNING

Students who do not meet minimum requirements for attendance and academic progress at an evaluation period are placed on warning until the next scheduled evaluation, and are eligible for financial aid while in the warning period. If, at the end of the warning period, the student has not met both the attendance and academic requirements, the students will be deemed to not be making satisfactory progress and all financial aid will be terminated and the student may be subject to termination from the school.

#### PROBATION

Students who do not meet minimum requirements for attendance and academic progress at the end of the warning period may appeal the negative satisfactory progress determination and must prevail on the appeal before being placed on probation. Additionally, only students who have the ability to meet satisfactory progress by the end of the probationary period may be placed on probation. The student will be provided a written academic plan outlining the actions required to attain satisfactory academic progress by the next evaluation. If, at the end of the probationary period, the student has still not met both the attendance and academic requirements, he/ she will be determined as NOT making satisfactory academic progress and, if applicable, will not be eligible to receive Title IV funds and will be terminated from school.

# APPEAL PROCEDURE

If a student is determined to not be making satisfactory progress, the student may appeal the determination. The student must submit a written appeal to the school, within 10 days of the negative determination, with supporting documentation of the reasons why the determination should be reversed. This information should include what has changed about the student's situation that will allow them to achieve Satisfactory Academic Progress by the next evaluation point. Reasons for which a student may appeal are death of a relative, injury or illness of the student, or other allowable special circumstances. Acceptable supporting documentation includes, but is not limited to an obituary, death certificate, physician's statement, police report, attorney's letter, or other third-party professional documentation on official letterhead or notarized that covers the period of difficulty. Appeal documents will be reviewed at a hearing within five days of the receipt of the written appeal. The Financial Aid Director will notify the student of the decision within three business days of the hearing. The appeal and decision documents will be retained in the student file.

#### **RE-ESTABLISHMENT OF SATISFACTORY PROGRESS**

Students who are receiving Title IV Funds and who have not achieved satisfactory progress by the end of the probationary period in either academics or attendance will not be eligible for Title IV Aid until satisfactory progress have been achieved. Once federal monies have been terminated, the balance of the tuition owed in the responsibility of the student. Students may re-establish satisfactory academic progress, as well as Title IV aid (as applicable) by meeting the minimum attendance and academic requirements by the end of the warning or probationary period. Students may utilize the Make Up Policy to aid in raising their academic and attendance averages.

- Complete all workbook assignments
- All phase chapter tests must average a 70%
- Complete all phase techniques with a passing evaluation

# 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 later re-enroll will return in the same satisfactory academic progress status as at the time of withdrawal.

# 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 progress standards.

#### TRANSFER HOURS

The Ritz Academy doesn't currently accept transfer hours.

# 5. LEAVE OF ABSENCE POLICY

An approved leave of absence is permitted when a student follows this formal policy, and when the request is based upon medical, emergency, crisis, or other personal extenuating circumstances.

#### Approved Leaves:

A student may be granted more than one leave of absence in any 12-month period, as long as the total combined leave time does not exceed 180 calendar days within that timeframe. The minimum number of days requested for a Leave of Absence must be one calendar week. A request for a leave must be submitted in advance unless unforeseen circumstances prevent the student from doing so. The request must be in writing, include the student's reason for the LOA, with the date of expected return specified, and the student's signatures. The Ritz Academy may grant a LOA to a student who did not provide the request prior to the LOA due to unforeseen circumstances. In these instances, the Ritz Academy will document the reason for the decision and collect the request from the students at a later date. The start date of such approved LOAs is the first date the student was unable to attend. If a student takes an unapproved leave or does not re-enter by the return date specified in the leave with no notification to the institution for the need of an extension, the student's enrollment agreement will be terminated, and he/she will be granted a refund according to the refund policy. The withdrawal date for the purpose of calculating the refund is the last date the student attended class. Students who return from a leave of absence must return to the same schedule they were attending prior to the leave. The students contracted graduation date and their maximum timeframe will be extended by the same number of calendar days taken in the leave of absence. Changes to the contract period will be made to the enrollment agreement and initialed by all parties, OR will be identified on an enrollment agreement addendum, which must be signed by all parties. Students will not be assessed additional institutional charges as a result of a leave of absence.

If a student must take a leave, the student must:

- Apply for the leave in writing through the Admissions Director.
- Leave must be approved by the Financial Aid Department.

Students who are granted an LOA in accordance with this policy are not considered to have withdrawn and no refund calculation is required at that time. If a student's leave of absence is NOT approved, and the student needs to be absent, the student will have to withdraw and apply for re-enrollment when the student is able to return. All drop/refund policies will be applied. Any leave of absence is subject to the approval of the Admissions Director. Due to the nature of the curriculum in the Intro Phase, there will be no leaves of absence granted during this phase. Cosmetology students in the intro phase who miss more than73 hours will be required to repeat the phase unless the student can demonstrate competency in all technical aspects of the Intro Phase. Esthiology students who miss more than 73 hours in Intro phase will be required to repeat the phase unless they can demonstrate competency in all technical aspects of the Intro Phase. Instructor students who miss more than 73 hours in the Intro phase will be required to repeat the phase unless the student can demonstrate competency in all technical aspects of the Intro phase. There is a \$1,000 charge to repeat the phase and this charge may not be paid with Title IV funds (if applicable). Prior to repeating the phase, the fee must be paid in full or arrangement secured through TFC Financing.

# NO LEAVE OF ABSENCE SHALL EXCEED 180 CALENDAR DAYS in any 12-month period.

#### Additional Information:

Students must remove their belongings from their assigned locker before taking a leave of absence. Please note that any student who fails to return to the school at the end of an approved leave of absence is considered to have withdrawn from the school. Locker contents will be held for 10 days after the drop date, after which they will be discarded.

#### **ADVISING PROCEDURES**

Students are advised regarding:

- Satisfactory Academic Progress (SAP)
- Academics and Attendance per phase
- Professionalism
- Career Opportunities
- Scheduled advising occurs at:
- Enrollment (Orientation)
- Phase Completion
- Completion of Required Hours for Course
- Receipt of Progress Report
- Students are also Advised on an "as needed" basis

#### STANDARD IV: STUDENT INSTRUCTION

To provide the student with the knowledge and skills to succeed in the beauty industry.

- During theory all workbook and MiLady activities are closed.
- All assignments must be completed before you are allowed to take a Chapter test. (MiLady, definitions, activities, etc.)
- Any make-up work or retest should be at an agreed upon time with your Instructor.
- Student's books will not be open for services until a model has been done and student shows competency with that service.
  - First Warning: Verbal Warning
  - Second Warning: Write Up
  - Third Warning: Write up and continued failure to abide by the following could result in termination.
- Any make-up models must be scheduled with the student's Instructor.
- All models for every service must be completed before a student is cleared to take their written test.

# FACILITIES AND EQUIPMENT

# A 8,784 square foot state of the art Cosmetology, Esthetics, and Instructor Academy consisting of a number of classrooms, service areas, offices and retail spaces.

#### CLINIC SERVICE AREA

A wide variety of clients come to The Ritz Academy for beauty and wellness services. As a student you have the opportunity to perform a full spectrum of hair, skin, nail, and body services in a state-of-the-art virtual salon/day spa setting, under the supervision of your instructor.

#### Salon Floor

- 24 Cosmetology Stations
- 6 Shampoo Bowls
- Color Dispense
- Processing Booth
- Manicuring room with 3 stations

Spa Floor

• 5 individual rooms fully equipped for all spa services

- Product Dispense
- Esthetics machines

Spa Lab

- 1 fully equipped room that can be divided into 4 individual spaces to provide all spa services.
- Esthetics machines

# STUDENT CLASSROOMS

Five various sized classrooms have been designed to provide the proper environment for different types of learning and activities.

- 3 Cosmetology classrooms
  - Equipped with a shampoo bowl
  - Cutting chair
  - Mannequin workspace
  - Digital presentation screen
- 2 Esthetics Classrooms
  - Equipped with a sink
  - Mannequins
  - Digital presentation screen
- Instructor: Program theory is taught in the Instructor Resource Workspace described below.

# INSTRUCTOR RESOURCE WORKSPACE

A Resource Workspace containing a copy machine and printer, lamination machine, various office supplies. These supplies can also be used for classroom projects and experiments. Resource books and digital media on styling, motivation, health, and wellness is available for Instructors' reference. A digital presentation screen is mounted for any instructors continuing education courses.

# ADMINISTRATION OFFICES

The Academy includes two administration offices for the Director and Admissions department. Both offices have open door policies to staff and students.

#### **RETAIL AREA**

Included in our facility is an Aveda Retail Store, which features, hair, skin, makeup, and lifestyle products. The Experience Center gives students the opportunity to practice client service and retailing skills.

#### CALENDAR

#### SCHOOL HOLIDAYS The Ritz Academy observes the following holidays/ school breaks:

Mardi Gras Day Ash Wednesday Good Friday Memorial Day Day after Memorial Day Fourth of July (Close the calendar week of July 4<sup>th</sup>) Labor Day Day after Labor Day Thanksgiving day and the Friday after Christmas Eve through January 2<sup>nd</sup>

Additional closings may occur at the school's discretion for trainings and annual meetings.

#### **Class Start Dates**

Cosmetology

- June 30<sup>th</sup>, 2023
- October 6<sup>th</sup>, 2023
- January 12<sup>th</sup>, 2024

Esthiology

- May 26<sup>th</sup>, 2023
- September 1<sup>st</sup>, 2023
- December 1<sup>st</sup>, 2023

Instructor

• January 27, 2023

# **ADMINISTRATION HOURS**

A prospective student may request information over the phone or via our website, but then must apply in person. The Admissions Director is available Tuesday – Friday by appointment. The enrollment dates are distributed in information packets.

#### ADMISSION REQUIREMENTS

Are you ready to begin? If you're excited about the prospect of training at The Ritz Academy, here is all you have to do to get started:

- 1. Complete the Application for Admission and submit it to the Admissions office along with a \$100 non-refundable Application Fee.
- 2. Submit two letters of recommendation.
- 3. Submit a letter of intent from applicant.
- 4. Submit valid proof of education. This includes your high school diploma, high school transcript showing high school completion, college transcript demonstrating successful completion of at least a two-year program that is acceptable for full credit towards a bachelor's degree or HiSET. Home schooled students are eligible for admission to The Ritz Academy, but they must provide evidence of completion of home schooling that state law treats as a home or private school. If the state issues a credential for home schooling, this must be provided.
- 5. Submit valid/unexpired photo identification with proof of age. This includes a U.S. drivers' license or state-issued identification card, U.S. passport, or U.S. permanent resident card. (\*Louisiana applicants must submit a state-issued form of photo identification.) Students must be at least 16 years old to enroll in school.
- 6. Submit valid/unexpired proof of U.S. citizenship or lawful status with eligibility to attend postsecondary school. This includes a U.S. birth certificate, U.S. permanent resident card, U.S. passport, U.S. certificate of citizenship, U.S. naturalization certificate, or a non-immigrant visa.
- 7. Submit your social security card.
- 8. We do not currently accept transfer students.
- 9. We do not accept Ability-to-Benefit students.

The Ritz Academy is committed to ensuring a safe educational environment and reserves the right to deny admission to applicant with a criminal record. Factors to be considered include the nature and severity of the offense, the relationship of the offense to the program of study, time since arrest/conviction, and any mitigating circumstances.

Re-entry

• Students whose enrollment has been terminated, voluntarily or involuntarily, must wait 6 months before applying for consideration for re-entry. A letter must be submitted to The Ritz Academy Director stating the re-entry request and reasons for consideration. The Ritz Academy reserves the right to waive the 6-month waiting period when extenuating circumstances occur. All re-entry

students must re-enter in the same status as which they left, regardless of how much time has elapsed.

# COSMETOLOGY PROGRAM OUTLINE 1500 Clock Hours

**DESCRIPTION:** The main purpose of the Cosmetology program is to train students in the basic manipulative skills of hair, skin, and nail care, safety judgements, and proper work habits necessary to pass the State Board examination for licensure and for competency in job entry level positions as a Cosmetologist or a related career field.

**OBJECTIVE:** Upon completion of this course, the graduate will be able to:

- 1. Perform the basic manipulative skills including haircutting, hair styling, hair extensions, shaping, bleaching, tinting, chemical reformation, scalp/hair conditioning, facials, manicures, pedicures, and nail extensions.
- 2. Perform the basic analytical skills to determine proper makeup, hairstyle, and color application for the client's best overall look.
- 3. Apply the theory, technical information, and related matter to assure sound judgments, decisions, and procedures.
- 4. Apply their knowledge of Louisiana state laws and regulations and their understanding of the business of the beauty industry to pass the State Board examinations and gain employment in this field.

INSTRUCTIONAL METHODS: Clock hour education is provided through learning steps that address specific tasks necessary for state board preparation, graduation, and job entry-level skills. Student salon floor, classroom equipment, tools and products are comparable to those used in the industry. Students will receive instruction that relates to performance of useful, creative and productive careeroriented activities. Course material is presented through comprehensive lesson plans that reflect effective educational methods. Material is presented by means of interactive lecture, demonstration, and student participation. Audiovisual aids, guest speakers, field trips, projects, activities, and other related learning methods are incorporated through the course of study.

**GRADING PROCEDURES:** Students are assigned academic learning and a minimum number of practical experiences required for course completion. Academic evaluations are performed after each unit of study. Practical skills are evaluated as completed and counted towards course completion only when rated as satisfactory. If the performance does not meet satisfactory requirements, it is not counted, and the

performance must be repeated. Numerical grades are considered according to the following scale:

Excellent	100%-80%
Satisfactory	79%-70%
Unsatisfactory	69 <b>&amp;-</b> 0%

#### COSMETOLOGY COURSE UNITS OF INSTRUCTION

Taught with Milady, Learn Aveda, Aveda PurePro, Hair Boss University, Louisiana State Gold Book

Hairstyling and Haircutting - 364 total hours, which includes: Hairstyling - 182 hours Haircutting - 182 hours Chemical – 308 hours, which includes: Chemistry – 28 hours Chemical Retexturizing - 56 hours Color – 224 hours Extensions – 56 hours General Sciences - 224 hours, which hours: Anatomy - 56 hours Nails - 84 hours Skin - 84 hours Work Preparation - 140 hours, which includes: Infection – 28 hours Electricity - 28 hours History – 28 hours Professionalism, Interview Preparation, and Job Search Skills - 56 hours Floor Practice - 408 hours

#### ESTHIOLOGY PROGRAM OUTLINE 750 Clock Hours

**DESCRIPTION:** The main purpose of the Esthiology program is to train students in the basic treatment skills, esthetic machines, safety judgements, and proper work habits necessary to pass the State Board examination for licensure and for competency in job entry level positions as an Esthetician or related career field.

**OBJECTIVE:** Upon completion of this course, the graduate will be able to:

1. Perform the basic manipulative skills required for facial massage, facials, effective use of required implements and equipment, proper application of corrective makeup, and unwanted hair removal.

- 2. Perform the basic analytical skills using knowledge of skin types and conditions to determine proper skin care and makeup for the client's best overall look
- 3. Apply the theory, technical information, and related matter to assure sound judgements, decisions, and procedures.
- 4. Apply their knowledge of Louisiana state laws and regulations and their understanding of the business of the beauty industry to pass the State Board examinations and gain employment in this field. Knowledge of skin types and conditions

INSTRUCTIONAL METHODS: Clock hour education is provided through learning steps that address specific tasks necessary for state board preparation, graduation, and job entry-level skills. Student clinic floor, classroom equipment, tools and products are comparable to those used in the industry. Students receive instruction that relates to performance of useful, creative and productive careeroriented activities. Course material is presented by means of interactive lecture, demonstration, and student participation. Audiovisual aids, guest speakers, field trips, projects, activities and other related learning methods are incorporated through course of study.

GRADING PROCEDURES: Students are assigned academic learning and a minimum number of practical experiences required for course completion. Academic evaluations are performed after each unit of study. Practical skills are evaluated as completed and counted towards course completion only when rated as satisfactory. If the performance does not meet satisfactory requirements, it is not counted, and the performance must be repeated. Numerical grades are considered according to the following scale:

Excellent	100%-80%
Satisfactory	79%-70%
Unsatisfactory	69 <b>&amp;-</b> 0%

ESTHIOLOGY COURSE UNITS OF INSTRUCTION Taught with Milady, Aveda PurePro, Louisiana State Gold Book

#### General Sciences - 294 hours, which includes:

Infection Control – 28 hours Chemistry – 28 hours Electricity – 28 hours Advanced Topics and Treatments - 126 hours

Facial Devices and Technology - 28 hours Anatomy and Physiology - 56 hours Skin Sciences - 126 hours, which includes: Physiology and Histology of the Skin - 28 hours Disorders and Diseases of the Skin - 28 hours Skin Care Products - 28 hours Facial Treatments - 14 hours Facial Massage - 28 hours General Esthetics - 112 hours, which includes: Treatment Room - 14 hours Health - 14 hours Hair Removal - 56 hours Makeup - 28 hours Career Readiness - 140 hours, which includes: **Professional Image-14 hours** Communicating for Success - 28 hours History of Esthetics – 14 hours Career Planning - 14 hours Job Readiness – 28 hours Professionalism, Interview Preparation, and Job Search Skills - 28 hours Life Skills – 14 hours State Board Prep - 78 hours

# **INSTRUCTOR PROGRAM OUTLINE 500 Clock Hours**

DESCRIPTION: The primary purpose of this Instructor program is to train students in basic teaching skills, educational judgments, safety judgments, proper work habits, and desirable attributes necessary to obtain licensure and for competency necessary to pass the State Board examination for licensure and for competency in job entry level positions as an Instructor.

**OBJECTIVE:** Upon completion of this course, the graduate will be able to:

- 1. Project a positive attitude and a sense of personal integrity and self-confidence
- 2. Practice effective communication skills
- 3. Understand the employer-employee relationship
- 4. Perform the basic skills necessary for teaching, including writing lesson plans, performing lectures, performing demonstrations, directing student projects, using web-based resources, audiovisual aids, conducting theory class instruction, measuring student achievement, and supervising clinic operations.

- 5. Maintain required student records
- 6. Practice Louisiana State Board of Cosmetology standards according to the Louisiana State Board of Cosmetology Gold Book.

INSTRUCTIONAL METHODS: Clock hour education is provided through learning steps that address specific tasks necessary for state board preparation, graduation, and job entry-level skills. Student clinic floor, classroom equipment, tools and products are comparable to those used in the industry. Course material is presented through comprehensive lesson plans that reflect effective educational methods. Subjects are presented by means lecture, demonstration, and student participation. Audiovisual aids, guest speakers, field trips, projects, activities and other related learning methods are incorporated throughout the course of study.

GRADING PROCEDURES: Students are assigned academic learning and a minimum number of practical experiences required for course completion. Academic evaluations are performed after each unit of study. Practical skills are evaluated as completed and counted towards course completion only when rated as satisfactory. If the performance does not meet satisfactory requirements, it is not counted, and the performance must be repeated. Numerical grades are considered according to the following scale:

Excellent	100%-80%
Satisfactory	79%-70%
Unsatisfactory	69&-0%

#### INSTRUCTOR COURSE UNITS OF INSTRUCTION Taught with Milady Master Educator, Learn Aveda, Aveda Pure Pro, Louisiana State Gold Book

Teaching methods- 300 total hours, which includes: Lesson Planning and Design- 75 Hours Differences in Learning styles and Subject Delivery-50 hours Classroom Management- 75 hours Assessment of Learning Performance-50 hours Louisiana State Board of Cosmetology Gold Book- 25 hours Professionalism, Interview Preparation, and Job Search Skills- 25 hours **Student Teaching- 200 hours, which includes:** Preparation and Organization of Subject Matter -100 hours Presentation of Subject Matter-100 hours

#### STATEMENT OF NON-DISCRIMINATION

The Ritz Academy, in its admissions, instruction and graduation policies, practices no discrimination of the basis of race, religion, color, financial status, sex, national/ethnic origin, age, veteran status, or sexual orientation.

# ACCOMMODATION REQUESTS

Applicants who are persons with disabilities, as defined in paragraph 104.3(j) of the regulation under Section 504 of the Rehabilitation Act of 1973, may apply for admittance into the program. The Academy will work with the applicant or student to determine whether reasonable accommodations can be effective and/or are available.

Any qualified individual with a disability requesting an accommodation or auxiliary aid or service should follow this procedure:

- Notify the Academy Director in writing of the type of accommodation needed, date needed, documentation of the nature and extent of the disability, and of the need for the accommodation or auxiliary aid. The request should be made at least four weeks in advance of the date needed.
- The Academy Director will respond within two weeks of receiving the request.
- If you would like to request reconsideration of the decision regarding your request, please contact the Disability Compliance Coordinator, Melinda Tilley, within one week of the date of the response. Please prove a statement of why and how you think the response should be modified. info@theritzacademy.com

\*The Ritz Academy does not provide housing for students.\*

# CAREER ADVISING/ ASSISTANCE

We have Career/Job Fairs every 6 months for the students, however, we do not guarantee employment for our students. We have a business portion of the curriculum that teaches our students how to make a resumes and portfolios for future employers.

# GRADUATION REQUIREMENTS

To receive a diploma from The Ritz Academy students must:

- Complete the total hours in their course of study
- Pass a final written and practical exam
- Successfully complete all phases required for each program
- Meet services quota requirements
- Obtain satisfactory grades from exams and projects
- Complete tuition and fee obligations unless other arrangements have been made

# LICENSING REQUIREMENTS

To receive a license by your state agency, a graduate is required to:

- 1. Complete the hours in the program required
- 2. Meet all graduation and program requirements
- 3. Apply for licensure with the State Board
- 4. Successfully complete the State Board written and practical examinations
- 5. Students will not be scheduled for their exam until the student has completed all hours as required by the program.

IF you fail the State Board Examination:

- 1. You must reach out to us about retaking it.
  - a. We will NOT automatically send in your retake form. We want to be sure that you are prepared to retake the exam.
- 2. There is a \$25 fee—We will not send in your retake form until we receive your \$25.
- 3. Once we send in your retake form, it is out of our hands. From there, you will be hearing from State Board about your retake.
- 4. Repeat the process if you fail again.

The Ritz Academy will not certify students' hours until they have completed the required hours of their program and have achieved the required academic and practical requirements for graduation.

A diploma is issued upon completion of hours and fulfillment of graduation requirements.

Students must remove all personal belongings from their assigned lockers on the day of graduation.

# **TERMINATION POLICY**

Enrollment may be terminated at the discretion of The Ritz Academy for any reason deemed necessary to maintain a positive and safe educational environment, or for any of the following reasons:

- 1.) Failure to abide by the student conduct policy.
- 2.) Failure to abide by The Ritz Academy's core values.
- 3.) Failure to abide by the Student Appearance Policy.
- 4.) Abuse of the Make–Up Policy.
- 5.) Insubordination
- 6.) Conduct or conditions that dose a direct, adverse threat (including bullying, physical violence, or threats of violence) towards a client, a guest, another student, or employee of the school.
- 7.) Theft or willful destruction of school property
- 8.) Engaging in the manufacture, distribution, dispensation, possession or use of drugs or alcohol
- 9.) Fourteen consecutive calendar days of absence without any contact with the institution
- 10.) Failure to return from a Leave of Absence on the scheduled date of return
- 11.) Providing fraudulent information or documentation of requirements of admissions or attendance
- 12.) Hazing
- 13.) Exceeding maximum timeframe, as established by the Satisfactory Academic Policy.

#### INSTITUTIONAL REFUND POLICY

The following policy applies to all terminations for any reason, by either party, including student decision, course or program cancellation, or school closure.

*Enrollment* is defined as the time elapsed between the student's actual starting date and last day of physical attendance in school.

All refunds calculations are conducted timely, within thirty (30) days of a withdrawal determination. Any monies due the applicant or student who withdraws from the institution shall be refunded within thirty (30) days of a determination that the student has officially or unofficially withdrawn.

Official cancellation, termination, or withdrawal shall occur no more than fourteen (14) days from the last day of physical attendance, and shall occur on the earlier of the dates that:

- 1. An applicant is not accepted for enrollment by the school. The applicant shall be entitled to a full refund of all monies paid with an exception of the non-refundable application fee of \$100.
- 2. A student (or in the case of a student under legal age, his/her parent or legal guardian) cancels his/her enrollment agreement and requests his/her money refunded, in writing, within three (3) business days of signing an enrollment agreement or contract, regardless of whether the student has actually started training. All monies collected shall be fully refunded with the exception of the non-refundable application fee of \$100.
- 3. A student cancels his/her enrollment agreement after three (3) business days after signing, but prior to entering classes. The student shall be entitled to a refund of all monies paid to the school less the non-refundable application fee of \$100.
- 4. A student notifies the institution of his/her withdrawal.
- 5. A student on an approved leave of absence notifies the school that he/she will not be returning. The date of withdrawal determination shall be the earlier of the scheduled date of return or the date that the student notifies the institution that he/she will not be returning to school.
- 6. A student is expelled by the school.

In type 2, 3, 4, or 5 official cancellations or withdrawals, the cancellation date will be determined by the postmark on written notification, or the date said information was delivered to the school administrator/owner in person. Notice of cancellation or withdrawal must be in writing.

The following also applies:

• For students who enroll in and begin classes, refunds are determined by a formula using a percentage of scheduled hours enrolled plus a termination fee of \$150 (see the schedule below). The percentage of time enrolled is calculated by dividing the number of scheduled hours enrolled as of last date of attendance by

the total number of hours in the course. The following schedule of tuition adjustments is used:

Percentage of Scheduled A Time to Total Course	mount of Tuition Owed to School
0.01% to 4.9%	20%
5.00% to 9.9%	30%
10.00% to 14.9%	40%
15.00% to 24.9%	45%
25.00% to 49.9%	70%
50.00% to 100.0%	100%

- The refund will be calculated based on the student's last day of attendance and amount of scheduled hours, regardless of the method of official or unofficial withdrawal.
- If a student is absent 14 consecutive calendar days the student will be considered withdrawn. Student attendance is monitored every 30 days to determine unofficial withdrawals.
- When situations of mitigating circumstances are in evidence, the school may adopt a policy wherein the refund to the student may exceed the "schedule of tuition and adjustment."
- The cost of the books and supplies is not included in the tuition adjustment computations. These items become the property of the student when issued and are non-refundable.
- Students who terminate prior to course completion will be charged a \$150 termination fee and the school will not release the student's transcript until all balances have been paid in full.
- If the school closes permanently and ceases to offer instruction after students have enrolled, and instruction has begun, the school shall provide a pro-rata refund.
- If a program or course is cancelled subsequent to a student's enrollment, and before instruction in the program has begun, the school shall, at its option:

- 1. Provide a full refund of all monies paid; or
- 2. Provide completion of the course.
- If the school cancels the course and/or program and ceases to offer instruction after students have enrolled and instruction has begun, the school shall at its option:
  - Provide a pro rata refund for all students transferring to another school based on the hours accepted by the receiving school: or
  - Provide completion of the course and/or program; or
  - o Participate in a Teach-Out agreement; or
  - Provide a full refund of all monies paid.

# Family Education Rights and Privacy Act Policy: (FERPA)

In accordance with the Family Education Rights and Privacy Act, it is the policy of The Ritz Academy to maintain confidentiality of information entrusted to it by eligible Students, prospective Students or parent/guardian(s) of a dependent minor child. Therefore, prior to each release of information an "Authorization for Release of Information" form must be filled out by the eligible Student for every request of Student information to a third party. Information is released only on the condition that the party to whom the information is disclosed will not disclose the information to any other party without the prior consent of the eligible Student, parents/guardian. An "Authorization for Release of Information" form is not required, for Students, prospective Students, or parents/guardian(s) of dependent minor Students wishing to review their own records, or for legal or accreditation purposes. School staff members and administrators who the School deems to have a "legitimate educational interest" have access to Students' information, as required, to perform duties that are specific to their position. Section 99.37 of FERPA permits the School to disclose, upon request, directory information without the Student's consent unless the Student has otherwise directed the School in writing. Directory information may include Student's name, address telephone number, date and place of birth, field of study, dates of attendance (meaning a period of time during which a Student attended and not specific daily records of a Student's attendance) and degrees/awards received. FERPA also permits release of personally identifiable, non directory, information in connection

with a health or safety emergency that presents imminent danger. Student or parent/guardian complaints regarding alleged FERPA violations can be filed in writing with the U.S. Department of Education's Family Policy Compliance Office.

A Student, or parent/guardian of dependent minor Student, may review the Student's record by contacting the Director to make an appointment. The Director will be present during the review to provide supervision and interpretation. A Student shall be permitted to review his/her record on file with the School within seven (7) days after the School has received the Student's written request to review his/her records in accordance with the manner set forth in this catalog or any supplement to this catalog. An eligible Student, or parent/guardian of a dependent minor Student, may seek to amend education records that the Student or parent/guardian believes to be inaccurate, misleading, or otherwise in violation of the Student's privacy rights. The School will make a determination on the Student's request for amendment within 30 days of the request. If the School agrees that the information is accurate, misleading, or otherwise in violation of the privacy rights of the Student, the School will amend the record accordingly and inform the parent or eligible Student in writing that the record was amended. If the School decides not to amend the record, the Student has a right to a hearing within 30 days of the denial. The School will notify the parent or eligible Student of the time, date and place of the hearing. The decision of the hearing will be sent to the parent or eligible Student in writing and will be based solely on the evidence presented in the hearing. If the decision not to amend the record is determined, the parent or eligible Student has the right to place a statement in the Student's file contesting the information in the record.

#### Policy for Safeguarding Student Information:

The school is committed to implementing and maintaining a comprehensive information security program, to maintain and safeguard your non-public personal information against damage or loss. The policy follows FERPA guidelines and covers all student records in whatever form (hard copy, electronic).

The School Director shall be responsible to coordinate the school's information security program. The Director shall, at least once every three (3) years, assess foreseeable internal and external risks to the security, confidentiality, and integrity of student information that could result in the unauthorized disclosure, misuse, alteration, destruction or other compromise of the information. The risk assessment shall cover every relevant area of school operation, including employee training & management, network & software design, information processing storage, transmission and disposal, and ways to detect, prevent, and respond to attacks, intrusions, or other system failures. The Director shall design and implement safeguards to control identified risks and shall monitor the effectiveness of them, recommending changes when warranted.

Records for prospective students who are not accepted, or who do not enroll in the school, will be held for 12 months then destroyed in a secure manner. Records of enrolled students shall be maintained in accordance with federal law, state law and accreditation requirements. Students shall receive notice of this policy at the time they enroll.

The school shall only enter into service agreements with service providers who also maintain appropriate safeguards for customers' non-public personal information. Cumulative education records/transcripts of the student's academic or coursework at the school shall be retained permanently in either hard copy form or in an electronic database with backup for each student after graduation or termination.

# Grievance/ Complaint Policy and Procedure

In accordance with the Institutions objectives, The Ritz Academy will make every effort to resolve student grievance. The school is committed to providing a sound and positive educational and maintains an open-door policy regarding grievance. All students have the right to voice concerns and expect appropriate corrective action to any issue that may be interfering with the educational process, or to receive an explanation of why the issue is not applicable. Therefore, the school has adopted the following procedures:

- 1) A student is first encouraged to verbally discuss any concerns/grievances with his/her instructor.
- 2) If the concern/grievance is not resolved after this discussion, then the student must complete a complaint form. This form is to be submitted to the school Admissions Director.
- 3) Once the school Admissions Director has conducted an investigation into the matter, a meeting between the Instructor and student is scheduled to discuss the

grievance and findings of the investigation within 3 days of receiving the grievance. The meeting is documented within the student file. If the matter is resolved, the resolution is documented and signed on the applicable area of the complaint form.

- 4) If the matter is not resolved during the initial meeting, the grievance will be escalated to the Director for continued investigation. Once the Director has completed the investigation, a second meeting between the Admissions Director, Instructor, and the student is scheduled to discuss the findings and resolution. Every attempt will be made to have the final response/meeting within 5 days of the grievance being escalated. The meeting is documented within the student file. If the matter is resolved, the resolution is documented and signed on the applicable area of the complaint form.
- 5) If the student is unsatisfied at the conclusion of this process, a grievance may be filed with the school's accrediting agency or other oversight agencies. A record of grievances and procedures used to resolve issues will be maintained for the purpose of institutional improvement.

Oversight Agencies: Louisiana State Board of Cosmetology 11622 Sunbelt Court Baton Rouge, LA 70809 <u>www.lsbc.louisiana.gov</u> (225)756-3404 Physical Requirements of the Industry

There are many physical requirements when working in the beauty industry. You will be required to stand for long periods of time, repeat the same movements, bend, and twist your body and use muscles to lift, push, pull or carry heavy objects.

#### Ability to meet Requirements Set Forth by Employers

You will be required to be a licensed Cosmetologist or Esthetician. You may be required to work evenings and weekends. You may be required to attend continuing education classes.

#### **Regulatory Oversight Restrictions**

When taking any state exam, students must bring their driver's license, social security card and the form that they receive when they register for the exam.

	Overall for	Cosmetology	Esthiology	Instructor
	School			
Graduation	94%	88%	100%	<u>N/A</u>
Licensure	86%	80%	92%	<u>N/A</u>
Placement	75%	83%	67%	<u>N/A</u>

Graduation, licensure, and placement rates (2021 Calendar Year)

By signing below, you are agreeing to follow and abide by all rules and regulations in The Ritz Academy Handbook.

Print:	
Signature: _	
Date:	