



# *The Palm Beauty Academy*

2023 Student Handbook

314 Goff Mountain Rd. Suite 2 Cross Lanes, WV 25313



# *Welcome*

We are proud to be home to many different types of students --- day, evening, recent high school graduates, not-so-recent high school graduates and new arrivals to our country. We meet the needs of this diverse group by offering a variety of courses, programs and career services.

Most of all, we are glad that you have chosen our academy to help you realize your personal, professional, and educational goals. Every member of our team - administrators, instructors, and staff - will strive to ensure your success.

One of the tools we provide is this student handbook. It is an important resource, so be sure to keep it somewhere handy. Take a few minutes to look through this guide and learn how you can get the most out of your education. A one-stop instruction manual for life at The Palm Beauty Academy, the handbook covers a range of material including attendance, instructor responsibilities, academic standards and services available.

Of course, this publication does not answer all questions. Be sure to ask our staff or instructors if an issue arises that this handbook does not address. They will promptly get you an answer.

We look forward to helping you achieve your educational and career goals.

## WHO WE ARE

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The Palm Beauty Academy is a state of the art cosmetology school that is dedicated to consistently providing our students and clients with a top-notch education, excellent service, quality products, and a positive atmosphere for our students to learn and grow.

The Palm Beauty Academy is a Christian based facility. Our goal is to maintain a friendly, fair, and creative study environment, which respects diversity, ideas, and hard work. Tammy Bolland, co-owner, has founded and maintained a prestigious, upscale salon in the Charleston area for the past 15 years. She also has a salon in Charleston SC, and her own hair extension company, Soft & Lovely. Tammy has built a large clientele through hard work and dedication; she plans to continue to make her mark in this industry. Bryan Bradford, co-owner and administrator, has great experience in finance, customer relations, and business consulting. Bryan and Tammy work cohesively as a team to continue to build and strengthen The Palm brand.

Our talented team of staff and instructors has what it takes to make this Academy a successful one. We hope our growing reputation will lead to new students, clients and instructors to support our anticipated growth.

### NON-DISCRIMINATION POLICY

The School does not discriminate on the basis of age, race, color, creed, sex, sexual orientation, religion, financial status, disability, or ethnic origin in its admission, instruction, graduation policies, or in employment of students in any program or activity offered by the School.

**OUR MISSION** at The Palm Beauty Academy is to provide students with a comprehensive education, while preparing students for real life situations. We commit that each student will graduate with the knowledge to provide outstanding hairstyling, nails, and aesthetician services to their clients in addition to passing the State and National exams.

**Proverbs 16:16 (KJV)** How much better is it to get wisdom than gold and to get understanding rather to be chosen than silver!

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*Having wisdom and understanding is better than having silver or gold. Nice and expensive items can be enjoyable, but there are very few things in life that can never be taken away, will never go out of style, and that truly make you a better person. An education is one of those things.*

## GENERAL INFORMATION

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### **ACCESS TO FACILITIES (HOURS SUBJECT TO CHANGE)**

The school is open FT during the following hours:

Monday	9:00 a.m. - 5:00 p.m.
Tuesday	9:00 a.m. - 5:00 p.m.
Wednesday	9:00 a.m. - 5:00 p.m.
Thursday	9:00 a.m. - 5:00 p.m.
Friday	9:00 a.m. - 5:00 p.m.

### **ANNOUNCEMENTS**

All announcements and notices are made through the email address you provided on your application. It is imperative that students check their email account daily. In addition to your email, notices regarding inclement weather will be posted to our schools Facebook page.

### **ATTENDANCE**

In order to help you prepare for your career in the salon industry, The Palm Beauty Academy will operate in a professional salon environment. Tardiness, absences and any other interruptions in training will have a significant impact on student achievement and success. If a student has a medical condition that prevents him/her from performing services or could potentially cause harm to oneself or another, a medical clearance to return to school from a doctor will be required to actively participate in hands-on activities and perform services. The student may observe and receive course instruction during this time.

By law, The Palm Beauty Academy must keep track of the training hours for each student preparing for his/her license. All students are expected to be in attendance for the time periods specified in their signed enrollment agreement. Our training is similar to an actual salon, day spa, or any other professional employment opportunity, where absences and tardiness interfere with daily work efficiency and overall employee record.

- Any student absent during the first week of a new class start may be moved back to the next class start.
- Any cosmetology program student missing more than 24 hours during basic training may be withdrawn and may be considered for re-enrollment at the next class start date.
- Students are expected to notify the school of any absence or tardiness at least 30 minutes prior to their scheduled start time.
- Students late for clinic or theory may clock in at the time they arrive.
- If a student that has an absence/tardiness has clients booked during the absence, the instructors or staff may move those clients to other students.
- Any students that do not notify the school of their absence/tardiness will be counseled and proper documentation will be completed.
- Any student who has 14 consecutive calendar days of absences will be administratively withdrawn from school (see Cancellation and Refund Policy in the school catalog).
- Any student who is present for 5.5 hours or more in a day is required to take a 30-minute lunch break.
- Any student who attends class is eligible for a 15-minute break.
- Any student who is present for less than 5.5 hours in a day is eligible for one 15-minute break.

All students scheduled on the clinic floor are required to sign out for breaks on the appropriate Student Break Sheet and must also notify their clinic instructor. All students must be present for at least two

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hours before clocking out for a lunch break and must be present for at least one hour before taking a 15-minute break. Disciplinary action is at the discretion of the director.

The minimum acceptable level of attendance is, at least, eighty percent (80%) of their contracted time. The Academy and the State Board monitor monthly attendance. A student whose absences exceed twenty percent (20%) is subject to dismissal from The Palm Beauty Academy. For the purposes of determining the level of attendance, only the days contracted are counted.

Unexcused time includes, but is not limited to, extended lunch, tardiness and absences without documentation.

Valid reasons for absences include:

- A court appearance
- Medical excuse for the student, or dependent
- A death in the immediate family.
- Any other excuse that has been pre-authorized or approved with the office.

When a student is aware in advance that an absence is necessary, he or she must inform office staff.

*Please note: Failure to contact the school may result in non-acceptance of documentation for an otherwise excused absence. Documentation of excused absences will be filed in the student's permanent record. Such documentation is required within seven (7) days from the student's date of return to class. Unexcused absences may result in disciplinary action and may lead to expulsion.*

### **Attendance Tracking System**

A time keeping system is the modality used for attendance recording for all students. Students will receive a punch card on their first day at The Palm Beauty Academy. The student will then use this card number as identification to clock in and out with our time clock. Any student caught manipulating or falsifying their own or other students time will be terminated immediately.

Students should arrive at the school allowing enough time to put away belongings, jackets, purses, etc. before class begins.

### **All Programs**

The West Virginia State Board of Barbers & Cosmetology requires that all student hours are recorded, on a daily and monthly basis, and accurately identifies actual attendance hours and lunch breaks. The Biometric thumbprint time keeping system retains the student attendance records.

Students are required by The West Virginia State Board of Barbers & Cosmetology to maintain a daily record of hours and nature of training, designating theory or practical experience. The record must be confirmed by the instructor who supervised the training and confirmed by the student. A summary of hours for the month must be maintained for each student and signed by the designated school manager.

Attendance records and time sheets are the property of the school and may not be removed from school premises. If the monthly record is removed from the school or is not legible it is considered invalid.

In order to receive credit for their hours, all students are responsible for clocking or punching in, at or before, the beginning of their shifts, out/in for lunch breaks, and out at the end of their shift to receive full credit for their scheduled and attended hours.

The lunch break time is at the discretion of the instructors, according to each student's schedule.

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Lunches and breaks may need to be taken before your client is scheduled to arrive or once the service has ended. Coming back late from breaks or lunches is strictly prohibited.

Students are not permitted to leave the premises while they are clocked/signed in. Any violation could be deemed as falsification of school records and can lead to expulsion of the student.

### **Make-Up Hours**

West Virginia law prohibits a student from attending school for more than eight hours in one day. Students are required to complete a request and prior approval in order to put in extra hours outside of their scheduled hours. Approval will be based on the following: space availability and appropriate student-to-teacher ratios.

All missed or failed exams due to absence or tardiness must be made up within a two-week period. Incomplete work not submitted within this time-frame will result in a failing grade on that assignment.

A failed exam may be retaken once and the highest score that can be achieved on a retake is 75 percent.

It is the student responsibility to make arrangements with their instructor to make up any missed assignments or test during an absence. This makeup time is at the discretion of the instructor and depends on the instructor's availability.

### **Certificates of Perfect Attendance**

We recognize the hard work and dedication of students who maintain perfect attendance while they are enrolled. A student who earns perfect attendance throughout their entire program will be recognized at graduation.

### **Change Of Address**

All address and telephone number changes must be reported to the office.

### **Children**

Children of students are welcome to the school if they are here for appointments on the clinic floor. If the child is here while the student is clocked in, the child will need to be accompanied by another adult. This is an educational environment where children might be in harm's way and may alter the focus of the student's education.

### **Clinic Floor**

All services performed on the clinic floor (on a client, staff member, fellow student, etc.) are required by state regulations to have a consultation by an instructor before the service, checked during the service, and upon completion of the service before the client leaves the clinic area. As this is regulated by the State of West Virginia students failing to have services checked will receive a written violation.

- All services or work performed by a student must be supervised and evaluated by an instructor within the educational process.
- Students who are assigned to the clinic floor and are not performing on clients are required to work on quotas or other assigned projects.
- Cosmetology & Esthetician: A student is to stay with or near the client during a chemical service. If an emergency occurs and you need to leave your client, notify your clinic floor instructor immediately so another student may be assigned to take over the client and continue with the service in progress.



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- Students are not to discuss politics, sex, and other controversial topics as well as school policy with clients or fellow students while on campus. These sensitive subjects are not considered professional work environment topics.
- If students need assistance, they are to ask an instructor.
- Students are asked to seek the help of the receptionist or an instructor if having difficulty with clients. Students are not allowed to turn a client away.
- Students on the clinic floor will have the opportunity to work on a variety of different hair, skin, body and nail types. Students are encouraged to use this opportunity to enhance their skills and customer service level by accepting all clients assigned to them. Students who refuse a client or assigned service may be required to clock out for the day.
- Students on the clinic floor are striving to perfect the quality of their performance and improve the time it takes to complete the service. A student falling behind on the timing of performing a service must notify the instructor. Adjustments by the instructor may be made to ensure efficient service delivery for the benefit of the client. Any student challenged with efficient service delivery is expected to improve this skill to better prepare for certification and employment.
- All kit items not in use are to be stored inside the students' locker/clinic floor station or taken home. Any equipment left out at the end of the day/evening will be deposited in the lost and found.
- The lobby is used for receiving clients who have appointments for services. Students are asked to stay on the clinic floor until the front desk notifies them of a client arrival. At that time, the student may enter the lobby area to greet and guide the client to the clinic floor.

### **Closing**

In the event of a closing due to weather or other emergency, an announcement will be made on our Facebook page. All other scheduled closings (in-services and holidays) are located in the calendar section of the school catalog. If the school is closed due to bad weather, the day will be added to the student's contractual end date if the student was scheduled to be in school that day. All adjustments will be made at one time at the end of the student's program.

### **Conduct**

The beauty industry demands professional behavior at all times. The Palm Beauty Academy follows good business practice by requiring all students to show respect for one another and for our employees. In the classroom, students are expected to conduct themselves in a manner that is respectful of the instructor and fellow classmates. Examples of disrespectful behavior include talking while the instructor is teaching, tardiness, answering cell phone calls, sending text messages during class, leaving class early, or using verbal, written or e-mail communication that is slanderous, harassing, threatening, or of an inappropriate nature regarding other students, faculty, administration or staff of the school. Failure to behave in a mature, professional manner will result in a conference with the school manager/owners. Continued disruptive behavior may lead to dismissal.

### **Dress Code**

As part of your education, The Palm Beauty Academy recognizes appearance standards as an important element of preparation for salon life. Portions of this dress code are used by a vast number of salons.

For more information about program-specific student dress code requirements, see table below:

- Cosmetologist: Purple Scrubs
- Hair Stylists: Purple Scrubs
- Manicuring: Black Scrubs
- Aesthetics: White Scrubs

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\*Aprons must be worn when giving a chemical service.

\*Winter: long-sleeve white or black crew neck shirt under scrub top is an option. Hoodies and prints will not be allowed.

### Eating And Drinking

Students are only allowed to have water on the clinic floor as long as it is in a covered container. No other beverages, food or gum is allowed. Breath mints are allowed and encouraged when working in close range with clients.

### Email

The Palm Beauty Academy will send important information and official communication to the students via email. Therefore, students must check their student email often. The student is responsible for knowing school information distributed via email.

### Emergency Information

The Palm Beauty Academy follows the emergency guidelines in situations such as severe weather, fire, or intruder. **There are two basic rules to follow:** (1) remain calm and (2) walk, don't run.

If weather looks threatening, a radio should be kept on for the latest weather information. If a tornado warning is issued, take cover immediately. Instructors and staff members will be present to assist students while they wait in a secure location. Sit with your knees drawn to your chest, rest your head on your knees, and cover your head with your arms. If the fire alarm sounds, the building should be evacuated immediately and once outside keep moving away from the building. Stay with your group; this makes it easier to account for everyone. Students will be advised when it is safe to re-enter the building. Refer to posted floor plans and procedures for evacuation.

### Emergency Phone Numbers

Emergency 911

Tammy Bolland, Owner, 304-881-5455

Bryan Bradford, Owner, 304-982-4487

A record of all reported crimes will be maintained in the office of the director.

### Felony Disclosure

The Palm Beauty Academy is committed to the security and safety of our faculty and students. To safeguard the well-being of the school, applicants convicted of a predatory offense or offenders required by the courts to register are prohibited from admission to The Palm Beauty Academy. This includes entering upon the property, using our facility or attending any school events.

If warranted by the particular facts, we may modify any aspect of this protocol. A prospective student in a health science field who has been found guilty of a felony or anyone who has plead guilty to a felony, may not be eligible to take certification examinations and may not be employable. This rule also applies to a list of misdemeanor convictions as determined by each state. Certifying boards and employing agencies may occasionally grant waivers to applicants. Moreover, different states have different laws regarding felonies and the impact on professional qualifications. Specifically, felony convictions, multiple convictions for similar offense, theft convictions, and individuals still on probation, parole, or conditional/supervised release will provide the most restrictions on employment opportunities.

### Financial Aid/Student Accounts

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Financial aid is not available at this time. Students may take advantage of our monthly payment plan. If the student so desires, he or she may make a down payment, which includes the application fee, equipment (kit) and books, uniform fee, permit/exam/licensing fees, and the first month's tuition. The balance of the tuition is paid in monthly payments for the remainder months of the course. Payments may be made by cash, check, money order or credit card. Student resources for financing include: direct bank loan, scholarship from church or other entity, credit cards or in house monthly payments. \$25 late fee will be applied after 7-day grace period for payments. \$50 NSF fee will be charged for any returned checks by the bank for non-sufficient funds.

### Teaching And Learning Methods:

The clock hour education is provided through a sequential set of learning steps which address specific tasks necessary for state board preparation, graduation and job entry level skills. Clinic equipment, implements, and products are comparable to those used in the industry. Each student will receive instruction that relates to the performance of useful, creative, and productive career oriented activities. The course is presented through comprehensive lesson plans which reflect effective educational methods. Subjects are presented by means of interactive lecture, demonstration, cooperative learning, labs, student salon activities, and student participation. Audio-visual aids, guest speakers, field trips, projects, activities, and other related learning methods are used in the course.

### Grading Procedures:

The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic learning. Students are assigned academic learning and a minimum number of practical experiences. Academic learning is evaluated after each unit of study. Practical assignments are evaluated as completed and counted toward course completion only when rated as satisfactory or better. If the performance does not meet satisfactory requirements, it is not counted and the performance must be repeated.

Comprehensive practical skills evaluations will be conducted during the course of study. Practical skills are evaluated according to text procedures and set forth in practical skills evaluation criteria adopted by the school. Students must maintain a written grade average of 70% and pass a FINAL written and practical exam prior to graduation. Students must make up failed or missed tests and incomplete assignments. Numerical grades are considered according to the following scale:

90% -100%	A	Excellent
80% - 89%	B	Very Good
70%- 79%	C	Satisfactory
60%-69%	D	Unsatisfactory
Incomplete	I	No grade given

### Grade Appeals:

Any individual student may appeal any grade given in an individual subject. If the student is under age 18, the parents or guardian may accompany the student at the instructor's discretion. The procedure for appeal of any grade is as follows:

- A student may appeal a grade within ten (10) days of receipt of an individual subject grade. If an appeal is not submitted within ten (10) days, the decision is not reversible.
- The first appeal shall be upon verbal notice to the instructor by the student. The instructor shall review the grade with the student, documenting the review with the student, setting forth aspects considered in the resulting grade given to the student for the individual subject.
- If the grade dispute is not settled between the student and instructor, then the student may appeal the instructors' decision as follows:

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1. Student must, within ten (10) days of review with the instructor, submit a written request to the Director to review the grade. The student must give the date of review of the grade with the instructor, the instructor's name, and the program in which the grade was received.
2. This procedure must be documented by the School Manager and returned to the instructor as an advisement of the outcome of the review by the School Manager. The School Manager reviews the comments made by the instructor in the conference with the student. This review is only a paper review and must include all of the factors considered by the instructor in assigning the individual student grade, as well as consideration given to the explanation provided to the student in the first appeal review.
3. After the hearing, the decision of the Director will be conveyed to the student within three (3) days. This decision is final. All decisions made will be put in writing and placed in the student's academic file.

### Grievance Policy

It is important for each Student to be satisfied with the School's services. Part of achieving this satisfaction requires the quick and amicable resolution of any dispute between a Student and the School. The best way this can be accomplished is through informal discussion between the parties or by using the School's internal dispute resolution procedures. A student always has the right to contact the Council for Community and Technical College Education or The WV State Board of Barbers & Cosmetologists.

The Palm Beauty Academy has established the following policy and procedure to assist students with grievances:

1. A student is encouraged to make every effort to resolve a grievance directly with the staff member involved.
2. An appeal and/or grievance not resolved to the student's satisfaction at that level may be submitted in writing to the Director for resolution.
3. If resolution cannot be reached at this level, the student may submit an appeal to the school ownership:

Tammy Bolland, 304-881-5455, Amanda Cunningham, 304-543-2436, Jared Cunningham, 304-550-2323

The issue will be resolved promptly and equitably.

A complaint must be in writing, be signed by a student, and state how the school's policies and procedures were violated. Student complaints shall be limited to complaints that occurred within six years from the date the concern should have been discovered with reasonable effort and after the student has utilized the school's internal complaint process. Students do not have to utilize a school's internal complaint process before the office has authority when the student is alleging fraud or misrepresentation.

### Concerns may also be addressed to the following:

State of West Virginia Board of Barbers and  
Cosmetologists  
1201 Dunbar Avenue  
Dunbar, WV 25064  
(304)558-2924

West Virginia Council for Community and  
Technical College Education  
1018 Kanawha Boulevard, East, Suite 700  
Charleston, WV 25301  
(304)558-0265

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### **Learning Assignments And/Or Services**

State regulation industry related oversight boards specify the minimum number of services required by each student to be eligible to graduate from the cosmetology, esthetician, nail technology or hair styling programs. In order to acquire the knowledge necessary to complete the program, students may be required to complete additional assignments and/or service requirements as established and scheduled by the school. All required hours, quotas, tests and assignments must be reached by each skill certification interval. To be eligible to graduate, all school required services and assignments must be complete.

### **Lockers**

Lockers are available for students to store their personal items during their scheduled class time. Lockers will be assigned. The assigned locker is yours to use while you are in school. All students will need to provide their own lock to secure their locker. All of the items on your kit list may not fit into your locker and may need to be taken with you at the end of your scheduled day.

If a student graduates, withdraws, takes a leave of absence, or is expelled from school, all personal belongings and kit items must be picked up within seven days from the date of the determination or they become property of The Palm Beauty Academy.

### **Lost And Found**

A found item should be given to the front desk staff and a lost item should be reported to the front desk staff. The Palm Beauty Academy is not responsible for losses resulting from theft or damage to students' personal belongings. Photo I.D. must be presented to recover an item from the lost and found.

### **Orientation**

Orientation sessions are mandatory. These sessions provide students with information about The Palm Beauty Academy's policies, procedures, facility layout, emergency exits and other important information and available services. Students are responsible for the information provided at orientation and the policies and procedures published in the student handbook.

### **Parking**

Free parking is available in The Palm Beauty Academy's parking lot. Students are required to park in parking spots furthest away from the building's main entrances. Violators parked in reserved spots will be towed at the owner's expense.

### **Personal Services**

Receiving personal services while in school is a privilege and allowed based on availability. Criteria established by the front desk must be met in order to receive a personal service. A minimal product charge is required to be paid before receiving personal services. Students receive discounts on regular priced services and retail products.

Students who have not successfully completed basic training hours will be required to have personal services performed on them outside of course hours, unless service is part of the course assignment.

### **Products Used In School**

Only professional products purchased by the school may be used in the school unless otherwise approved by the school manager. All products used are required to have an SDS sheet on file.

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### **Sanitation**

In accordance with state regulations, each student is required to complete sanitation practices each day. This may include, but is not limited to, sanitation of the student's station and general sanitation of other areas of the school and/or equipment. Sanitation requirements include returning equipment and tools in an orderly fashion after proper sanitation, handling linens appropriately for laundering, and returning product containers to their proper location refilled and cleaned. Classes will not be dismissed until all cleanup has been satisfactorily completed. Failure to participate in daily sanitation will result in disciplinary action.

### **Satisfactory Academic Progress**

In order to be considered to be making satisfactory academic progress toward a diploma in a program offered at The Palm Beauty Academy, a student must maintain a 70% cumulative grade point average as well as proceed through the program at a pace leading to completion of the program in the specified time frame. Evaluation points and standards of satisfactory academic progress apply to all students. Students are required to maintain attendance of 80%.

### **Honors**

In order to stress the importance of academic performance, The Palm Beauty Academy recognizes students whose overall grade is 90% or higher at the end of their program. These exceptional students will be announced and recognized as Honor students.

### **Smoking**

Smoking is not permitted anywhere within the educational facilities or near any front entrance. Designated smoking areas outside of the buildings are posted or within 50 feet from any back entrance. Chewing tobacco, E-cigarettes/ and vapes should only be used during breaks and in the designated smoking areas.

### **Telephone Calls, Cell Phones, And Other Communication Devices**

Students should remember these policies regarding the use of cell phones and other devices while on campus:

- The staff at the school will deliver messages to students if it is an emergency.
- Cell phones or personal communications devices are not allowed in the classroom or on the clinic floor for non-educational purposes.
- Students may use their personal communication devices while on break or lunch. Students who are seen using their cell phone or another device for non-educational use while clocked in may be clocked out for the day and sent home.

### **Violence And Crime Prevention**

The Palm Beauty Academy is committed to preventing workplace violence and to maintaining a safe and secure facility. Given the increasing violence in society in general, we have adopted the following guidelines:

- All employees and students should be treated with courtesy and respect at all times.
- Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the building. Employees and students becoming aware of the presence of these items in the building should report it to their supervisor, instructor, or another member of management immediately.
- Employees and students are expected to refrain from fighting, horseplay, or other conduct that may be dangerous.

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- Conduct that threatens intimidates or coerces another employee, student, or member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including, but not limited to harassment that is based on an individual's sex, race, national origin, disability, gender identity, age, or any characteristic protected by federal, state, or local law.
- All threats of violence or actual violence, direct or indirect, should be reported as soon as possible to the immediate supervisor, instructor or any other member of management. This includes threats by employees, students, visitors or other members of the public. When reporting a threat of violence, be as specific and detailed as possible.
- All suspicious individuals or activities should be reported as soon as possible to a supervisor, instructor or another member of management. The Palm Beauty Academy will promptly and thoroughly investigate all reported threats of violence or actual violence, suspicious individuals, and activities of concern. The identity of the individual making the report will be protected as much as is practical.
- In order to maintain employee and student safety and the integrity of its investigation, The Palm Beauty Academy may suspend the employee(s) or student(s) allegedly involved, pending investigation.
- Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment or expulsion from school.

The Palm Beauty Academy encourages an employee or student to bring a dispute or difference with another to the attention of a supervisor or instructor before the situation escalates into potential violence. The Palm Beauty Academy is eager to assist in the resolution of employee and student disputes, and will not discipline employees or students for raising such issues.

### **Policy Statement**

The Palm Beauty Academy has established policies in accordance with standard educational practices; state, and federal regulations; and to help best serve our students. All policies are designed as guidelines to assist the academy to maintain high standards, remain compliant, and to provide the opportunity for excellent outcomes for all students. Exceptions to policy that are not in violation of regulatory requirements and standards may be made at the discretion of school directors or their designees. However, any exception to established internal policy may not violate local, state, or federal rules, regulations, or statutes.

The academy reserves the right at any time to make policy changes. Notice of policy changes will be given at least 10 days prior to implementation. Notice is given by email to all students and staff, in addition to postings and announcements.

### **Summary**

A successful learning experience is dependent upon both students and instructors understanding their responsibilities and relationships. Training cannot take place without the active participation of both. The Palm Beauty Academy expects both students and faculty to be aware of the role of all participants in the learning process and to fulfill their responsibilities in order to ensure the success of the academy, the instructor and above all, the student. This requires cooperation between students and instructors. The key to this cooperation is for all parties to communicate with each other.



### RESOURCES: WHERE TO GO FOR ANSWERS

Questions about missed assignments, homework, or to develop a social network.	Classmates
Questions about homework, tests, grades, etc.	Instructors
Questions on how to search the Internet for research projects, resume preparation, career opportunities, and questions about part-time jobs.	School Staff
Questions about your schedule, grades, program changes, attendance, etc.	School Staff
Need someone to talk to about classroom concerns or instructor concerns.	School Manager
Questions about how to pay for school, loans (financial assistance).	School Manager
Questions about your bill, to make a payment or to set up a payment plan.	School Manager
Need someone to talk to or ask questions about the school or regarding program choices, refer others looking for career training options, etc.	School Manager
Questions pertaining to clinic floor services, client scheduling, where your class is being held.	Front Desk
Questions about completion, graduation, transfer, retention or placement rates; security policies, and crime stats.	School Manager
Questions about missed assignments, homework, or to develop a social network.	Classmates
Questions about homework, tests, grades, etc.	Instructors

## ADMISSIONS REQUIREMENTS

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### Admissions Requirements

All programs and courses taught by The Palm Beauty Academy will be in English. All textbooks, learning material, contracts, catalogs, etc. will be in English. Only applicants who can communicate effectively in English will be enrolled in the academy. Any documents submitted in a language other than English must be translated by an outside agency that is qualified to translate documents into English. Applicants must have successfully completed high school or its equivalent as evidenced by any of the items on the following list: copy of diploma, copy of GED certificate, copy of a transcript showing high school completion or; Have evidence of completion of home schooling that state law treats as a home or private school. All home school diplomas have to be verified through AEQUO International, this is done at the student's cost. Have evidence that verification of a foreign student's high school diploma has been performed by an outside agency that is qualified to translate documents into English and confirm the academic equivalence to a high school diploma.



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### Admissions Procedure For Ability-To- Benefit Students

- Definition of an Ability-To-Benefit Student - A student who is beyond the age of compulsory education, lacks a high school diploma or its equivalent, and has the ability to benefit from the education or training offered at an institution.
- Admissions of Ability-To-Benefit Students - In order to be admitted, prior to admission, must complete a nationally recognized, standardized, or industry developed test that measures the applicant's aptitude to successfully complete the program or course to which he or she has applied. The Palm Beauty Academy does not administer the test; therefore, it is the student's responsibility to provide the school with a copy of the passing scores, student scores, name of the test administrator, and any counseling records. Acceptance of the test scores is subject to approval from the West Virginia State Board of Cosmetology. These documents will be retained in the students file. Applicants must meet all required procedures listed under the Academy's Admissions Procedures. Applicants must complete and sign the Enrollment Agreement (contract). Each applicant must submit an application fee of \$100.00 and complete any other forms that the Academy may deem necessary.

### Transfer Students

If you previously attended another school of Cosmetology, Manicuring or Massage, you must provide an academic transcript to receive credit for hours attended. All transcripts are subject to WV State Board approval. It is at the schools' discretion as to how many hours will transfer. Transcripts should be mailed directly to The Palm Beauty Academy, and must contain the following;

- Breakdown of each subject completed.
- Grades earned in each subject. (must be a "C" or better.)
- Hours completed in each subject, both practical and Theory
- School seal or certifying signature.

Transfer applicants must meet all required procedures listed under the Academy's Admissions Procedures.

### Admissions Procedure

Prior to enrolling students are required to submit the following;

- A certified copy of your birth certificate. You must be at least eighteen (17) years of age when you begin classes.
- A copy of your high school diploma or GED. If your diploma has a different name other than your birth certificate, you will need proof of name change. Proof of enrollment in High School.
- All students need a Certificate of Health performed within past 12 months
- Four (4) passport style pictures showing your full face, one of which will be sent to The State Board of Barbers & Cosmetologists.
- All students must complete the WV Student Registration Application available on line at [www.wvbbc.org](http://www.wvbbc.org) and a school application for enrollment.
- A copy of your signed Social Security Card.
- A copy of your current driver's license or state ID.

# The Palm Beauty Academy

## 2023 Student Handbook

The Palm Beauty Academy reserves the right to cancel class or limit enrollment prior to the start date due to minimum or maximum class enrollment, or for any other reason.

### **Program Re-Enrollment Procedures**

Students who have previously attended the Palm Beauty Academy must reapply for admission. Any student having been terminated or dismissed by the Academy, or having voluntarily withdrawn, may apply for re-enrollment. The student will be subject to the same enrollment criteria of the School as if that student was applying for admission as a first-time applicant into the program and they would be returning at the same academic and attendance status in which they left.

If a student has been terminated or dismissed by The Palm Beauty Academy for offenses as outlined in this Handbook, re-enrollment of the student is also dependent upon the School's discretion about the student's rehabilitation of the grounds for termination or dismissal as the same would affect the re-enrolling student applicant to successfully complete the program of study for which the individual is reapplying for re-enrollment. Staff and Instructors will meet with the School Director to discuss and re-evaluate the circumstances of the dismissal or termination. During this meeting all aspects of the student file will be taken into consideration and a decision will be made as to whether or not the student can re-enroll. If the applicant was enrolled in another college during his or her absence, an academic transcript must be forwarded to the School. Such applicants will enroll under the current tuition fees and will be required to submit an application fee, together with his or her application.

### **Refund Policy-Notice Of Cancellation**

For applicants who cancel enrollment or students who withdraw from enrollment a fair and equitable settlement will apply. The following policy will apply to all terminations for any reason, by either party, including student decision, course or program cancellation, or school closure. Any monies due the applicant or student shall be refunded within 45 days of formal cancellation by the student or formal termination by the school, which shall occur no more than 45 days from the last day of physical attendance, or in the case of a leave of absence, the documented date of return. Official cancellation or withdrawal shall occur on the earlier of the dates that:

- 1) An applicant is not accepted by the school. The applicant shall be entitled to a refund of all monies paid except a non-refundable application of \$100.00
- 2) A student (or in the case of a student under legal age, his/her parent or guardian) cancels his/her enrollment in writing within (3) three business days of signing the enrollment agreement. In this case all monies collected by the school shall be refunded, regardless of whether or not the student has actually started classes.
- 3) A student cancels his/her enrollment after three business days of signing the contract but prior to starting classes. In these cases, he/she shall be entitled to a refund of all monies paid to the school less the application fee in the amount of \$100.00
- 4) A student notifies the institution of his/her withdrawal in writing.
- 5) A student on an approved leave of absence notifies the school that he/she will not be returning. The date of withdrawal shall be the earlier of the date of expiration of the leave of absence or the date the student notifies the institution that the student will not be returning.

# The Palm Beauty Academy

## 2023 Student Handbook

- 6) A student is expelled by the school. (Unofficial withdrawals will be determined by the institution by monitoring attendance at least every 30 days.)
- 7) In type 2, 3, 4 or 5, official cancellations or withdrawals, the cancellation date will be determined by the postmark on the written notification, or the date said notification is delivered to the school administrator or owner in person.

For students who enroll and begin classes but withdraw prior to course completion (after three business days of signing the contract), the following schedule of tuition earned by the school applies. All refunds are based on scheduled hours:

<b>PERCENTAGE TIME TOTAL/ TIME OF COURSE</b>	<b>AMOUNT OF TOTAL TUITION DUE TO THE SCHOOL</b>
0.01% TO 04.9%	20%
5% TO 9.9%	30%
10% TO 14.9%	40%
15% TO 24.9%	45%
25% TO 49.9%	70%
50% AND OVER	100%

All refunds will be calculated based on the students last date of attendance. Any monies due a student who withdraws shall be refunded with 45 days of a determination that a student has withdrawn, whether official or unofficially. In the case of disabling illness or injury, death in the student's immediate family or other documented mitigating circumstances, a reasonable and fair settlement will be made. If permanently closed or no longer offering instruction after a student has enrolled, the school will provide a pro rata refund of tuition to the student OR provide course completion through a prearranged teach out agreement with another institution. If the course is canceled subsequent to a student's enrollment, the school will either provide a full refund of all monies paid or completion of the course at a later time. If the course is cancelled after the students have enrolled and instruction has begun, the school shall provide a pro rata refund for all students transferring to another school based on the hours accepted by the receiving school OR provide completion of the course OR participate in Teach-Out Agreement OR provide full refund of all monies paid. This refund policy applies to tuition and fees charged in the enrollment agreement. Other miscellaneous charges the student may have incurred at the institution (extra kit materials, books, products, unreturned school property, etc.) will be calculated separately at the time of withdrawal.

### Collection Policy

The Palm Beauty Academy does not use any collection agency or any third party agency for its collection. Any student needing to make restitution to the academy can make arrangements with the school's office. Every effort will be made to accommodate the student with a reasonable payment plan, no interest will accrue. Students have to make satisfactory arrangements for financial obligations before the student may

# The Palm Beauty Academy

## 2023 Student Handbook

apply for examination for licensure, all indebtedness must be paid in full prior to the release of transcripts for licensure. If a student desires for the academy to release information to another institution, all tuition, fees, and any related costs or indebtedness that the student owes to The Palm Beauty Academy must be paid in full.

### **Job Placement Assistance**

The Palm Beauty Academy provides job search assistance for its graduates. This service is handled on a local basis to place each graduate in a position proportionate with his or her skill development. The graduate is still responsible for seeking job openings, sending resumes, preparing for job interviews and, in general, does all those things customarily done to obtain employment. Graduates can generally expect a placement. However, the level of employment obtained and the likelihood of obtaining employment are heavily dependent upon the student's job search efforts and the record the student makes for him or herself while in school. The School will also place information regarding job openings on its Facebook page. The school's placement assistance should not be interpreted to be a guarantee of employment for the student upon graduation.

### **Policy On Student Access To Files**

Students and parents and/or guardian of dependent minors have the right to request access to the individual student's files, review the student's educational record, ask for a review of the student's educational record, or ask for an amendment to the records. The student and parents and/or guardian of the student must make this request in writing, at least, seven (7) days prior to the date requested to review the file. Records will be made available on an appointment basis only and under the supervision of the Administrator of the School.

### **Policy On Release Of Information**

Personally identifiable information about a student will not be released to a third party without written consent of the student with the following exceptions:

- To other college officials with legitimate educational grounds for needing the information.
- To officials of another college where the student has begun enrollment procedures.
- To authorized representatives of the Comptroller General of the United States, the Secretary of Education or state or local educational authorities.
- To organizations conducting studies for educational agencies or institutions to develop, validate, or administer tests, administer student aid programs or improve instruction. No personally – identifiable information will be released except to representatives of the organization.
- To an accrediting agency carrying out accrediting functions for the School.
- To comply with a judicial order to subpoena.
- To meet an emergency involving the health and safety of the student.

Any such disclosure of information to a third party will be recorded in the student's file, including a listing of the parties receiving the information and the third party's legitimate interests for inspection of the student file.

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Personally-identifiable information, which is designated as directory information, includes student's name, address, telephone listing, date and place of birth, major field of study, participation in officially recognized activities, degrees and awards received and the most recent previous educational agency or instruction attended.

Any student, parent and/or guardian of a dependent minor have the right to file a complaint with the U.S. Department of Education regarding the failure of an institution to comply with the Family Educational Rights and Privacy Act.

### **Transfer Of Credit – Transcript Fee**

If a student desires for the institution to release information to another institution, all tuition, fees, and any related costs or indebtedness that the student owes to The Palm Beauty Academy must be paid in full. In addition, any transcripts provided will be assessed a fee of \$10.00. No fee will be charged for the purpose if licensure or employment of the student.

### **Scholarship Policy**

The Palm Beauty Academy will accept scholarships from churches, local businesses, private individuals or any groups wishing to contribute to the cost of a student's tuition.

### **School Calendar**

Enrollment for Cosmetology, Hairstyling, Manicuring, and Aesthetician Classes will be held monthly. New classes will start the first Monday of every month.

School holidays (if the holiday falls upon a regularly scheduled school day):

- New Year's Day
- M.L. King Jr. Holiday
- Presidents Day
- Labor Day
- Memorial Day
- Independence Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Christmas Eve.
- Christmas Day

The Palm Beauty Academy will be closed the 2<sup>nd</sup> week of July and the week of Christmas. Other days may be designated as holidays or scheduled days off. Students and staff will be informed of these days in advance, allowing time to make any necessary arrangements such as day care, transportation etc.

### **Attendance Rules And Regulations**

**Tardiness:** Students are expected to be in class according to their contract. All students are to arrive at the Institution no later than 9:00 a.m. Poor road conditions and bad weather will be taken into consideration for tardiness. If you are going to be late for any scheduled class, the student should notify The Palm Beauty Academy. Notifying a fellow student is unacceptable. Excessive tardiness may result in the student being written up on a Student Counseling Evaluation, which may lead to disciplinary action.

To be allowed to enter the school late you MUST:

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1. Call in to the office
2. Be on the premises no later than 10:00 am, unless other arrangements have been made

Excused tardiness for Doctor's visits, car wrecks or road construction, Jury Duty, etc. will be dealt with on an individual basis- provided that you CALL into the office to make staff aware of your special circumstances. Failure to call in or if a student is more than fifteen (15) minutes late, they can be sent home immediately. As a courtesy to fellow students, staff, and customers please be on time for all classes. All programs receive one half-hour lunch break, unless otherwise instructed. Tardiness from lunch is considered unexcused.

### **Leave Of Absence**

Any Student requesting a leave of absence from The Palm Beauty Academy must meet with the School Director to complete the necessary paper work. This request must be in writing using a LOA form in advance, specify the reasons for the leave and include the student's signature. The leave of absence request must also state the date the student will begin his/her leave, and the date the student will resume his/her training at The Palm Beauty Academy. All leaves of absence are subject to approval by the Director. The institution will grant a LOA to a student who did not provide the request prior to the LOA due to unforeseen circumstances; the student must document the reason for the LOA at a later date. The beginning date of the approved LOA would be determined to be the first date the student was unable to attend classes. And there must be a reasonable expectation that the student will be able to return from the LOA. A student may be granted multiple leaves of absence with the total number of days not to exceed 180 days in and (12) twelve-month period. The twelve-month period begins the first day of the student's absence period. The institution will not assess any additional charges as a result of the LOA. Upon returning to school the student will be placed on the same academic and satisfactory progress status as when they began the leave. A leave of absence extends the student's contract period and maximum time frame by the number of days in the leave of absence. Any student absent from school of (14) fourteen consecutive days and not granted a leave of absence, will be dropped from the school enrollment. After 14 days any personal possessions or equipment left behind by the student will be disposed of, as the school deems necessary. A student granted a LOA and meets these criteria are not considered to have withdrawn, and no refund calculation is required at that time. This institution is required to take attendance, therefore the withdrawal date for the purpose of calculating a refund is always the student's last date of attendance. The institution will extend the student's contract period by the same number of days taken in the LOA. Changes to the contract period on the enrollment agreement will be noted on the LOA form; this form is signed and dated by student and the institution.

### **Acceptable Conduct Standards**

The rules and regulations listed below form the basis for standards of conduct in the world of professional personal services. Students of The Palm Beauty Academy are expected to abide by these rules at all times and to conduct themselves in a professional and ethical manner. When a student has violated any standard contained in this section, the student will receive a written acknowledgment of the violation. (Student Counseling Evaluation).

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### **General Student Conduct Policy**

- No eating or drinking is permitted outside designated areas. Students are expected to remove personal items and debris from School premises, including classrooms, clinic and lounge areas.
- Profanity, lewd actions, or fighting on the School premises will not be tolerated. Any student acting in such a manner will be suspended or possibly expelled from school.
- Any threats of physical harm or destruction of property against fellow students, staff or clients will lead to immediate expulsion, and such acts may/will be reported to the local police department.
- Only emergency telephone messages are given to students. Students should not be contacted during school hours for personal matters.
- Students are expected to follow programs of study as designed by the instructors. During school hours, it is the student's responsibility to be involved in the study by working on customers or manikins or assignment sheets.
- Students should use the School facilities quietly while classes are in session.
- Students shall comply with the Schools Compliance Statement as it pertains to prohibition of sexual harassment and any discriminatory acts directed against other students, staff, faculty and/or clients.
- Students shall comply with the zero-tolerance drug policy.
- No purses are allowed, or back packs allowed in the classroom or clinic. All personal items are to be placed in your locker at the start of the day.
- The Schools Handbook are available for review in the school's office. A Paper copy will be issued during orientation or prior to each student. At orientation students will be required to sign an acknowledgement that they received a copy of the handbook.

### **Personal Appearance Policy**

- Students are expected to pay attention to personal appearance at all times. Daily bath or shower, use of deodorant and mouthwash are essential, as are regular hours of rest, exercise and recreation. Students should be careful that strong foods, beverages or cigarettes do not cause disagreeable breath odors that might offend clients. Students are to come to school with hair and makeup done and ready to start the day. No doing hair and makeup at your station in the morning once class has begun.
- All clothing worn on school premises must be in good taste. Students must purchase all uniforms from the school, outside purchase of uniforms are not allowed. All students are to stay in uniform until 5:00. If they need to change early to accommodate a work schedule, they must first have this approved by the School Director. Any additional apparel will be subject to instructor/ staff approval.

### **Professional Client Conduct Policy**

- Gossip and discussion of personal topics are not in good taste in a business setting either with clients or with colleagues in the presence of clients. The client's wishes must always be respected. If clients are addressed rude students will be given a written warning for bad conduct and possible suspension.



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- The client should be addressed by courtesy title, (i.e., Mr., Mrs., Ms., or Miss) and last name, unless the client has advised you otherwise. They should receive your full attention. In greeting the client at the front desk, each student is required to express a proper greeting.
- Personal problems are not to be discussed during school business hours. The administrative staff of the School will be glad to assist a student who needs to talk about personal problems. Appointments can be easily arranged for a student for this purpose. Appointments are arranged through the school director.
- Representatives of various state agencies are honored guests of the School and are entitled to the utmost courtesy.
- Visits by parents and/or guardians, spouses, significant others, children or any visit of a personal nature is excluded.
- An instructor must assign all clients and check all work before allowing the client to leave.
- Students shall provide all services to any client desiring to engage in or have any service performed. Refusal to perform any service will result in immediate suspension (up to 3 days) and possible withdrawal from the School. NO REFUSING CLIENTS.

### **Workstation Sanitation Policy**

#### **All Students**

- The State Board requires that each student clean his or her personal workstation including chair, mirror, drawers and equipment. We have allotted thirty –minutes, (30) prior to leaving at the end of each day for you to clean. The Academy also expects that the student will keep the workstation clean and neat during training hours. No personal belongings should be at the station at any time. The station will be left empty at the end of each day. Students will gather their supplies and return them to their lockers or take their kits home with them. No food is to be left in the lockers at any time. Each student is responsible for keeping his/her locker neat and clean.
- Prior to each and every use, including but not limited to, equipment and instruments must be disinfected prior to being used on clients and manikins.
- Students will regularly be assigned to clean-up duty, which serves as part of their decontamination and sanitation grade. These assigned tasks must be completed promptly and efficiently and can be found on clean-up list in your classroom.
- Students are not permitted to leave the building at this time. All students must return to their station/classroom until dismissed by the instructor.
- Stations are assigned by staff members and are not to be switched without permission.
- All stations are subject to random “station checks” to ensure that all work spaces, implements and instruments are kept in clean and working condition.
- Any station or workspace in need of repairs should be reported immediately to a staff member so that the issue can be taken care of.

### **Student Discipline Policy – Termination**

Any violation of School’s Discipline Policy, Rules or Regulations will result in a Student Counseling Evaluation. This evaluation is conducted to guide the student to an acceptable level of performance. Students may be given a verbal warning; a first written and second written warning If a student is written up for a third (3rd) offense for disregarding the following: Any professional conduct requirement,



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any ethical conduct requirement, any failure to abide by any of the reasons set forth herein-below. Then that student may be immediately terminated, involuntarily, from the School program. This does not relieve student from financial obligation for outstanding fees, tuition, etc. Being dismissed or terminated does not relieve the Student's financial obligations for outstanding fees, tuition, et cetera. The dismissal or termination of a student may occur at the discretion of The Palm Beauty Academy on any and/or all of the following grounds:

- Insubordination to any and/or all of the Academy's administrative staff, instructors and/or employees.
  - Insubordination is defined as a student's defiant refusal to accept the rules and regulations of the Academy; a student's failure to comply with the rules and regulations of the Academy; and expressed disrespect of the Academy's faculty, instructors, staff and/or administrators.
- Failure and/or refusal to comply with any and all rules and regulations of the Academy.
- Failure and/or refusal to cooperate with any and/or all instructors, and/or administrators of the School that impairs or impedes the student's ability to reasonably complete the program.
- Refusal and/or failure to comply with State Board Regulations.
  - If a student incurs fourteen (14) consecutive days' absence and/or his or her attendance is below 80% of his or her scheduled classes.
  - In certain cases of serious misconduct by an individual student, that student may, upon the discretion of the School administrators, be immediately expelled from the School program. This does not relieve student from financial obligation for outstanding fees, tuition, etc.
  - All students are expected to comply with the provisions of the Acceptable Conduct Policy contained in this Handbook. Failure and/or refusal to comply with these provisions will result in disciplinary action and/or immediate expulsion. Tuition refunds of any dismissal/termination, whether voluntary or involuntary, are outlined in the School Handbook. Dismissal and/or termination do not relieve a student of his or her obligations under the Enrollment Agreement.

### **Policy On Disabilities**

The School complies with all provisions of the Americans with Disabilities Act, the West Virginia Human Rights Act, and Section 504 of the Rehabilitation Act of 1973. No qualified person, by reason of disability, will be excluded from enrolling in a program of instruction in the School. However, any person with a disability seeking admission should be aware that the courses/programs require a high degree of dexterity. If testing alternatives or modifications are necessary due to a disability, we will try to accommodate those requests.

### **Emergency Action Plan**

During orientation students are instructed on the school's emergency action plan, the operation and location of all fire extinguishers, emergency exits and the schools alarm system. Once an emergency has been established, all staff and students will be informed to evacuate the building using the nearest emergency exit. After exiting the building all staff and students will gather at the furthest end of the parking lot located closest to the interstate, at this time, instructors will do a roll call to ensure that all

# The Palm Beauty Academy

## 2023 Student Handbook

students are out of the building. Students may not leave this area or return inside until instructed to do so. Please take a few minutes to familiarize yourself with evacuation routes, extinguishers, and exit signs.

### **Family Educational Rights and Privacy Act of 1974 (FERPA)**

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond the high school level. Students to whom the rights have transferred are "eligible students."

- Parents or eligible students have the right to inspect and review the student's education records maintained by the school. Schools are not required to provide copies of records unless, for reasons such as great distance, it is impossible for parents or eligible students to review the records. Schools may charge a fee for copies.
- Parents or eligible students have the right to request that a school correct record, which they believe to be inaccurate or misleading. If the school decides not to amend the record, the parent or eligible student then has the right to a formal hearing. After the hearing, if the school still decides not to amend the record, the parent or eligible student has the right to place a statement with the record setting forth his or her view about the contested information.

Generally, schools must have written permission from the parent or eligible student in order to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):

- School officials with legitimate educational interest;
- Other schools to which a student is transferring;
- Specified officials for audit or evaluation purposes;
- Appropriate parties in connection with financial aid to a student;
- Organizations conducting certain studies for or on behalf of the school;
- Accrediting organizations;
- To comply with a judicial order or lawfully issued subpoena;
- Appropriate officials in cases of health and safety emergencies; and
- State and local authorities, within a juvenile justice system, pursuant to specific State law.

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

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

### **CERTIFICATION STATEMENT REGARDING INFORMATION AND POLICIES**

The information and policies contained in this Handbook are true in content and policy. The Palm Beauty Academy enforces the policies pertaining to progress, standards, and regulations.

### **Administrative Listing**

Tammy Bolland: Owner, School Manager  
Bryan Bradford: Owner, Administrator

### **Faculty Listing**

Quentena Ellis: Cosmetology Instructor  
Susan Foster-Hizer: Nail & Cosmetology Instructor  
Allyson Foster: Aesthetician Instructor

### **School Information**

The Palm Beauty Academy  
314 Goff Mountain Rd. Suite 2  
Cross Lanes, WV 25313  
304-982-4487

### **State Licensing Agency**

State of West Virginia Board of Barbers and Cosmetologists  
1201 Dunbar Avenue  
Dunbar, WV 25064  
Phone: (304)558-2924

### **School Licensing Agency**

West Virginia Council for Community and Technical College Education  
1018 Kanawha Boulevard, East, Suite 700  
Charleston, WV 25301  
Phone: (304)558-0265

## **COSMETOLOGY (See Appendix A)**

Each student shall be required to complete the following number of Theory Work hours in Column I as well as Practical Work hours listed in Column II in Appendix A.

A student shall complete a course of study consisting of a minimum of 1,800 clock hours divided as specified in Appendix A to become licensed as a cosmetologist; and

A cosmetology student shall have at least 300 clock hours before working on the general public in a licensed school.

## **MANICURING (See Appendix B)**

Each student shall be required to complete the following number of Theory Work hours in Column I as well as Practical Work hours listed in Column II in Appendix B.

A student shall complete a course of study consisting of a minimum of 400 clock hours divided as specified in Appendix B to become a licensed manicurist.

A manicuring student shall have at least 150 clock hours before working on the general public in a licensed school.

## **AESTHETICS (See Appendix C)**

Each student shall be required to complete the following number of Theory Work hours in Column I as well as Practical Work hours listed in Column II in Appendix C.

A student shall complete a course of study consisting of a minimum of 600 clock hours divided as specified in Appendix C to become a licensed aesthetician.

An aesthetic student shall have at least 200 clock hours before working on the general public in a licensed school.

## **HAIR STYLIST (See Appendix D)**

Each student shall be required to complete the following number of Theory Work hours in Column I as well as Practical Work hours listed in Column II in Appendix D.

A student shall complete a course of study consisting of a minimum of 1,000 clock hours divided as specified in Appendix D to become a licensed hair stylist.

A hair stylist student shall have at least 250 clock hours before working on the general public in a licensed school.

## ***APPENDIX A: COSMETOLOGY***

<b>General Professional Information</b>	<u><b>Theory Work</b></u>	<u><b>Practical Work</b></u>
	100 clock hours	0 clock hours
<p>In this section, students will learn:</p> <ul style="list-style-type: none"> <li>• Professional Development</li> <li>• Effective Communication</li> <li>• Human Relations</li> <li>• Business Management/Ownership</li> <li>• State Law</li> <li>• Sanitation in the Licensed Facility</li> <li>• Sanitation Processes and Guidelines</li> <li>• First Aid</li> <li>• General Infection Control</li> </ul>		

<b>The Science of Cosmetology</b>	<u><b>Theory Work</b></u>	<u><b>Practical Work</b></u>
	200 clock hours	50 clock hours
<p>In this section, students will learn:</p> <ul style="list-style-type: none"> <li>• Infection Control Specifically for Cosmetology</li> <li>• General Anatomy and Physiology</li> <li>• Skin Diseases and Disorders and Structure</li> <li>• Properties of the Hair and Scalp</li> <li>• Basics of Chemistry</li> <li>• Basics of Electricity</li> </ul>		

<b>Professional Cosmetology</b>	<u><b>Theory Work</b></u>	<u><b>Practical Work</b></u>
	50 clock hours	400 clock hours
<p>In this section, students will learn:</p> <ul style="list-style-type: none"> <li>• Principles of Hair Design</li> <li>• Scalp Care, Shampooing, and Conditioning</li> <li>• Haircutting</li> <li>• Hairstyling</li> <li>• Braiding and Extensions</li> <li>• Wigs and Hair Additions.</li> </ul>		

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<b>Chemicals</b>	<b><u>Theory Work</u></b> 100 clock hours	<b><u>Practical Work</u></b> 100 clock hours
In this section, students will learn: <ul style="list-style-type: none"><li>• Chemical Texture Services</li><li>• Hair Coloring</li></ul>		

<b>The Science of Aesthetics</b>	<b><u>Theory Work</u></b> 117 clock hours	<b><u>Practical Work</u></b> 50 clock hours
In this section, students will learn: <ul style="list-style-type: none"><li>• Infection Control Specifically for Aesthetics</li><li>• General Anatomy and Physiology</li><li>• Basics of Chemistry</li><li>• Basics of Electricity</li><li>• Basics of Nutrition</li></ul>		

<b>Skin Sciences</b>	<b><u>Theory Work</u></b> 40 clock hours	<b><u>Practical Work</u></b> 90 clock hours
In this section, students will learn: <ul style="list-style-type: none"><li>• Physiology and Histology of the Skin</li><li>• Disorders and Diseases of the Skin</li><li>• Skin Analysis</li><li>• Skin Care Products: Chemistry, Ingredients and Selection</li></ul>		

# The Palm Beauty Academy

2023 Student Handbook

<b>General Aesthetics</b>	<b><u>Theory Work</u></b>	<b><u>Practical Work</u></b>
	36 clock hours	167 clock hours
<b>In this section, students will learn:</b> <ul style="list-style-type: none"><li>• The Treatment Room</li><li>• Basic Facial</li><li>• Facial Massage</li><li>• Hair Removal</li><li>• Advance Topics and Treatments</li><li>• Makeup</li></ul>		

<b>The Science of Nail Technology</b>	<b><u>Theory Work</u></b>	<b><u>Practical Work</u></b>
	64 clock hours	10 clock hours
<b>In this section, students will learn:</b> <ul style="list-style-type: none"><li>• Infection Control Specifically for Nail Technicians</li><li>• General Anatomy and Physiology</li><li>• Skin Structure and Growth</li><li>• Nail Structure and Growth</li><li>• Nail Diseases and Disorders</li><li>• Basics of Chemistry</li><li>• Nail Product Chemistry</li><li>• Electricity</li></ul>		

<b>Basic Procedures</b>	<b><u>Theory Work</u></b>	<b><u>Practical Work</u></b>
	12 clock hours	80 clock hours
<b>In this section, students will learn:</b> <ul style="list-style-type: none"><li>• Pre and Post Service Procedures</li><li>• Handling and Exposure Incidents</li><li>• Performing Basic Manicures and Pedicures</li><li>• Hand, Arm, Foot, and Leg Messages</li><li>• Disinfecting Tools and Implements</li><li>• Wraps, Tips, Paraffin Wax Treatments</li><li>• Polishing, UV Gel, and Design</li></ul>		

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<b>The Art of Nail Technology</b>	<u><b>Theory Work</b></u> 21 clock hours	<u><b>Practical Work</b></u> 113 clock hours
<p><b>In this section, students will learn:</b></p> <ul style="list-style-type: none"><li>• Advanced Manicuring and Pedicuring</li><li>• Electric Filing</li><li>• Nail Tips and Wraps</li><li>• Monomer Liquid and Polymer Powder Nail Enhancements</li><li>• UV Gels</li><li>• Creative Design</li></ul>		

## **Physical Demands**

The cosmetologist physical stamina is important due the majority of shifts conducted while standing. Physically evaluating arms for extended periods of time, including the ability to reach and operate equipment are standard practices of the cosmetologist.

## **Professional Demands**

Cosmetologists must effectively interact with peers and clients, verbally communicate client concerns and desired services, appropriately monitor progress toward client goals, and adapt to the workplace environment to deliver services and treatments.

## **Safety Demands**

Protective clothing, including gloves and aprons, is often required due to prolonged exposure to some chemicals that may cause skin irritation. Safe movement and appropriate use of equipment and supplies with sharp edges is critical of the cosmetologist.



## ***APPENDIX B: MANICURING***

<b>General Professional Information</b>	<u><b>Theory Work</b></u>	<u><b>Practical Work</b></u>
	100 clock hours	0 clock hours
<p>In this section, students will learn:</p> <ul style="list-style-type: none"> <li>• Professional Development</li> <li>• Effective Communication</li> <li>• Human Relations</li> <li>• Business Management/Ownership</li> <li>• State Law</li> <li>• Sanitation in the Licensed Facility</li> <li>• Sanitation Processes and Guidelines</li> <li>• First Aid</li> <li>• General Infection Control</li> </ul>		

<b>The Science of Nail Technology</b>	<u><b>Theory Work</b></u>	<u><b>Practical Work</b></u>
	64 clock hours	10 clock hours
<p>In this section, students will learn:</p> <ul style="list-style-type: none"> <li>• Infection Control Specifically for Nail Technicians</li> <li>• General Anatomy and Physiology</li> <li>• Skin Structure and Growth</li> <li>• Nail Structure and Growth</li> <li>• Nail Diseases and Disorders</li> <li>• Basics of Chemistry</li> <li>• Nail Product Chemistry</li> <li>• Electricity</li> </ul>		

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<b>Basic Procedures</b>	<b><u>Theory Work</u></b>	<b><u>Practical Work</u></b>
	12 clock hours	80 clock hours
<b>In this section, students will learn:</b> <ul style="list-style-type: none"><li>• Pre and Post Service Procedures</li><li>• Handling and Exposure Incidents</li><li>• Performing Basic Manicures and Pedicures</li><li>• Hand, Arm, Foot, and Leg Massages</li><li>• Disinfecting Tools and Implements</li><li>• Wraps, Tips, Paraffin Wax Treatments</li><li>• Polishing, UV Gel, and Design</li></ul>		

<b>The Art of Nail Technology</b>	<b><u>Theory Work</u></b>	<b><u>Practical Work</u></b>
	21 clock hours	113 clock hours
<b>In this section, students will learn:</b> <ul style="list-style-type: none"><li>• Advanced Manicuring and Pedicuring</li><li>• Electric Filing</li><li>• Nail Tips and Wraps</li><li>• Monomer Liquid and Polymer Powder Nail Enhancements</li><li>• UV Gels</li><li>• Creative Design</li></ul>		

## Physical Demands

The manicurist must have the ability to repeat the same movements, sit for long periods of time and use their hands to handle, control, or feel objects, tools, or controls.

## Professional Demands

Manicurists must effectively interact with peers and clients, verbally communicate client concerns and desired services, make quick, precise adjustments to machine controls, and see differences between colors, shades, and brightness.

## Safety Demands

The manicurist should wear protective clothing, including gloves and face masks. Safe movement and appropriate use of equipment and supplies with sharp edges is critical.

## APPENDIX C: AESTHETICS

<b>General Professional Information</b>	<u><b>Theory Work</b></u>	<u><b>Practical Work</b></u>
	100 clock hours	0 clock hours
<p>In this section, students will learn:</p> <ul style="list-style-type: none"> <li>• Professional Development</li> <li>• Effective Communication</li> <li>• Human Relations</li> <li>• Business Management/Ownership</li> <li>• State Law</li> <li>• Sanitation in the Licensed Facility</li> <li>• Sanitation Processes and Guidelines</li> <li>• First Aid</li> <li>• General Infection Control</li> </ul>		

<b>The Science of Aesthetics</b>	<u><b>Theory Work</b></u>	<u><b>Practical Work</b></u>
	117 clock hours	50 clock hours
<p>In this section, students will learn:</p> <ul style="list-style-type: none"> <li>• Infection Control Specifically for Aesthetics</li> <li>• General Anatomy and Physiology</li> <li>• Basics of Chemistry</li> <li>• Basics of Electricity</li> <li>• Basics of Nutrition</li> </ul>		

<b>Skin Sciences</b>	<u><b>Theory Work</b></u>	<u><b>Practical Work</b></u>
	40 clock hours	90 clock hours
<p>In this section, students will learn:</p> <ul style="list-style-type: none"> <li>• Physiology and Histology of the Skin</li> <li>• Disorders and Diseases of the Skin</li> <li>• Skin Analysis</li> <li>• Skin Care Products: Chemistry, Ingredients and Selection</li> </ul>		

General Aesthetics	<u>Theory Work</u> 36 clock hours	<u>Practical Work</u> 167 clock hours
<p>In this section, students will learn:</p> <ul style="list-style-type: none"><li>• The Treatment Room</li><li>• Basic Facial</li><li>• Facial Massage</li><li>• Hair Removal</li><li>• Advance Topics and Treatments</li><li>• Makeup</li></ul>		

### Physical Demands

The aesthetician physical stamina is important due the majority of shifts conducted while standing. Physically evaluating arms for extended periods of time, including the ability to reach and operate equipment are standard practices of the aesthetician.

### Professional Demands

Aestheticians must effectively interact with peers and clients, verbally communicate client concerns and desired services, appropriately monitor progress toward client goals, and adapt to the workplace environment to deliver services and treatments.

### Safety Demands

Protective clothing, including gloves and aprons, is often required due to prolonged exposure to some chemicals that may cause skin irritation. Safe movement and appropriate use of equipment and supplies with sharp edges is critical of the aesthetician.

## APPENDIX D: HAIR STYLISTS

<b>General Professional Information</b>	<b>Theory Work</b>	<b>Practical Work</b>
	100 clock hours	0 clock hours
<p>In this section, students will learn:</p> <ul style="list-style-type: none"> <li>• Professional Development</li> <li>• Effective Communication</li> <li>• Human Relations</li> <li>• Business Management/Ownership</li> <li>• State Law</li> <li>• Sanitation in the Licensed Facility</li> <li>• Sanitation Processes and Guidelines</li> <li>• First Aid</li> <li>• General Infection Control</li> </ul>		
<b>The Science of Cosmetology</b>	<b>Theory Work</b>	<b>Practical Work</b>
	200 clock hours	50 clock hours
<p>In this section, students will learn:</p> <ul style="list-style-type: none"> <li>• Infection Control Specifically for Cosmetology</li> <li>• General Anatomy and Physiology</li> <li>• Skin Diseases and Disorders and Structure</li> <li>• Properties of the Hair and Scalp</li> <li>• Basics of Chemistry</li> <li>• Basics of Electricity</li> </ul>		
<b>Professional Cosmetology</b>	<b>Theory Work</b>	<b>Practical Work</b>
	50 clock hours	400 clock hours
<p>In this section, students will learn:</p> <ul style="list-style-type: none"> <li>• Principles of Hair Design</li> <li>• Scalp Care, Shampooing, and Conditioning</li> <li>• Haircutting</li> <li>• Hairstyling</li> <li>• Braiding and Extensions</li> <li>• Wigs and Hair Additions.</li> </ul>		

Chemicals	Theory Work	Practical Work
In this section, students will learn: <ul style="list-style-type: none"><li>• Chemical Texture Services</li><li>• Hair Coloring</li></ul>	100 clock hours	100 clock hours

## Physical Demands

The hair stylist physical stamina is important due the majority of shifts conducted while standing. Physically evaluating arms for extended periods of time, including the ability to reach and operate equipment are standard practices of the hair stylist.

## Professional Demands

Hair Stylists must effectively interact with peers and clients, verbally communicate client concerns and desired services, appropriately monitor progress toward client goals, and adapt to the workplace environment to deliver services and treatments.

## Safety Demands

Protective clothing, including gloves and aprons, is often required due to prolonged exposure to some chemicals that may cause skin irritation. Safe movement and appropriate use of equipment and supplies with sharp edges is critical of the hair stylist.

## **Student Handbook Acknowledgement Form**

The Palm Beauty Academy Student Handbook contains policies with regard to attendance, dress code, cell phones, student conduct expectations and discipline management, grading/reporting/testing, information, and more.

### **STUDENT ACKNOWLEDGEMENT:**

I, \_\_\_\_\_ hereby confirm that I have access to or have received a copy of The Palm Beauty Academy Student Handbook, and further understand the responsibilities expected of students; the policies, procedures, rules, regulations and practices as stated in this document; and, that all students will be held accountable for their behavior and may be subject to disciplinary actions listed in the handbook. By signing this document, I acknowledge that I have received, read, and agree with the contents listed in The Palm Beauty Academy Student Handbook.

Student Printed Name: \_\_\_\_\_

Student Signature: \_\_\_\_\_

Parent Printed Name (if minor): \_\_\_\_\_

Parent Signature (if minor): \_\_\_\_\_

Date: \_\_\_\_\_

***Disclaimer:*** The Palm Beauty Academy reserves the right to make changes to this document at any given time. You will be notified of any changes that are made.