

# LETTER FROM THE PRESIDENT

## Welcome to



If your goal is to receive quality education and training in your chosen career, then Milan Institute, furthermore, also known as Milan Institute or Milan, is here to assist you. Our primary objective is to provide the education, training, and job placement assistance that you will need to succeed in your new field.

Our faculty members offer academic credentials with many years of training and work experience in their areas of specialization. Our administrative staff is committed to providing the individual attention every student needs. Most importantly, our team has the enthusiasm to motivate our students to increase their knowledge, skill level and employability.

We invite you to make an appointment to visit our campus and talk to one of our Admissions Representatives. We are confident that Milan Institute offers the training you need to reach your career goals.

Our reputation is based on your success.

Gary Yasuda, President  
Amarillo College of Hairdressing, Inc. d/b/a Milan Institute

### Catalog Campus

**Milan Institute  
Branch Campus  
Main BPPE Campus  
731A W. Shaw Avenue,  
Clovis, CA 93612  
(559) 323-2800**

*The program(s) listed in this catalog apply to only this campus. Please refer to the catalog designated for a particular campus for programs offered at other locations.*

### Additional Locations

Milan Institute  
Branch Campus  
780 Loughborough Drive  
Merced, CA 95340  
(209) 230-9420

Milan Institute  
Branch Campus  
2822 "F" Street  
Bakersfield, CA 93301  
(661) 335-5900

Milan Institute  
Branch Campus  
710 South Tonopah Drive  
Las Vegas, NV 89106  
(702) 671-4242

Milan Institute  
Additional Space  
790 Loughborough Drive  
Merced, CA 95340  
(209) 230-9420

Milan Institute  
Main Campus  
6804 Ingram Road  
San Antonio, TX 78238  
(210) 647-5100

Milan Institute  
Branch Campus  
9050 W. Overland Rd.  
Suite 200  
Boise, ID 83709  
(208) 965-8140

[www.milaninstitute.edu](http://www.milaninstitute.edu)

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**Please note, not all programs are offered at each location, or may not be offered at this time.  
Please check with the Admissions Department for more information on class availability.**

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement. You will be provided an electronic copy of this catalog through email prior to enrollment. This catalog is also available to any interested party on Milan Institute's website: [www.milanintitute.edu](http://www.milanintitute.edu)

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 17 47 N. Market Blvd. Ste 225 Sacramento, CA 95834, [www.bppe.ca.gov](http://www.bppe.ca.gov)  
Toll-free telephone number (888) 370-7589 or by Fax (916) 263-1897

This catalog is updated annually.

**Catalog effective dates January 1, 2023 – December 31, 2023**

# **ABOUT MILAN INSTITUTE**

## **MISSION STATEMENT**

Our mission is to meet the needs of students and employers by offering quality short term educational programs in career fields with solid growth potential.

## **PHILOSOPHY AND OBJECTIVES**

Milan Institute recognizes that people attend college for a variety of reasons—from increasing their knowledge to enhancing their skills and employability. The principal objective of Milan Institute is to promote a high level of distinction in its faculty, students, and educational programs. Only through quality training will the school produce graduates of all courses who will not only be successful but will also be of service to their community. The course of study and activities are designed to provide a solid foundation from which our graduates may take advantage of the many opportunities available in the worlds of cosmetology, business, and health. We understand our obligation to our students, alumni, and community, and constantly seek more effective ways to meet these commitments.

## **HISTORY**

**May 1968:** Jess Prince purchased Amarillo College of Hairdressing.

**May 1988:** Amarillo College of Hairdressing moved to its current location at 2400 East 27th Avenue, Amarillo, TX 79103. Mr. Prince was president of the Texas Association of Cosmetology Schools. He was a salon owner for 27 years and a school owner for 32 years.

**1993:** Robert and Mary Fikes opened Fikes Beauty Academy located at 8004 Crosscreek, San Antonio, TX 78218.

**1996:** Bich-Ha, Luan Nguyen, Ann Vasquez, and Rosie Vasquez-Moncada opened Texas Beauty College on Loop 410 in San Antonio, TX.

**November 1999:** Michael and Linda Gore purchased Everett Beauty Academy.

**January 2002:** Gary Yasuda and James M. Yasuda purchased Amarillo College of Hairdressing, Inc. from Mr. Prince. The Yasudas own and operate private postsecondary schools in Texas, Idaho, Washington, Nevada, and California. The Yasudas changed the school's name from Amarillo College of Hairdressing to Amarillo College of Beauty.

**November 2003:** Amarillo College of Hairdressing, Inc. purchased Fikes Beauty Academy as a main campus.

**November 2003:** Amarillo College of Hairdressing, Inc. changed the school's name from Fikes Beauty Academy to Texas Beauty College.

**January 2004:** Amarillo College of Hairdressing, Inc. purchased Texas Beauty College on Loop 410 in San Antonio, TX as a main campus.

**January 2005:** Amarillo College of Hairdressing, Inc. purchased Everett Beauty Academy as a main campus.

**March 2005:** Amarillo College of Hairdressing, Inc. changed the school's name from Texas Beauty College located on Loop 410 in San Antonio, TX to Milan Institute of Cosmetology.

**March 2005:** Amarillo College of Hairdressing, Inc. changed the school's name from Everett Beauty Academy to Milan Institute of Cosmetology

**March 2005:** Texas Beauty College moved from 8004 Crosscreek to its current location at 5403 A Walzem Rd., San Antonio, TX 78218.

**March 2005:** Amarillo College of Hairdressing, Inc. changed the school names from Amarillo College of Beauty and Texas Beauty College located on 5403 Walzem Rd., San Antonio, TX 78218 to Milan Institute of Cosmetology.

**December 2005:** Amarillo College of Hairdressing, Inc. d/b/a Milan Institute opened a branch campus at 731 A West Shaw Avenue, Clovis, CA 93612.

**October 2006:** Amarillo College of Hairdressing, Inc. d/b/a Milan Institute of Cosmetology opened a branch campus at 605 SW Military Drive, San Antonio, TX 78221.

**August 2007:** Amarillo College of Hairdressing, Inc. d/b/a Milan Institute of Cosmetology opened a branch campus at 934 Missouri Street, Fairfield, CA 94533.

**January 2008:** Amarillo College of Hairdressing, Inc. d/b/a Milan Institute of Cosmetology opened a branch campus at 3238 South Fairway, Visalia, CA 93277.

**April 2008:** Amarillo College of Hairdressing, Inc. d/b/a Milan Institute of Cosmetology opened a branch campus at 1050 Matley Lane, Reno, NV 89502.

**September 2008:** Amarillo College of Hairdressing, Inc. d/b/a Milan Institute opened a branch campus at 2150 John Glenn Drive, Concord, CA 94520

**January 2009:** James M. Yasuda, O.D., retired from ACH, Inc.

**May 2009:** Amarillo College of Hairdressing, Inc. d/b/a Milan Institute opened a branch campus at 2822 "F" Street, Bakersfield, CA 93301.

**August 2010:** Amarillo College of Hairdressing, Inc. d/b/a Milan Institute of Cosmetology opened a branch campus at 1580 George Dieter #207, El Paso, TX 79936.

**August 2010:** Amarillo College of Hairdressing, Inc. d/b/a Milan Institute opened a branch campus at 1021 W. Hemingway, Nampa, ID 83651.

**June 2011:** Amarillo College of Hairdressing, Inc. d/b/a Milan Institute opened a branch campus at 710 South Tonopah Drive, Las Vegas, NV 89106.

**January 2012:** Golden State Business College, Inc. d/b/a Milan Institute and Academy of Court Reporting, Inc. d/b/a Milan Institute merged with Amarillo College of Hairdressing, Inc. d/b/a Milan Institute and Milan Institute of Cosmetology.

**April 2013:** Amarillo College of Hairdressing, Inc. d/b/a Milan Institute opened a branch campus at 780 Loughborough Drive, Merced, CA 95340.

**March 2015:** Milan Institute opened a branch campus at 3115 N. Sillect, Bakersfield, CA 93308.

**October 2015:** Milan Institute relocated its branch campus in Clovis to 255 W Bullard Avenue, Fresno, CA 93704.

**August 2021:** Milan Institute relocated its branch campus in Fresno to 731 Shaw Avenue, Clovis, CA 93612.

## **GOVERNING BODY**

Amarillo College of Hairdressing, Inc. (ACH) is a Texas corporation doing business as Milan Institute and Milan Institute of Cosmetology. ACH owns and operates schools in Clovis, Bakersfield and Merced, California; San Antonio, Texas; and Las Vegas, Nevada.

## **APPROVALS AND ACCREDITATION**

Amarillo College of Hairdressing, Inc., d/b/a Milan Institute, is licensed by the:

### **Board of Barbering and Cosmetology (BBC)**

P.O. Box 944226

Sacramento, CA 94244

(800) 952-5210 / FAX: (916) 7281

Amarillo College of Hairdressing, Inc., d/b/a Milan Institute, is accredited by the:

### **Council on Occupational Education (COE)**

7840 Roswell Road, Building 300, Suite 325

Atlanta, GA 30350

(770) 396-3898

FAX (770) 396-3790

[www.council.org](http://www.council.org)

## **State of California**

Amarillo College of Hairdressing, Inc., d/b/a Milan Institute and Milan Institute of Cosmetology is a private institution with approval to operate in the State of California based on provisions of the California Private Postsecondary Education Act (CPPEA) of 2009, which is effective January 1, 2010. Milan Institute in Clovis, CA; Milan Institute in Bakersfield, CA; and Milan Institute in Merced, CA under Section 94802(a) of CPPEA, under Section 94890(a)(1) of CPPEA, will by operation of law, be approved to operate by means of accreditation until March 20, 2025. The act is administered by the Bureau for Private Postsecondary Education, under the Department of Consumer Affairs.

### **Bureau for Private Postsecondary Education**

P.O. Box 980818  
West Sacramento, CA 95798  
(916) 431-6959  
[www.bppe.ca.gov](http://www.bppe.ca.gov)

## **RECOGNITION**

### **U.S. Department of Education**

Milan Institute is authorized to participate in Title IV programs for student financial aid assistance per the Higher Education Act of 1965, as amended by the U.S. Department of Education.

## **SPECIALIZED APPROVALS**

Some programs at Milan Institute in Las Vegas, NV may be approved for the training of Veterans and eligible persons under provisions of Title 38, United States Code. The admissions office has a list of veteran approved programs.

## **MEMBERSHIPS**

Milan Institute or its faculty holds memberships in the following organizations: American Medical Technologists (AMT). This campus is an assigned school with the California Massage Therapy Council (CAMTC) and has sought this approval voluntarily (school code SCH0036). Upon successful completion of the program, students are encouraged to apply to CAMTC for certification to enhance their credentials for licensing and employment in California.

## **FACULTY**

Milan institute faculty members have industry and/or professional experience coupled with the appropriate academic credentials to support the mission of the institution. In addition to meeting the educational requirements for the program, each instructor is committed to the success of each student. A list of our faculty members can be found in the catalog insert.

## **FACILITIES**

All course instruction occurs at Milan Institute, located at 731 Shaw Avenue, Clovis, CA 93612. The facility consists of 22,349 sq. ft. with facility occupancy level accommodating 540 people. Milan Institute facilities include separate classrooms, clinic floors, dispensary, locker area, break room, and administrative offices.

## **STUDENT HOUSING**

Milan Institute does not have student housing facilities. Although it is the student's responsibility to find living accommodations, the Institution will help locate lodging for any student needing assistance. Available lodging may include rooms in private homes, apartments, and rental houses. The approximate cost for housing in the area is \$538 per month.



**CATALOG INSERTS**

See the inserts for current information related to the school calendar, tuition, and fees, listing of staff and faculty and other updates made in between postings of new catalogs.

**CHANGES BY THE SCHOOL**

To maintain an innovative approach to continuing education, Milan Institute reviews its policies and curriculum periodically and makes necessary revisions. Milan Institute reserves the right to change the programs offered, start dates, tuition rates, fees, admissions policies, attendance requirements, and other rules concerning the school. These changes will follow the regulations of government agencies which monitor the school. Milan Institute reserves the right to conduct operations and instruction remotely as necessary. The college expects its students to have knowledge of the information presented in this catalog and in other school publications, notices, and updates.

**OFFICIAL STATEMENT**

All information in this catalog is current, true, and correct at the time of printing. This catalog outlines the rules, regulations, admission policies, academic policies, curriculum, tuition, fees, financial aid policies, graduation, requirements, and other information regarding programs offered at Milan Institute. Policies herein may be superseded by policy changes. This catalog is part of the contract between the college and the student. Milan Institute reserves the right to make changes in any policies, procedures, tuition, fees, programs, or start dates at any time. Milan Institute is a private postsecondary institution and is not a public institution.

**BANKRUPTCY STATEMENT**

This institution does not have a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, or has not had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code.

# **ADMISSIONS INFORMATION**

## **ADMISSIONS POLICY**

Admission into the school's **Medical Assisting, Massage Therapy, Advanced Cosmetology, Cosmetology, Barbering, Esthetician, and Manicurist Programs** require that the prospective student have a high school diploma or have a High School Equivalency Diploma (HSED). Documents from HiSET and TASC are acceptable as High School equivalents but must be reviewed and approved by Senior Director of Admissions.

Admission into the school's programs requires the applicant to present a copy of the HS diploma, HSED certificate, or transcripts showing high school completion.

Additionally, Milan Institute accepts the following as proof of eligibility:

- Passing a U. S. Department of Education approved Ability to Benefit Test (ATB). Please see the Ability to Benefit (ATB) Admissions Policies for further information.
- Enroll in the Eligible Career Pathway Program (ECP).

Admissions into the school's programs require the applicant to present a copy of the high school diploma, HSED certificate or transcripts showing high school completion or successful enrollment in the ECP.

Admission procedures include individual advising, explanation of course descriptions, appointment with financial aid, enrollment, a tour of the campus, and orientation to the school regarding the policies, regulations, and requirements for the various classes.

Upon acceptance and before entering classes, the applicant must complete an enrollment agreement. Students under the age of 18 must have a parent or guardian sign the enrollment agreement. The enrollment agreement and the catalog detail the student's and the school 's obligations. The final decision to admit an applicant rests with the school's administration.

Prospective **Advanced Cosmetology, Cosmetology, Barbering, Esthetician, and Manicurist Program** students must be beyond the age of compulsory school attendance and must be 17 years old upon completion of their program.

Prospective **Medical Assisting and Massage Therapy Program** students must be beyond the age of compulsory school attendance and must be 18 years old upon completion of their program. **Massage Therapy** students in the state of California must provide valid government-issued photo identification i.e., drivers' license, passport, etc. for their student file PRIOR to end of cancellation period.

Re-enrollment or re-entrance will be approved only after evidence is shown to the director's satisfaction that conditions which caused the interruption or unsatisfactory progress have been corrected. Re-entering students return to the institution in the same progress status as when they left.

## **ECP ENROLLMENT PROCESS**

The ECP allows Ability to Benefit (ATB) Students to concurrently enroll in an Adult Education school, which may lead to a High School Diploma (or equivalent), and a post-Secondary school offering Career Pathway Programs.

Before enrollment, a prospective ATB student who is not a high school graduate or has not passed the GED and is seeking admission into an ATB eligible program must take and pass an independently administered, nationally standardized test recognized and approved by the United States Department of Education (DOE) that measures basic skills in reading and arithmetic.

Students who pass the ATB and enroll in an ECP, must follow all the policies and procedures in this catalog.

# **Eligible Career Pathway Program (ECPP)**

## **ECPP OVERVIEW**

Milan Institute has developed ECPPs which:

1. Concurrently enroll students in connected adult education and eligible postsecondary programs.
2. Provides students with counseling and supportive services to identify and attain academic and career goals.
3. Provides structured course sequences that are articulated and contextualized and allow students to advance to higher levels of education and employment.
4. Provides opportunities for acceleration for students to attain recognized postsecondary credentials, including industry-relevant certifications.
5. It is organized to meet the needs of adults.
6. It is aligned with the education and skills needed for the regional economy.
7. Has been developed and implemented in collaboration with partners in business, workforce, and economic development.

## **CAREER PATHWAY PROGRAMS**

Milan Institute has identified the following Eligible Career Pathway Programs, which align with the needs of industries in the Clovis, California geographic areas:

- Advanced Cosmetology
- Barbering
- Cosmetology
- Esthetician
- Manicurist
- Massage Therapy
- Medical Assisting

## **ELIGIBLE CAREER PATHWAY PROGRAM (ECPP)**

Students enrolled in an ECPP will be concurrently enrolled in one of the college's qualified vocational training programs and the Adult Education Program offered through C4L Academy. The goal is for the student to be able to work towards earning an Adult Education high school diploma while being able to work towards completing a Milan Institute vocational training program concurrently. The Adult Education program is offered by an approved adult education service provider (C4L Academy) and not by Milan Institute.

The student is required to attend the Adult Education Program classes and is expected to participate in those classes. The Adult Education Program is offered remotely online. The ECPP Coordinator will monitor participation and partner with Education to meet with the student as needed to provide academic advising. See specific details below under ECPP Participation Requirements & ECPP Withdrawal.

Milan Institute does not guarantee ECPP students will receive a high school diploma (or its equivalent), earn any industry certifications that are part of their Vocational Program, or graduate from Milan Institute.

Completing the vocational component of the program is not a condition for receiving a high school diploma.

## **ECPP PARTICIPATION REQUIREMENTS & CONCURRENT DISMISSAL**

If a student does not log in to the C4L Academy portal to create a student account within 72 hours of enrolling with C4L, the student will automatically be canceled from the ECPP and Milan Institute's Vocational Program.

ECPP students who fail to participate in either the Adult Education or Vocational component of their ECPP program for 14 consecutive calendar days will be dismissed from their ECPP. Participation in the Adult Education Program is defined as completing any educational activity – where participation in the Vocational program is defined by Milan Institute's Satisfactory Academic Progress (SAP) and Attendance policies.

On the 14<sup>th</sup> consecutive calendar day missed, the student will be withdrawn from the Milan Institute.

During the program, if a student does not log into the Adult Education component for 7 consecutive calendar days, the student will be issued a documented ECPP participation advisement.

If a student fails to meet the college's Satisfactory Academic Progress Policies, they will be withdrawn from Milan Institute.

**Dismissal from the Adult Education component of the ECPP for any reason shall result in dismissal from the Vocational component of the program.**

**ECPP Withdrawal:** Upon withdrawal, the student will be held to the same catalog-defined refund policy as non-ECPP participating students.

**Receiving the earned High School Diploma:** Although Milan Institute has designed ECPP requirements to promote the completion of the Adult Education component and a Milan Institute Vocational Program, the college does not guarantee that the student will receive a high school diploma or its equivalent.

Completing the ECPP program's vocational component is not required to earn a high school diploma. Upon successful completion of the program's adult education component, the student may request a copy of their transcript directly from the adult education vendor.

### **ECPP RE-ADMISSION AND LEAVE OF ABSENCE (LOA)**

Withdrawn ECPP students wishing to re-enroll are subject to Milan Institute's Re-Admission Policy in addition to an interview to evaluate the student's ability to continue the Adult Education component of the ECPP.

Active ECPP students who take a Leave of Absence (LOA) from Milan Institute's Vocational Program can still participate in the Adult Education component of the ECPP remotely if they can; however, if the student is unable to participate in the Adult Education component while on a Leave of Absence (LOA) they will be expected to continue participation when they return to Milan Institute from their LOA.

Inactivity in the adult education component during an approved LOA or scheduled calendar breaks will not cause the student to be withdrawn from the college.

### **ECPP ADULT EDUCATION COMPUTER LAB**

Milan Institute provides ECPP Students with an on-campus space with WiFi and printer access to work through their Adult Education curriculum if they prefer to use our facility. The availability of this space is determined by campus operating hours.

The ECPP Adult Education component is offered online by an approved service provider and is self-directed. Students may work on the Adult Education curriculum off-campus via the internet.

### **TECHNOLOGY REQUIREMENTS**

Milan Institute and Milan Institute of Cosmetology use digital technology to check in and out of classes. Students will use a smart phone for checking in and out of class on campus, distance education, and externship (if applicable). Students will need a laptop, Chromebook (part of most programs books and supplies), or a desktop computer to participate in distance education as well as campus activities and assignments. Curriculum and instruction utilize digital technology for student engagement and participation.

The following are the technology requirements for all programs (hardware and software) that will be required to successfully complete the program:

Device Options:

Chromebook that is no more than 4 years old from date of manufacture, has at least 4GB RAM, and must be able to run Chrome 79 or newer.

Windows device that is no more than 5 years old from date of manufacture, uses Windows 10 Version 1809 or

newer, has at least 4GB RAM, and must be able to run Chrome 79 or newer. Mac device that is no more than 5 years old from date of manufacture, uses MacOS Sierra or newer, has at least 4GB RAM, and must be able to run Chrome 79 or newer. iOS device that is no more than 4 years old from date of manufacture, uses iOS 12 or newer, and Must be able to run Chrome 79 or newer. Android tablets and phones are not supported.

Internet Access must be at least 50Mbps download speed and at least 8Mbps upload speed. If using wireless internet access, it must be 802.11g or newer and have a RSSI signal strength no worse than -50.

## **EMPLOYMENT REQUIREMENTS**

Graduates from the school's Barbering program must obtain a barber operator license to be employed in the field. The requirements for obtaining a barber operator license are listed in the Academic Information – Cosmetology Related Programs section of this catalog.

Graduates from the school's Cosmetology program must obtain a cosmetology operator license to be employed in the field. The requirements for obtaining a cosmetology operator license are listed in the Academic Information – Cosmetology Related Programs section of this catalog.

Graduates from the school's Esthetician program must obtain an esthetician license to be employed in the field. The requirements for obtaining an esthetician license are listed in the Academic Information – Cosmetology Related Programs section of this catalog.

Graduates from the school's Manicurist program must obtain a manicurist license to be employed in the field. The requirements for obtaining a manicurist license are listed in the Academic Information – Cosmetology Related Programs section of this catalog.

Graduates from the school's Massage Therapy program must meet the following requirements to be employed in the field: at least 18 years of age and education in a program represented by the field. While graduates are eligible to obtain Certification as a Massage Therapist ("CMT") with the California Massage Therapy Council, licenses or permits are issued by California cities and counties. The cities and counties are not uniform in their standards. CMT is generally required to obtain a license or permit at the local level. Graduates are encouraged to contact the business licensing department of the cities or counties they are planning to work. Students should ask for a copy of the regulations for massage therapy in that area.

Graduates from the school's Medical Assisting program must meet the following requirements to be employed in the field: at least 18 years of age and education in a program represented by the field.

## **ENGLISH ONLY**

Milan Institute does not offer English as a Second Language instruction and all instruction will occur in English: therefore, all students must be able to read, write, speak, understand, and communicate in English at a high school level. Applicants from foreign countries where English is not the primary language must be proficient in English with a minimum TOEFL score of 450.

## **SCHOOL CALENDAR**

Qualified persons may enroll on any date the school's admissions office is open. New classes begin on a regularly scheduled basis. Actual start dates for the year may be obtained by contacting the school administration.

## **TRANSFER OF CREDIT TO MILAN INSTITUTE**

Incoming students may request credit for previous coursework or experiential training for any program offered by the school.

Courses from other training programs or educational institutions, as well as from the military and the workplace, will be considered and evaluated for transfer of credit if completed in the past 3 years. The program content for transferred courses must be comparable to the program in which the student will enroll.

A student requesting transfer of credit for previous coursework must have earned a grade of "C" or higher in that coursework, as documented by an official academic transcript and an original catalog description of the course from his/her former institution is required. No limits on the amount of credit for previous coursework or experience are set.

### *Transfer of Credit Administration Policy – All Programs Except Massage Therapy*

If a student is granted credit for previous training or experiential training, the relevant courses will not be assigned a letter grade but will be recorded with a grade of "pass," which will not affect the student's grade point average and will not affect this element of satisfactory progress.

At the discretion of the Education Leader, a student may be granted credit for previous training or experience and still be required to repeat a course in order to comply with the school's regular attendance and satisfactory progress policies. In this instance, the student will not be charged tuition for the transferred course. The maximum time frame of one and one-half times the course length is unaffected by transfer of credit.

Milan Institute will accept a maximum of 75% of the program credits or hours in transfer from another institution. Students requesting credit for previous coursework or experience are asked to notify their admissions representative during the enrollment process. The request will be forwarded to the Education Leader or Director, who will review documentation or arrange for testing as appropriate. The procedure will be completed prior to the student's first start date. There are no fees charged for evaluating or granting transfer of credit. Once a determination for granting credit has been made, tuition and fees will be adjusted prior to the start of class. Each student will need to meet with financial aid to determine eligibility. A negative determination may be appealed by contacting the School Director, whose decision is final.

Milan Institute will accept experiential training for modular programs (non-cosmetology related programs) only, excluding Massage Therapy. Applicants should inform their Admissions Representative of any potential experiential learning/training during the enrollment process. Milan staff will review any provided experiential training as it would apply to the course content. If the prior experience matches the course content, the student will take the applicable course assessments (technical and academic as applicable) to determine if they have retained at least 70% of the course content. If an applicant disagrees with the evaluation of their experiential training, the applicant may submit a written letter to the Director of Education within 5 days of the outcome of the evaluation explaining why the evaluation should be re-evaluated. Milan does not charge students to evaluate their prior education or experiential training.

### *Transfer of Credit Policy – Massage Therapy Only*

Incoming students may request credit for previous coursework from another program or another institution approved by the California Massage Therapy Council. Courses taken at schools that are not approved by the California Massage Therapy Council are not eligible for transfer. The program content for transferred courses must be comparable to the program in which the student will enroll. A student requesting transfer of credit for previous coursework must have earned a grade of "C" or higher in that coursework, as documented by an official academic transcript and an original catalog description of the course from his/her former institution. A student may not transfer in more than 250 clock hours into the program. Per the California Massage Therapy

Council, Massage Therapy students are not eligible to receive credit for challenge examinations, achievement tests, or experiential learning.

## **NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION**

The transferability of credits you earn at Milan Institute is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the educational program is also at the complete discretion of the institution to which you may seek to transfer. If the credits or certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Milan Institute to determine if your credits or certificate will transfer.

When requested Milan Institute will provide a student transcript and course outline to assist in the transfer process.

Milan Institute has not entered into any articulation of training agreements with other educational entities.

## **STUDENTS WHO TRANSFER BETWEEN PROGRAMS**

Students may transfer to different programs within the institution. Credits will be evaluated by the Education Leader or Campus Director and applied towards the new program, if applicable. To be eligible for transfer credit or hours, student must have successfully completed the class with a minimum grade of "C". If a student has completed or withdrawn from Milan Institute and wishes to enroll into a new program, the student will be treated as a new enrollment.

## **ABILITY TO BENEFIT**

In order to receive aid as an ATB student enrolling after July 1, 2012, the student must have previously established eligibility prior to July 1, 2012. For additional information on determining previously established eligibility for aid, please visit the Financial Aid office.

California Education Code (CEC) §94811 defines an ability-to-benefit (ATB) student as a student who does not have a certificate of graduation from a school providing secondary education, or a recognized equivalent of that certificate.

Under CEC §94904(a) an institution is required, prior to executing an enrollment agreement with an ATB student, to have the student take and pass an independently administered examination from the list of examinations prescribed by the United States Department of Education (USDE). This school accepts the following tests with passing scores and an effective date after the date provided below.

1. Test: Wonderlic Basic Skills Test (WBST) Verbal Forms VS-1 & VS-2  
Quantitative Forms QS-1 & QS-2. There are paper and pencil versions and online versions.  
Effective Date: July 1, 2015.  
Passing Scores: Verbal (200), Quantitative (210).  
Publisher: Wonderlic, Inc., 400 Lakeview Parkway, Suite 200, Vernon Hills, IL 60061.  
Contact: Mr. Chris Young.  
Telephone: (847) 247-2544, Fax (847) 680-9492.
2. Test: Spanish Wonderlic Basic Skills Test (Spanish WBST) Verbal Forms VS-1 & VS-2  
Quantitative Forms QS-1 & QS-2. There are paper and pencil versions and online versions.  
Effective Date: July 1, 2015.  
Passing Scores: Verbal (200), Quantitative (200).  
Publisher: Wonderlic, Inc., 400 Lakeview Parkway, Suite 200, Vernon Hills, IL 60061.  
Contact: Mr. Chris Young.  
Telephone: (847) 247-2544, Fax (847) 680-9492.
3. Test: \*\*ACCUPLACER Computer-adaptive tests and COMPANION ACCUPLACER Forms J and K:  
Reading Test, Writing Test, and Arithmetic Test

Passing Scores: Reading Test (233)\*\*, Writing Test (235)\*\*, Arithmetic (230)\*\*.

Publisher: The College Board, 250 Vesey Street, New York, New York 10281.

Contact: ACCUPLACER Program.

Telephone: (800) 607-5223, Fax (212) 253-4061.

4. Test: \*\*Texas Success Initiative (TSI) Assessment—Computer-adaptive tests and COMPANION TSI Forms T and V: Reading Placement Test, Writing Placement Test, Mathematics Placement Test  
Passing Scores: Reading Placement Test (336), Writing Placement Test (345), Mathematics Placement Test (326)  
Publisher: The College Board, 250 Vesey Street, New York, New York 10281.  
Contact: ACCUPLACER Program.  
Telephone: (800) 607-5223, Fax (212) 253-4061.

\*\* The ACCUPLACER test has been redesigned since it was listed as an approved test in the 2006 notice. TSI is a new addition to the list of approved ATB tests. These tests are provisionally approved. To move from provisional approval to full approval the test publisher must submit additional information as noted in the test agreement signed by the test publisher and the Department, no later than two years from the effective date of the agreement 6/26/2020. In the event the Department denies full approval, the Department will provide notice of this through publication in the Federal Register, pursuant to 34 CFR 668.150(c)(3).



## **FINANCIAL INFORMATION**

### **PROGRAM HOUR MEASUREMENT**

For academic purposes, the institution follows the Carnegie clock-to- quarter credit hour conversion. For lecture, one quarter credit is equal to 10 clock hours, for laboratory, one quarter credit is equal to 20 clock hours, and for externship/internship, one quarter credit is equal to 30 clock hours. Each program is defined by its individual academic requirements, which are listed on the program description section of this catalog.

For Title IV Financial Aid purposes, an academic year is equivalent to 36 quarter credits and a minimum of 30 weeks or 900 clock hours and a minimum of 26 weeks. The institution complies with Federal requirements when determining the funding methodology and applicable credits. In some cases, the academic credits awarded may be different than those used for Federal funding purposes. A quarter credit hour for Federal Aid purposes is an amount of work that reasonably approximates to one hour of classroom direct faculty instruction and a minimum of two hours of out of class work for approximately ten to twelve weeks or equivalent of other academic activities. Milan programs or courses which do not lead to a degree that are funded by quarter credits must be funded by clock-to-credit hour conversion. In this case one quarter credit equals 25 clock hours which may include lecture, laboratory, externship/internship and/or work outside of class when approved by applicable accreditation. In some cases, programs are required to be measured in clock hours for federal financial aid purposes which include: 1) when the program is required to measure student progress in clock hours when receiving federal or state approval or licensure to offer the program; and/or 2) completing clock hours is a requirement for graduates to apply for licensure or the authorization to practice the occupation that the student is intending to pursue. For program specifics, please contact the Financial Aid office

### **TUITION POLICY**

It is the policy of the school that four months of tuition and fees are due and payable on the first day of attendance. Students must make other payment arrangements in advance of the first day of class with school officials. Once 50 percent of the program has been offered, the remainder of the tuition and fees are due.

The school accepts payments in cash, check, MasterCard, and Visa. Prices are subject to change.

Books, materials, and supplies are provided at no charge to the student, unless otherwise indicated. For any materials that are an additional charge, the student may choose to opt-out on the Enrollment Agreement.

### **DELINQUENT TUITION**

The student is charged a \$10.00 late fee for payments received 10 days after the due date. Any student who is delinquent in payments to the school may be suspended or terminated from school, at the discretion of the administration, until the school receives payment, or the student makes written payment arrangements acceptable to the school. If an amount is due, a payment schedule is arranged. If a student does not follow the payment guidelines, after 90 days his/her account will be turned over to the Corporation's collection agency. The student will be responsible for all costs associated with collection

### **SCHOLARSHIPS**

#### *Graduate Scholarship*

A graduate from Milan Institute is eligible for a \$1,000.00 tuition scholarship upon enrolling in a subsequent program with a minimum of 600 hours. For programs with less than 600 hours, a graduate is eligible for a \$200.00 scholarship. This scholarship is a onetime event for graduates and is considered a discount to tuition.

Discounts may not be combined and students will receive only the best available discount, for which they qualify

## **METHODS OF DISBURSEMENT**

All Federal financial assistance awarded by the school is disbursed according to Federal regulations.

## **FINANCIAL AID**

Student Financial Aid is assistance which helps pay the cost of education. Funds included in this aid may be provided from several sources, including federal, state, and private agencies. Most financial aid recipients receive a combination “package” comprised of more than one type of assistance program.

### **How to Apply**

To begin the process of applying for most aid programs, including grants and loans, students must first complete the Free Application for Federal Student Aid (FAFSA). This document is considered the primary resource for establishing eligibility for need-based aid at this institution. Grant aid is money that does not have to be repaid. Loan assistance includes borrowed money that will be repaid by the applicant.

### **Financial Aid Programs**

The school participates in Title IV Federal Financial Assistance programs under authorization of the U.S. Department of Education, Office of Student Financial Assistance. Any student interested in obtaining Federal Aid should visit or call the financial aid office and request a Student Financial Aid Guide or visit [www.studentaid.ed.gov](http://www.studentaid.ed.gov) to view online federal assistance publications. All consumer information that is required to be disclosed pursuant to applicable financial aid programs is provided.

Title IV assistance may include grant aid from the Federal PELL Program and/or self-help aid in the form of Direct Loans. Federal Student Loans are required by law to provide a range of flexible repayment options, including but not limited to, income-based repayment and income-contingent repayment plans, and loan forgiveness benefits, which other student loans are not required to provide. Federal Direct Loans are available to students regardless of income.

Some applicants may be selected for a process called verification. Initial notification is provided through the Student Aid Report created in response to the Free Application for Federal Student Aid (FAFSA). The verification selection may cover one or more aspects of your FAFSA information; including but not limited to, tax data, number in household, SNAP benefits, child support paid, high school completion, and identity. Be aware there are deadlines and consequences associated with this requirement. You should contact the campus Financial Aid Office for additional information and assistance, should your file be selected for verification.

### **Other Programs**

TFC payment arrangements are considered a private loan with a fixed interest rate based on the plan you have selected. This program does not determine interest based on borrower’s credit rating.

Students have the right to research and secure additional loan options. Private loans can offer variable rates that can increase or decrease over time, depending on market conditions. Students should determine the interest rate and associated fees of a private loan prior to accepting the terms of the loan. In some cases, the interest rate on a Private Loan may depend on the borrower’s credit rating. Students should contact the lender of the private student loan or the campus Financial Aid Office with any questions or concerns regarding student loan debt.

The information provided above and in referenced materials is not a guarantee of financial assistance. Individual need and circumstance must be evaluated to determine aid program eligibility. This need will be determined with and comply by all applicable federal, state and accreditation regulations.

If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest and fees, less the amount of any refund

## **STUDENT'S RIGHT TO CANCEL**

### **Cancellation Policy – All Programs other than Cosmetology and Barbering**

Milan Institute advises each student that a notice of cancellation shall be in writing and that Milan Institute shall refund 100 percent of the amount paid for institutional charges if the notice of cancellation is made through attendance within 7 days after the first scheduled class session. The enrollment agreement shall be signed by the student and by an authorized employee of the institution. If an applicant accepted by Milan Institute cancels prior to the start of scheduled classes or never attends class (no-show), the institution must refund all monies paid.

### **Cancellation Policy –Cosmetology and Barber programs only**

Milan Institute advises each student that a notice of cancellation shall be in writing and that Milan Institute shall refund 100 percent of the amount paid for tuition, fees, and supplies, if the notice of cancellation is made through attendance within 28 days after the first scheduled class session. The enrollment agreement shall be signed by the student and by an authorized employee of the institution. If an applicant accepted by Milan Institute cancels prior to the start of scheduled classes or never attends class (no-show), the institution must refund all monies paid.

## **REFUND POLICY**

Institutions are required to apply State, Licensing and/or Accreditation refund policies as applicable to the location and program attended. If more than one set of regulations applies, the calculation that best benefits the student will be the refund policy adopted.

The student has the right to withdraw from a course of instruction at any time. The student is obligated to pay only for educational services rendered and for unreturned equipment. If the student withdraws from a program of instruction after the period allowed for cancellation of the agreement, as listed above in "Cancellation of Agreement," the school will remit a refund within 45 days following the student's withdrawal whether officially or unofficially.

A "fair and equitable refund" will be computed based on scheduled hours of class attendance through the last date of attendance. Leaves of absence and school holidays will not be counted as part of the scheduled class attendance.

If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund. If the student has received federal student financial aid funds, the student is entitled to a refund of the monies not paid from federal student financial aid program funds.

### **Refunds Shall Be Calculated as Follows:**

A pro rata refund pursuant to section 94919(c) or 94920(d) or 94927 of the California Code shall be no less than the total amount owed by the student for the portion of the educational program provided subtracted from the amount paid by the student and is to be paid within 45 days of the determination of withdrawal.

- Milan Institute is an institution that participates in the federal student financial aid programs, and as required, Milan Institute shall provide a determination of tuition charges based on a pro rata refund of tuition based upon the students' progress in their program of study up to point where the student who have completed 60 percent of the total charges for the current period of attendance.
  - The amount owed equals the daily charge for the program (*total institutional charge, divided by the number of days or hours in the program*), multiplied by the number of days the student attended, or was scheduled to attend, prior to withdrawal.

- For purposes of determining a refund under this section, a student shall be considered to have withdrawn from an educational program when he or she withdraws or is deemed withdrawn in accordance with the withdrawal policy stated in its catalog.
- If the student obtains equipment, as specified in the agreement as a separate charge, and returns it in good condition (equipment seal cannot be broken, log-on occurred, or is marked or damaged in any way) within 45 days following the date of your withdrawal, Milan Institute shall refund the charge for the equipment paid by the student.
- If the student fails to return the equipment in good condition, allowing for reasonable wear and tear, within this 45-day period, Milan Institute may offset against the refund of the documented cost to the school of the equipment.
- The student shall be liable for the amount, if any, by which the documented cost of the equipment exceeds the pro-rated refund amount. The documented cost of the equipment may be less than the amount charged, and the amount Milan Institute has charged in the contract.
- For a list of these charges, see the Enrollment Agreement Addenda. If the amount that the student has paid is more than the amount that is owed for the time of attendance, and then a refund will be made within 45 days after the date of withdrawal.

Milan Institute shall also provide a pro rata refund of non-federal student financial aid program moneys paid for institutional charges to students who have completed 60 percent or less of the period of attendance. Milan Institute shall also maintain a cancellation and withdrawal log, kept current on a monthly basis, which shall include the names, addresses, telephone numbers, and dates of cancellation or withdrawal of all students who have cancelled the enrollment agreement with, or withdrawn from, the institution during the calendar year.

#### **Refund Policy for Programs Obligating Students for Periods Beyond Twelve Months**

Programs longer than 12 months that financially obligate the student for any period of time beyond 12 months shall release the student of the obligation to pay beyond the 12 months if the student withdraws during the first 12 months. The calculation of the refund for the unused portion of the first 12 months shall be based on the rules above. If the student withdraws during any subsequent period following the first 12 months, the student's refund for the unused portion of the tuition applicable to the period of withdrawal shall be based on the rules above.

#### **Return to Title IV Calculation (R2T4)**

When a student withdraws from a program, a campus is required to determine the earned and unearned portions of Title IV aid. The determination is based on the amount of time the student spent in attendance or, in the case of a clock-hour program, was scheduled to be in attendance.

Up through the 60% point in each payment period or period of enrollment, a pro rata schedule is used to determine the amount of Title IV funds the student has earned at the time of withdrawal.

After the 60% point in the payment period or period of enrollment, a student has earned 100% of the Title IV funds he or she was scheduled to receive during the period.

For a student who withdraws after the 60% point-in-time, there are no unearned funds.

If the amount that the student has paid is more than the amount that the student owes for the time, he/she has attended, then a refund will be made within 45 days. If a student who has received Title IV, HEA program assistance is owed a refund, the school will allocate the refund in the following order: Federal Direct Loan Program, Federal Parent Loan for Undergraduate Study (PLUS), Federal Pell Grant, any other Title IV Assistance, to student. If there is a balance due, the student is responsible for paying it.

## **WITHDRAWAL**

**Withdrawal:** Is the termination of an enrolled student prior to successful completion of a program. Classifications of withdrawals include but are not limited to a drop, dismissal, and out-of-school transfer.

A student may officially withdraw by providing notification either orally or in writing to any school official. For purposes of an unofficial withdrawal and the date of determination for tuition refund and Return to Title IV purposes, the determination of withdrawal can be no more than 14 consecutive calendar days from the last date of attendance, except in those cases when a student fails to return from a scheduled leave.

Milan Institute is an institution that is required to take attendance, and, as such, is expected to have a procedure for routinely monitoring attendance of its students to determine, in a timely manner, when a student ceases to be enrolled and attending. Milan Institute states that the date of determination that the student withdrew is no later than 14 days after the student's last date of attendance as determined by its attendance records.

## **TREATMENT OF TITLE IV AID WHEN A STUDENT WITHDRAWS**

The law specifies how your school must determine the amount of Title IV program assistance that you earn if you withdraw from school. The Title IV programs that are covered by this law are: Federal Pell Grants, Iraq, and Afghanistan Service Grants, TEACH Grants, Stafford Loans, PLUS Loans, Federal Supplemental Educational Opportunity Grants (FSEOGs) and Federal Perkins Loans.

When you withdraw during your payment period or period of enrollment (your school can define these for you and tell you which one applies), the amount of Title IV program assistance that you have earned up to that point is determined by a specific formula.

If you received (or your school or parent received on your behalf) less assistance than the amount that you earned, you may be able to receive those additional funds. If you received more assistance than you earned, the excess funds must be returned by the school and/or you.

The amount of assistance that you have earned is determined on a pro rata basis. For example, if you completed 30% of your payment period or period of enrollment, you earn 30% of the assistance you were originally scheduled to receive.

Once you have completed more than 60% of the payment period or period of enrollment, you earn all the assistance that you were scheduled to receive for that period.

If you did not receive all the funds that you earned, you may be due a Post-withdrawal disbursement. If your Post-withdrawal disbursement includes loan funds, your school must receive your permission before it can disburse them. You may choose to decline some or all the loan funds so that you don't incur additional debt. Your school may automatically use all or a portion of your Post-withdrawal disbursement of grant funds for tuition, fees, and room and board charges (as contracted with the school).

The school must receive your permission to use the Post-withdrawal grant disbursement for all other school charges. If you do not give your permission, you will be offered the funds. However, it may be in your best interest to allow the school to keep the funds to reduce your debt to the school.

There are some Title IV funds that you may have been scheduled to receive that cannot be disbursed to you once you withdraw because of other eligibility requirements. For example, if you are a first-time, first-year undergraduate student and you have not completed the first 30 days of your program before you withdraw, you will not receive any Direct Loan funds that you would have received had you remained enrolled beyond the 30<sup>th</sup> day

If you receive (or your school or parent receive on your behalf) excess Title IV program funds that must be returned, your school must return a portion of the excess equal to the lesser of:

1. your institutional charges multiplied by the unearned percentage of your funds, or
2. the entire amount of excess funds.

The school must return this amount even if it didn't keep this amount of your Title IV program funds.

If your school is not required to return all the excess funds, you must return the remaining amount.

Any loan funds that you must return, you (or your parent for a PLUS Loan) repay in accordance with the terms of the promissory note. That is, you make scheduled payments to the holder of the loan over a period of time. In addition, you may have exhausted all or a portion of your grace period and repayment of Direct Student Loans may begin immediately.

Any amount of unearned grant funds that you must return is called an overpayment. The maximum amount of a grant overpayment that you must repay is half of the grant funds you received or were scheduled to receive. You do not have to repay a grant overpayment if the original amount of the overpayment is \$50 or less. You must make arrangements with your school or the Department of Education to return the unearned grant funds.

The requirements for Title IV program funds when you withdraw are separate from any refund policy that your school may have. Therefore, you may still owe funds to the school to cover unpaid institutional charges. Your school may also charge you for any Title IV program funds that the school was required to return.

If you don't already know what your school's refund policy is, you can ask your school for a copy. Your school can also provide you with the requirements and procedures for officially withdrawing from school.

If you have questions about your Title IV program funds, you can call the Federal Student Aid Information Center at 1-800-4-FEDAID (1-800-433-3243). TTY users may call 1-800-730-8913. Information is also available on Student Aid on the Web at [www.studentaid.ed.gov](http://www.studentaid.ed.gov).

#### **PROGRAM CANCELLATION POLICY**

If a program or course is cancelled subsequent to a student's enrollment, and before instruction in the program has begun, the school shall provide a full refund of all monies paid.

If the school closes permanently and ceases to offer instruction after students have enrolled, or if a program is cancelled after students have enrolled or instruction has begun, the school will provide a pro rata refund for all students transferring to another school, as approved by the Bureau of Private Postsecondary Education, based on the hours accepted by the receiving school or if a student does not transfer to another school a full refund of all monies paid.

#### **STUDENT TUITION RECOVERY FUND DISCLOSURES**

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

## **STUDENT INFORMATION**

### **CAREER SERVICES/PLACEMENT**

**Milan Institute offers career services to all graduates pursuing employment in their field of study. Services include assistance with creating resumes, guidance on how to conduct a job search and job development. The Career Services staff develops and maintains close relationships with local businesses so that they may keep abreast of current employment opportunities to which graduates may be referred.**

Although no institution can guarantee employment, the Career Services staff at Milan Institute makes every effort to help ensure that each graduate is prepared to effectively compete in the job market as they pursue their new career.

### **STUDENT INFORMATION PORTAL**

The Student Information Portal provides instant access to students' academic information, attendance reports, student ledger, payment schedule, financial aid awards and more. The portal should be utilized to view and monitor students' progress throughout school. Students can access the portal at any time through the internet with a unique user ID and password inside or outside our network at <http://studentinfo.milaninstitute.edu>

### **NONDISCRIMINATION**

Milan does not discriminate on the basis of race, color, national origin, sex, disability, religion, or age in its educational programs and activities. Nondiscrimination is required by Title IX and DOE regulations and extends to admissions activities and employment.

Inquires about Title IX may be referred to the Title IX Coordinator, the Office of Civil Rights (OCR), or both.

The Title IX Coordinator for Milan can be reached at:

Address: Title IX Coordinator  
Milan Institute  
2345 W. Beech Ave. #4139  
Visalia, CA 93277  
Email: TitleIX@milaninstitute.edu  
Phone: 559-707-8050

The OCR can be reached at <https://www2.ed.gov/about/offices/list/ocr/index.html>

Any other issues related to nondiscrimination policies and complaints of discrimination should be directed to the School Director or the Corporate Compliance Department. The School Director maintains an office on campus. He/she may be contacted by visiting the campus or via telephone (Complete campus contact information is provided on cover page of this publication). To reach the Corporate Compliance Department, please complete the Student Complaint form at <https://milaninstitute.edu/student-complaint-form> and a member of the department will respond via email.

For further information on notice of non-discrimination, visit:

<http://wdcrobcolp01.ed.gov/CFAPPS/OCR/contactus.cfm> for the address and phone number of the office that serves your area or call 1-800-421-3481.



## **STUDENTS WITH DISABILITIES**

Milan is committed to providing reasonable accommodations, including appropriate auxiliary aids and services, to qualified individuals with a disability, unless providing such accommodations would result in an undue burden or fundamentally alter the nature of the programs offered by Milan.

Students requesting auxiliary aid and services must submit an Application for Auxiliary Aid, including supporting documentation, to the School Director. An application for Auxiliary Aid may be requested from the School Director or Director of Education. Applications must be submitted at least two weeks before classes commence, or as soon as possible. Supporting documentation must be in the form of a documented physical, medical, or psychological condition which has been verified by a professional. Delays in submission of all required documentation will delay a decision regarding the request for accommodation.

Decisions are made to grant or deny requests for accommodations within ten (10) business days of receipt of all requested documentation. Disagreements regarding an appropriate auxiliary aid and alleged violations of this policy should be directed to the website to complete the Student Complaint form at <https://milaninstitute.edu/student-complaint-form>. The Corporate Compliance department will respond via email.

## **STUDENT CODE OF CONDUCT**

The school sets forth specific expectations for the purpose of promoting a positive learning environment and a pathway to career success. Developing efficient work habits, a positive attitude and definite goals during training can only enhance the graduate's potential for success.

### **Students are expected to:**

1. Attend all classes according to the assigned schedule including theory classes even if all required tests are completed. Theory class is a critical part of your training.
2. Arrive for all classes on time. Students may not be allowed to attend class or to clock in until the scheduled class is dismissed. The determination will be made by school staff based on the circumstances causing the tardiness. Excessive tardiness may result in suspension.
3. Complete all assigned theory, practical and clinic assignments in the designated time frames. It is the student's responsibility to contact the instructor regarding makeup exams. The Final Transcript of Hours will not be released to the student or State Board until all graduation requirements have been met and a comprehensive final written and practical exam has been passed.
4. Notify a staff member within one (1) hour of your start time of absenteeism or tardiness so that proper arrangements can be made to service clients that may be scheduled.
5. Notify a staff member when leaving the facility for any reason other than lunch time and closing.
6. Only perform services on clients after successfully completing the Phase One Requirements and have passed a written and practical competency evaluation.
7. Practice courtesy and professionalism at all times when dealing with other students, clients, instructors, staff and visitors.
8. Follow all state laws and regulations at all times during school.
9. Comply with the school's Satisfactory Academic Progress Policy at all times. Failure to maintain satisfactory progress may cause loss of or delays in funding, delay in graduation and additional tuition charges.
10. Park only in the designated areas for student parking. Front row parking is ALWAYS reserved for client use. The school does provide parking for its students.
11. Keep all student and client analysis and service records up to date.
12. Recommend and prescribe appropriate services and retail products to each client assigned in order to develop professional skills.
13. Strive to continually improve abilities through education and practice.
14. Adhere to school-determined safety and social distancing requirements.

## GROUNDS FOR DISCIPLINARY ACTION

The following types of social behavior that keep you and your fellow students from learning are not acceptable and may result in a warning, probation, suspension and/or termination. *Milan Institute reserves the right to take any disciplinary action it deems necessary and reasonable under the circumstances.*

- a. Refusing to service an assigned customer or refusing to comply with the instructor's assignment. Unprepared or refusal to perform a clinic service or practical assignment may result in the student leaving for the day. Excessive refusals may result in termination.
- b. Disrupting class or sleeping in class.
- c. Not involved in curriculum related activities at all times while clocked in. Students who are clocked in may not linger in the facility and distract other students from training responsibilities. Excessive time in the student lounge is not allowed.
- d. Unauthorized personal visitors to the school. Guests will be asked to leave unless they are scheduled for a service in the student salon.
- e. Using the business phone or personal cellular phone for incoming or outgoing calls without the expressed permission of a staff member.
- f. Cheating, dishonesty, or falsification of records.
- g. Not following scheduled breaks. The time for breaks will depend on the classes scheduled and the student salon floor services that are assigned. Students are required to clock out for a minimum of 30 minutes each day for a lunch break. Failure to do so may result in lost time and/or disciplinary action. As consideration to fellow students, clients, and instructors, please notify the school if you are not returning from a lunch break.
- h. Not following time clock procedures by not clocking in and out accurately to reflect hours in attendance. No student may clock in/out for others. If a student fails to clock in/ out, they will not receive credit for time in school.
- i. Not following sanitation requirements. Understand that training involves sanitation, cleanliness, and equipment care. Students are responsible for personal workstations and work areas. Daily assigned sanitation duties must be evaluated before clocking out each day. State Board requires all students to follow sanitation rules and practices at all times.
- j. Non-compliance with the published dress code which includes students wearing the required name badge and practicing proper hygiene and grooming at all times. Students not in compliance with dress code will not be allowed to clock in until in compliance.
- k. Violation of Student Social Media policy or Anti-Bullying policy.
- l. Criticizing another student's work.
- m. Cursing; using foul language or vulgar language; immoral or unprofessional conduct, discussing sexual activities or beliefs, unethical and unprofessional subject matter during school hours.
- n. Arguing with an instructor in the presence of another student or customer.
- o. Consuming or possessing alcoholic beverages and/or illegal substances during school time or on school grounds.
- p. No smoking, chewing gum, eating and/or drinking except in designated areas.
- q. Theft from a student, customer, or school (property and/or money) will result in immediate termination. Students are responsible for the security of their own property. The school is not responsible for lost, stolen, missing, and/or broken items.
- r. Behavior which creates a safety hazard to self, students, faculty, or staff including, but not limited to willful destruction of property and possession of weapons while on campus.
- s. Threats of violence, or the credible accusation of such, will result in IMMEDIATE suspension to allow for a thorough investigation of the situation. This investigation will be conducted within 3 business days and the student will be notified of the outcome by the Campus Director.

- t. Non-compliance with school-determined safety and social distancing requirements.
- u. Violation of the Title IX Sexual Harassment Policy, Student Sexual Harassment Policy (Non-Title IX), or Student Sexual Assault, Domestic and Dating Violence Policy.

A student who, upon violation of a conduct policy or other egregious behavior or incident, may be placed on a status of Conduct Probation due to conduct unbecoming of a student at Milan. This status is an official warning that the student's conduct is in violation of Milan Student Rules, but does not merit, at this point, an expulsion or suspension.

A student on conduct probation is deemed "not in good standing" with Milan. If there is a finding of responsibility for subsequent violations of the student rules during this period of time, more severe sanctions may be administered including immediate termination. Student who are subjected to Conduct Violations face actions to be determined based on the severity of the issue at hand and documentation of such will remain in the permanent student file.

Milan may remove a student who has been accused of committing a Title IX sexual harassment violation from campus on an emergency basis, provided an individualized safety and risk analysis is completed and a determination is made that there is an immediate threat to the physical health or safety of any individual. Once the student is removed from campus, the school will provide the student with written notice and guidance on how to immediately challenge the decision.

## **DRUG AWARENESS**

Milan Institute maintains a drug-free campus and work place. Milan Institute maintains a list of community drug rehabilitation centers that specialize in drug abuse treatment where, if help is needed, the student or employee may receive help. Milan Institute **will not tolerate** any illegal drugs or alcohol being used on the campus. The school refers students to outside agencies when the student requests assistance. The school complies with Section 487 (a) (10) of the Higher Education Act, Amendments of 1986, concerning drug abuse prevention programs for students.

## **DRUG FREE ENVIRONMENT**

In recognition of the problems associated with drug and alcohol abuse in society today, *Milan Institute* provides all students and employees with the following information:

1. The unlawful possession, use or distribution of illicit drugs and alcohol on school property or in connection with any school activity is strictly prohibited. This prohibition applies to all students and employees.
2. The following legal sanctions are applicable for the unlawful possession or distribution of illicit drugs and alcohol:

**Local:** Penalties vary based on the severity of the offense and the number of offenses. Sanctions for possession of an illegal substance for the first time could range from fines of \$40,000 and up but not limited to 40 years' imprisonment.

**State:** Penalties vary based on the nature of the illegal substance, the offense and whether there is a repeat offense. First offenders may receive up to nine years with repeat offenders could receive life imprisonment. A schedule of fines up to but not limited to \$50,000 also is in place.

**Federal:** Penalties for unlawful manufacturing, distribute and dispensing of controlled substances are provided under the Federal Controlled Substances Act. The penalties are determined by the nature of the drug or other substance, the number of drugs or other substance involved, and the number of offenses.

**Examples of Federal Drug Trafficking Penalties:**

<u>Offense</u>	<u>First Offense</u>	<u>Second</u>
Marijuana (1,000 kg or more)	Not less than 10 years	Not less than 20 years
Heroin (100-999 grams)	Not less than 5 years Not more than 40 years	Not less than 10 years Not more than life

3. There are various health risks associated with the use of illicit drugs and the abuse of alcohol. Some of the more common problems are cited below:

**Marijuana**—Use can lead to an increase in heart rate up to 50%, a sense of euphoria, acute anxiety, and tremendous mood swings. There is a potential for long term physical and psychological damage.

**Cocaine**—Use can affect the brain in seconds and result in heart or respiratory failure.

**Crack**—Use can lead to an intense high within seconds, deep depression, and an intense dependency in a short time.

**Amphetamines**—Use increase heart and breathing rates, raises blood pressure while often causing blurred vision, dizziness, lack of sleep and anxiety. Body chemistry is upset and can lead to long term physical problems.

**Alcohol**—Use can lead to a feeling of confidence and control. Liver, brain, heart, and stomach destruction goes on even without apparent symptoms. Use for a period of time often causes dependency and may be fatal.

4. There is help available to our students and employees. Milan Institute offers a confidential referral program for employees and students. Further information is available in the school administrative office and in the Drug Awareness section of this publication.
5. Any student or employee who is a drug or alcohol offender will have disciplinary action imposed by the school. These sanctions may include any or all of the following:

Mandated treatment for problem.

Mandated attendance at local treatment center.

Mandated completion of a drug rehabilitation program.

Mandated probation period not to exceed one month.

Expulsion from school or discharge from employment.

**CONTROLLED SUBSTANCE POLICY AND NOTICE TO ALL EMPLOYEES AND STUDENTS**

This statement is distributed to all new students and employees at the orientation session prior to commencing classes or employment and is updated each year of attendance or employment.

All students and employees are informed that the unlawful manufacture, distribution, dispersion, possession, or use of a controlled substance within the premises of the school is strictly prohibited. Employees and students violating this rule will be subject to immediate termination of employment or school program. Drug free awareness program and detailed information regarding dangers of drug abuse, assistance with drug counseling and rehabilitation programs are available.

These local agencies can provide assistance to our employees, students and their families.

Touch Stone Recovery Center  
724 Medical Center Drive, Suite E  
Clovis, CA 93611  
559-298-6711

Turning Point Aftercare Services  
1638 L Street  
Fresno, CA 93721  
559-237-0846

As stated above, students and employees are subject to termination for violation of this school rule. In addition, persons distributing drugs to employees or students will be referred to the authorities and charges of drug distribution will be pressed by the school.

- A. Your continued schooling and/or employment is subject to:
  - 1. Abide by the terms of this statement, and
  - 2. Notify the administration of any criminal statute conviction for a violation occurring in the workplace no later than 5 days after such conviction.
- B. The US Department of Education will be notified within 10 days after receiving notice under subparagraph A. 2. from an employee or student or otherwise a copy of such conviction will be submitted to the US Department of Education.
- C. The school will take the following actions within 30 days of receiving notice under subparagraph A. 2. with respect to any employee or student who is so convicted.
  - 1. Terminate employment of the employee or the schooling of the student, or
  - 2. Require such employee or student to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by Federal, State, or local health, enforcement, or other appropriate agency.
- D. Any student that is convicted of any offense, during a period of enrollment for which the student is receiving Title IV, HEA programs funds, under any federal or state law involving the possession or sale of illegal drugs will result in the loss of eligibility for any Title IV, HEA grant, loan, or work-study assistance (HEA Sec. 484 (r) (1)); (20 U.S.C. 1091 (r) (1)).

<b>Drug Information Hot Lines:</b>	(800) 662-HELP
National Institute on Drug Abuse	(800) 843-4971
National Clearinghouse for Drug Information	(800) 729-6686
U.S. Dept. of Education, Southwest Region	(213) 598-7661
U.S. Dept. of Education Task Force	(202) 708-9069

### TITLE IX SEXUAL HARASSMENT POLICY

Title IX of the Education Amendments of 1972 protects people from discrimination based on sex in education programs or activities that receive Federal financial assistance. Title IX Sexual Harassment is defined as conduct on the basis of sex that satisfies one or more of the following:

- unwelcome conduct determined by a reasonable person to be so severe, pervasive, and objectively offensive that it effectively denies a person equal access to the school's education program or activity;
- an employee of the school conditioning the provision of an aid, benefit, or service of the school on an individual's participation in unwelcome sexual conduct; or
- sexual assault, as defined in the Clery Act, or dating violence, domestic violence, or stalking as defined in Violence Against Women Act (VAWA).

Any person may report sex discrimination, including sexual harassment (whether or not the person reporting is the person alleged to be the victim), to the Title IX Coordinator at any time by mail, by telephone, or by e-mail. Students (active or potential) or Employees (active or potential) who feel they are a victim of sexual harassment should be directed to contact the Title IX Coordinator. The Title IX Coordinator can be reached at:

Title IX Coordinator, Milan Institute  
2345 W. Beech Ave. #4139  
Visalia, CA 93277  
TitleIX@milaninstitute.edu  
559-707-8050

Milan's obligations under Title IX are triggered upon having actual knowledge of alleged sexual harassment that occurred within its educational program or activity against a person in the United States. Milan may have obligations under Title IX even in absence of a formal complaint. Once these obligations are triggered, Milan will respond promptly and without deliberate indifference.

No employee of Milan may intimidate, threaten, coerce, or discriminate against any individual for the purpose of interfering with any right or privilege secured by Title IX or this part, or because the individual has made a report or complaint, testified, assisted, or participated or refused to participate in any manner in an investigation, proceeding, or hearing under this part.

The presumption is that the person accused of being the perpetrator of conduct that could constitute sexual harassment conduct is not responsible for the alleged conduct until a determination is made at the end of the grievance process. This does not imply that the alleged conduct did not occur but rather ensures Milan staff do not take action against the alleged perpetrator as though the alleged conduct occurred prior to final determination. All Milan staff involved in the Title IX process interact with both parties impartially throughout the grievance process without prejudgment and without drawing inferences about credibility based on the person's role.

## **STUDENT SEXUAL HARASSMENT POLICY (NON-TITLE IX)**

### **Policy Overview**

It is the policy of Milan to ensure that students can learn in a safe and nondiscriminatory educational environment based on religious, racial, sexual harassment and violence. Milan strictly prohibits any form of religious, racial, sexual harassment and violence. It is a violation of college's policy for a student, faculty member, staff member, administrator, third party or other employee to harass a student, faculty member, administrator or other college personnel through conduct or communication of a sexual nature. It is a violation of college's policy for any student, faculty member, administrator, third party or other college personnel of Milan to inflict or threaten to inflict, or attempt to inflict sexual violence upon any student, faculty member, administrator, or other college personnel.

### **Definitions—Sexual Harassment**

Non-Title IX Sexual Harassment consists of unwelcome sexual advances, requests for sexual favors, sexually motivated physical conduct or other verbal or physical conduct or communication of a sexual nature that does not meet the requirements of Title IX sexual harassment when:

- submission to that conduct or communication is made a term or condition, either explicitly, of obtaining or retaining employment, or of obtaining an education; or
- submission to or rejection of that conduct or communication by an individual is used as a factor in decisions affecting that individual's employment or education; or
- that conduct or communication has the purpose or effect of substantially or unreasonably interfering with an individual's employment or education, or creating an intimidating, hostile or offensive employment or education environment.

Non-Title IX sexual harassment may also include but is not limited to:

- unwelcome verbal harassment or abuse;
- unwelcome pressure for sexual activity;
- unwelcome, sexually motivated, or inappropriate patting, pinching or physical contact, other than necessary restraint of student(s) by faculty members, administrators, college law enforcement, or other college personnel to avoid physical harm to persons or property;

- unwelcome sexual behavior or words, including demands for sexual favors, accompanied by implied or overt threats concerning an individual's employment or educational status;
- unwelcome sexual behavior or words, including demands for sexual favors, accompanied by implied or overt promises of preferential treatment with regard to an individual's employment or education status; or
- unwelcomed behavior or words directed at an individual because of gender.
- Of importance is to note that sexual harassment or violence does not have to occur between different genders. Same sex harassment and violence will be treated equally as sexual harassment or violence between same sex members.

### **Reporting**

Any person who believes he or she has been the victim of sexual harassment or violence by a student, faculty member, administrator or other college personnel of Milan should report the occurrence to either the School Director or the Corporate Compliance Department. To reach the Corporate Compliance Department, persons need to complete the Student Complaint form at <https://milaninstitute.edu/student-complaint-form> and a member of the department will respond via email.

### **Privacy**

Milan will respect the privacy of the complainant, the individual(s) against whom the complaint is filed, and the witnesses as much as possible. The college will attempt to honor a student's request that his or her name be withheld if this can be done consistently with the school's obligation to remedy the harassment and take steps to prevent further harassment.

### **Action**

Milan is required to investigate all accusations of sexual harassment and violence and to take the appropriate actions which could include disciplinary proceedings against any individuals found to be in violation of this policy.

### **Anti-Retribution**

Any person who retaliates against another for testifying, assisting, or participating in an investigation or proceeding relating to harassment or violence shall be subject to discipline. Retaliation includes, but is not limited to, any form of intimidation, retribution, or harassment.

## **STUDENT SEXUAL ASSAULT, DOMESTIC AND DATING VIOLENCE POLICY**

Milan is committed to maintaining a safe and secure campus for all of its students **and** employees. Milan's policy on Sexual Violence, Domestic Violence and Dating Violence specifically addresses procedures that must be followed when an incident of sexual assault, domestic violence, dating violence or stalking is reported.

For detailed information and a copy of our policy, awareness, and programs available, please visit: <https://milaninstitute.edu/consumer-and-clery-information>

## **STUDENT SOCIAL MEDIA POLICY**

Milan recognizes that social media websites have become an important and influential means of communication for our current and former students. The objective of this policy is to help clarify how best to enhance and protect the personal and professional reputations of our students when participating in social media. It is important to keep in mind the privacy limitations when using social media websites. In some cases, information posted on them can be made public, even when that information has been deleted by the user.

Therefore, Milan expects and encourages all those participating to exercise caution and responsibility when using social media websites.

In accordance with Milan Institute's Conduct Policy, students are expected to conduct themselves in a

professional manner. Students who are not in compliance are subject to disciplinary action, probation, suspension, or termination at the discretion of the school administration.

The policies and guidelines set forth below apply to any user who utilizes social media pages associated with Milan.

### **Types**

The social media applicable under this policy include, but are not limited to, the following: Facebook.com, Twitter.com, YouTube.com, MySpace.com, Pinterest.com, Google+.com, StumbleUpon.com, Delicious.com, Yelp.com, Instagram.com, Blogger.com, Typepad.com, WordPress.org, Wordpress.com, LinkedIn.com, imodules.com, Flickr.com, Foursquare.com, Gowalla.com, Scvngr.com and Tumblr.com.

### **Language/Behavior**

The following are considered unacceptable when using Milan social media websites:

- Vulgar or profane language.
- Obscene, defamatory, inaccurate, or hostile posts.
- Offensive terms/phrases or photographs that disrespect individuals or groups based on race, color national origin, ancestry, gender, religion, religious practice, age, disability, or sexual orientation of person.
- Threats of physical or bodily harm.
- Posting of sensitive information; including that which could compromise public safety, intellectual property, etc.
- Posting of photographs of oneself or others that can be reasonably interpreted as condoning the irresponsible use of alcohol, substance abuse, or are of a sexual nature.

### **Requirements**

We look forward to the comments and conversations generated via social media. Any posts on the school's social media sites or tags of the school found to be inaccurate, false, inappropriate, hostile, obscene, or defamatory toward any individual, group or organization will be removed. If students of Milan violate other Milan policies on the school's social media sites, they may subject them to disciplinary action under appropriate judicial or other procedures. Students posting content in reflection of Milan (such as photos taken on grounds, "tags" with Milan in them, comments regarding Milan) are subject to the same guidelines set herein this policy. Students with unresolved issues with campus administration or the educational program should follow the Grievance Policy to resolve those matters. Social media websites are not the venue to resolve such issues. Any inappropriate, obscene, or defamatory posts will not be tolerated.

Users who choose to post, comment, or link text and/or multimedia on Milan Institute's websites agree that such material may be reproduced, distributed, edited, and published in any form and on any media. Users agree not to violate copyright laws, post spam or advertisements, impersonate others, or partake in any type of hostile behavior, in any media.

### **ANTI-BULLYING STATEMENT**

Milan Institute believes that all students have a right to a safe and healthy school environment in which mutual respect, tolerance, and acceptance are fostered.

Milan Institute will not tolerate behavior that infringes on the safety of any student. A student shall not intimidate, harass, or bully another student through words or actions. Such behavior includes direct physical contact, such as hitting or shoving; verbal assaults, such as teasing or name-calling; social isolation or manipulation; threats either directly or indirectly or any other activities that create a hostile environment at school that is sufficiently serious that it interferes with or limits a student's ability to participate in or benefit from the services, activities, or



opportunities offered by a school.

Milan Institute expects students and/or staff to immediately report incidents of bullying to the Campus Director. Staff members who witness such acts will take immediate steps to intervene when safe to do so. Each complaint of bullying will be promptly investigated. This policy applies to students on school grounds, while traveling to and from school or a school-sponsored activity and during a school-sponsored activity.

Students who bully are in violation of this policy and are subject to disciplinary action up to and including termination.

## **STUDENT GRIEVANCE POLICY**

When problems arise, students should make every attempt to resolve the issue by following the formal complaint procedure. The procedure is as follows:

1. Contact the Instructor in charge to resolve the problem or complaint.
2. If the issue cannot be resolved with the Instructor, contact the School Director to schedule a meeting to discuss the concern.
3. If a mutual solution cannot be reached with the School Director, the student should submit an appeal using the written complaint online at [milaninstitute.edu/student-complaint-form](http://milaninstitute.edu/student-complaint-form). A corporate mediator will facilitate review of the grievance within 10 days and a written response will be sent to the complainant with the decision and/or resolution.

The student has the right to submit a complaint letter to the school's state agencies and/or accrediting agency at any time.

- a. The school's accrediting agency is the Council on Occupational Education (COE) located at 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350, Phone: (770) 396-3898 / FAX: (770) 396-3790, [www.council.org](http://www.council.org).
- b. A student of any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll free or by completing a complaint form, which can be obtained on the bureau's website: [www.bppe.ca.gov](http://www.bppe.ca.gov).
- c. The school has an additional state agency for cosmetology-related programs: Board of Barbering and Cosmetology (BBC), P.O. Box 944226, Sacramento, CA, 94244, Phone (800) 952-5210 / FAX: (916) 575-7281.
- d. A student or any member of the public with questions that have not been satisfactorily answered by the school or who would like to file a complaint about this school may contact the California Massage Therapy Council at One Capitol Mall, Suite 800, Sacramento, CA 95814, [www.camtc.org](http://www.camtc.org), phone (916) 669-5336, or fax (916) 669-5337.

The school maintains its complaint log for at least two years.

## **ARBITRATION POLICY**

Should a dispute arise, which could not be settled through the school's internal grievance procedures, students and the school have agreed to arbitration at the time of enrollment as the only means legal recourse. Any dispute a student may bring against Amarillo College of Hairdressing, Inc., and/or any of its wholly owned subsidiaries, Milan Institute, Milan Institute of Cosmetology, or any of its parents, subsidiaries, successors, officers, directors, or employees, without limitation, (hereinafter collectively and individually referred to as "ACH") or which ACH may bring against a student, no matter how characterized, pleaded or styled, shall be resolved by binding arbitration pursuant to the Federal Arbitration Act and conducted by the American Arbitration Association ("AAA"), at the ACH location which the student attends or was attending, and under its

Supplementary Rules for Consumer Related Disputes, and decided by a single arbitrator. Any dispute over the interpretation, enforceability or scope of this Arbitration Agreement shall be decided by the Arbitrator, and not by a Court. Both students and school explicitly waive any right to a jury trial and understand that the decision of the arbitrator will be binding, and not merely advisory.

Neither ACH nor student shall file any lawsuit against the other in any court and agree that any suit filed in violation of this provision shall be promptly dismissed by the court in favor of arbitration. Both ACH and school agree that the party enforcing arbitration shall be awarded costs and fees of compelling arbitration.

The costs of the arbitration filing fee, arbitrator's compensation, and facilities fees that exceed the applicable court filing fee will be paid by ACH.

Any dispute or claim brought by ACH or student shall be brought solely in their individual capacity, and not as a plaintiff or class member in any purported class action, representative proceeding, mass action or consolidated action.

Any remedy available from a court under the law shall be available in the arbitration.

To the extent a student has outstanding federal student loan obligations incurred in connection with their enrollment at ACH, any arbitration award providing monetary damages shall direct that those damages be first paid toward the student loan obligations.

Students and/or ACH may, but need not, be represented by an attorney at arbitration.

Information about the AAA arbitration process and the AAA Supplementary Rules for Consumer Related Disputes can be obtained at [www.adr.org](http://www.adr.org) or 1-800-778-7879. Students must disclose the Arbitration Agreement document they signed at the time of enrollment to the AAA.

We agree that neither we nor anyone else who later becomes a party to this predispute arbitration agreement will use it to stop you from bringing a lawsuit concerning our acts or omissions regarding the making of the Federal Direct Loan or the provision by us of educational services for which the Federal Direct Loan was obtained. You may file a lawsuit for such a claim, or you may be a member of a class action lawsuit for such a claim even if you do not file it. This provision does not apply to other claims. We agree that only the court is to decide whether a claim asserted in the lawsuit is a claim regarding the making of the Federal Direct Loan or the provision of educational services for which the loan was obtained. We make the proceeding agreement only to the extent required by a valid regulation issue by the U.S. Department of Education.

Milan Institute seeks to resolve disputes or claims between any student and the school in a manner that addresses an individual student's complaint in an efficient, cost-effective, and quicker manner than traditional litigation. A student who enrolls at Milan Institute agrees, as a condition of his or her enrollment, to resolve any dispute through mandatory arbitration that shall not be adjudicated as a class action or a consolidated class arbitration proceeding. However, the school cannot require a student loan borrower to participate in arbitration or any internal dispute resolution process offered by the institution prior to filing a borrower defense to repayment application with the U.S. Department of Education pursuant to 34 CFR 685.206(e); the school cannot, in any way, require students to limit, relinquish, or waive their ability to pursue filing a borrower defense claim, pursuant to 34 CFR 685.206(e) at any time; and any arbitration, required by a pre-dispute arbitration agreement, tolls the limitations period for filing a borrower defense to repayment application pursuant to 34 CFR 685.206(e)(6)(ii).

## **STUDENT PHOTO RELEASE**

Students attending Milan Institute give the school the absolute right and permission to take photographs and/or video of the students in class, in clinic or in lab for advertising, trade publications and/or any other lawful practice.

## **RESPONSIBILITY FOR PERSONAL PROPERTY**

Milan Institute does not assume responsibility for loss or damage to personal property through fire, theft, or other causes on or off the Milan Institute campus.

## **COPYRIGHT INFRINGEMENT POLICY**

Compliance with federal copyright law is expected of all students. "Copyright" is legal protection for creative intellectual works, which is broadly interpreted to cover just about any expression of an idea. Text (including email and web information), graphics, art, photographs, music, and software are examples of types of work protected by copyright. The creator of the work, or sometimes the person who hired the creator, is the initial copyright owner.

You may "use" all or part of a copyrighted work only if (a) you have the copyright owner's permission, or (b) you qualify for a legal exception (the most common exception is called "fair use"). "Use" of a work is defined for copyright purposes as copying, distributing, making derivative works, publicly displaying, or publicly performing the work.

Copying, distributing, downloading, and uploading information on the Internet may infringe the copyright for that information. Even an innocent, unintentional infringement violates the law.

Violations of copyright law that occur on or over the school's networks or other computer resources may create liability for the school as well as the computer user.

Students who violate Copyright Infringement Policy are subject to disciplinary action, including suspension and termination.

### **Summary of Civil and Criminal Penalties for Violation of Federal Copyright Laws:**

Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement.

Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than \$750 and not more than \$30,000 per work infringed. For "willful" infringement, a court may award up to \$150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys' fees. For details, see Title 17, United States Code, Sections 504, 505.

Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to \$250,000 per offense.

### **Legal Alternatives:**

An extensive online list of legal downloading resources is available at <http://www.educause.edu/legalcontent> . EDUCAUSE is a nonprofit organization committed to promoting the intelligent use of information technology to advance higher education. Resources on the list include websites such as Amazon MP3 Downloads, MediaNet and Best Buy.

## **INSTITUTIONAL STUDENT RECORDS RETENTION**

Milan Institute shall maintain for a period of 5 years the pertinent student records and other institutional documents from the student's date of completion or withdrawal. Additionally, transcripts will be kept permanently.

## **STUDENT RECORDS ACCESS, SECURITY AND RELEASE**

The information in student files is confidential. A student's right to inspect these records is in accordance with the Family Educational Rights and Privacy Act of 1974, Public Law 93-380, as amended. Generally, we must have written permission from the student, parent, or guardian before releasing any information from the student's financial aid record. However, the law allows us to disclose records, without consent, to the following:

A school MAY disclose education records without consent when:

- The disclosure is to school officials who have been determined to have legitimate educational interests as set forth in the institution's annual notification of rights to students;
- The student is seeking or intending to enroll in another school;
- The disclosure is to state or local educational authorities auditing or enforcing Federal or State supported education programs or enforcing Federal laws which relate to those programs;
- The disclosure is to the parents of a student who is a dependent for income tax purposes;
- The disclosure is in connection with determining eligibility, amounts, and terms for financial aid or enforcing the terms and conditions of financial aid;
- The disclosure is pursuant to a lawfully issued court order or subpoena; or

The information disclosed has been appropriately designated as directory information by the school. At its discretion, the institution may provide directory information in accordance with the provisions of the Act to include the following:

- Name
- Home address
- Home telephone number
- Major field of study
- Dates of attendance
- Degrees and awards received

Students may withhold directory information by notifying the Office of the Registrar in writing in accordance with the procedures contained in the public notice designating directory information.

The school will provide the proper supervision and interpretation of the student records when they are being reviewed.

Student records will be maintained at the school site for five years from the last date of attendance. Transcripts are maintained permanently.

Milan Institute places a high emphasis on protecting confidentiality of student data. Employees are trained on confidentiality procedures. Data is secured either physically or in secured networks. Regular reviews of procedures and secured areas are made by staff. Any potential breaches are immediately investigated and promptly acted upon. Any questions regarding Milan's process of protecting confidentiality of student's data can be directed to [comments@milaninstitute.edu](mailto:comments@milaninstitute.edu).

## **ACADEMIC INFORMATION – ALL PROGRAMS**

### **ADVISORY COMMITTEE**

The advisory committee is composed of members chosen as experts in one or more specialized areas. These advisors serve as guest lecturers, perform demonstrations, judge competitions, and meet with faculty and students. Based on their years of experience as successful owners, managers, and self-employed professionals, they are an invaluable source of up-to-date information on advances in our field.

### **VERIFICATION OF ATTENDANCE/TRANSCRIPTS**

Graduates requiring official verification of attendance or transcripts to be sent to other educational institutions must submit such a request in writing. Allow 30 days for the verification of attendance or the transcript to be sent.

### **ATTENDANCE POLICY**

Attendance is valued and expected. Students are expected to arrive for classes at the scheduled time and remain on task until their scheduled departure time. Student performance and punctuality are important components of dependability and directly relate to employment options in the business world. To ensure the commitment to student success, Milan expects that attendance be taken in all classes, starting with the first day of the class. Milan Institute does not differentiate between excused and unexcused absences. Students are expected to call in if absent, for courtesy and responsibility, as if they were in the work environment. Lack of attendance can result in termination of enrollment.

Milan recognizes the correlation between attendance within the program of study and success defined as student achievement. Absences prevent students from receiving essential academic information, disrupt orderly course progress, and diminish the quality of group interaction in class. Any class session or activity missed, regardless of cause, reduces the opportunity for learning and may adversely affect a student's achievement in the course. Class attendance is monitored beginning with the first class meeting, and students are expected to attend all class sessions for which they are scheduled. It is the responsibility of the student to arrange to make up of any course work missed and to notify the instructor when an absence will occur.

### **ACADEMIC AND ATTENDANCE ADVISING POLICY**

Any students falling below Satisfactory Academic Progress (SAP) at mid-point and end of contracted program will be advised of their academic and attendance standing by a designated school official. Students who are not meeting minimum expectations will be provided SAP notification and an Academic Plan to provide guidance on improving standing to achieve completion. The student portal is available to all students to check standing as needed. Instructors encourage students to utilize their portal. See SAP policy for additional information

Student's strengths and areas requiring improvement are identified and plans for improvement are discussed during the advising to provide a student the opportunity to achieve expectations. When professional assistance is needed students are provided contact information for those community resources (also posted on the Student Intranet page). Documentation will be signed by both the school official and the student. The signed documentation will be retained in the student's official academic file located in the Student Information System Academic Review meetings are also available to address special matters. The Academic Review Committee can be composed of a combination of the school director, education leader, program coordinators, financial aid officers, and instructors. The school refers students to outside agencies when the student requests assistance.

### **VETERANS AND ELIGIBLE PERSONS RECEIVING EDUCATIONAL BENEFITS**

In addition to the standard policies in this catalog, the following applies to veterans and eligible persons receiving education benefits. Refer to the appropriate sections of this catalog for complete Transfer of Credit Policy; Satisfactory Academic Progress; and Attendance policies.

## **Payments**

Regarding PL 115-407 Section 103 and 104 Compliance: Title 38 USC 3679 (e): Milan Institute/Milan Institute of Cosmetology does not impose any penalty, including assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or the requirement that a covered individual borrow additional funds while awaiting payment of VA funds under chapter 31 and 33.

Eligible students must submit a certificate of eligibility, a written request to use such entitlement, and any additional information needed to certify enrollment. Students will continue have access to classes, libraries, and other institutional facilities as outlined in our catalog. No late fees will be assessed, and student's accounts will be considered on hold, up to 90 days. Title 38 USC 3679 (e).

## **Transfer of Credit Policy**

During the enrollment process, incoming veterans and eligible persons are required notify their admissions representative regarding their previous coursework. Veterans and eligible persons are required to request a credit for previous coursework for any program offered by the school. The institution will evaluate all previous education and training and grant credit when appropriate. Credits allowed will be recorded on the enrollment record and the length of the program shortened proportionately. The student shall be notified, with record of the evaluation and supporting transcripts being kept of this process.

Each student must provide the school with (1) an official transcript with all previous postsecondary education and training and (2) the student's military discharge document DD-214 form prior to enrollment. Students should refer to the "Transfer of Credit" portion of this catalog for more detailed information specific to their program. The Department of Veterans Affairs does not permit re-certification of courses successfully completed in the past.

## **Satisfactory Academic Progress**

Veterans' students must have a minimum of four evaluations points for Satisfactory Academic Progress ("SAP") during their program, regardless of the length of the program. All Evaluation Points are listed in the Program Outlines portion of the catalog. All Quantitative and Qualitative Evaluation benchmarks are still required. Students should refer to the "Satisfactory Academic Progress Policy" portion of this catalog for more detailed information specific to their program.

As with regular students, when progress of a student is unsatisfactory for an evaluation period, the student will be placed on financial aid warning. If, however, during the next progress period the student's progress is still unsatisfactory, the student's VA benefits will be interrupted and the Department of Veterans Affairs will be notified immediately. Students will only receive VA benefits, based on their eligibility, for the published length (100%) of the program. The Department of Veterans Affairs does not permit re-certification of courses successfully completed in the past. Students should refer to the "Satisfactory Academic Progress Policy" portion of this catalog for more detailed information specific to their program.

## **Academic Advising**

This section is the same for all students. See the appropriate catalog section for more information.

## **Attendance Advising**

This section is the same for all students. See the appropriate catalog section for more information.

## **Leave of Absence**

Students receiving veterans' educational benefits will be reported to the Department of Veterans Affairs upon taking a leave of absence. They may be re-enrolled for educational benefits upon return to class.

## **RE-ENTRY/REINSTATEMENT ASSESSMENT**

### All programs except Cosmetology-related programs

#### Re-entry/Reinstatements /less than 6 months from Last Day of Attendance (LDA)

1. If applicable, a student's technical skills will be evaluated to determine current competency in the practical aspects of the program and treated as if the student did not cease attendance for purposes of determining the student's academic standing for the period. If skills are lacking, a Course Improvement Action will be required.
2. The student will be given credit for the courses previously successfully passed. Any student reinstating with a cumulative grade-point average below a 2.00, will repeat any course(s) below a 2.00 GPA.
3. A student with only externship course remaining must be evaluated on technical based skills required for externship. If a student is proficient in all the technical/hands on skills, the student may proceed to externship. If a student is not proficient in all the technical/hands on skills, the student will need to be placed on a Course Improvement Action Plan until skills are considered proficient for the externship.
4. A student may have a discussion with the campus Education Leader to address the student's desire to repeat coursework to improve academic outcomes. If, after discussion with the campus Education Leader, it is decided that in the best interest of the student to repeat the coursework/hours, the campus Education Leader will record on the Evaluation of Prior Education that the prior education has been forfeited to improve educational outcomes. A written statement by the student explaining reasoning for repeating course work will also be attached to the Evaluation of Prior Education Form.
5. All re-entry/reinstatements will have any prior Satisfactory Academic Progress status determination applied to the re-entry/reinstatement as required.

#### Re-entry/Reinstatements *greater* than 6 months from LDA

1. A student accepted for re-entry/reinstatement will be required to pass academic and/or technical skill assessments with a 70% or higher for each course previously completed with a 2.00 GPA or higher to be eligible for course credit. Any course below a 2.00 GPA will be repeated. The Education Leader will set up course and skill assessment with the instructors.
2. A student may have a discussion with the campus Education Leader, after the review of the evaluation for acceptance of prior education, to address the student's desire to repeat coursework to improve academic outcomes. If, after discussion with the campus Education Leader, it is decided that in the best interest of the student to repeat the coursework/hours, the campus Education Leader will record on the Evaluation of Prior Education that the prior education has been forfeited to improve educational outcomes. A written statement by the student explaining reasoning for repeating course work will also be attached to the Evaluation of Prior Education.
3. A student must be enrolled in any course(s) that have changed since the prior enrollment.
4. Any student who is reinstating directly to externship will reinstate dependent upon Career Services placement of the student on an extern site. The re-entry/reinstatement date will be provided by Career Services to ensure that a site is available.
5. All re-entry/reinstatements will have any prior Satisfactory Academic Progress status determination applied to the re-entry/reinstatement as required.

#### Additional Re-entry/Reinstatement Guidelines

Re-entering/Reinstating a student who needs skill improvement prior to beginning courses or going to externship:

1. After the evaluation of prior education has been completed, if applicable, a Course Improvement Plan will be executed to enroll a student into a specific course to prepare the student to successfully move forward in the program (examples - additional modules or externship). This will often be used for skill improvement in medical, dental, and massage.

2. The Course Improvement Plan should include specific skills and/or knowledge the student is deficient and needs improving. The student will be enrolled into the course that offers laboratory/clinical that will allow the student to successfully reach proficiency. A student will be enrolled into an entire course or module focusing on specific skills that require improvement.
3. The Course Improvement Plan must contain the specific course or module the student is enrolling and specific skills focusing on (in addition to the course content). It is imperative that the student is enrolled and scheduled in a specific course or module.
4. Once the student is enrolled in the course, the course grade previously earned will revert to Repeat ("R"). A new course with scheduled and attended hours will appear on the transcript.

#### All Cosmetology Related Programs

##### Re-entry/Reinstatements *less* than 6 months from LDA

1. The student will be given credit for the technical skills, academic tests, and hours previously completed. In addition, if applicable, attendance, academic, and practical action plans will be created to ensure student success.
2. Students who are accepted for re-entry/reinstatement in these clock hour programs within 180 days from their last date of attendance will be allowed to maintain their prior earned hours.
3. A student may have a discussion with the campus Education Leader to address the student's desire to repeat coursework to improve academic outcomes. If, after discussion with the campus Education Leader, it is decided that in the best interest of the student to repeat the coursework/hours, the campus Education Leader will record on the Evaluation of Prior Education that the prior education has been forfeited to improve educational outcomes. A written statement by the student explaining reasoning for repeating course work will also be attached to the Evaluation of Prior Education.
4. Any student re-entry/reinstatement with a cumulative grade-point average below a 2.00 will have an academic assessment completed (written assessment). If applicable, an academic action plan will be created to assist the student in achieving the required 2.00 GPA.
5. All re-entry/reinstatements will have any prior Satisfactory Academic Progress status determination applied to the re-entry/reinstatement as required.

##### Re-entry/Reinstatements *greater* than 6 months from LDA

1. Any student accepted for re-entry/reinstatement in a clock hour program after 180 days from their last date of attendance will have assessment testing completed to determine retention of prior education – both academic and technical assessments.
2. Assessments determines the prospective student's technical skills and academic knowledge compared to Milan's check points as defined for student progress.
3. A student may have a discussion with the campus Education Leader, after the review of the evaluation for acceptance of prior education, to address the student's desire to repeat coursework to improve academic outcomes. If, after discussion with the campus Education Leader, it is decided that in the best interest of the student to repeat the coursework/hours, the campus Education Leader will record on the Evaluation of Prior Education that the prior education has been forfeited to improve educational outcomes. A written statement by the student explaining reasoning for repeating course work will also be attached to the Evaluation of Prior Education.
4. All re-entry/reinstatements will have any prior Satisfactory Academic Progress status determination applied to the re-entry/reinstatement as required.

#### **LEARNING RESOURCES**

A library of resource, reference and instructional materials are available on campus for use of students and faculty. Current textbooks, workbooks, supplements, professional periodicals, videos, PowerPoint presentations,



reference materials, business materials, audio-visuals materials, are accessed through digital means (wi-fi available on campus). During the first day of class, students are provided the links and web addresses of digital curriculum, student email and student portal.

## **DISTANCE EDUCATION**

Milan Institute offers traditional education programs and hybrid distance education programs. Traditional education is 100% on ground. Milan Institute offers some programs via hybrid distance education. Milan Institute utilizes synchronous distance education, using a Learning Management System coupled with a web-based attendance monitoring system, to facilitate academic education up to the total lecture and lab hours listed per course.



**ACADEMIC**  
**INFORMATION**

**COSMETOLOGY**  
**RELATED**  
**PROGRAMS**

## **AN INVESTMENT IN BEAUTY PAYS**

If you want a career in cosmetology, this is the right choice for you. The exciting, ever changing world of cosmetology will always be a source of professional and financial rewards. The outlook for the profession has never been better, with women today striving to achieve the "Total Look," and more men are taking advantage of the salon scene and benefiting from style cuts, perms, manicures, and color. The work of the cosmetologist is challenging and very rewarding, with a very high-income potential that can soon place you at a professional earning level. Since most salons pay on a commission basis, there is no ceiling on income in the cosmetology profession. Management presents even greater challenges, and salon ownership offers a sense of pride that every small business owner enjoys.

**The choice of a lifetime career is one of the most important decisions you will ever make. To find out more about a career in cosmetology, how to become a part of this exciting profession and other information about Milan Institute, please read this catalog carefully.**

## **ORIENTATION**

New students are required to attend an orientation prior to the class start date. This meeting is to welcome new students and introduce them to the school's policies and procedures. During orientation, many topics are discussed, including school rules, regulations, financial aid questions, state board exams, grading, attendance, theory classes, student salon floor work, satisfactory progress, and project completions. Students are also given the opportunity to meet instructors, school staff, and other students and to ask questions about their training programs.

## **ENROLLMENT TIME**

Enrollment time is defined as the time elapsed between the actual starting date and the date of the student's last day of physical attendance in school. Any monies due the applicant or student shall be refunded within forty-five (45) days from the withdrawal date, or in the case of a leave of absence, the earlier of the documented date of scheduled return or the date the student notifies the institution that he/she will not be returning.

## **STUDENT RATIO**

The student/teacher ratio does not exceed twenty-five students in attendance per instructor.

## **FACULTY**

Milan Institute staff members are experienced cosmetology instructors. In addition to meeting the educational requirements for licensing, each instructor has been thoroughly trained in the contemporary methods of hairstyling and techniques of hair design. A list of our faculty members can be found in the catalog insert.

## **EQUIPMENT**

All of Milan Institute's cosmetology students work with shampoo bowls and chairs, dryers, thermal hair straighteners, mannequins, manicure stations with chairs, facial chairs, 8-in 1 function galvanic unit, manicure heater, paraffin wax heater, wax machine, pedicure tub and other equipment commonly found in salons and other locations where cosmetology services are performed. A classroom laptop, LCD projector and screen and marker boards are also used the Cosmetology program.

All of Milan Institute's esthetician students work with an 8-in-1 function galvanic unit, wax machine, micro dermabrasion machine and other equipment commonly found in salons and other locations where esthetician services are performed. A classroom laptop, LCD projector and screen and marker boards are also used the Esthetician program.

All of Milan Institute's manicurist students work with manicure stations with chairs, manicure heater, paraffin wax

heater, pedicure tub and other equipment commonly found in salons and other locations where these services are performed. A classroom computer, LCD projector and screen and marker boards are also used.

All of Milan Institute's barbering students work with shampoo bowls and chairs, dryers, razors, barber shears, clippers, thermal hair straighteners, mannequins, facial equipment, and other equipment commonly found in barbershops and other locations where barbering services are performed. A classroom computer, LCD projector and screen and marker boards are also used the Barbering program.

### **EXPENDABLE SUPPLIES**

The school furnishes all expendable supplies used by the student for training. The student must purchase all supplies from the school that are for personal use.

### **FORMAT**

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 programs are presented through well-developed lesson plans, which reflect current educational methods. Subjects are presented by means of lecture, demonstration, and student participation. Audio-visual aids, guest speakers, field trips, and other related learning methods are used in the programs. Students enrolled in the Instructor program will demonstrate their level of competency through completion of required classroom and clinic student teaching activities.

### **SATISFACTORY ACADEMIC PROGRESS POLICY**

Satisfactory Academic Progress ("SAP") is a requirement for all Milan Institute students. Students receiving funds under any Federal Title IV financial aid assistance programs must maintain satisfactory academic progress in order to continue eligibility for such funds. Progress is measured in terms of both attendance and course work. The SAP policy is provided to students prior to enrollment.

All students are evaluated for Satisfactory Academic Progress at the end of the first payment period or midpoint of the program or academic year, and at the end of the program or academic year. An academic year in a clock hour program is a minimum of 900 clock hours AND 26 weeks. A week is considered any seven-day period from Sunday through Saturday in which at least one schedule class day occurs.

#### **Clock Hour Program**

The student's academic progress is evaluated at the point the student is scheduled to complete the required clock hours and scheduled weeks for that payment period. Students must maintain (1) an accumulative grade point average of 2.0, and (2) an attendance rate of 67% of the scheduled hours.

To successfully complete a program, the student must complete 100% of the program requirements within no more than 150% of the program length, measured in scheduled hours.

Students who meet the minimum requirements for attendance and academic performance are considered to be making satisfactory progress until the next scheduled evaluation.

If a student is granted credit for previous training or experience, the granted courses will not be assigned a letter grade but will be recorded with a grade of "pass," which will not count towards the student's grade point average calculation and will not affect the grade point average element of satisfactory academic progress. Transfer hours are included as completed hours for purposes of measuring rate of progress.

Transfer hours are accepted toward completion of a student's program as both hours attempted and hours completed for the purpose of determining when the allowable maximum timeframe has been exhausted. SAP evaluation periods are based on scheduled contracted hours at the institution.

### **Grading**

To assess the qualitative measure of academic progress, students are assigned theory study and a minimum number of practical performances. Theory 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 skill does not meet satisfactory requirements, it is not counted and the skill must be repeated. At least two comprehensive practical skills evaluations will be conducted during the course of study. Practical skills are evaluated according to text procedures, performance standards established by the state licensing agency, and set forth in the practical skills evaluation criteria adopted by the school. Students must maintain a cumulative grade average of 70% and pass a FINAL academic and skill exam prior to graduation. Students must make up failed or missed tests and incomplete assignments.

### **Non-credit Remedial Courses**

Non-credit remedial courses have no effect upon the institution's satisfactory academic progress standards as no such courses are offered.

### **Institutional Withdrawal**

Withdrawing from the institution has no effect upon the student's satisfactory academic progress.

The school uses a four –point scale to determine academic standing according to the following grading chart:

Letter Grade	Numerical Percentage	Description	Quality Points
A	90 – 100%	Outstanding	4.0
B	80 - 89%	Above Average	3.0
C	70 – 79%	Average	2.0
D	60 – 69%	Below Average	1.0
Grad	N/A	Grad	N/A

**Grad (Grad):** A student who successfully completes an Advanced Cosmetology, Cosmetology, Barbering, Esthetician, or Manicurist program and meets the requirements for graduation from that program will receive a grad grade (Grad) for the final grade of the program.

### **Course Repetition**

Students are allowed to repeat a failed class one time, as long as completion does not exceed the maximum time frame of one and a half times the total program length. The highest grade received in the class will be issued to calculate the GPA. Students are also allowed one change of program during an academic year.

Students can receive financial aid for course repetition as long as the repeated coursework does not represent more than one repetition of a previously passed course, or a repetition of a previously passed course due to the student failing other coursework.

## **CONSEQUENCES OF FAILURE TO MEET SATISFACTORY ACADEMIC PROGRESS STANDARDS**

**Financial Aid Warning (FA Warning)** – Students who fail to meet minimum requirements for completion or academic progress are placed on warning and considered to be making satisfactory academic progress during the warning period. The student will be advised in writing on the actions required to attain satisfactory academic

progress and maintain eligibility for Federal Student Aid by the next evaluation.

**Financial Aid Probation (FA Probation)** – Students who fail to meet minimum requirements for completion rate or academic progress after the warning period will be notified of their termination of eligibility for Federal Student Aid funds. If the student files an appeal of academic progress and prevails, they will be placed on probation and considered to be making satisfactory academic progress during the probationary period. Students on financial aid probation remain eligible for Federal Student Aid funds. Students must be placed on an academic plan and must be able to meet requirements set forth in the academic plan by the end of the probationary evaluation period. The student will be advised in writing on the actions required to attain satisfactory academic progress and maintain eligibility for Federal Student Aid by the next evaluation.

**Failed FA Probation or Exceeding 150% of the Program Length** - Students who fail probation will lose their eligibility for Federal Student Aid for the program in which they are enrolled. Within 5 business days the Campus Director will counsel the student and complete a “FA Ineligible Letter” to determine if student will continue their program on a cash payment plan or be dropped from the program. A signed copy must be emailed to SRC group. A cash payment plan will need to be in place within 5 business days from the original notification of FA Ineligible status notification. If not received by the timeline outlined above, the SRC will email a notification to the COO for final decision to allow an extension or proceed with dropping immediately.

**Maximum Timeframe (MTF)** – For a program measured in credits, MTF is defined as a period that is no longer than 150% of the published length of the educational program, as measured in credits. MTF includes all hours attempted, which include successfully completed credits, transfer credits, withdrawals, and repeated classes.

For a program measured in clock hours, MTF is defined as a period that is no longer than 150% of the published length of the educational program, as measured by the number of scheduled clock hours the student is required to complete and expressed in calendar time.

**Quantitative Evaluation** - Students are required to complete a minimum of 66.67% of the scheduled clock hours or financial aid credits required based on the applicable program requirements 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 completion percentage is determined by dividing the total clock hours or financial aid credits attended/earned by the total number of clock hours or financial aid credits scheduled in the evaluation period. At the end of each evaluation period, Milan will determine if the student has maintained at least 66.67% cumulative completion rate which indicates that, given the same progression rate, the student will graduate within the maximum time frame [150%] allowed. Transfer clock hours or financial aid credits and those for which a student received a grade of “W,” “I” or “R” will also be included in the Quantitative Evaluation.

**Qualitative Evaluation** - The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic learning. Students are assigned theory study and a minimum number of skill assignments as required for course completion. Academic progression is evaluated after each unit of study. Students must maintain an academic grade average of 2.0 or 70% and pass a final academic and skill exam prior to graduation. Students must make up failed or missed tests and/or courses. Grades for Transfer clock hours or financial aid credits and Withdrawal (W), Withdrawal Cancel (WC), Incomplete (INC) will not count towards Qualitative Evaluation. For Repeat classes, the latest grade will be included in the Qualitative Evaluation.

**Evaluation Periods** - Milan shall evaluate academic progress for all students at regular intervals (i.e., end of each payment period, academic year or program completion as detailed in the Program Overviews). Evaluations must be performed when a student reaches the scheduled hours of a payment period.

## **Appeal Procedure**

A student who loses aid eligibility due to failure to maintain satisfactory academic progress may appeal the status. The student must submit a written appeal of the dismissal within one week of the date the school took action. The appeal should be addressed to the School Director. The reasons for which a student may appeal include death of a relative, an injury or illness of the student, death in the family, etc. Supporting documentation must accompany the written appeal. For example, an appeal based on illness of the student should include applicable medical documentation. After successful appeal, with an academic plan, the student will be placed on SAP Probation for the following evaluation/payment period. The student must be at satisfactory academic progress at the end of the probationary period or financial aid eligibility will be terminated.

The student's appeal must address the following:

- The basis for the appeal – description of the special circumstances and,
- The reason why the student failed to meet the SAP standard(s) and,
- What has changed in the student's situation so that he or she will now be able to meet SAP standards.

Students are allowed one appeal to remain eligible for financial aid in an academic program.

**Leave of Absence / Temporary Interruptions** – For students returning from an approved leave of absence, their contract period and maximum time frame will be extended by the same number of days taken in the leave of absence. Reasonable provisions will be provided for LOAs or other temporary interruptions, such as academic advising or review of material when resuming training.

**SAP Re-Entry** - Students who have violated FA Probation and have been dismissed shall not be eligible for financial aid in the same program of study. Students may have the opportunity to return in a different program of study and be eligible for financial aid with an additional Satisfactory Academic Progress appeal.

## **Re-enrollment/Re-entrance**

Re-enrollment or re-entrance will be approved only after evidence is shown to the director's satisfaction that conditions which caused the interruption or unsatisfactory progress have been corrected. Re-entering students return to the institution in the same progress status as when they left.

## **LEAVE OF ABSENCE- Advanced Cosmetology, Cosmetology, Esthetician, Manicurist, and Barbering Programs**

Milan Institute permits students to request a leave of absence (LOA) as long as the leave does not exceed a total of 180 days during any 12-month period, starting from the first day of the first leave, that there is a reasonable expectation that the student will return, and as long as there are documented, legitimate extenuating circumstances that require the students to interrupt their education, including pregnancy (including childbirth, false pregnancy, termination of pregnancy, and recovery therefrom), temporary disability, medical reasons, or other reasons such that the campus determines that an LOA is in the student's best interest. A student may take multiple leaves of absence as long as the total leaves of absence do not exceed 180 days during any 12-month period.

However, an LOA will not be granted for any of the following reasons:

- The courses that the student needs are not available;
- The courses that the student needs are available, but the student declines to take them;
- An externship/internship site is not available for the student;
- A student is unable to pay tuition;
- The student is failing a course(s); or
- To delay the return of unearned federal funds.

Students requesting an LOA must submit a signed and completed Leave of Absence Request Form prior to the beginning date of the leave. If circumstances of an unusual nature that are not likely to recur prevent the student from submitting the request in advance, the leave may still be granted, but only if:

- The school documents the unforeseen circumstances and the Education Leader, Dean or Director determines that these circumstances meet the exception requirements (i.e., “of an unusual nature and not likely to recur”), for example, if a student were injured in a car accident and needed a few weeks to recover before returning to the institution, the student would not have been able to request the LOA in advance, and
- The student submits a signed and completed Leave of Absence Request Form. The beginning date of the approved LOA would be determined by the institution to be the first date the student was unable to attend the institution because of the accident.

Students granted an LOA that meets these criteria are not considered to have withdrawn, and no refund calculation is required at that time.

### **Re-Admission Following a Leave of Absence**

- Upon return from leave, the student will be required to repeat the modules or class, if it had been interrupted, and receive final grades.
- The student will not be charged any fee for the repeat of any module or class from which the student took leave or for students returning from a leave of absence.
- The date the student returns to class is normally scheduled for the beginning of a class or module.
- When a student is enrolled in a modular program, the student may return at any appropriate module, not only the module from which the student withdrew.

### **Extension of Leave of Absence**

A student on an approved LOA may submit a request to extend the LOA without returning to class. Such a request may be approved by the Dean, Education Leader or Director provided:

- The student submits a completed LOA Extension Request Form before the end date of the current leave.
- There is a reasonable expectation the student will return.
- The number of days in the leave as extended, when added to all other approved leaves, does not exceed 180 calendar days in any twelve (12) month period calculated from the first day of the student's first leave.
- Appropriate modules or classes required for completion of the program will be available to the student on the date of return. If the extension request is approved, the end date of the student's current leave will be changed in the official student information system to reflect the new end date. If the request is denied, the student will be withdrawn and the withdrawal date will be the student's last date of attendance (LDA).

### **Return from a Leave of Absence**

A student must return from a LOA on or prior to the scheduled date of return. Students in modular based programs may return prior to the scheduled return date as long as they return on the first day of any appropriate module.

### **Failure to Return from a Leave of Absence**

If the student does not return from LOA as defined above, the student will be withdrawn. The withdrawal date will be the student's last day of attendance (LDA) for purposes of calculating a refund. A Title IV refund calculation will be completed using the last date of attendance prior to the start of the LOA.



### **Possible Effects of Leave of Absence**

Students who are contemplating an LOA should be cautioned that one or more of the following factors may affect the length of time it will take the student to graduate.

- Students returning from a LOA are not guaranteed that the module or class required to maintain the normal progress in their training program will be available at the time of reentry
- They may have to wait for the appropriate module to be offered
- Financial aid may be affected
- The LOA could also affect the student's:
  - Loan repayment terms, including the exhaustion of some or all of the student's grace period
  - Rate of progress
  - Maximum time frame for completion

### **RECORD OF ATTENDANCE**

A time clock is used for general attendance records. Attendance records are maintained in a permanent file by the school.

### **MAKE-UP WORK**

Students who do not obtain a satisfactory score are required to re-take the test or another version of the test for that subject before the end of the month (or within the first five days of the following month) to obtain a satisfactory or better score.

Students who miss a test due to an absence are encouraged to make up the test within the same month it was missed, but the school acknowledges that the student does have until the course completion to ensure that all requirements are met. Cumulative theory averages are based on tests taken from the beginning of the course through the month being evaluated.

### **GRADUATION REQUIREMENTS**

Students must satisfactorily complete all required tests and practical assignments as outlined in their designated program. Students who fail to make the necessary grade will be given the opportunity to retake the subject.

All students are required to pass the school's final examination with a grade of not less than 75% on both practical and written exams prior to Graduation. Upon successful completion of the program hours and graduation requirements, students who have met their financial obligations and completed a financial aid exit interview will receive their Certificate of Completion. They will then be eligible to sit for the State licensing exam.

The student must also meet the requirements set forth by the Board of Barbering and Cosmetology prior to going to State Board.

### **LICENSING REQUIREMENTS**

In addition to the general requirements, an applicant for a cosmetology license is entitled to the license if the applicant:

1. is at least 17 years of age;
2. supplies proof of successful completion of the 10th grade in California or its equivalent **and**;
3. has done any of the following:
  - a. Completed a course in cosmetology from a school approved by the board *or*;
  - b. Practiced cosmetology, as defined in this chapter, outside of California for a period of time equivalent to the study and training of a qualified person who has completed a course in a cosmetology from a school the curriculum of which complied with requirements adopted by the board. Each three months of practice shall be deemed the equivalent of 100 hours of training of qualification under paragraph (1) of this subdivision *or*;

- c. holds a license as a barber in California and has completed a cosmetology crossover course in a school approved by the board *or*;
- d. completed a barbering course in a school approved by the board and has completed a cosmetology crossover course in a school approved by the board *or*;
- e. Completed the apprenticeship program in cosmetology specified in Article 4 (commencing with Section 7332).

In addition to the general requirements, an applicant for a barbering license is entitled to the license if the applicant:

- a. Is at least 17 years of age;
- b. Supplies proof of successful completion of the 10<sup>th</sup> grade in California or its equivalent;
- c. Is not subject to denial pursuant to Section 480 and
- d. has done any of the following:
  - 1. Completed a course in barbering from a school approved by the board.
  - 2. Completed an apprenticeship program in barbering approved by the board as conducted under the provisions of the Shelley-Maloney Apprentice Labor Standards Act of 1939, Chapter 4 (commencing with Section 3070) of Division 3 of the Labor Code.
  - 3. Practiced barbering as defined in this chapter outside of this state for a period of time equivalent to the study and training of a qualified person who has completed a course in barbering from a school the curriculum of which complied with requirements adopted by the board. Each three months of practice shall be deemed the equivalent of 100 hours of training for qualification under paragraph (1).
  - 4. Holds a license as a cosmetologist in this state and has completed a barber crossover course in a school approved by the board.
  - 5. Completed a cosmetology course in a school approved by the board and has completed a barber crossover course in a school approved by the board.
  - 6. Completed comparable military training as documented by submission of Verification of Military Experience and Training (V-MET) records.

In addition to the general requirements, an applicant for an esthetician license is entitled to the license if the applicant:

- 1. Is not less than 17 years of age;
- 2. Has completed the 10<sup>th</sup> grade in the public schools of this state or its equivalent;
- 3. Is not subject to denial pursuant to Section 480, and has done any of the following:
  - a. Completed a course in skin care from a school approved by the board.
  - b. Practiced skin care, as defined in this chapter, outside of this state for a period of time equivalent to the study and training of a qualified person who has completed a course in skin care from a school of curriculum of which complied with requirements adopted by the board. Each three months of practice shall be deemed the equivalent of 100 hours of training for qualification under paragraph (1).
  - c. Completed the apprenticeship program in skin care specified in Article 4 (commencing with section 7332).

In addition to the general requirements, an applicant for a manicurist license is entitled to the license if the applicant:

- a. Is not less than 17 years of age
- b. Has completed the 10<sup>th</sup> grade in the public schools of this state or its equivalent
- c. Is not subject to denial pursuant to Section 480 and
- d. Has done any of the following:

1. Completed a course in nail care from a school approved by the board (400 hours).
2. Practiced nail care, as defined in this chapter, outside of this state for a period of time equivalent to the study and training of a qualified person who has completed a course in nail care from a school the curriculum of which complied with requirements adopted by the board. Each three months of practice shall be deemed the equivalent of 100 hours of training for qualification under paragraph
3. Completed the apprenticeship program in nail care specified in Article 4 (commencing with Section 7332).

#### **GROUND FOR DENIAL OF A LICENSE**

1. A board may deny a license regulated by this code on the grounds that the applicant has one of the following:
  - a. Been convicted of a crime. A conviction within the meaning of this section means a plea or verdict of guilty or a conviction following a plea of nolo contendere. Any action which a board is permitted to take following the establishment of a conviction may be taken when the time for appeal has elapsed, or the judgment of conviction has been affirmed on appeal, or when an order granting probation is made suspending the imposition of sentence, irrespective of a subsequent order under the provisions of Section 1203.4 of the Penal Code.
  - b. Done any act involving dishonesty, fraud, or deceit with the intent to substantially benefit himself or another, or substantially injure another; or; done any act which if done by a licentiate of the business or profession in question, would be grounds for suspension or revocation of license.

The board may deny a license pursuant to this subdivision only if the crime or act is substantially related to the qualifications, functions or duties of the business or profession for which application is made.

2. Notwithstanding any other provision of this code, no person shall be denied a license solely on the basis that he has been convicted of a felony if he has obtained a certificate of rehabilitation under Section 4852.01 and following of the Penal Code or that he has been convicted of a misdemeanor if he has met all applicable requirements of the criteria of rehabilitation developed by the board to evaluate the rehabilitation of a person when considering the denial of a license under subdivision (a) of Section 482.
3. A board may deny a license regulated by this code on the ground that the applicant knowingly made a false statement of fact required to be revealed in the application for such license.

#### **CRIMINAL HISTORY**

Some employers who seek to hire graduates conduct detailed background checks before hiring applicants. Employers may be reluctant to employ applicants who have been convicted of a crime and obtaining employment in my field of study may be difficult.

Prospective students interested in Cosmetology related programs who have a felony or misdemeanor conviction on their record are strongly recommended to complete the California Board of Barbering and Cosmetology ("BBC") pre-approval process and pay the \$75 application fee.



# ACADEMIC INFORMATION

# ALLIED HEALTH PROGRAMS

## **LAB AND PRACTICAL TRAINING**

All of Milan Institute's students receive lab and practical training. Medical Assisting students work with equipment commonly found in doctors' front and back offices, including, but not limited to, scales, syringes, microscopes, charts, skeletons, autoclaves, stethoscopes, blood pressure cuffs, and more.

Massage Therapy students work with massage tables, massage chairs, towels, sheets, oils, lotions, and other equipment commonly found in clinics, health spas and other locations where massage is performed.

## **ORIENTATION**

New students attend an orientation meeting before the start date of each program. This meeting is to welcome new students and introduce them to the school's policies and procedures. Students also attend a financial aid interview and orientation. Students have the opportunity to meet fellow students, school staff and instructors. Attendance and grading policies form a large part of the orientation information, which also includes projected graduation dates, holidays and vacations pertaining to the relevant enrollment period.

## **STUDENT RATIOS**

An effort is made to keep instructor/student ratios at a level most appropriate to deliver effective education and to adhere to accreditation and/or state mandates. The maximum instructor/student ratio in lecture classes is 1 instructor for every 40 students; in medical labs the ratio is 1 instructor for every 20 students. When needed, teaching assistants are provided to further reduce the instructor/student ratio.

## **ENROLLMENT POLICY**

Classes are in continuous session throughout the year. A calendar of start dates for the current year is located in the back of this catalog. Class availability for this year is available from the Admissions Office.

## **CLASS SCHEDULE**

Milan Institute holds classes each Monday through Saturday. Days and times vary for each program. The school also recognizes legal holidays. Milan Institute informs students when classes and holiday schedules vary (see insert in back of catalog). Students may be required to attend classes for additional hours or additional days when a holiday falls on a scheduled class day. Evening and Saturday classes are available for some programs. Classroom instruction consists of 50-minute sessions. Please contact the Admissions Department for specific information on class schedules.

## **ACADEMIC POLICY**

Students are expected to maintain an accumulative grade point average of 2.0 or higher.

## **SATISFACTORY ACADEMIC PROGRESS POLICY**

Satisfactory Academic Progress ("SAP") is a requirement for all Milan Institute students. Students receiving funds under any Federal Title IV financial aid assistance programs must maintain satisfactory academic progress in order to continue eligibility for such funds. Progress is measured in terms of both attendance and course work. The SAP policy is provided to students prior to enrollment.

All students are evaluated for Satisfactory Academic Progress at the end of the first payment period or midpoint of the program or academic year, and at the end of the program or academic year

### **Clock Hour Program**

The student's academic progress is evaluated at the point the student is scheduled to complete the required clock hours and scheduled weeks for that payment period. Students must maintain (1) an accumulative grade point average of 2.0, and (2) an attendance rate of 67% of the scheduled hours.

To successfully complete a program, the student must complete 100% of the program requirements within no more than 150% of the program length, measured in scheduled hours.

### Credit Hour Program

The student’s academic progress is evaluated at the point the student has been scheduled for the required credit hours and weeks for the payment period in review. Students must maintain (1) an accumulative grade point average of 2.0 and (2) complete 70% of the units attempted with a 1.0 or higher grade for the payment period in review.

To successfully complete a program, the student must complete 100% of the program credits within no more than 150% of the program length, as measured by attempted credits.

### Clock Hour Programs and Credit Hour Programs:

Students who meet the minimum requirements for attendance and academic performance are considered to be making satisfactory progress until the next scheduled evaluation.

If a student is granted credit for previous training or experience, the granted courses will not be assigned a letter grade but will be recorded with a grade of “pass,” which will not count towards the student’s grade point average calculation and will not affect the grade point average element of satisfactory academic progress. Transfer hours are included as completed hours for purposes of measuring rate of progress.

Transfer hours are accepted toward completion of a student’s program as both hours attempted and hours completed for the purpose of determining when the allowable maximum timeframe has been exhausted. SAP evaluation periods are based on scheduled contracted hours at the institution

### Grading

The school uses a four –point scale to determine academic standing according to the following grading chart:

Letter Grade	Numerical Percentage	Description	Quality Points
A	90 – 100%	Outstanding	4.0
B	80 - 89%	Above Average	3.0
C	70 – 79%	Average	2.0
D	60 – 69%	Below Average	1.0
Fail	0 – 59%	Failing	0.0
Pass	N/A	Pass	N/A
INC	N/A	Incomplete	N/A
W	N/A	Withdrawn	N/A
WC	N/A	Withdrawn– Cancel	N/A
Repeat	N/A	Repeated	N/A

**Failing (Fail):** A student who unsuccessfully completes a course and receives a 59% or lower in required course elements receives a failing grade (Fail) for the course. Students who receive a failing grade (Fail) in a required course must repeat the course and receive a passing grade or receive transfer credit for the course in order to graduate. When the student repeats the course with a passing grade or receives transfer credit, original failing grade will be changed to a repeated grade (Repeat) on the transcript.

**Passing (Pass):** A student who is granted credit for previous training or experiential training will have the relevant courses assigned a passing grade (Pass), which will not affect the student's grade point average and will not affect this element of satisfactory progress.

**Incomplete (INC):** An incomplete grade (INC) signifies not all the required coursework was completed during the course. Students receiving an incomplete grade (INC) will have two weeks from the end of the academic module to complete the required course work which will lead to the removal of the incomplete grade. An incomplete grade (INC) will not be computed in the student's grade point average if the completed work is finished within the time frame specified in the grading policy. For credit hour courses, if the incomplete work is not finished within this time frame, the incomplete grade (INC) will revert to a letter grade based on an averaging of the grades achieved on all course work previously completed in the course. For clock hour courses, if the student did not complete the hours, the incomplete grade will become a Failing (F) grade.

**Withdrawal – Cancel (WC):** A student who elects to withdraw from his or her program of choice during the cancellation period will receive a withdrawal – cancel (WC) grade for all courses attempted or completed during the cancellation period. A grade of Withdrawal – Cancel (WC) will not count towards the quantitative evaluation.

**Withdrawal (W):** Students who are withdrawn from a course after the cancellation period will receive a withdrawal grade (W). In addition, students who are withdrawn from a program will receive a withdrawal grade (W) for all courses that were being attempted at the time of the withdrawal.

**Repeat (Repeat):** A student who repeats a previously attempted course will have the grade from the original attempt at the course changed to a repeated grade (Repeat) on the transcript.

### **Course Repetition**

Students are allowed to repeat a failed class one time, as long as completion does not exceed the maximum time frame of one and a half times the total program length. The highest grade received in the class will be issued to calculate the GPA. Students are also allowed one change of program during an academic year.

Students can receive financial aid for course repetition as long as the repeated coursework does not represent more than one repetition of a previously passed course, or a repetition of a previously passed course due to the student failing other coursework.

**Grades of I (incomplete), and F (Failing) are not considered to be completed credits, however they do count as attempted credits in the progress calculation. Transfer hours and credits are accepted toward completion of a student's program as both hours/credits attempted and hours/credits completed.**

## **CONSEQUENCES OF FAILURE TO MEET SATISFACTORY ACADEMIC PROGRESS STANDARDS**

**Financial Aid Warning (FA Warning)** – Students who fail to meet minimum requirements for completion or academic progress are placed on warning and considered to be making satisfactory academic progress during the warning period. The student will be advised in writing on the actions required to attain satisfactory academic progress and maintain eligibility for Federal Student Aid by the next evaluation.

**Financial Aid Probation (FA Probation)** – Students who fail to meet minimum requirements for completion rate or academic progress after the warning period will be notified of their termination of eligibility for Federal Student Aid funds. If the student files an appeal of academic progress and prevails, they will be placed on probation and considered to be making satisfactory academic progress during the probationary period. Students on financial aid probation remain eligible for Federal Student Aid funds. Students must be placed on an academic plan and must be able to meet requirements set forth in the academic plan by the end of the probationary

evaluation period. The student will be advised in writing on the actions required to attain satisfactory academic progress and maintain eligibility for Federal Student Aid by the next evaluation.

**Failed FA Probation or Exceeding 150% of the Program Length** - Students who fail probation will lose their eligibility for Federal Student Aid for the program in which they are enrolled. Within 5 business days the Campus Director will counsel the student and complete a “FA Ineligible Letter” to determine if student will continue their program on a cash payment plan or be dropped from the program. A signed copy must be emailed to SRC group. A cash payment plan will need to be in place within 5 business days from the original notification of FA Ineligible status notification. If not received by the timeline outlined above, the SRC will email a notification to the COO for final decision to allow an extension or proceed with dropping immediately.

**Maximum Timeframe (MTF)** – For a program measured in credits, MTF is defined as a period that is no longer than 150% of the published length of the educational program, as measured in credits. MTF includes all hours attempted, which include successfully completed credits, transfer credits, withdrawals, and repeated classes.

For a program measured in clock hours, MTF is defined as a period that is no longer than 150% of the published length of the educational program, as measured by the number of scheduled clock hours the student is required to complete and expressed in calendar time.

**Quantitative Evaluation** - Students are required to complete a minimum of 66.67% of the scheduled clock hours or financial aid credits required based on the applicable program requirements 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 completion percentage is determined by dividing the total clock hours or financial aid credits attended/earned by the total number of clock hours or financial aid credits scheduled in the evaluation period. At the end of each evaluation period, Milan will determine if the student has maintained at least 66.67% cumulative completion rate which indicates that, given the same progression rate, the student will graduate within the maximum time frame [150%] allowed. Transfer clock hours or financial aid credits and those for which a student received a grade of “W,” “I” or “R” will also be included in the Quantitative Evaluation.

**Qualitative Evaluation** - The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic learning. Students are assigned theory study and a minimum number of practical assignments as required for course completion. Academic progression is evaluated after each unit of study. Students must maintain a written grade average of 2.0 or 70% and pass a final written and practical exam prior to graduation. Students must make up failed or missed tests and/or courses. Grades for Transfer clock hours or financial aid credits and Withdrawal (W), Incomplete (I) will not count towards Qualitative Evaluation. For Repeat classes, the latest grade will be included in the Qualitative Evaluation.

**Evaluation Periods** - Milan shall evaluate academic progress for all students at regular intervals (i.e., end of each payment period, academic year or program completion as detailed in the Program Overviews). Evaluations must be performed when a student reaches the scheduled hours or FA credits of a payment period.

### **Appeal Procedure**

A student who loses aid eligibility due to failure to maintain satisfactory academic progress may appeal the status. The student must submit a written appeal of the dismissal within one week of the date the school took action. The appeal should be addressed to the School Director. The reasons for which a student may appeal include death of a relative, an injury or illness of the student, death in the family, etc. Supporting documentation must accompany the written appeal. For example, an appeal based on illness of the student should include applicable medical documentation. After successful appeal, with an academic plan, the student will be placed



on SAP Probation for the following evaluation/payment period. The student must be at satisfactory academic progress at the end of the probationary period or financial aid eligibility will be terminated.

The student's appeal must address the following:

- The basis for the appeal – description of the special circumstances and,
- The reason why the student failed to meet the SAP standard(s) and,
- What has changed in the student's situation so that he or she will now be able to meet SAP standards.

Students are allowed one appeal to remain eligible for financial aid in an academic program.

**Leave of Absence / Temporary Interruptions** – For students returning from an approved leave of absence, their contract period and maximum time frame will be extended by the same number of days taken in the leave of absence. Reasonable provisions will be provided for LOAs or other temporary interruptions, such as academic advising or review of material when resuming training.

**SAP Re-Entry** - Students who have violated FA Probation and have been dismissed shall not be eligible for financial aid in the same program of study. Students may have the opportunity to return in a different program of study and be eligible for financial aid with an additional Satisfactory Academic Progress appeal.

### **Re-enrollment/Re-entrance**

Re-enrollment or re-entrance will be approved only after evidence is shown to the director's satisfaction that conditions which caused the interruption or unsatisfactory progress have been corrected. Re-entering students return to the institution in the same progress status as when they left.

### **LEAVE OF ABSENCE - Allied Health Programs**

Milan Institute permits students to request a leave of absence (LOA) as long as the leave does not exceed a total of 180 days during any 12-month period, starting from the first day of the first leave, that there is a reasonable expectation that the student will return, and as long as there are documented, legitimate extenuating circumstances that require the students to interrupt their education, including pregnancy (including childbirth, false pregnancy, termination of pregnancy, and recovery therefrom), temporary disability, medical reasons, or other reasons such that the campus determines that an LOA is in the student's best interest. A student may take multiple leaves of absence as long as the total leaves of absence do not exceed 180 days during any 12-month period.

However, an LOA will not be granted for any of the following reasons:

- The courses that the student needs are not available;
- The courses that the student needs are available, but the student declines to take them;
- An externship/internship site is not available for the student;
- A student is unable to pay tuition;
- The student is failing a course(s); or
- To delay the return of unearned federal funds.

Students requesting an LOA must submit a signed and completed Leave of Absence Request Form prior to the beginning date of the leave. If circumstances of an unusual nature that are not likely to recur prevent the student from submitting the request in advance, the leave may still be granted, but only if:

- The school documents the unforeseen circumstances and the Education Leader, Dean or Director determines that these circumstances meet the exception requirements (i.e., "of an unusual nature and not likely to recur"), for example, if a student were injured in a car accident and needed a few weeks to recover before returning to the institution, the student would not have been able to request the LOA in advance, and

- The student submits a signed and completed Leave of Absence Request Form. The beginning date of the approved LOA would be determined by the institution to be the first date the student was unable to attend the institution because of the accident.

Students granted an LOA that meets these criteria are not considered to have withdrawn, and no refund calculation is required at that time.

#### **Re-Admission Following a Leave of Absence**

- Upon return from leave, the student will be required to repeat the modules or class, if it had been interrupted, and receive final grades.
- The student will not be charged any fee for the repeat of any module or class from which the student took leave or for students returning from a leave of absence.
- The date the student returns to class is normally scheduled for the beginning of a class or module.
- When a student is enrolled in a modular program, the student may return at any appropriate module, not only the module from which the student withdrew.

#### **Extension of Leave of Absence**

A student on an approved LOA may submit a request to extend the LOA without returning to class. Such a request may be approved by the Dean, Education Leader or Director provided:

- The student submits a completed LOA Extension Request Form before the end date of the current leave.
- There is a reasonable expectation the student will return.
- The number of days in the leave as extended, when added to all other approved leaves, does not exceed 180 calendar days in any twelve (12) month period calculated from the first day of the student's first leave.
- Appropriate modules or classes required for completion of the program will be available to the student on the date of return. If the extension request is approved, the end date of the student's current leave will be changed in the official student information system to reflect the new end date. If the request is denied, the student will be withdrawn and the withdrawal date will be the student's last date of attendance (LDA).

#### **Return from a Leave of Absence**

A student must return from a LOA on or prior to the scheduled date of return. Students in modular based programs may return prior to the scheduled return date as long as they return on the first day of any appropriate module.

#### **Failure to Return from a Leave of Absence**

If the student does not return from LOA as defined above, the student will be withdrawn. The withdrawal date will be the student's last day of attendance (LDA) for purposes of calculating a refund. A Title IV refund calculation will be completed using the last date of attendance prior to the start of the LOA.

#### **Possible Effects of Leave of Absence**

Students who are contemplating an LOA should be cautioned that one or more of the following factors may affect the length of time it will take the student to graduate.

- Students returning from a LOA are not guaranteed that the module or class required to maintain the normal progress in their training program will be available at the time of reentry
- They may have to wait for the appropriate module to be offered
- Financial aid may be affected

- The LOA could also affect the student's:
  - Loan repayment terms, including the exhaustion of some or all of the student's grace period
  - Rate of progress
  - Maximum time frame for completion

## **ABSENCE**

Milan Institute expects students to attend all classes. The condensed nature of vocational training demands the same work attitudes required by employers.

## **TARDINESS/EARLY DEPARTURES**

Ten minutes after the scheduled start of a class or the designated time to return from a break, or departure more than ten minutes before the scheduled class end time, equals a tardy. For each tardy, points will be deducted from the daily professionalism grade as indicated on the class syllabus, and the number of minutes late/early (rounded up in 15-minute increments) will be deducted when recording class time consideration for your school, your customers, and your fellow students.

## **MAKE-UP WORK**

Instructors may require make-up work for any absence. Make-up work is completed on the student's time after the regular class day. All assigned make-up work is due the last day of a module.

**Make-up Education-** Students are allowed to make up hours for absences only. Hours are to be completed at school after normal class hours.

## **CHEATING POLICY**

Dishonesty includes, but is not limited to, cheating, plagiarism, knowingly assisting another student in cheating or plagiarism, or knowingly furnishing false or misleading information to the school's instructors or administrative staff.

When a student is charged with cheating or plagiarism, and the instructor has proof to back up the charges, or a student admits to the charges when confronted, the instructor may handle the situation in the following ways:

- 1) Issue an oral warning or a written warning that will be put in the student's permanent academic file.
- 2) Issue the student an "F" or "0" on the assignment or test in question.
- 3) Issue the student an "F" for the entire class.
- 4) Refer the student to the school director for disciplinary action, which may include suspension or dismissal from the school.

## **REQUIRED STUDY TIME**

In order to complete the required class assignments, students are expected to spend outside time studying. The amount of time will vary according to individual student abilities. Students are responsible for reading all study materials issued by the instructor and completing homework assignments.

## **EXTERNSHIP DISCLOSURE**

Most courses offered at Milan Institute require an externship (work experience) as part of the graduation requirement. The externship must be completed prior to receiving the Certificate of Completion for the course. Externship hours are completed at extern sites off campus. It is, therefore, the student's responsibility to secure his/her own transportation to the extern site. It is also the student's responsibility to pay any costs associated with his/her transportation to and from the extern site or any special requirements mandated by the extern site.

## **GRADUATION REQUIREMENTS**

Milan Institute will award a Certificate of Completion to all students who successfully complete all graduation requirements. The school requires all students to meet their financial obligations and complete a financial aid exit interview prior to graduation.

### **Medical Assisting - Certificate of Completion**

Students enrolled in the Medical Assisting program must pass all classes attempted and maintain a cumulative 2.0 grade point average. All required administrative and clinical skills must be completed and verified by the instructor. Students must also complete externship to be eligible for graduation.

### **Massage Therapy - Certificate of Completion**

Students enrolled in the Massage Therapy program are required to attend all course hours, pass all courses attempted and maintain a 2.0 grade point average. All required skills must be completed and verified by the instructor. Students must also complete clinical practice to be eligible for graduation.

Attendance and/or graduation from a California Massage Therapy Council approved school does not guarantee certification by CAMTC. Applicants for certification shall meet all requirements as listed in California Business and Professions Code section 4600 et. seq.

## **MESSAGE THERAPY CERTIFICATION REQUIREMENTS DISCLOSURE**

In 2009 the State of California established the California Massage Therapy Council for voluntary certification for massage therapists. Effective January 1, 2015, applicants for certification as a Certified Massage Therapist (CMT) must have 500 hours of education from an approved school and have passed the Massage and Bodywork Licensing Exam (MBLEx).

Licenses or permits are issued by California cities and counties. The cities and counties are not uniform in their standards. Certification as a Massage Therapist (CMT) by the California Massage Therapy Council is generally required to obtain a license or permit at the local level. Prospective students for the Massage Therapy program are encouraged to contact the business licensing department of the cities or counties they are planning to work. Students should ask for a copy of the regulations for massage therapy in that area.

### **Dress Code**

As part of their educational experience at Milan Institute, students are expected to dress within reasonable professional standards. This dress code respects the collegiate environment of the institution, demonstrates that the student is invested in presenting his/her best to colleagues, and initiates / maintains solid habits in professional attire.

The following are guidelines for acceptable student attire at Milan Institute. Please note that this list is not all-inclusive, is conservative, and is subject to instructor discretion.

- Clean leather or leather-like shoes with both a heel and toe. Shoes are to be worn at all times unless in the bay or room.
- Uniforms – depending on campus policy: scrubs or massage shirts/black pants
- Jewelry is allowed (post earrings, wedding rings, necklaces not exceeding 18" in length)
- 'Do rags and bandanas (only to be worn for hygienic reasons in the bay or room)

Student professional dress guidelines are required in clinic at all times, and that failure to follow the dress code means that the student not participate and will be marked absent for the time missed as a result.

If a student is not in compliance with professional dress guidelines, the student should be advised, with documentation, of the guidelines. If the student continues to be out of compliance, further disciplinary action should be taken, up to and/or including being sent to change, sent to purchase additional uniform(s), sent to see

the Dean, suspended for that class period, etc. Note that these guidelines apply to students whenever they are on campus, including when completing make-up hours.

### **Hygiene**

Good personal hygiene is a must – the student must be showered, shampooed, checked for body odor, and have clean, manicured nails before coming into the clinic. The student's clothes should be clean and pressed, and shoes should be professional and clean.

The best way to prevent spreading infection is to maintain a clean environment. That means frequent hand washing. In massage therapy, washing hands also symbolizes the clearing of energy and "bad chi" collected from working on another person. It is a way to "ground." Hand washing is also most important for removing potentially infectious material.

### **Draping**

Draping is the process of using towels or sheets to cover clients during a massage to protect their modesty. Draping helps a client feel comfortable and safe as well as warm during the massage session. The client should be instructed to undress to own comfort level and lie on the table under the sheet. The student should explain the necessity to the client of being draped under the sheet at all times, exposing only the area to be massaged. The student uses training to decide which draping procedure to use but the covering of genitalia and female breasts is required.

## **CRIMINAL HISTORY**

Some employers who seek to hire graduates conduct detailed background checks before hiring applicants. Employers may be reluctant to employ applicants who have been convicted of a crime and obtaining employment in my field of study may be difficult.

Due to the nature of the massage therapy field, graduates of the Massage Therapy program who have been convicted of a crime that is of sexual nature may have extreme difficulty obtaining employment in the field.

Graduates from the school's Medical Assisting program with a felony drug-related conviction on their record may have extreme difficulty obtaining employment in the field.

**PROGRAM TITLE:** ESTHETICIAN

600 hours

**INSTRUCTOR'S NAME:** \_\_\_\_\_

**PROGRAM MISSION:**

The mission of the program is to train students in the Esthetics skills necessary to pass the State Board examination and to obtain related employment in the field.

**PROGRAM PURPOSE:**

The primary purpose of the Esthetician Course is to train the student in the basic manipulative skills, safety judgments, proper work habits, and desirable attitudes necessary to pass the State Board examination and for competency in job entry level positions in Esthetics or related career field.

**PROGRAM DESCRIPTION:**

The Esthetician program provides the student with the knowledge and skills of the practice of skin services. The program provides students technical instruction and practical training in the areas of facials, health and safety, creative hair removal and makeup. All classes are taught in English.

**PROGRAM OBJECTIVES:**

Upon completion of the course requirements, the determined graduate will be able to:

1. Project a positive attitude and a sense of personal integrity and self-confidence.
2. Practice proper grooming and effective communications skills and visual poise.
3. Understand employer/employee relationships and respect the need to deliver worthy service for value received.
4. Perform the basic skin care services, work with facial machines, hair removal and makeup.
5. Apply the theory, technical information and related matter to assure sound judgments, decisions, and procedures.

**OCCUPATIONS AND STANDARD OCCUPATIONAL CLASSIFICATION CODES:**

Skin Care Specialist 39-5094.00

**REQUIREMENTS FOR COMPLETION OF THE PROGRAM:**

Students must complete all subjects outlined in their designated program with no grade under 75% in any subject to be eligible for graduation. All students are required to pass the school's final examination with a grade of not less than 75% on both practical and written exams prior to graduation.

**PROGRAM TEXTS:**

**Milady's Standard:** MindTap Esthetics for Milady Standard Esthetics, 11th Edition

**Milady's Standard:** Online Licensing Preparation Access Code

**State Board Rules and Regulations -** [https://www.barbercosmo.ca.gov/laws\\_regs/act\\_regs.pdf](https://www.barbercosmo.ca.gov/laws_regs/act_regs.pdf)

**State Board Health and Training Course:** [https://www.barbercosmo.ca.gov/schools/healthsafety\\_textbook.pdf](https://www.barbercosmo.ca.gov/schools/healthsafety_textbook.pdf)

**State Board Health and Training Course Exam Book:** [https://www.barbercosmo.ca.gov/schools/student\\_booklet.pdf](https://www.barbercosmo.ca.gov/schools/student_booklet.pdf)

**REFERENCE MATERIALS:**

*Make up DVDs, Skin Care Dictionary, Hair Removal Technique, Aromatherapy, The SPA Encyclopedia, Advance Face/Body Treatment, Common Skin Disease, Skin Care and Cosmetic Ingredients, Face Shapes, Skin Lesions, Anatomy and Physiology Wall Charts, Micro-dermabrasion and DVD, Chemical Peel and Exfoliation and DVD, Skin Type and Aging Analysis and DVD, various subject relevant media resources, and online resources.*

**METHODS OF PRESENTATION:**

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 well-developed lesson plans, which reflect current educational

methods. Subjects are presented by means of lecture, demonstration, and student participation. Audio-visual aids, guest speakers, field trips and other related learning methods are used in the course.

**TESTING POLICY:**

Theory knowledge will be evaluated after each unit of study. Students will also be required to take a written, phase one final exam, a mid-term and a final exam. Practical Skills will be tested with a Practical Exam at the completion of Phase One Training, Mid Term at the completion of approximately 300 hours and Final at the completion of approximately 500 hours or more. A student must complete the minimum hours in each subject in order to graduate and be eligible to take the state board exams.

**EVALUATION METHODS:**

To determine academic progress, students are assigned theory study and a minimum number of practical performances. Theory is evaluated after each unit of study. Practical assignments are evaluated as completed and counted toward course completion ONLY when rated as satisfactory or better. If the performance does not meet satisfactory requirements, it is not counted and the performance must be repeated. At least two comprehensive practical skills evaluations will be conducted during the course of study. Practical skills are evaluated according to text procedures, performance standards established by the state licensing

agency, and set forth in the practical skills evaluation criteria adopted by the school. Students must maintain a cumulative 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.

**PROGRAM TITLE: ESTHETICIAN**

**600 hours**

Numerical grades are considered according to the following scale:

**GRADING SYSTEM:**

**WRITTEN AND PRACTICAL**

<b>90% - 100%</b>	<b>=</b>	<b>A</b>
<b>80% - 89%</b>	<b>=</b>	<b>B</b>
<b>70% - 79%</b>	<b>=</b>	<b>C</b>
<b>60% - 69%</b>	<b>=</b>	<b>D</b>
<b>Below 60%</b>	<b>=</b>	<b>F</b>

**BELOW 75% = BELOW STANDARDS/NEEDS IMPROVEMENT\***

\*All Assessments (practical and written) must be passed with 75% or higher

**KNOWLEDGE AND SKILL OBJECTIVES:**

**Important Notification** – the minimum hours of technical instruction hours per subject must be completed to be eligible for completion and state board exams. In addition, the minimum number of operations and operation hours must be completed to be eligible for completion and state board exams. Depending on how long a student needs to complete the required number of practical operations, a student may exceed the total number of hours required in a subject, or may not have the minimum hours required in a subject. If a student does not have meet the total number of hours required, the student will need to complete additional hours to meet the requirements in that subject.

**Technical Instruction and Practical Training in Facials-350 Hours**

Includes, but is not limited to the following techniques and procedures:

**Manual, Electrical and Chemical Facials**

Manual Facials including cleansing, scientific manipulations, packs, and masks.

Electrical Facials include the use of electrical modalities, dermal lights and electrical apparatus, for facials and skin care purposes

Chemical Facials include chemical skin peels, packs, masks and scrubs.

**Technical Instruction/Theory** – 70 hours

**Minimum Practical Instruction-** 150 Total Operations

45 Manual Facials

60 Chemical Facials  
45 Electrical Facials

**Preparation**

Client consultation, intake procedures, contraindications, professionalism, client record keeping, pre and post operative care, CPR/AED, salon and spa skills.

**Technical Instruction/Theory-** 30 hours

**Minimum Practical Instruction-** 75 Total Operations

50 Professional Development  
25- Salon Business

**Technical Instruction and Practical Training in Health and Safety – 200 hours**

Includes, but is not limited to the following techniques and procedures:

**Laws and Regulations** – The Barbering and Cosmetology Act and the Board’s Rules and Regulations

**Technical Instruction/Theory** – 10 hours

**Health and Safety Considerations** (including the State Board Health and Safety Curriculum) - The subject of Health and Safety shall include, but is not limited to, the following techniques and procedures: Training in chemicals and health in establishments, material safety data sheets, protection from hazardous chemicals and preventing chemical injuries, health and safety laws and agencies, communicable diseases including HIV/AIDS and Hepatitis B. Chemical composition and purpose of cosmetic and skin care preparation. Elementary chemical makeup, chemical skin peels, physical and chemical changes of matter. Electrical current, principles of operating electrical devices, and the various safety precautions used when operating electrical equipment.

**Technical Instruction/Theory** - 50 hours

**Disinfection and Sanitation:** Procedures to protect the health and safety of the consumer as well as the technician. Proper disinfection procedures. Disinfection shall be emphasized throughout the entire training period and must be performed before use of all instruments and equipment.

**Technical Instruction/Theory** - 10 hours

**Minimum Practical Instruction** – 210 Operations

210- Sanitation and Disinfection

**Anatomy, and Physiology** - Human Anatomy, Human Physiology, Bacteriology, skin analysis and conditions.

**Technical Instruction/Theory** – 25 hours

**Technical Instruction and Practical Training in Creative Hair Removal and Make-up – 50 hours**

**Includes, but not limited to:**

**Eyebrow Beautification-** Eyebrow shaping and hair removal techniques, hair analysis, waxing, tweezing, manual or electrical depilatories.

**Technical Instruction/Theory** – 15 hours

**Minimum Practical Instruction** – 50 Operations

10-Hair Removal- Use of Tweezers

40-Hair Removal- Use of Wax

**Make-up** - Skin analysis, basic and corrective application, application of false eyelashes.

**Technical Instruction/Theory** – 15 hours

**Minimum Practical Instruction** – 40 Operations

40- Make Up Demonstrations

Satisfactory Academic Progress Evaluation Points - DAY:

1st Evaluation Point: 300 Hours/12 Weeks

2nd Evaluation Point: 600 Hours/24 Weeks

Satisfactory Academic Progress Evaluation Points - NIGHT:

1st Evaluation Point: 300 Hours/15 Weeks



2nd Evaluation Point: 600 Hours/30 Weeks

Veterans Satisfactory Academic Progress Evaluation Points - DAY:

- 1st Evaluation Point: 150 Hours/6 Weeks
- 2nd Evaluation Point: 300 Hours/12 Weeks
- 3rd Evaluation Point: 450 Hours/18 Weeks
- 4th Evaluation Point: 600 Hours/24 Weeks

Veterans Satisfactory Academic Progress Evaluation Points - EVENING:

- 1st Evaluation Point: 150 Hours/7.5 Weeks
- 2nd Evaluation Point: 300 Hours/15 Weeks
- 3rd Evaluation Point: 450 Hours/22.5 Weeks
- 4th Evaluation Point: 600 Hours/30 Weeks

**PROGRAM TITLE: COSMETOLOGY**

1000 hours

**PROGRAM DESCRIPTION:**

The primary purpose of the Cosmetology Course is to train the student in the basic manipulative skills, safety judgments, proper work habits, and desirable attitudes necessary to pass the State Board examination and for competency in job entry level positions in Cosmetology or related career field. All classes are taught in English. The course is divided into 3 sections – Phase 1 and Phase 2. Phase 1 is 360 hours taught in a minimum of 12 weeks for Day Sessions and 18 weeks for evening session.

**PROGRAM OBJECTIVES:**

Upon completion of the course requirements, the determined graduate will be able to:

1. Project a positive attitude and a sense of personal integrity and self-confidence.
2. Practice proper grooming and effective communications skills and visual poise.
3. Understand employer-employee relationships and respect the need to deliver worthy service for value received.
4. Perform the basic manipulative skills including hair styling, shaping, bleaching, tinting, chemical reformation, scalp/hair conditioning, facials, manicures, pedicures and nail extensions.
5. Perform the basic analytical skills to determine proper makeup, hairstyle, and color application for the client's best overall look.
6. Apply the theory, technical information and related matter to assure sound judgments, decisions, and procedures.

**PROGRAM TEXTS:**

- **Milady's Standard: Cosmetology with MindTap**, Cengage Publishing
- **State Board Rules and Regulations** - [https://www.barbercosmo.ca.gov/laws\\_regs/act\\_regs.pdf](https://www.barbercosmo.ca.gov/laws_regs/act_regs.pdf)
- **State Board Health and Training Course**: [https://www.barbercosmo.ca.gov/schools/healthsafety\\_textbook.pdf](https://www.barbercosmo.ca.gov/schools/healthsafety_textbook.pdf)
- **State Board Health and Training Course Exam Book**: [https://www.barbercosmo.ca.gov/schools/student\\_booklet.pdf](https://www.barbercosmo.ca.gov/schools/student_booklet.pdf)

**REFERENCE MATERIALS:**

*In the Bag, Playing it Safe, Waxing Made Easy, Professional Men's Services: Haircutting, Step by Step Make up Videos, Art of Dressing Long Hair, Braids and Updo's Made Easy, The Cutting Book, Hair Coloring Hands On, Hair Care and Product Dictionary, Cosmetology Dictionary, Microdermabrasion, Peels and Peeling Agents, Nail Structure and Product Chemistry, Art of African Hair Design, Nail Questions and Answers Book, Wall Charts for Anatomy and Physiology, various subject relevant DVDs/Video and Online resources. Reference materials subject to change.*

**METHODS OF PRESENTATION:**

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 well-developed lesson plans, which reflect current educational methods. Subjects are presented by means of lecture, demonstration, and student participation. Audio-visual aids, guest speakers, field trips and other related learning methods are used in the course.

**TESTING POLICY:**

Theory knowledge will be evaluated after each unit of study. Students will also be required to pass comprehensive academic exams at the end of each Phase 1 module, at mid program (500 scheduled hours) and the end of the program (950 scheduled hours). Technical Skill competency will be evaluated at the completion of each Phase 1 module, at mid program and at the completion of approximately 950 scheduled hours. A student must complete the minimum hours in each content area to graduate and be eligible to take the state board academic exam.

**EVALUATION METHODS:**

To determine academic progress, students are assigned theory study and a minimum number of technical skill competency evaluations. Theory is evaluated after each unit of study with an academic assessment. Technical skill assignments are evaluated as completed and counted toward course completion ONLY when rated as satisfactory or better. If the performance does not meet satisfactory requirements, it is not counted and the performance must be repeated. At least two technical skill competency evaluations will be conducted during the course of study. Technical skills are evaluated according to text procedures and as set forth in the technical skill competency evaluation criteria adopted by the school. Students must maintain a cumulative grade average of 75% and pass a FINAL academic and technical skill competency evaluation prior to graduation. Students must make up failed or missed tests and incomplete assignments. Numerical grades are considered according to the following scale:

**GRADING SYSTEM:****WRITTEN AND PRACTICAL**

90% - 100%	=	A
80% - 89%	=	B
70% - 79%	=	C*
60% - 69%	=	D
Below 60%	=	F

**BELOW 70% = BELOW STANDARDS/NEEDS IMPROVEMENT\***

\*All Assessments (practical and/or written) must be passed with 75% or higher to graduate

**KNOWLEDGE AND SKILL OBJECTIVES:****100 HOURS: Technical Instruction and Practical Training in Health and Safety**

**Health and Safety Considerations** – Anatomy (hair/skin/nails), chemistry and chemical safety, electricity and electrical safety, and State Board Laws and Regulations.

**Board Approved Health & Safety Course (B&P 7389(a)):** Including instruction on hazardous substances, protection from hazardous chemicals, preventing chemical injuries, preventing communicable diseases, safety data sheets, basic labor laws, health and safety laws and regulations, and physical and sexual assault awareness.

**Technical Instruction/Theory** – 76 hours

**Practical Instruction** – 100 Total Operations

75 Hair, Skin, and Nail Analysis

25 Chemical Formulations

**100 HOURS: Technical Instruction and Practical Training in Disinfection and Sanitation**

**Disinfection and Sanitation** - Including instruction on disinfection procedures to protect the health and safety of consumers as well as the technician and proper disinfection procedures for equipment used in establishments.

*Disinfection shall be emphasized throughout the entire training period and must be performed before use of all instruments and equipment.*

**Technical Instruction/Theory** – 15 hours

**Practical Instruction** – 340 Operations

340 Disinfection and Sanitations

**38 HOURS: Technical Instruction and Practical Training in Professional Development**

**Professional Development**– communication skills, personal and professional ethics, customer service skills, client communication, decorum, record keeping, client service records, rules and regulations, field trips, job readiness skills, and seeking employment.

**Technical Instruction/Theory** – 25 hours

**Practical Instruction** – 50 Total Operations

50 Professional Development

**262 HOURS: Technical Instruction and Practical Training in Hair Styling Services**

**Hairstyling Services:** Including instruction on arranging, blow drying, cleansing, curling, dressing, hair analysis, shampooing, waving, and nonchemical straightening, and hair cutting, including the use of shears, razors, electrical clippers and trimmers, and thinning shears, for wet and dry cutting.

**Technical Instruction/Theory** – 76 hours

**Practical Instruction** – 245 Total Operations

160 Hairstyling (Shampoo is included with hairstyling; it is not recorded separately)

85 Haircuts

**200 HOURS: Technical Instruction and Practical Training in Chemical Hair Services**

**Chemical Hair Services:** Including instruction on coloring, straightening, waving, bleaching, hair analysis, predisposition and strand tests, safety precautions, formula mixing, and the use of dye removers.

**Technical Instruction/Theory** - 73 hours

**Practical Instruction** - 135 Total Operations

55 Chemical Texture Services

80 Haircoloring

**150 HOURS: Technical Instruction and Practical Training in Skin Care Services**

**Skin Care Services:** Including instruction on chemical and manual facials and massaging, stimulating, exfoliating, cleansing, or beautifying the face, scalp, neck, or body by the use of hands, esthetic devices, cosmetic products, antiseptics, lotions, tonics, or creams that do not result in the ablation or destruction of the live tissue.

**Technical Instruction/Theory** – 44 hours

**Practical Instruction** – 75 Total Operations

60 Facials (Manual, Chemical, and Electrical)

15 Makeup Applications

**50 HOURS: Technical Instruction and Practical Training in Hair Removal and Lash and Brow Beautification**

**Hair Removal and Lash and Brow Beautification-** Including instruction on tinting and perming eyelashes and brows and applying eyelashes to any person and includes removing superfluous hair from the body of any person by use of depilatories, tweezers, sugaring, nonprescription chemicals, or waxing, or by the use of devices and appliances of any kind or description, except by the use of lasers or light waves, which are commonly known as rays.

**Technical Instruction/Theory** – 10 hours

**Practical Instruction** - 60 Operations

40 Hair Removal

20 Lash and Brow Beautification

**100 HOURS: Technical Instruction and Practical Training in Manicure and Pedicure**

**Manicuring and Pedicuring:** Including instruction on water and oil manicures, hand and arm massage, foot and ankle massage, nail analysis, and artificial nail services, including, but not limited to, acrylic, liquid and powder brush-ons, dip, tips, wraps, and repairs.

**Technical Instruction/Theory** – 41 hours

**Practical Instruction** - 155 Operations

20 Manicures

15 Pedicures

120 Nail wraps, Acrylic and Artificial nails.

**1000 TOTAL HOURS**

**PROGRAM TITLE:** BARBERING

1000 hours

**PROGRAM DESCRIPTION:**

The primary purpose of the Barbering Course is to train the student in the basic manipulative skills, safety judgments, proper work habits, and desirable attitudes necessary to pass the State Board examination and for competency in job entry level positions in Barbering or related career fields. All classes are taught in English. The course is divided into 2 sections – Phase 1 and Phase 2. Phase 1 is 364 hours taught in a minimum of 12 weeks for Day Sessions and 18 weeks for evening students.

**PROGRAM OBJECTIVES:**

Upon completion of the course requirements, the determined graduate will be able to:

1. Project a positive attitude and a sense of personal integrity and self-confidence.
2. Practice proper grooming and effective communications skills and visual poise.
3. Understand employer-employee relationships and respect the need to deliver worthy service for value received.
4. Perform the basic manipulative skills including hair styling, shaping, bleaching, tinting, chemical reformation, scalp/hair conditioning, shaving techniques, and facial services.
5. Perform the basic analytical skills to determine proper hairstyle and color application for the client's best overall look.
6. Apply the theory, technical information and related matter to assure sound judgments, decisions, and procedures.

**PROGRAM TEXTS:**

- **Milady Standard Professional Barbering with MindTap:** Scali-Sheahan, Maura. New York: Cengage Publishing.
- **State Board Rules and Regulations -** [https://www.barbercosmo.ca.gov/laws\\_regs/act\\_regs.pdf](https://www.barbercosmo.ca.gov/laws_regs/act_regs.pdf)
- **State Board Health and Training Course:** [https://www.barbercosmo.ca.gov/schools/healthsafety\\_textbook.pdf](https://www.barbercosmo.ca.gov/schools/healthsafety_textbook.pdf)
- **State Board Health and Training Course Exam Book:** [https://www.barbercosmo.ca.gov/schools/student\\_booklet.pdf](https://www.barbercosmo.ca.gov/schools/student_booklet.pdf)

**REFERENCE MATERIALS:**

*In the Bag, Playing it Safe, Professional Men's Services: Haircutting, The Cutting Book, Hair Coloring Hands On, Hair Care and Product Dictionary, Cosmetology Dictionary, Peels and Peeling Agents, Art of African Hair Design, Wall Charts for Anatomy and Physiology, various subject relevant DVDs/Video and Online resources. Reference materials subject to change.*

**METHODS OF PRESENTATION:**

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. 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 well-developed lesson plans, which reflect current educational methods. Subjects are presented by means of lecture, demonstration, and student participation. Audio-visual aids, guest speakers, field trips and other related learning methods are used in the course.

**TESTING POLICY:**

Theory knowledge will be evaluated after each unit of study. Students will also be required to pass comprehensive academic exams at the end of each Phase 1 module, at mid program (500 scheduled hours) and the end of the program (950 scheduled hours). Technical Skill competency will be evaluated at the completion of each Phase 1 module, at mid program and at the completion of approximately 950 scheduled hours. A student must complete the minimum hours in each content area to graduate and be eligible to take the state board academic exam.

**EVALUATION METHODS:**

To determine academic progress, students are assigned theory study and a minimum number of technical skill competency evaluations. Theory is evaluated after each unit of study with an academic assessment. Technical skill assignments are evaluated as completed and counted toward course completion ONLY when rated as satisfactory or better. If the performance does not meet satisfactory requirements, it is not counted and the performance must be repeated. At least two technical skill competency evaluations will be conducted during the course of study. Technical skills are evaluated according to text procedures and as set forth in the technical skill competency evaluation criteria adopted by the school. Students must maintain a cumulative grade average of 75% and pass a FINAL academic and technical skill competency evaluation prior to graduation. Students must make up failed or missed tests and incomplete assignments. Numerical grades are considered according to the following scale:

**GRADING SYSTEM:****WRITTEN AND PRACTICAL**

90% - 100%	=	A
80% - 89%	=	B
70% - 79%	=	C*
60% - 69%	=	D
Below 60%	=	F

**BELOW 70% = BELOW STANDARDS/NEEDS IMPROVEMENT\***

\*All Assessments (technical skills and academic knowledge) must be passed with 75% or higher to graduate

**KNOWLEDGE AND SKILL OBJECTIVES:****100 HOURS: Technical Instruction and Practical Training in Health and Safety**

**Health and Safety Considerations** – Anatomy (hair/skin/nails), chemistry and chemical safety, electricity and electrical safety, and State Board Laws and Regulations.

**Board Approved Health & Safety Course (B&P 7389(a)):** Including instruction on hazardous substances, protection from hazardous chemicals, preventing chemical injuries, preventing communicable diseases, safety data sheets, basic labor laws, health and safety laws and regulations, and physical and sexual assault awareness.

**Technical Instruction/Theory** – 76 hours

**Practical Instruction** – 100 Total Operations

75 Hair, Skin, and Nail Analysis

25 Chemical Formulations

**115 HOURS: Technical Instruction and Practical Training in Disinfection and Sanitation**

**Disinfection and Sanitation** - Including instruction on disinfection procedures to protect the health and safety of consumers as well as the technician and proper disinfection procedures for equipment used in establishments.

*Disinfection shall be emphasized throughout the entire training period and must be performed before use of all instruments and equipment.*

**Technical Instruction/Theory** – 15 hours

**Practical Instruction** – 400 Operations

400 Disinfection and Sanitations

**38 HOURS: Technical Instruction and Practical Training in Professional Development**

**Professional Development**– communication skills, personal and professional ethics, customer service skills, client communication, decorum, record keeping, client service records, rules and regulations, field trips, job readiness skills, and seeking employment.

**Technical Instruction/Theory** – 25 hours

**Practical Instruction** – 50 Total Operations

50 Professional Development

**317 HOURS: Technical Instruction and Practical Training in Hair Styling Services**

**Hairstyling Services:** Including instruction on arranging, blow drying, cleansing, curling, dressing, hair analysis, shampooing, waving, and nonchemical straightening, and hair cutting, including the use of shears, razors, electrical clippers and trimmers, and thinning shears, for wet and dry cutting.

**Technical Instruction/Theory** – 75 hours

**Practical Instruction** – 320 Total Operations

160 Hairstyling (Shampoo is included with hairstyling; it is not recorded separately)

160 Haircuts

**200 HOURS: Technical Instruction and Practical Training in Chemical Hair Services**

**Chemical Hair Services:** Including instruction on coloring, straightening, waving, bleaching, hair analysis, predisposition and strand tests, safety precautions, formula mixing, and the use of dye removers.

**Technical Instruction/Theory** – 73 hours

**Practical Instruction** - 135 Total Operations

55 Chemical Texture Services

80 Haircoloring

**230 HOURS-Technical Instruction and Practical Training in Shaving and Trimming of the Beard**

**Shaving and Trimming of the Beard:** Including instruction on preparing the client's hair for shaving, assessing the condition of the client's skin, performing shaving techniques, applying aftershave antiseptic following facial services, and massaging the face and rolling cream massages.

**Technical Instruction/Theory** – 107 hours

**Practical Instruction** – 140 Operations

60 Facials

80 Shaving Techniques

**1000 TOTAL HOURS**

# Massage Therapy

740Hours/34 Weeks



Massage Therapy is a healing art with a history going back thousands of years. The first written records of massage therapy are from China, but the benefits of massage therapy were well known across the entire world. Those traditions of long ago are the roots of modern-day massage therapy.

In many countries today, massage therapists work side by side with other medical professionals. The demand for massage therapists has greatly increased over the past few years with the renewed interest in health and well-being that is sweeping the country.

The mission of the program is to train students in the massage therapy skills necessary to function competently as a professional massage therapist in a variety of settings.

## Program Mission

The mission of the Massage Therapy program is to prepare the student to function competently as a professional massage therapist.

## Program Purpose

The primary purpose of the Massage Therapy program is to prepare the student in the best of Eastern, Western, ancient modalities, and the latest skills and techniques to function competently as a professional massage therapist.

## Program Description and Objectives

A program that prepares students to provide relief and improved health and well-being to clients through the application of manual techniques for manipulating skin, muscles, and connective tissues. The unique curriculum contains the best of Eastern, Western, ancient modalities and the latest skills and techniques. The student will receive ample hands-on training and knowledge required to function in a variety of settings including massage clinics, hospitals, doctors' offices, sporting events and more.

## Occupations and Standard Occupational Classification Codes

Massage Therapist 31-9011.00

## Training Program

This training program is divided into learning units called modules. Students must complete in sequence Welcome to Milan and Essentials as prerequisites prior to beginning any other module and continuing in any sequence until all modules are completed. Modules are stand alone and are not dependent upon previous training. Students participate in an internship.

## Course Descriptions

### Welcome to Milan WTM111

Welcome to Milan is an introductory orientation that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Welcome to Milan is designed to prepare students with the basic knowledge of policies, procedures, and guidelines to be successful as a Milan Institute student.



## Massage Therapy Course Descriptions

### **Essentials EST121**

This module is the entry point into the Massage Therapy program. It introduces students to anatomy, physiology, medical terminology, history of massage, introduction to massage protocols, and standards of ethics and professionalism. Students will gain familiarity with the major organ systems, cells, tissue, bones, muscles, joints, and other areas as well as basic technical knowledge, including an introduction to hygiene, sanitation methods, and safety standards. Students will learn the fundamental Swedish massage techniques, client protocol, draping, bodywork postures, and methods of recordkeeping. Students will gain an understanding of professional ethical behavior, boundary issues, and scope of practice, which will enable them to work more effectively with clients.

### **Anatomy and Physiology ANP122**

This module offers massage therapy students an in-depth study of the organization and structure of the human body as well as the functions of the human body. Students will explore the major organ systems, explaining how and why the body works the way it does, with emphasis on the specialized needs of massage students. In addition to exploring the body systems, students will study the physiological effects of massage on the body.

### **Movement Arts MAR123**

In this module, students will be introduced to kinesiology, sports massage, and passive joint mobilization. Students will study movement, including joint types, ranges of motion, and the lever-action muscle groups that act upon these joints. Students will be able to describe the interaction of agonistic, synergistic, and antagonistic muscle groups, and the interrelationship of these muscle groups. The focus on Sports Massage presents the benefits of massage used in conjunction with sports, considered by many athletes to be essential for peak performance with minimal risk of injury. Students will learn pre/post- sporting event massage techniques, as well as preventive and rehabilitation massage methods. Students will learn how to apply joint movements while the client remains passive (non- moving or relaxed), leading to the loosening of holding patterns in various joints and resulting in a greater range of motion and reduced joint stress.

### **Pathology and Eastern Arts PEA124**

This module focuses on pathology for massage therapists as well as Shiatsu and Acupressure. During Pathology students will gain a basic understanding of the disease process and how it affects the body's functions. Students will learn the common diseases and disorders of each organ system, as well as indications and contraindications for massage. During the focus on Eastern Arts, students will learn the theory and practice of Shiatsu and Acupressure massage, including the foundations of traditional Chinese medicine including the classical theories of yin and yang, the five phases, the concept of Qi, meridian theory as it relates to massage, and breathing and mind-body centering techniques. Students will learn the basic skills and techniques enabling them to demonstrate a full body Shiatsu massage. Students will demonstrate hands on techniques for giving and receiving acupressure's therapeutic and transformational system of touch that promotes healing, increases energy, and relieves emotional stress.

### **Deep Tissue and Business DTB125**

This module provides students with the skills to perform various deep tissue massage techniques and focuses on Business Management and Law. Students will learn to perform deep tissue techniques for muscle redefinition by releasing stagnation, knots, and spasms that lie deep within the muscular tissue. In addition, they will develop therapeutic strategies to address acute and chronic muscular conditions while developing and maintaining proper body mechanics to prevent injury. Business Management and Law focuses on issues necessary to build and maintain a massage practice. Students will learn how to communicate with clients and associates effectively and professionally, determine permit requirements, navigate legal aspects, keep records, and understand tax information. Students will gain an understanding of the professional standards, code of ethics, and scope of practice necessary to build a strong foundation

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## Section D

for a successful career in massage therapy. This module also provides education on HIPAA regulations.

### **Massage Therapy Course Descriptions**

#### **Massage Techniques and CPR MTC126**

In this module students will learn about various massage techniques including prenatal and pediatric, chair, and reflexology. Students will receive instruction on client evaluations using SOAP note format and complete CPR and First Aid education. Students will learn the applications of massage for the special needs of women during the prenatal and postpartum stages of pregnancy including the anatomical and physiological changes that occur with pregnancy while acquiring the massage skills appropriate for each stage of pregnancy. Indications and contraindications of massage during pregnancy will be covered as well as the signs and symptoms of high-risk pregnancies. In association with pregnancy massage, this technique to perform pediatric massage, including Swedish massage, relaxation techniques, and passive range-of-motion exercises will be presented. During chair massage, defined as a compact, efficient style of bodywork performed through the clothing while the recipient is in a comfortable seated position, students will learn various techniques applied to the head, neck, shoulders, arms, and back while the client is sitting in a chair. Along with the chair massage sequence, marketing techniques and strategies will be presented. Reflexology introduces students to the history, theory, and practice. Students will learn the zones on the feet, as well as the reflex points and their anatomical correspondences. While students massage routines on each other, they will receive instruction on properly completing client evaluations using intake forms and entering SOAP notes.

#### **Spa Techniques and Practical Anatomy STP127**

This module introduces students to aromatherapy, hydrotherapy, and other popular spa techniques as well as providing students hands on experience with practical anatomy application. Students will be presented with an overview of the history, benefits, indications, and contraindications of aromatherapy and hydrotherapy. Students will learn how to integrate the use of essential oils safely and effectively into a massage session, as well as learn the mechanisms and various forms of hydrotherapy, including body wraps, scrubs, Hot Stones, and the use of hot and cold packs and compresses. Practical Anatomy is designed to give students practical hands-on experience in locating, palpating, and defining the location of various muscles and anatomical landmarks, including a systematic investigation of the attachment sites and innervations of the major muscles relative to the different regions of the body.

#### **Clinical Internship MTC141**

Prerequisite: Essentials and Clinic Orientation

In the student clinic, students will have the opportunity to practice massage techniques that they have learned in their previous coursework. Students will be able to fine tune their communication and record-keeping skills with a wide variety of clients.

#### **Special Notice**

Pursuant to California Business and Professions Code section 4611, It is an unfair business practice for a person to do any of the following:

- (a) To hold himself or herself out or to use the title of "certified massage therapist" or "certified massage practitioner," or any other term, such as "licensed," "certified," "CMT," or "CMP," in any manner whatsoever that implies or suggests that the person is certified as a massage therapist or massage practitioner, unless that person currently holds an active and valid certificate issued by the California Massage Therapy Council.
- (b) To falsely state or advertise or put out any sign or card or other device, or to falsely represent to the public through any print or electronic media, that he or she or any other individual is licensed, certified, or registered by a governmental agency as a massage therapist or massage practitioner.

Section D

## Massage Therapy

Course Name	Total Hours	Live Lecture	IDL Lecture	Lab	Clinic
WTM111: Welcome to Milan	5	0	5	0	0
EST121: Essentials	85	30	20	35	0
ANP122: Anatomy and Physiology	85		80	5	0
MAR123: Movement Arts	85	0	45	40	0
PEA124: Pathology and Eastern Arts	85	0	49	36	0
DTM125: Deep Tissue and Business	85	0	50	35	0
MTC126: Massage Techniques and CPR	85	0	20	65	0
STP127: Spa Techniques and Practical Anatomy	85	0	25	60	0
MTC141: Clinical Internship	140	0	0	0	140
<b>Total Required Course Hours</b>	<b>740</b>	<b>30</b>	<b>294</b>	<b>276</b>	<b>140</b>

Satisfactory Academic Progress Evaluation Points:

1st Evaluation Point: 370 Hours/17 Weeks

2nd Evaluation Point: 740 Hours/34 Weeks

Veterans Satisfactory Academic Progress Evaluation Points:

1st Evaluation Point: 185 Hours/8.5 Weeks

2nd Evaluation Point: 370 Hours/17 Weeks

3rd Evaluation Point: 555 Hours/25.5 Weeks

4th Evaluation Point: 740 Hours/34 Weeks

# Medical Assisting

**780 Hours/36 Weeks/52 Quarter Credits/36 FA Units**



Medical assistants help doctors examine and treat patients, perform routine tasks, and keep the medical office running smoothly.

Duties vary from office to office, but normally include taking vital signs and information, taking medical histories, preparing patients for examinations, and assisting during the appointment.

Medical assistants may also take blood, give injections, take EKGs, remove sutures, collect and prepare laboratory specimens, instruct patients on special diets and medications, and sterilize medical instruments.

A medical assistant's job duties vary from day to day with each patient that comes into the office.

## **Program Purpose and Mission**

The primary purpose and mission of the Medical Assisting program is to prepare students to function competently in an entry-level position in a variety of medical settings.

## **Program Description and Objectives**

The Medical Assisting program is designed to prepare students to function competently in an entry-level position in a variety of medical settings. The program will include current medical information, demonstrations and practice of administrative, clinical and laboratory skills.

## **Funding Method**

For Title IV purposes the funding method is based on Quarter Credits.

## **Occupations and Standard Occupational Classification Codes**

Medical Assistant 31-9092.00, Medical Records and Health Information Technician 29-2071.00, Medical Secretary 43-6013.00, Receptionist and Information Clerk 43-4171.00

## **Training Program**

The training program is divided into seven learning units called modules. Students must complete Welcome to Milan and modules A through G, starting with any module and continuing in any sequence until all seven are completed. Modules A through G stand alone and are not dependent upon previous training. Upon successful completion of Welcome to Milan and all modules, students will participate in an externship.

## **Course Descriptions**

### **Welcome to Milan WTM111**

Welcome to Milan is an introductory orientation that is a pre-requisite for all students to successfully complete prior to beginning their subject matter course. Welcome to Milan is designed to prepare students with the basic knowledge of policies, procedures, and guidelines to be successful as a Milan Institute student.

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## Medical Assisting Course Descriptions

### **Medical Office Communications MOC112**

Students will learn and demonstrate basic administrative skills used in the medical office setting and be able to demonstrate how to schedule appointments, to communicate over the phone, and to handle difficult patients. Students will be able to describe qualifications for success, to identify medical, legal and ethical boundaries, to demonstrate proper telephone techniques, to schedule and manage appointments and to perform the functions of medical office record keeping. Students also practice keyboarding to improve speed and accuracy.

### **Insurance Coding INC113**

Students will learn about the different insurance available to patients and be able to recognize when to use each of them. Students will learn and demonstrate how to process insurance forms, to use insurance coding, and to perform bookkeeping skills. Students will be able to classify insurance providers in the following groups: individual, hospital, medical, surgical, outpatient, major medical, dental and special risk insurance. Students will define insurance terms such as carrier, provider, coverage, subscriber, contract, premium, deductible, UCR fees, coinsurance, and copayments. Students will be able to describe the process of insurance plans such as HMO, PPO, IPA, CHAMPUS and CHAMPVA. Students will perform insurance coding using CPT-4 and ICD-10 coding books.

### **Pharmacology/Nutrition PHN114**

Students will be introduced to administering medications to a patient in a medical practice setting. Classes and uses of injections, oral medications and critical doses of medications will be covered. Students will be able to define pharmacology, list guidelines for administering and recording medications, describe the routes of medication administration, classify medications and their uses, list pharmacology abbreviations, convert mathematical doses, identify major nutrients, vitamins and minerals, list formulas and programs for weight loss, describe diseases caused from nutrition, and perform medication administrations.

### **Anatomy/Physiology ANP115**

The student will learn and be able to identify the body systems and their structures and functions, as well as common diseases and treatments for the related body systems. Students will identify anatomical positions and points of reference on the human body; locate the four body cavities; name, locate and describe the functions of the ten major body systems. Students will be able to name, locate, and describe the functions of the major organs within the body systems and describe diseases and treatments related to the ten body systems. Students will be able to describe health education material for preventing diseases in the body systems.

### **Medical Office Emergency Procedures MOE116**

Students will learn to distinguish an emergency from a non-emergency situation and act quickly when required. Students will learn and demonstrate the principles of assessment and triage and will learn how to use emergency equipment. Students will demonstrate how to develop a plan for emergencies and how to access community resources in dealing with emergencies. Students will also learn how to answer patient questions regarding diagnosis and treatment methods. Students will demonstrate knowledge of the uses of x-ray, ultrasound and fluoroscopy equipment and other tests and modalities used to serve the patient. Students will demonstrate how to prepare and maintain examination and treatment areas and assist with patient examination procedures and treatments.

### **Electrocardiography/Hematology EKG117**

Students will be able to describe the reasons an EKG is performed and be able to perform a routine 12-lead EKG. Students will learn the components of blood; describe the basic blood testing procedures and their purposes; be able to define and demonstrate aseptic techniques and universal precautions; take vital signs and blood pressures; and perform invasive procedures. Students will be able to define hematology and its major components, functions, disease disorders and basic tests.

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## Section E-3

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### Medical Assisting Course Descriptions

#### **Microbiology/Patient Preparation MPP118**

Students will learn and demonstrate the methods of infection control, universal precautions, and sterilization techniques. Students will learn the role of microorganisms in causing disease and have a basic understanding of bacterial growth, cultures, and specimen collection. Students will learn how to prevent spreading of disease-causing microorganisms and will demonstrate aseptic techniques. Students will demonstrate how to assist in minor in-office surgeries, including patient preparation, and be able to list basic medical instruments and their uses in the office. Students will learn and demonstrate how to position patients for exams and how to perform injections, anthropometric measurements, and vital signs.

#### **Externship MXT119**

Students will use the skills and knowledge they have acquired throughout the program and work at an off-site medical facility to gain additional experience.

Satisfactory Academic Progress Evaluation Points:

1st Evaluation Point: 18 FA Units/18 Weeks

2nd Evaluation Point: 36 FA Units/36 Weeks

Veterans Satisfactory Academic Progress Evaluation Points:

1st Evaluation Point: 9 FA Units/9 Weeks

2nd Evaluation Point: 18 FA Units/18 Weeks

3rd Evaluation Point: 27 FA Units/27 Weeks

4th Evaluation Point: 36 FA Units/36 Weeks

Section E-4

Medical Assisting

Course Code	Course Title	Lecture Hours	Lecture Credits	Lab Hours	Lab Credits	Extern Hours	Extern Credits	Total Hours	Total Credits	Course Prep Hours	FA Units
<b>PRE-REQUISITE</b>											
WTM111	Welcome to Milan	5	0.5	0	0.0	0	0.0	5	.05	0	.2
<b>MODULE A</b>											
MOC112	Medical Office Communications	45	4.5	40	2.0	0	0.0	85	6.5	20	4.20
<b>MODULE B</b>											
INC113	Insurance Coding	45	4.5	40	2.0	0	0.0	85	6.5	22	4.28
<b>MODULE C</b>											
PHN114	Pharmacology/Nutrition	45	4.5	40	2.0	0	0.0	85	6.5	22	4.28
<b>MODULE D</b>											
ANP115	Anatomy/Physiology	45	4.5	40	2.0	0	0.0	85	6.5	22	4.28
<b>MODULE E</b>											
MOE116	Medical Office Emergency Procedures	45	4.5	40	2.0	0	0.0	85	6.5	20	4.20
<b>MODULE F</b>											
EKG117	Electrocardiography/ Hematology	45	4.5	40	2.0	0	0.0	85	6.5	22	4.28
<b>MODULE G</b>											
MPP118	Microbiology/Patient Preparation	45	4.5	40	2.0	0	0.0	85	6.5	22	4.28
MXT119	Externship	0	0.0	0	0.0	180	6.0	180	6.0	0	6.0
<b>TOTAL</b>		<b>320</b>	<b>32.0</b>	<b>280</b>	<b>14.0</b>	<b>180</b>	<b>6.0</b>	<b>780</b>	<b>52.0</b>	<b>150</b>	<b>36.0</b>

**PROGRAM TITLE:** Manicurist Course

600 hours

**PROGRAM MISSION:**

The mission of the program is to train students in the manicurist skills necessary to pass the State Board examination and to obtain related employment in the field.

**PROGRAM PURPOSE:**

The primary purpose of the Manicurist Course is to train the student in the basic manipulative skills, safety judgments, proper work habits, and desirable attitudes necessary to pass the State Board examination and for competency in job entry level positions as a Nail Technician or related career avenue.

**PROGRAM DESCRIPTION:**

The Manicurist program provides the student with the knowledge and skills of the practice of nail services. The program provides students technical instruction and practical training in the areas of nail care, health and safety, and creative nail art concepts and salon business. In addition, an additional 200 hours spread through the program will provide students with creative techniques in Nail Air Brushing, Creative Nails, and Nail Art. All classes are taught in English.

**PROGRAM OBJECTIVES:**

Upon completion of the course requirements, the determined graduate will be able to:

1. Project a positive attitude and a sense of personal integrity and self-confidence.
2. Practice effective communication skills, visual poise, and proper grooming.
3. Respect the need to deliver worthy service for value received in an employer-employee relationship.
4. Perform the basic manipulative skills in the areas of manicures, pedicures, nail tips, wraps, and nail enhancements
5. Perform the basic analytical skills to determine proper nail services and nail shaping for the client's overall image and needs.
6. Apply learned theory, technical information, and related matter to ensure sound judgments, decisions, and procedures to ensure continued career success, the graduate will continue to learn new and current information related to skills, trends, and methods for career development in nail technology and related fields.

**CLASSIFICATION OF INSTRUCTIONAL PROGRAMS CODE:**

12.0410 Nail Technician/Specialist and Manicurist.

**OCCUPATIONS AND STANDARD OCCUPATIONAL CLASSIFICATION CODES:**

39-5092.00 Manicurist and Pedicurist

**REQUIREMENTS FOR COMPLETION OF THE PROGRAM:**

Students must complete all subjects outlined in their designated program with no grade under 75% in any subject to be eligible for graduation. All students are required to pass the school's final examination with a grade of not less than 75% on the exam prior to graduation.

**PROGRAM TEXTS:**

**Milady's Standard:** MindTap Beauty & Wellness, Instant Access for Milady's Standard Nail Technology, 7th Edition

**State Board Rules and Regulations -** [https://www.barbercosmo.ca.gov/laws\\_regs/act\\_regs.pdf](https://www.barbercosmo.ca.gov/laws_regs/act_regs.pdf)

**State Board Health and Training Course:** [https://www.barbercosmo.ca.gov/schools/healthsafety\\_textbook.pdf](https://www.barbercosmo.ca.gov/schools/healthsafety_textbook.pdf)

**State Board Health and Training Course Exam Book:** [https://www.barbercosmo.ca.gov/schools/student\\_booklet.pdf](https://www.barbercosmo.ca.gov/schools/student_booklet.pdf)

**REFERENCE MATERIALS:**

Nail Structure and Product Chemistry, Douglas Schoon

The Salon Professional's Guide to Foot Care, Godfrey Mix

Salon Ovations Q and A, Vicki Peters

Milady's Guide to Owning and Operating a Nail Salon, Joanne Wiggins

Various Videos and DVDs

Milady Nail Technology DVDs



**METHODS OF PRESENTATION:**

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. 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 well-developed lesson plans, which reflect current educational methods. Subjects are presented by means of lecture, demonstration, and student participation, small group discussion, classroom discussion, cooperative learning techniques, problem solving activities, interactive lectures, lab practice, presentations, and student salon activities. Audio-visual aids, guest speakers, field trips and other related learning methods are used in the course.

**TESTING POLICY:**

Theory knowledge will be evaluated after each unit of study. Students will also be required to pass comprehensive academic exams at the end of Phase 1, at mid program (300 scheduled hours) and the end of the program (550 scheduled hours). Technical Skill competency will be evaluated at the completion of Phase 1, at mid program and at the completion of approximately 550 scheduled hours. A student must complete the minimum hours in each content area to graduate and be eligible to take the state board academic exam.

**EVALUATION METHODS:**

To determine academic progress, students are assigned theory study and a minimum number of technical skill competency evaluations. Theory is evaluated after each unit of study with an academic assessment. Technical skill assignments are evaluated as completed and counted toward course completion ONLY when rated as satisfactory or better. If the performance does not meet satisfactory requirements, it is not counted, and the performance must be repeated. At least two technical skill competency evaluations will be conducted during the course of study. Technical skills are evaluated according to text procedures and as set forth in the technical skill competency evaluation criteria adopted by the school. Students must maintain a cumulative grade average of 70% and pass a FINAL academic and technical skill competency evaluation prior to graduation. Students must make up failed or missed tests and incomplete assignments.

Numerical grades are considered according to the following scale:

**GRADING SYSTEM:**

**WRITTEN AND PRACTICAL**

<b>90% - 100%</b>	<b>= A</b>
<b>80% - 89%</b>	<b>= B</b>
<b>70% - 79%</b>	<b>= C</b>
<b>60% - 69%</b>	<b>= D</b>
<b>Below 60%</b>	<b>= F</b>

**BELOW 75% = BELOW STANDARDS/NEEDS IMPROVEMENT\***

\*All Assessments (practical and/or written) must be passed with 75% or higher

*Milan Institute utilizes synchronous distance education, using a Learning Management System coupled with a web-based attendance monitoring system, to facilitate academic education up to the total lecture hours listed per course.*

**KNOWLEDGE AND SKILL OBJECTIVES:**

**100 HOURS: Technical Instruction and Practical Training in Health and Safety**

**Health and Safety Considerations** – Anatomy (hair/skin/nails), chemistry and chemical safety, electricity and electrical safety, and State Board Laws and Regulations.

**Board Approved Health & Safety Course (B&P 7389(a)):** Including instruction on hazardous substances, protection from hazardous chemicals, preventing chemical injuries, preventing communicable diseases, safety data sheets, basic labor laws, health and safety laws and regulations, and physical and sexual assault awareness.

**Technical Instruction/Theory** – 76 hours  
**Practical Instruction** – 95 Total Operations  
95 Nail and Skin Analysis

**100 HOURS: Technical Instruction and Practical Training in Disinfection and Sanitation**

**Disinfection and Sanitation** - Including instruction on disinfection procedures to protect the health and safety of consumers as well as the technician and proper disinfection procedures for equipment used in establishments.

*Disinfection shall be emphasized throughout the entire training period and must be performed before use of all instruments and equipment.*

**Technical Instruction/Theory** – 20 hours

**Practical Instruction** – 320 Operations

320 Disinfection and Sanitations

**200 HOURS: Technical Instruction and Practical Training in Manicure and Pedicure**

**Manicure and Pedicure** - Including water and oil manicures, hand and arm massage, complete pedicures, foot and ankle massage, nail analysis, nail repairs, and application of artificial nails, liquid, gel, powder brush-ons, dip, nail tips, and wraps

**Technical Instruction/Theory** - 50 hours

**Minimum Practical Instruction** – 620 Total Operations

60 Manicures

40 Pedicures

520 Artificial, Acrylic, and Nail Wrap Applications

**200 HOURS: Technical Instruction and Practical Training in Creative Nail Art Concepts and Salon Business**

**Creative Nail Art Concepts** - Including Creative Nail Designs, Air Brushing Techniques, and Nail Art

**Technical Instruction/Theory** – 20 hours

**Minimum Practical Instruction** – 900 Total Operations

900 Creative Nail Applications

**Salon Business and Professionalism** - Including business and communication skills, including professional ethics, customer service skills, decorum, record keeping, and client service records, basic tax responsibilities related to independent contractors, booth renters, employees, and employers.

**Technical Instruction/Theory** – 30 hours

**Minimum Practical Instruction** – 60 Total Operations

60 Professional Development/Salon Business

Satisfactory Academic Progress Evaluation Points – DAY:

1st Evaluation Point: 300 Hours/12 Weeks

2nd Evaluation Point: 600 Hours/24 Weeks

Veterans Satisfactory Academic Progress Evaluation Points – DAY:

1st Evaluation Point: 150 Hours/6 Weeks

2nd Evaluation Point: 300 Hours/12 Weeks

3rd Evaluation Point: 450 Hours/18 Weeks

4th Evaluation Point: 600 Hours/24 Weeks

**PROGRAM TITLE:** ADVANCED COSMETOLOGY

1300 hours

**PROGRAM MISSION:**

The mission of the program is to train students in the Cosmetology skills necessary to pass the State Board examination and to obtain related employment in the field.

**PROGRAM PURPOSE:**

The primary purpose of the Advanced Cosmetology Course is to train the student in the basic manipulative skills, safety judgments, proper work habits, and desirable attitudes necessary to pass the State Board examination and for competency in entry level positions in Cosmetology or related career field.

**PROGRAM DESCRIPTION:**

The primary purpose of the Advanced Cosmetology Course is to train the student in the basic manipulative skills, safety judgments, proper work habits, and desirable attitudes necessary to pass the State Board examination and for competency in job entry level positions in Cosmetology or related career field as well as to provide students additional knowledge and skills to support career success in the beauty industry. All classes are taught in English. The course is divided into 3 sections – Phase 1 and Phase 2 and Advanced Cosmetology. Phase 1 is 360 hours taught in a minimum of 12 weeks for Day Sessions and 18 weeks for evening session. Phase 2 begins after Phase 1 requirements and hours have been met. Upon completion of the 1000-hour Cosmetology program (all hours, technical skills, and academics), the student will start the Advanced Cosmetology education. Advanced Cosmetology education is comprised of five (5) 60-hour modules. Each module explores a deeper study into the subject matter to support student success in his/her Cosmetology career by offering diverse services to clients. The modules may be completed in any order based on a rotation. A student must begin at the beginning of a module: Eyelash Extension Education, Make up Education, Hair Extensions Education, Tapers and Fades Education, and Skin Care Education.

**PROGRAM OBJECTIVES:**

Upon completion of the course requirements, the determined graduate will be able to:

1. Project a positive attitude and a sense of personal integrity and self-confidence.
2. Practice proper grooming and effective communications skills and visual poise.
3. Understand employer-employee relationships and respect the need to deliver worthy service for value received.
4. Perform the basic manipulative skills including hair styling, shaping, bleaching, tinting, chemical reformation, scalp/hair conditioning, facials, manicures, pedicures and nail extensions.
5. Perform the basic analytical skills to determine proper makeup, hairstyle, and color application for the client's best overall look.
6. Apply the theory, technical information and related matter to assure sound judgments, decisions, and procedures.

**OCCUPATIONS AND STANDARD OCCUPATIONAL CLASSIFICATION CODES:**

Cosmetologist, Hairstylist, and Hairdresser 39-5012.00; Manicurist and Pedicurist 39-5092.00, Skin Care Specialist 39-5094.00

**REQUIREMENTS FOR COMPLETION OF THE PROGRAM:**

Students must complete all subjects outlined in their designated program with all grades 75% or higher in any subject to be eligible for graduation. All students are required to pass the school's final examination with a grade of 75% or higher on both practical and written exams prior to graduation.

**PROGRAM TEXTS:**

- **Milady's Standard: Cosmetology with digital resources**, Cengage Publishing
- **State Board Rules and Regulations** - [https://www.barbercosmo.ca.gov/laws\\_regs/act\\_regs.pdf](https://www.barbercosmo.ca.gov/laws_regs/act_regs.pdf)
- **State Board Health and Training Course**: [https://www.barbercosmo.ca.gov/schools/healthsafety\\_textbook.pdf](https://www.barbercosmo.ca.gov/schools/healthsafety_textbook.pdf)
- **State Board Health and Training Course Exam Book**: [https://www.barbercosmo.ca.gov/schools/student\\_booklet.pdf](https://www.barbercosmo.ca.gov/schools/student_booklet.pdf)

**REFERENCE MATERIALS:**

*In the Bag, Playing it Safe, Waxing Made Easy, Professional Men's Services: Haircutting, Step by Step Make up Videos, Art of Dressing Long Hair, Braids and Updo's Made Easy, The Cutting Book, Hair Coloring Hands On, Hair Care and Product Dictionary, Cosmetology Dictionary, Microdermabrasion, Peels and Peeling Agents, Nail Structure and Product Chemistry, Art of African Hair Design, Nail Questions and Answers Book, Wall Charts for Anatomy and Physiology, various subject relevant DVDs/Video and Online resources. Reference materials subject to change.*

**METHODS OF PRESENTATION:**

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 well-developed lesson plans, which reflect current educational methods. Subjects are presented by means of lecture, demonstration, and student participation. Audio-visual aids, guest speakers, field trips and other related learning methods are used in the course.

**TESTING POLICY:**

Theory knowledge will be evaluated after each unit of study. Students will also be required to pass comprehensive academic exams at the end of each Phase 1 module, at mid program (500 scheduled hours) and the end of the program (950 scheduled hours). Technical Skill competency will be evaluated at the completion of each Phase 1 module, at mid program and at the completion of approximately 950 scheduled hours. A student must complete the minimum hours in each content area to graduate and be eligible to take the state board academic exam.

**EVALUATION METHODS:**

To determine academic progress, students are assigned theory study and a minimum number of technical skill competency evaluations. Theory is evaluated after each unit of study with an academic assessment. Technical skill assignments are evaluated as completed and counted toward course completion ONLY when rated as satisfactory or better. If the performance does not meet satisfactory requirements, it is not counted and the performance must be repeated. At least two technical skill competency evaluations will be conducted during the course of study. Technical skills are evaluated according to text procedures and as set forth in the technical skill competency evaluation criteria adopted by the school. Students must maintain a cumulative grade average of 75% and pass a FINAL academic and technical skill competency evaluation prior to graduation. Students must make up failed or missed tests and incomplete assignments. Numerical grades are considered according to the following scale:

**GRADING SYSTEM:****WRITTEN AND PRACTICAL**

90% - 100% = A

80% - 89% = B

70% - 79% = C\*

60% - 69% = D

Below 60% = F

**BELOW 70% = BELOW STANDARDS/NEEDS IMPROVEMENT\***

\*All Assessments (technical and/or academic knowledge) must be passed with 75% or higher to graduate

*Milan Institute utilizes synchronous distance education, using a Learning Management System coupled with a web-based attendance monitoring system, to facilitate academic education up to the total lecture hours listed per course.*

**KNOWLEDGE AND SKILL OBJECTIVES:****100 HOURS: Technical Instruction and Practical Training in Health and Safety**

**Health and Safety Considerations** – Anatomy (hair/skin/nails), chemistry and chemical safety, electricity and electrical safety, and State Board Laws and Regulations.

**Board Approved Health & Safety Course (B&P 7389(a)):** Including instruction on hazardous substances, protection from hazardous chemicals, preventing chemical injuries, preventing communicable diseases, safety data sheets, basic labor laws, health and safety laws and regulations, and physical and sexual assault awareness.

**Technical Instruction/Theory** – 76 hours

**Practical Instruction** – 100 Total Operations

75 Hair, Skin, and Nail Analysis

25 Chemical Formulations

**100 HOURS: Technical Instruction and Practical Training in Disinfection and Sanitation**

**Disinfection and Sanitation** - Including instruction on disinfection procedures to protect the health and safety of consumers as well as the technician and proper disinfection procedures for equipment used in establishments.  
*Disinfection shall be emphasized throughout the entire training period and must be performed before use of all instruments and equipment.*

**Technical Instruction/Theory** – 15 hours

**Practical Instruction** – 340 Operations

340 Disinfection and Sanitations

### **38 HOURS: Technical Instruction and Practical Training in Professional Development**

**Professional Development**– communication skills, personal and professional ethics, customer service skills, client communication, decorum, record keeping, client service records, rules and regulations, field trips, job readiness skills, and seeking employment.

**Technical Instruction/Theory** – 25 hours

**Practical Instruction** – 50 Total Operations

50 Professional Development

### **262 HOURS: Technical Instruction and Practical Training in Hair Styling Services**

**Hairstyling Services**: Including instruction on arranging, blow drying, cleansing, curling, dressing, hair analysis, shampooing, waving, and nonchemical straightening, and hair cutting, including the use of shears, razors, electrical clippers and trimmers, and thinning shears, for wet and dry cutting.

**Technical Instruction/Theory** – 76 hours

**Practical Instruction** – 245 Total Operations

160 Hairstyling (Shampoo is included with hairstyling; it is not recorded separately)

85 Haircuts

### **200 HOURS: Technical Instruction and Practical Training in Chemical Hair Services**

**Chemical Hair Services**: Including instruction on coloring, straightening, waving, bleaching, hair analysis, predisposition and strand tests, safety precautions, formula mixing, and the use of dye removers.

**Technical Instruction/Theory** - 73 hours

**Practical Instruction** - 135 Total Operations

55 Chemical Texture Services

80 Haircoloring

### **150 HOURS: Technical Instruction and Practical Training in Skin Care Services**

**Skin Care Services**: Including instruction on chemical and manual facials and massaging, stimulating, exfoliating, cleansing, or beautifying the face, scalp, neck, or body by the use of hands, esthetic devices, cosmetic products, antiseptics, lotions, tonics, or creams that do not result in the ablation or destruction of the live tissue.

**Technical Instruction/Theory** – 44 hours

**Practical Instruction** – 75 Total Operations

60 Facials (Manual, Chemical, and Electrical)

15 Makeup Applications

### **50 HOURS: Technical Instruction and Practical Training in Hair Removal and Lash and Brow Beautification**

**Hair Removal and Lash and Brow Beautification**:- Including instruction on tinting and perming eyelashes and brows and applying eyelashes to any person and includes removing superfluous hair from the body of any person by use of depilatories, tweezers, sugaring, nonprescription chemicals, or waxing, or by the use of devices and appliances of any kind or description, except by the use of lasers or light waves, which are commonly known as rays.

**Technical Instruction/Theory** – 10 hours

**Practical Instruction** - 60 Operations

40 Hair Removal

20 Lash and Brow Beautification

**100 HOURS: Technical Instruction and Practical Training in Manicure and Pedicure**

**Manicuring and Pedicuring:** Including instruction on water and oil manicures, hand and arm massage, foot and ankle massage, nail analysis, and artificial nail services, including, but not limited to, acrylic, liquid and powder brush-ons, dip, tips, wraps, and repairs.

**Technical Instruction/Theory** – 41 hours

**Practical Instruction** - 155 Operations

20 Manicures

15 Pedicures

120 Nail Wraps, Acrylic and Artificial nails.

Upon completion of the 1000-hour Cosmetology program (all hours, technical skills, and academics), the student will begin the Advanced Cosmetology education. The Advanced Cosmetology education is comprised of five (5) 60-hour modules. Each module explores a deeper study into the subject matter to support student success in his/her Cosmetology career by offering diverse services to clients. The modules may be completed in any order based on a rotation. A student must start at the beginning of a module.

Module A - Eyelash Extension Education

**Technical Instruction/Theory** – 20 hours

**Practical Instruction** - 15 Operations

8 Basic Eye Lash Applications

7 Volume Eye Lash Applications

Module B - Make up Education

**Technical Instruction/Theory** – 20 hours

**Practical Instruction** - 20 Operations

5 Glamour Make Up Applications

5 Bridal Make Up Applications

5 Corrective Make Up Applications

5 Creative Make Up Applications

Module C - Hair Extensions Education

**Technical Instruction/Theory** – 20 hours

**Practical Instruction** - 17 Operations

5 Full Head Hair Extension Applications

12 Supplemental Hair Extensions Applications

Module D - Tapers and Fades Education

**Technical Instruction/Theory** – 20 hours

**Practical Instruction** - 40 Operations

15 Tapers

15 Fades

10 Line ups

Module E – Skin Care Education

**Technical Instruction/Theory** – 20 hours

**Practical Instruction** - 25 Operations

12 Microdermabrasions

13 Peels

**1300 TOTAL HOURS**

## Catalog Staff Insert-Effective January 1, 2023

**MILAN INSTITUTE**

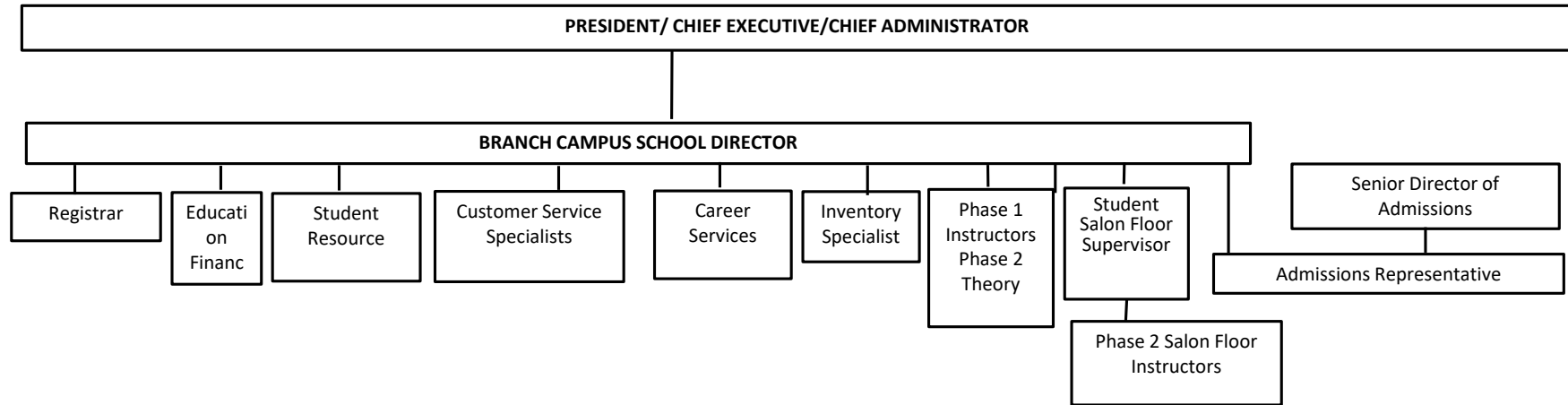
731A W. Shaw Avenue, Clovis, CA 93612

P: (559) 323-2800

F: (559) 323-2890

[WWW.MILANINSTITUTE.EDU](http://WWW.MILANINSTITUTE.EDU)

### Organizational Chart



### Administration

President/Chief Executive Officer	Gary Yasuda	Senior Director of Admissions – Mgt	Roger Moore
Chief Human Resources and Administrative Officer	Tara Sprague	Director of Education	Jean Rydahl

### Campus Administration

Chief Administrator	Gary Yasuda	Career Services Coordinator	Juan Salcedo
Branch Campus School Director	Mark Balanon	Career Services Coordinator	Caitlin Renner
Education Leader	Jamal Medina	Education Finance Advisor	Rebecca Davis
Education Leader	Jessica Luchesi	Education Finance Advisor	Marisela Cruz
Student Resources Coordinator	Robert Calderon	Education Finance Advisor	Chandra Weathersby
Admission Representative	Sondra McCain	Inventory Specialist	Johnny Valdez
Admission Representative	Audrey Wilson	Inventory Specialist	Zachary Rodriguez
Admission Representative	Cesar Martinez	Customer Service Specialist	Kimberly Garcia
Admission Representative	NaToyia Washington	Customer Service Specialist	Erica Lopez
Admission Representative	Bobby Southern	Customer Service Specialist	Paula Barajas
Registrar	Ruby Marquez	Customer Service Specialist	Anthony Hernandez
Registrar	Issac Welch	Janitor/Maintenance Custodian	Gary Kraschel
		Janitor/Maintenance Custodian	Margarita Sanchez

## Faculty

### Medical Assisting Programs

#### **Full Time Faculty**

Instructor	Joseph Cornell	Associates degree in Clinical and Medical Assisting conferred from San Joaquin Valley College, Certified Medical Assistant
Instructor	Sonja Shafer	Medical Assistant Certificate conferred from MCED Career College, Registered Medical Assistant

### Massage Therapy

#### **Full Time Faculty**

Instructor	Monica Marizette	Massage Therapy Certificate from Milan Institute, CA Certified Massage Therapist
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### Cosmetology Program

#### **Full Time Faculty**

Instructor	Alicia Morton	Cosmetology Certificate conferred by James Albert School of Cosmetology , CA Cosmetology License
Instructor	Blanca Landeros	Cosmetology Certificate conferred by Milan Institute, CA Cosmetology License
Instructor	Lynae Thorton	Cosmetology Certificate conferred by Feredico's College, CA Cosmetology License
Instructor	Courtney LaPlaca	Cosmetology Certificate conferred by Milan Institute, CA Cosmetology License
Instructor	Francesca Codianni	Cosmetology Certificate conferred by Lyles Beauty College, CA Cosmetology License
Instructor	Courtney Badgett	Cosmetology Certificate conferred by Milan Institute, CA Cosmetology License
Instructor	Patricia Leonardo	Cosmetology Certificate conferred by Milan Institute, CA Cosmetology License
Instructor	Porthai Vue	Cosmetology Certificate conferred by Milan Institute, CA Cosmetology License
Instructor	Rosalinda Sanchez	Cosmetology Certificate conferred by Milan Institute, CA Cosmetology License
Instructor	Jessica Mendes	Cosmetology Certificate conferred by Paul Mitchell, CA Cosmetology License
Instructor	Christopher Ruiz	Cosmetology Certificate conferred by Lancaster Beauty School, CA Cosmetology License
Instructor	Melissa Gurola	Cosmetology Certificate conferred by Marinello Schools of Beauty, CA Cosmetology License
Instructor	Courtney Badgett	Cosmetology Certificate conferred by Milan Institute, CA Cosmetology License
Instructor	Kimberly Campbell	Cosmetology Certificate conferred by Universal Beauty Academy, CA Cosmetology License
Instructor	Susan McClellan	Cosmetology Certificate conferred by Federico's College, CA Cosmetology License

### Barbering Program

#### **Full Time Faculty**

Instructor	Jacob Cortez	Barber Certificate conferred by Moler Barber College, CA Barber license
Instructor	Noriko Ramento-Mossman	Barber Certificate conferred by Hawaii Barber College, CA Barber license, CA Cosmetology License
Instructor	Lisette Espino	Barber Certificate conferred by Federico's College, CA Barber license

### Esthetician Program

#### **Full Time Faculty**

Instructor	Brandy Medina	Esthetician Certificate conferred by Marinello Beauty College , CA Esthetician License
Instructor	Irma Castro	Cosmetology Certificate conferred by Dalenas College of Beauty; Cosmetology Instructor Certificate conferred by The Hair Interns Beauty, CA Cosmetology License
Instructor	Lisa Bourgeois	Esthetician Certificate conferred by Gavilan College, CA Esthetician License
Instructor	Maria Alexandra Davila	Cosmetology Certificate conferred by Milan Institute, CA Cosmetology License
Instructor	Allyson Hunt	Esthetician Certificate conferred by Manchester Beauty College, CA Esthetician License
Instructor	Paula Fodrey	Esthetician Certificate conferred by Milan Institute, CA Esthetician License
Instructor	Allyson Hunt	Esthetician Certificate conferred by Milan Institute, CA Esthetician License
Instructor	Laura Sands	Esthetician Certificate conferred by Federico's College, CA Esthetician License



Instructor	Corina, Padilla	Esthetician Certificate conferred by Milan Institute, CA Esthetician License
Instructor	Christina Tolbert	Esthetician Certificate conferred by Milan Institute, CA Esthetician License
Remote Instructor	Carie Samonset	Esthetician Certificate conferred by Elite Cosmetology School, CA Esthetician License
Remote Instructor	Kendall McCloud	Esthetician Certificate conferred by Citrus College, CA Esthetician License
Remote Instructor	Talecia Tomlin	Esthetician Certificate conferred by Miller Motte College, NC Esth license transferred to CA State

**Part Time Faculty**

Instructor	Clifford Cole	Barber Certificate conferred by Bakersfield Barber College, CA Barber license
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Instructor- Sub	Christina Marsh	Esthetician Certificate conferred from International Skincare Institute-SC Esth License transferred to CA state
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**Manicurist Program**

**Full Time Faculty**

Instructor	Andrea Mosqueda	Cosmetology Certificate from Milan Institute- CA Cosmetology License
Instructor	Daiseryie Carrillo	Cosmetology Certificate from Milan Institute- CA Cosmetology License

**MILAN INSTITUTE - CLOVIS, CA**  
**CATALOG INSERT II - Schedule of Tuition and Costs**

Effective September 2022

Program	Effective Date: Starts after	Student Tuition Recovery Fund (STRF)*	Supplies with Tax	Lab Fee	Tuition 1st Academic Year	Tuition 2nd Academic Year	Total charges for the entire educational program
<b>Advanced Cosmetology</b>	7/18/2022	\$45.00	\$233.20	\$350.00	\$12,026.64	\$5,345.16	<b>\$18,000.00</b>
<b>Barbering</b>	7/18/2022	\$40.00	\$233.80	\$350.00	\$13,658.58	\$1,517.62	<b>\$15,800.00</b>
<b>Cosmetology</b>	7/18/2022	\$40.00	\$233.80	\$350.00	\$13,658.58	\$1,517.62	<b>\$15,800.00</b>
<b>Esthetician</b>	9/8/2022	\$30.00	\$233.20	\$350.00	\$5,693.40	\$5,693.40	<b>\$12,000.00</b>
<b>Manicurist</b>	4/1/2022	\$22.50	\$233.20	\$350.00	\$4,175.51	\$4,175.51	<b>\$8,956.72</b>
<b>Massage Therapy</b>	4/1/2022	\$35.00	\$233.20	\$350.00	\$6,675.83	\$6,675.83	<b>\$13,969.86</b>
<b>Medical Assisting</b>	4/1/2022	\$35.00	\$233.20	\$350.00	\$6,950.83	\$6,950.83	<b>\$14,519.86</b>

\* Non-refundable

**Additional Cost Disclosures:**

**Massage Therapy Students** will be responsible for upkeep and maintenance of their tables and sheets for class use. Massage Therapy Students will receive sample oils upon enrollment, but will be responsible for obtaining additional oils and lotions as needed.

**Externship Students** will be responsible for their own transportation to and from the externship sites. Student cost may vary due to location of externship site and student's choice of transportation.

**Book Costs** - Students have to option to purchase required books and materials separately, see Enrollment Agreement.

**CATALOG INSERT III - CLASS START CALENDAR AND STUDENT HOLIDAYS**

<b>MILAN INSTITUTE</b> 731A W. Shaw Avenue Clovis, CA 93612 P: (559) 323-2800 F: (559) 323-2890 <a href="http://www.milaninstitute.edu">www.milaninstitute.edu</a>	Effective: January 2023 Business Hours Monday-Thursday 8:00am-7:00pm Friday 8:00am-5:00pm
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**CLASS START CALENDAR**

2023	Cosmetology & Barbering - Day (Mon., Tues., Sat.)	Cosmetology- Day (Wed., Thurs., Fri.)	Cosmetology & Barbering - Evening (Mon. - Fri.)	Esthetician- Day (Thurs.- Sat.)	Esthetician- Day (Mon.- Wed.)	Esthetician- Evening (Mon.- Fri.)	Manicurist - Day (Mon.- Thurs.)	Medical Assisting & Massage Therapy- Day (Mon.-Thurs.)	Medical Assisting- Evening (Mon.-Thurs.)	Advanced Cosmetology- Day (Wed-Fri)	Advanced Cosmetology-Eve (Mon-Fri)
January	1/23/2023	1/11/2023 1/25/2023	1/17/2023	1/26/2023	1/30/2023	1/3/2023	1/23/2023	No Start	1/30/2023	1/11/2023 1/25/2023	1/17/2023
February	2/6/2023	2/22/2023	2/27/2023	No Start	No Start	2/13/2023	2/27/2023	2/1/2023	No Start	2/22/2023	2/27/2023
March	3/6/2023 3/20/2023	3/8/2023	3/20/2023	3/2/2023	3/6/2023	3/27/2023	No Start	3/6/2023	3/1/2023 3/30/2023	3/8/2023	3/20/2023
April	4/17/2023	4/5/2023 4/19/2023	No Start	4/6/2023	4/10/2023	No Start	4/3/2023	4/4/2023	No Start	4/5/2023 4/19/2023	No Start
May	5/1/2023 5/30/2023	5/17/2023 5/31/2023	5/1/2023 5/22/2023	5/11/2023	5/15/2023	5/8/2023	5/8/2023	5/3/2023	5/1/2023 5/30/2023	5/17/2023 5/31/2023	5/1/2023 5/22/2023
June	6/12/2023	6/28/2023	No Start	6/15/2023	6/19/2023	6/19/2023	6/12/2023	6/5/2023	6/29/2023	6/28/2023	No Start
July	7/17/2023 7/31/2023	7/19/2023	7/10/2023 7/31/2023	7/27/2023	7/31/2023	No Start	7/24/2023	7/11/2023	No Start	7/19/2023	7/10/2023 7/31/2023
August	8/28/2023	8/16/2023 8/30/2023	No Start	8/31/2023	No Start	8/7/2023	8/28/2023	8/9/2023	8/7/2023	8/16/2023 8/30/2023	No Start
September	9/11/2023	9/27/2023	9/11/2023	No Start	9/5/2023	9/18/2023	No Start	9/11/2023	9/6/2023	9/27/2023	9/11/2023
October	10/9/2023 10/23/2023	10/11/2023	10/2/2023	10/5/2023	10/9/2023	10/30/2023	10/2/2023	10/10/2023	10/5/2023	10/11/2023	10/2/2023
November	11/27/2023	11/8/2023 11/29/2023	11/13/2023	11/9/2023	11/13/2023	No Start	11/6/2023	11/8/2023	11/6/2023	11/8/2023 11/29/2023	11/13/2023
December	12/11/2023	No Start	12/11/2023	12/21/2023	12/18/2023	12/18/2023	12/11/2023	12/11/2023	12/6/2023	No Start	12/11/2023

*If classes are cancelled due to extenuating circumstances, notification will be announced through the local media and a message will be placed on the school's phone system.*

**STUDENT HOLIDAY CALENDAR**

2023 STUDENT HOLIDAY CALENDAR	
Winter Break Cont. (Student's unscheduled)	01/01/2023-1/2/2023
New Year's Day - CLOSED	1/2/2023
Martin Luther King, Jr. Day - CLOSED	1/16/2023
President's Day - CLOSED	2/20/2023
Memorial Day - CLOSED	5/29/2023
Summer Break (Student unscheduled)	7/2/2023-7/9/2023
Independence Day - CLOSED	7/4/2023
Labor Day - CLOSED	9/4/2023
Thanksgiving - CLOSED	11/23/2023-11/26/2023
Winter Break - (students unscheduled)	12/24/2023 -12/31/2023
Christmas Day - CLOSED	12/25/2023 (observed)

**PROGRAM SCHEDULES**

**Barbering:**

Day classes are offered Monday, Tuesday and Saturday, 8:00 a.m. to 6:30 p.m. Evening classes are offered: Monday through Friday, 5:30 p.m. to 9:30 p.m.

**Cosmetology:**

Day classes are offered: Monday, Tuesday and Saturday, 8:00 a.m. to 6:30 p.m. and Wednesday, Thursday, and Friday 8:00 a.m. to 6:30 p.m., Evening classes are offered Monday through Friday, 5:30 p.m. to 9:30 pm.

**Esthetician:**

Day classes are offered: Thursday through Saturday, 8:00 a.m. to 4:50 p.m. and Monday through Wednesday, 8:00 a.m. to 4:50 p.m. Evening classes are offered: Monday through Friday, 5:30 p.m. to 9:30 p.m.

**Manicurist:**

Day classes are offered: Monday through Thursday, 8:00 a.m. to 2:45 p.m.

**Medical Assisting:**

Day classes are offered Monday through Thursday, 8:00 a.m. to 1:00 p.m. Evening classes are offered Monday through Thursday, 5:30 p.m. to 10:30 p.m. Specific class times vary per module.

**Massage Therapy:**

Day classes are Monday – Thursday from 8:00 a.m. to 1:00 p.m.

**Advanced Cosmetology:**

Day Classes are Wednesday - Friday from 8:00 am to 6:30 pm  
Evening Classes are Monday to Friday from 5:30 p.m to 9:30 p.m

**Modular programs**

The Medical Assistant program is modular and open-entry by module. Students may enter the program at the beginning of a module and progress through until all modules are completed. At the completion of the modules, students will enter into an externship at an assigned medical facility. The extern hours must be completed prior to graduation from the program.