

01/2024 – 12/2024

LETTER FROM THE PRESIDENT

Welcome to



If your goal is to receive quality education and training in your chosen career, then Milan Institute, furthermore, 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 Representative. We are confident that Milan Institute offers the training you need to reach your career goals.

Our reputation is based on your success.

A handwritten signature in black ink that reads "Gary Yasuda".

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

**MILAN INSTITUTE
Branch Campus
7001 I-40 West
Amarillo, TX 79106
(806)353-3500**

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.

**MILAN INSTITUTE
Main Campus
75-030 Gerald Ford Drive
Suite 203
Palm Desert, CA 92211
(760) 469-4545**

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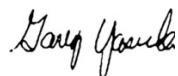
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Catalog effective dates January 2024 – December 2024

The information in this catalog is true and correct to the best of my knowledge.



Gary Yasuda, President, ACH Inc. d/b/a Milan Institute

ABOUT MILAN INSTITUTE

MISSION STATEMENT

The mission of Milan Institute 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 some people wish to increase their knowledge, and others, for the sake of their job or lifestyle, must increase their skill level and employability. The objective of the school is to provide the student with the finest possible education in his or her chosen area in the shortest possible time.

HISTORY

June 3, 1979: ACR Inc. began training students in the court reporting field in San Diego, California.

March 28, 1992: ACR Inc. moved to its current facility located at 8376 Hercules, La Mesa, California.

June 30, 1993: ACR Inc. was purchased by Gary Yasuda and James Yasuda, O.D.

December 1993: ACR Inc. received national accreditation from ACCET (Accrediting Council for Continuing Education and Training).

June 1995: ACR Inc. received approval to open an auxiliary classroom in San Diego, California.

February 2000: ACR Inc. received approval to open a location in Amarillo, Texas.

October 2000: ACR Inc. received approval to open an auxiliary classroom in San Marcos, California.

January 2001: ACR Inc. received approval to open a location in Boise, Idaho.

June 2002: ACR Inc. received approval to open a location in Indio, California.

September 2003: ACR Inc. received approval to open an auxiliary classroom in Nampa, Idaho.

December 2004: ACR Inc. received approval for extension of the Boise, Idaho campus.

July 2005: ACR Inc. moved the La Mesa campus to 6160 Mission Gorge Road, Suite 300, San Diego, CA 92120.

July 2005: ACR Inc. was granted interim approval to designate the Boise, Idaho campus as the main campus for Academy of Professional Careers. The San Diego, California campus located on Mission Gorge Road was changed to a branch campus according to ACCET and a main campus according to BPPVE.

February 2006: ACR Inc. moved their Texas location to 7001 I-40 West, Amarillo, TX 79106.

June 2006: ACR, Inc. completed a teach-out of the La Mesa, San Diego and San Marcos campuses.

September 2006: ACR, Inc. was granted approval to designate the Boise, Idaho campus as the main campus for Academy of Professional Careers.

May 2007: ACR, Inc. changed the school's name from Academy of Professional Careers to Milan Institute.

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

February 2010: ACR, Inc. completed a teach-out of programs at the Nampa Auxiliary campus.

January 2012: ACR, Inc. merged with Amarillo College of Hairdressing, Inc. (ACH) d/b/a Milan Institute and Milan Institute of Cosmetology.

May 2012: Milan Institute in Indio, CA relocated to 75-030 Gerald Ford Drive Suite 203, Palm Desert, CA 92211.

December 2012: ACH, Inc. was granted approval to designate the Palm Desert campus as the main campus of Amarillo College of Hairdressing, Inc. d/b/a Milan Institute.

February 2016: Milan Institute, located in Palm Desert, CA and Amarillo, TX, received national accreditation from Council on Occupational Education (COE)

GOVERNING BODY

Amarillo College of Hairdressing, Inc., a Texas corporation and Gary Yasuda, President, own Milan Institute and Milan Institute of Cosmetology.

APPROVALS AND ACCREDITATION.

Council on Occupational Education

Amarillo College of Hairdressing, Inc. d/b/a Milan Institute is nationally accredited by the Council on Occupational Education (COE) located at 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA, 30350 (800) 917-2081. Students may review the accreditation approvals by contacting the school's administration. Consumer information may be requested from the Admissions Department and from the Financial Aid Department.

Texas Workforce Commission

Milan Institute is Approved and Regulated by the Texas Workforce Commission, Career Schools and Colleges in Austin, Texas. Their address is 101 E. 15th St., Austin Texas, 78778, (512) 936-3100.

Texas Department of Licensing and Regulation

Amarillo College of Hairdressing, Inc. d/b/a Milan Institute is licensed by the:
Texas Department of Licensing and Regulation
Physical Address: 920 Colorado, Austin, TX 78701
Mailing Address: PO Box 12157, Austin, TX 78711
Phone: (512) 463-6599

RECOGNITION

U.S. Department of Education (USDOE)

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.

MEMBERSHIPS

Milan Institute or its faculty hold memberships in the following organizations: Career Colleges & Schools of Texas, American Association of Medical Assistants (faculty members), and Amarillo Chamber of Commerce.

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

Milan Institute campus is located at 7001 I-40 West in Amarillo, Texas. The facility consists of 16,000 sq. ft. of classroom and office space. The facility is convenient to public parking and mass transit. The facility offers students comfortable learning atmospheres with tiled classrooms, air-conditioning and a student lounge area.

STUDENT HOUSING

Student housing is not available on any campus. There are ample multiple housing units available in the area. Additional housing information can be obtained by contacting the Admissions Office.

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.

ADMISSIONS INFORMATION

ADMISSIONS POLICY

Admission into the school's **Administrative Medical Assistant, Medical Assisting, Dental Assistant, Advanced Cosmetology, Cosmetology, Esthetician, and Manicurist programs** requires 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 Admissions Management.

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 must be provided.

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.
- Enrollment in the Eligible Career Pathway Program (ECPP).

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.

All prospective students must be beyond the age of compulsory school attendance and must be 18 years old upon completion of their program.

Admission into the school's **Advanced Cosmetology, Cosmetology, Esthetician, and Manicurist programs** requires the applicant to pay a nonrefundable \$25.00 to cover the Permit Fee required by the Texas Department of Licensure and Regulations.

Registered Dental Assistants: Effective September 1, 2006, to apply to become a registered dental assistant, a student must complete a mandatory short course approved by The Texas State Board of Dental Examiners. An approved provider list can be found of the TSBDE website: <http://www.tsbde.state.tx.us>. By law, a dental assistant must register with TSBDE in order to take x-rays at a dentist's office. All Dental Assistant students will be required to take the short course and pass the accompanying exam prior to attending externship.

Transfer students will receive credit for certified hours received from other schools or states according to state law, and their program will be shortened, and tuition will be adjusted accordingly. Milan Institute does not recruit students already attending or admitted to another school offering a similar program of study.

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.

Prospective students interested in Cosmetology related programs who have a record of crimes involving prohibited sexual conduct or crimes involving children as victims, or crimes of a physical nature against another person (such as homicide, kidnapping, and assault) must complete the Texas Department of Licensing and

Regulations (“TDLR”) pre-approval process and pay the \$25 application fee. If TDLR does not approve the application, the prospective student is not qualified to enroll in the program.

Prospective students in the Dental Assistant program students who have a record of any crimes will complete the Texas State Board of Dental Examiners (“TSBDE”) application and pay the \$25 application fee.

Prospective students interested in the Medical Assisting program with a drug-related conviction on their record must complete a second interview with the Campus Director, who may determine the student is not qualified to enroll in the program.

ECPP ENROLLMENT PROCESS

The ECPP 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 ECPP, 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 Amarillo geographic areas:

- Administrative Medical Assisting
- Advanced Cosmetology
- Cosmetology
- Dental Assistant
- Esthetician
- Manicurist
- 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 14th 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 Wi-Fi 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 125 or newer.

Windows devices that are no more than 5 years old from date of manufacture, use Windows 10 Version 2004 or newer, have at least 4GB RAM, and must be able to run Chrome 125 or newer.

Mac device that is no more than 4 years old from date of manufacture, uses MacOS 12 Monterey or newer, has at least 4GB RAM, and must be able to run Chrome 125 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 125 or newer.

Android tablets must be running Android 12.1+ (Snow Cone V2) and must have a minimum of 4 GB RAM or greater and support Chrome Browser 125 or newer.

Android Phones must be running Android 12.1+ (Snow Cone V2) and Chrome 125 or newer with a minimum of 4GB RAM or greater. A mobile phone with these specs is 1 to 3 years old from the manufacture release date. Depending on the cell phone manufacture, some offer one year of updates while others offer up to three years.

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

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.

Graduates from the school's Administrative Medical Assistant 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.

Graduates from the school's Advanced Cosmetology and Cosmetology programs 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 Dental Assistant 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. By law, a dental assistant must register with TSBDE in order to take x-rays at a dentist's office.

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

ENROLLMENT POLICY – ALLIED HEALTH RELATED PROGRAMS

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

ENROLLMENT POLICY – COSMETOLOGY RELATED PROGRAMS

Qualified persons may enroll on any date the school is open. New classes begin on a regularly scheduled basis. Actual starting dates may be obtained by contacting the school administration.

ORIENTATION

New students attend an orientation meeting. This meeting is to welcome new students and introduce them to the school's policies and procedures. Students also have the opportunity to meet other students, instructors, and the school's administration. Attendance, grading policies and financial aid information form a large part of the orientation information, which also includes projected graduation dates, holidays, and vacations pertaining to their specific enrollment period.

ENGLISH ONLY

Milan Institute does not offer visa services to prospective students from other countries or English language services. Milan Institute does not offer English as a Second Language instruction. All instruction occurs in English.

TRANSFERABILITY OF UNITS EARNED AT THIS SCHOOL

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 at Milan Institute 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 is 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 education goals. This may include contacting an institution to which you may seek to transfer after attending Milan Institute to determine if your certificate will transfer.

Milan Institute has not entered into any articulation agreements or relationships with educational entities.

TRANSFER OF CREDIT POLICY

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

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 Dean of Education, 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. 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 75% 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.

STUDENTS WHO TRANSFER BETWEEN PROGRAMS

Students may transfer to different programs within the institution. Credits will be evaluated by the Dean of Education 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.

This school accepts the following tests with passing scores and an effective date after the date provided below. This list of examinations is prescribed by the United States Department of Education (USDE).

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 is a minimum of 30 weeks or 900 clock hours and is a minimum of 26 weeks. The institution complies with Federal requirements for clock-to-credit hour conversions which may be different from those required for academic purposes. One quarter credit equal 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.*

The funding method of credit hour or clock hour used for each program for Title IV Financial Aid purposes is listed on the program description section of this catalog.

TUITION POLICY

It is the policy of the school that all 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. 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 may be 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 the 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 AND GRANTS

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 one-time event for graduates and is considered a discount to tuition.

Follow Your Dreams Scholarship

A \$1000.00 scholarship awarded to current or recent high school students who meet the necessary criteria and successfully complete their program.

Allied Health Scholarship

A \$1000.00 scholarship is awarded to aspiring students who meet the necessary criteria and successfully complete their program.

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 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

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.

Methods Of Disbursement

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

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 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'S RIGHT TO CANCEL – ALLIED HEALTH RELATED PROGRAMS

A full refund of any tuition or fees paid will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays, and legal holidays) of the date the enrollment agreement is signed. A full refund will also be made to any student who cancels enrollment within the student's first three scheduled class days, except that the school may retain not more than \$100 in any administrative fees charged, as well as items of extra expense that are necessary for the portion of the program attended and stated separately on the enrollment agreement. If the enrollment agreement is cancelled after the third day from when the contract is signed, and within seven [7] days from the start of class stated on the agreement, Milan will refund the student any money s/he paid, less any deduction for equipment or supplies unless the materials have been either: opened, seal broken or missing, software log-on had occurred, or, if damaged in any way upon use by the student.

STUDENT'S RIGHT TO CANCEL – Manicurist and Esthetician Programs

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.

STUDENT'S RIGHT TO CANCEL – Advanced Cosmetology and Cosmetology Programs

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 14 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 – ALLIED HEALTH RELATED PROGRAMS

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. Please be sure to review the refund policy for your selected program.

The refund will be the larger of the amount provided under Texas State Law, which states:

1. Refund computations will be based on the period of enrollment in the program through the last date of attendance. Leaves of absence, suspensions, and school holidays will not be counted as part of the scheduled class attendance.
2. The effective date of termination for refund purposes will be the earliest of the following:
 - a. The last day of attendance if the student is terminated by the school
 - b. The date of receipt of notice of withdrawal from the student; or
 - c. after 14 calendar days or 10 consecutive school class days [whichever is earlier] in which no academic participation and/or attendance have been recorded indicating an abandonment of studies.
3. If tuition and fees are collected, in advance of entrance, and if after expiration of the 72-hour cancellation privilege, the student does not enter school, not more than \$100 shall be retained by the school.
4. If a student enters an education program and withdraws, or, is otherwise terminated after the cancellation period, Milan may retain not more than \$100 in any administrative fees charged for the entire program.
5. **Texas Workforce Commission Refund Policy** requires that:
 - a. the minimum refund of the remaining tuition and fees will be the pro-rata portion of tuition, fees, and other charges that the number of hours remaining in the portion of the program for which the student has been charged after the effective date of termination bears to the total number of hours in the portion of the program for which the student has been charged.
 - b. a student may not collect a refund if the student has completed 75% or more of the total number of hours in the portion of the program for which the student has been charged on the effective date of termination.
 - c. A refund calculation for Title IV schools requires that the calculation be based upon scheduled hours through the last date of attendance. The length of the program, for purposes of calculating refunds owed is the shortest scheduled time period in which the program may be completed by continuous attendance of a full-time student.
 - d. More simply stated, the refund is based on the precise number of course time hours the student has paid for, but not yet used, at the point of termination, up to the 75% completion mark, after which no refund is due. Form CSC-1040R
 - e. A student who withdraws for a reason unrelated to the student's academic status after the 75 percent completion mark and requests a grade at the time of withdrawal shall be given a grade of "incomplete" and permitted to re-enroll in the course or program during the 12-month period following the date the student withdrew without payment of additional tuition for that portion of the course or program.

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.

REFUND POLICY – COSMETOLOGY RELATED PROGRAMS

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: "Student's Right to Cancel" the school will remit a refund within 30 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 published scheduled breaks and school holidays will not be counted as part of the scheduled class attendance.

Books, supplies, associated taxes on said items, are provided at no cost, unless otherwise noted on the Enrollment Agreement.

The school may not retain more than \$100 if:

- (A) tuition is collected before the course of training begins; and
- (B) the student fails to withdraw from the course of training before the cancellation period expires.

Refunds shall be calculated as follows:

(a) If a student begins a course of training that is scheduled to run not more than 12 months and, during the last 50 percent of the course, withdraws from the course or is terminated by the school, the school:

- (1) may retain 100 percent of the tuition and fees paid by the student; and
- (2) is not obligated to refund any additional outstanding tuition.

(b) If a student begins a course of training that is scheduled to run not more than 12 months and, before the last 50 percent of the course, withdraws from the course or is terminated by the school, the school shall refund:

- (1) 90 percent of any outstanding tuition for a withdrawal or termination that occurs during the first week or first one-tenth of the course, whichever period is shorter;
- (2) 80 percent of any outstanding tuition for a withdrawal or termination that occurs after the first week or first one-tenth of the course, whichever period is shorter, but within the first three weeks of the course;
- (3) 75 percent of any outstanding tuition for a withdrawal or termination that occurs after the first three weeks of the course but not later than the completion of the first 25 percent of the course; and
- (4) 50 percent of any outstanding tuition for a withdrawal or termination that occurs not later than the completion of the first 50 percent of the course.

(c) A refund owed under this section must be paid not later than the 30th day after the date the student becomes eligible for the refund.

If the student obtains equipment, as specified in the enrollment agreement as a separate charge and returns it unused within 30 days following the date of the student's withdrawal, the school shall refund the charge for the unused equipment paid by the student. If the student fails to return the equipment within this 30-days period, the school may offset the documented costs to the school of that equipment against the refund due. The student shall be liable for the amount, if any, by which the documented costs for the equipment exceed the refund amount. For a list of these costs, please see the enrollment agreement addenda.

If the student has paid in more than the amount that the student owes for the time, he/she has attended, then a refund will be made within 30 days. If the amount that the student owes is more than the student has already paid, the student will be responsible for the balance.

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.

REFUND POLICY FOR STUDENTS CALLED TO ACTIVE MILITARY SERVICE.

A student at the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled:

- a. if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;
- b. a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
- c. the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
 1. Satisfactorily completed at least 90 percent of the required coursework for the program; and
 2. Demonstrated sufficient mastery of the program material to receive credit for completing the program.

The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s), within 30 days after the effective date of termination.

WITHDRAWAL DATE

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.

RETURN OF TITLE IV FUNDS

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 30 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.

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 of 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 of the loan funds so that you do not incur additional debt. Your school may automatically use all or a portion of your post-withdrawal disbursement of grant funds for tuition and fees. 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 at the school.

There may be some Title IV funds that you were 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 remain enrolled beyond the 30th calendar 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 the school did not retain this amount of your Title IV program funds.

If your school is not required to return all of 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 must make arrangements with your school or the Department of Education to return the unearned grant funds. You do not have to repay a grant overpayment if the original amount of the overpayment is \$50 or less.

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 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.

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 thirty (30) 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 INFORMATION

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>

CAREER SERVICES/PLACEMENT

Milan Institute offers career services to all graduates pursuing employment in their field of study. Services include assistance with creating resumes, conducting mock-interviews, providing job readiness workshops, 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.

NONDISCRIMINATION

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

Inquiries 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://wdcrobcop01.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.

LEARNING RESOURCES

Milan Institute has a variety of reference books and current publications available to students. All reference materials may be checked out by the students from the instructors that maintain the libraries. Students are also encouraged to use local public libraries.

STUDENT RATIO

An effort is made to keep instructor/student ratios at levels most appropriate to deliver effective education and to adhere to accreditation and/or state mandates. For the Allied Health programs, the maximum instructor/student ratio in lecture classes is 30 students to 1 instructor; in medical labs the ratio is 20 students to 1 instructor. When needed, a teaching assistant is provided to further reduce the ratio. For the Cosmetology-Related programs, the student/teacher ratio does not exceed twenty-five students in attendance per instructor.

STUDENT WITHDRAWAL BY SCHOOL

Milan Institute may withdraw a student from their program of study at any time for the following reasons: unsatisfactory grades, poor attendance, use of controlled substances on campus, conduct detrimental to the school, failure to comply with financial aid regulations or non-observance of other student regulations and conduct policies.

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 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.

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.

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.

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 of 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 amount of drugs or other substance involved, and the number of offenses.

Examples of Federal Drug Trafficking Penalties:

	<u>First Offense</u>	<u>Second Offense</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.

Amarillo Council on Alcoholism & Drug Abuse
803 Rusk Street

West Texas Counseling and Rehabilitation
2300 Line Avenue

Amarillo, TX
(806) 242-0478

Amarillo, TX 79106
(806) 373-0062

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 U.S. 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 U.S. 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)).

Drug Information Hot Lines:

National Institute on Drug Abuse	(800) 662-HELP (800) 843-4971
National Clearinghouse for Drug Information	(800) 729-6686
U.S. Dept of Education, SouthWest Region	(213) 598-7661

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
c/o 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 prejudice 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 Institute 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, as published in the Catalog, 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 – ALLIED HEALTH RELATED PROGRAMS

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 www.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.
4. The student has the right to submit a complaint letter to the school's state agencies and/or accrediting agency.
 - a. Complaints submitted to the school's accrediting agency may be submitted by mail or email to the address below.

Council on Occupational Education (COE)
7840 Roswell Road, Building 300, Suite 325
Atlanta, GA 30350
Phone: (770) 396-3898 FAX: (770) 396-3790
www.council.org.
 - b. Unresolved complaints may be directed to the Texas Workforce Commission, Career Schools and Colleges located at 101 East 15th Street, Austin, Texas, 78778.

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

STUDENT GRIEVANCE POLICY – COSMETOLOGY RELATED PROGRAMS

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 www.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.
4. The student has the right to submit a complaint letter to the school's state agencies and/or accrediting agency.
 - 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. The letter must contain the nature of the problem (s).
 - b. The school's state agency in the Texas Department of Licensing and Regulation located at 920 Colorado, Austin, TX 78701, and Phone: (512) 463-6599.

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 student 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 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 pre-dispute 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 labs 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.

CATALOG INSERTS

See the inserts for current information related to the school calendar, tuition, and fees, listing of staff and faculty.

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 addenda or 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.



*ACADEMIC
INFORMATION*

*ALLIED HEALTH
RELATED
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.

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.

Administrative Medical Assistant

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

Medical Assisting

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 listed on the skill sheets must be completed and verified by the instructor. Students must also complete an externship to be eligible for graduation. Students will receive certificates for injections and venipuncture.

Dental Assistant

Students enrolled in the Dental Assistant program must pass all classes attempted and maintain a 2.0 grade point average. All required skills must be completed and verified by the instructor. Dental Assistant students must also complete an externship to be eligible for graduation.

Effective September 1, 2006, to apply to become a registered dental assistant, a student must complete a mandatory short course approved by The Texas State Board of Dental Examiners. An approved provider list can be found on the TSBDE website: <http://www.tsbde.state.tx.us>.

By law, a dental assistant must register with TSBDE in order to take x-rays at a dentist's office.

All Dental Assistant students will be required to take the short course and pass the accompanying exam prior to attending externship.

ACADEMIC POLICY

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

ACADEMIC 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. Students are expected to check their attendance and progress through the student portal at least weekly to ensure they are meeting academic progress standards. 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

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 66.67% 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, without an appeal, and the prior attempted course will be listed with a grade of "R" for repeated attempt at the credits. Repeated courses count at attempted credits in determination of student progress, as long as completion does not exceed the maximum time frame of one and a half times the total program length. The grade earned in the repeated attempt will replace the original grade provided. Students are also allowed one change of program during an academic year.

Students in Credit-Hour non-term and Clock Hour programs are not eligible for SFA Title IV funds for repeated coursework while attending in the program. SFA Title IV funds are delayed until All of the scheduled credits in the pay period or all of the scheduled clock hours in the pay period are earned/completed.

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”, “WC” or “INC” 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 complete various in and out of class assignments, quizzes, projects, technical skills, and exams required for each course. Students are assigned theory study and a minimum number of practical assignments as required for course completion. Academic progression is evaluated after each course is completed. Students must maintain a grade point average of 2.0 or higher. 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.

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 readmitted to the same program if they have exceeded, or may exceed, MTF until they re-establish appropriate SAP standing (e.g., transfer credits, as appropriate).

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

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 School 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.

- In the event that an interruption in academic study is required, and an LOA is needed, it is in a student's best interest to begin the leave once the course is completed. If that option is not possible and depending on when the LOA is requested, the student will either earn a grade in the course based on all coursework completed and not completed or be Withdrawn from the course with a grade of "W". In most cases a student will be with withdrawn, and the course will have to be repeated in its entirety. When a student takes an LOA the student's course schedule is impacted and often may result in the student withdrawing from the program later until the required course is available.

- 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

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.

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.

Attendance Advising

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

Tardiness

If a student is more than 10 minutes late to class, returning to class from breaks/lunch, or leaving class, the student is considered late and penalized in quarter hour increments. Assignments, activities, quizzes, tests, etc. may receive deductions or may be ineligible for make-up due to tardiness or early departure.

Absences

Any time that a student misses time (excluding tardiness) will be considered absent. Hours absent are deducted from total daily class time.

Example – Daily class time: 5 hours

Student misses 2 hours; time recorded in the Student Information System is 3 hours. Student is considered absent for 2 hours.

Excused/ Unexcused absences

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.

Maximum Consecutive Days Absent

If student misses 14 consecutive calendar days without communication to the school regarding the absences and a plan to return on a specific date, the student will be withdrawn from the program on the 15th consecutive calendar day absent. The date of determination that the student is considered to have withdrawn is no later than 14 days after the student's last date of attendance as determined by its attendance records.

Class Participation – Credit Hour programs

Due to the fast-paced environment of vocational education, attending every class hour is extremely important. Students who do not attend class hours are missing relevant academic knowledge and career skills. Students who miss class hours are not able to participate in the classroom discussions, questions and answers, cooperative learning activities, and/or hands on activities that improve skill and knowledge retention.

Homework – Homework turned in after the due date will receive a 25% deduction and must be completed within 2 class sessions of the assignment due date or return from an absence

Final Exams – If absent on the day of the Final Exam, Exam must be completed upon return within 2 scheduled class sessions and will automatically receive a 10% deduction

Quizzes – If absent for a scheduled quiz, the scheduled quiz must be completed the day the student returns to class with a 10% deduction; unannounced quizzes may not be made up.

Assignments/Projects – If absent, classroom Assignments/Projects must be complete upon return within 2 class sessions and will automatically receive a 50% deduction.

A student must notify the Front Desk to report any absence to be eligible to make up time, assignments, quizzes, exams, and/or homework. The Front Desk will notify the instructor and Education Leader of the absence.

Make Up Hours/Assignments – Students may make up hours and assignments during the course. Make up time is scheduled after class with instructor supervision and proper documentation. Students who do not complete make up hours and assignments by the end of the module/course, may complete the Request to Complete Course Requirements form and submit to the instructor for approval or denial.

If approved, the student will receive a grade of incomplete and have 14 calendar days from the end of the course to complete hours and assignments. See instructor for make-up schedule.

Failed Course

A student who fails a course and does not complete **the** Request to Complete Course Requirements **Form** will be required to repeat the course in its entirety upon availability. When a student fails a course, the student's

course schedule is impacted and often results in the student withdrawing from the program until the failed course is available.

Make up Education

No more than 5% of the total course time hours for a program may be made up.

Make-up work shall:

- (1) be supervised by an instructor approved for the class being made up.
- (2) require the student to demonstrate substantially the same level of knowledge or competence expected of a student who attended the scheduled class session.
- (3) be completed within two weeks of the end of the grading period during which the absence occurred.
- (4) be documented by the school as being completed, recording the date, time, duration of the make-up session, and the name of the supervising instructor.
- (5) be signed and dated by the student to acknowledge the make-up session.

CLASS SCHEDULE

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

EXTERNSHIP DISCLOSURE

The 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 program. Externship hours are completed at extern sites off campus. It is, therefore, the student's responsibility to secure his/her own transportation to and from 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.

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:

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.

STUDENT WITHDRAWAL BY SCHOOL

Student withdrawal by the school will result from unsatisfactory grades, poor attendance, failure to achieve the appropriate proficiency and skill levels within the prescribed time period, use of controlled substances on campus, conduct detrimental to the school, failure to comply with financial aid regulations or non-observance of other student regulations and conduct policies.

Termination of Enrollment.

(a) A school shall terminate the enrollment of a student who accumulates the lesser of the following amounts of absences:

- (1) more than 10 consecutive school days or 14 calendar days, whichever is earlier;
- (2) more than 20% of the total course time hours in a program with course time of more than 200 hours;
- (3) more than 25% of the total course time hours in a program or individual class with course time of 41 to 200 hours;
- (4) more than 25% of the total course time hours for seminars, individual classes, or programs with course time of 40 hours or less; or
- (5) any number of days if the student fails to return as scheduled from an approved leave of absence.

ELIGIBLE PERSONS RECEIVING EDUCATIONAL BENEFITS

In addition to the standard policies in this catalog, the following applies to 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.

Transfer of Credit Policy

During the enrollment process, incoming eligible persons are required notify their admissions representative regarding their previous coursework and experience. 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.

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.

Cancellation of Agreement

A full refund will be made to any student who cancels the Enrollment Agreement within 72 hours (until midnight of the third day excluding Saturdays, Sundays, and legal holidays) after the Enrollment Agreement is signed.

Refund Policy

The refund will be the larger of the amount provided under Texas State Law, which states:

1. Refund computations will be based on the period of enrollment in the program through the last date of attendance.
2. The effective date of termination for refund purposes will be the earliest of the following: a) The last day of attendance (b) The date of receipt of written notice of withdrawal from the student
3. If tuition and fees are collected, in advance of entrance, and if after expiration of the 72-hour cancellation privilege, the student does not enter school, not more than \$100 shall be retained by the school.
4. If the student fails to enter the seminar, withdraws, or is discontinued at any time before completion of the seminar, the student will be refunded the pro rata portion of tuition, fees, and other charges that the number of class hours remaining in the seminar after the effective date of termination bears to the total number of class hours in the seminar.
5. A full refund of all tuition and fees is due and refundable in each of the following cases:
 - (a) an enrollee is not accepted by the school;
 - (b) if the seminar of instruction is discontinued by the school and thus prevents the student from completing the seminar; or
 - (c) if the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or misrepresentations by the owner or representatives of the school.

REFUND POLICY FOR STUDENTS CALLED TO ACTIVE MILITARY SERVICE.

A student at the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled:

- a. if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;
- b. a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the

- right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
- c. the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
1. satisfactorily completed at least 90 percent of the required coursework for the program; and;
 2. demonstrated sufficient mastery of the program material to receive credit for completing the program.

The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s), within 30 days after the effective date of termination.

Completion Requirements

Milan Institute will award a Certificate of Completion to all students who successfully complete all completion requirements as stated below.

- **Courses less than 100 Hours**

Students enrolled in courses that are less than 100 hours must attend all scheduled course hours and pass a written and/or practical exam.

- **Courses 100 Hours or more**

Students enrolled in courses 100 hours or more must pass written and/or practical exam (s).

ELIGIBLE PERSONS RECEIVING EDUCATIONAL BENEFITS

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).

LAB AND PRACTICAL TRAINING

All students at Milan Institute receive lab and practical training.

Administrative Medical Assisting students work on computers, ten-key adding machines, telephones, and with other equipment commonly found in the front office settings of medical offices.

Dental Assistant students use dental equipment commonly found in dental offices such as dental chairs, dental instruments, x-ray machines, patient charts, sterilizers/autoclaves, ultrasonic cleaners, and more.

Medical Assisting students work with equipment commonly found in doctors' front and back offices including scales, syringes, microscopes, charts, skeletons, autoclaves, and more.

DISTANCE EDUCATION

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*

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.

AN INVESTMENT IN BEAUTY PAYS

If you are interested in pursuing a career in Cosmetology, this field might be a suitable choice. The dynamic and ever-evolving beauty industry can present professional and financial opportunities. The current trend of women seeking a well-rounded appearance and an increasing number of men engaging in salon services, such as style cuts, perms, manicures, and color services, contributes to the demand for beauty professionals. The work of cosmetologists is both challenging and rewarding, potentially influencing your income. Cosmetologists have the potential to set their own work schedule, making the income possibilities in your control. Additionally, there is potential for career growth, with opportunities to advance into management roles or even salon ownership, offering a sense of pride that small business owners enjoy.

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 a cosmetology related profession, how to become a part of this exciting profession and other information about Amarillo College of Hairdressing, Inc., please read this catalog carefully.

ORIENTATION

New students attend an orientation meeting. 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/lecture classes, clinic floor work, internships, satisfactory academic progress, and project completions as they relate to the program. Students are also given the opportunity to meet instructors, school staff, and other students and to ask questions about their training programs.

STUDENT RATIO

For the Cosmetology-Related programs, the student/teacher ratio does not exceed twenty-five students in attendance per instructor.

FACULTY

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

REFERENCES

A comprehensive library of references, periodicals, books, texts, and audio/video tapes are available to support the course of study and supplement the students' training. Students should avail themselves of the opportunity to use these extensive materials.

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.

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 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 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. A failed course may only be repeated one time. Two failed courses results in withdrawal from the program.

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.

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 complete various in and out of class assignments, quizzes, projects, technical skills, and exams required for each course. Students are assigned theory study and a minimum number of practical assignments as required for course completion. Academic progression is evaluated after each course is completed. Students must maintain a grade point average of 2.0 or higher. 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.

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 readmitted to the same program if they have exceeded, or may exceed, MTF until they re-establish appropriate SAP standing (e.g., transfer credits, as appropriate).

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 POLICY

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 of Education or School 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 of Education, Education Leader or School 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.

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 and submitted monthly to the Texas Department of Licensure and Regulations. Any other records as may be required by the Texas Department of Licensure and Regulations will be maintained.

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

Upon successful completion of the program students may be eligible to sit for the State licensing exam. Students in all programs must complete 100% of the program hours and 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. Students who are in good standing with their financial obligations to the school will receive their Certificate of Completion and transcript.

LICENSING REQUIREMENTS

The general requirements for obtaining a cosmetology operator, esthetician specialty, and manicurist specialty license, are that all applicants must:

- pass the State Board Examination;
- pay the required fee; and;
- not have committed an act that constitutes a ground for denial of the license.

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

- is at least 17 years of age;
- supplies proof of a high school diploma *or*;
- supplies proof of the equivalent of a high school diploma *or*;
- passes a valid examination administered by a certified testing agency that measures the person's ability to benefit from training
- completes 1,000 hours of instruction in a licensed beauty culture school *or*;
- completes 1,000 hours of instruction in a licensed beauty culture school and 500 hours of related high school courses prescribed by the commission in a vocational cosmetology program in a public school.

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

- is at least 17 years of age;
- supplies proof of a high school diploma *or*;
- supplies proof of the equivalent of a high school diploma *or*;
- passes a valid examination administered by a certified testing agency that measures the person's ability to benefit from training
- completes 750 hours of instruction in esthetics specialty through a commission approved training program

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

- is at least 17 years of age;
- supplies proof of a high school diploma *or*;
- supplies proof of the equivalent of a high school diploma *or*;
- passes a valid examination administered by a certified testing agency that measures the person's ability to benefit from training
- completes 600 hours of instruction in manicuring through a commission approved training program

The State Board Examination is administered in Amarillo, TX, as well as multiple locations in Texas, as scheduled by the Texas Department of Licensure and Regulations. The school will assist in scheduling the examination. A student permit is completed by the school certifying that the graduation requirements have been completed and the tuition has been paid. Milan will cover the cost of all exams scheduled within 60 days of graduation date, or the soonest date available if beyond 60 days. Beyond 60 days from the student's graduation date, the student is responsible for all costs related to taking the exam.

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. A certificate of completion, a complete verification of attendance, or an academic transcript will not be provided if a student has not met his/her financial obligations with Milan Institute.

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 Institute expects that attendance be taken in all classes, starting with the first day of the class.

Milan Institute 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. 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.

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.

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 record. However, the law allows us to disclose records, without consent, for the following reasons:

- 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 and local educational authorities, the school's accrediting agency, those agencies auditing or enforcing Federal or State supported education programs, and those enforcing Federal laws which relate to those programs;
- 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. Each third-party request requires the student's written request.

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 Institute's process of protecting confidentiality of student's data can be directed to comments@milaninstitute.edu.

ELIGIBLE PERSONS RECEIVING EDUCATIONAL BENEFITS

In addition to the standard policies in this catalog, the following applies to 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.

Transfer of Credit Policy

During the enrollment process, incoming eligible persons are required to notify their admissions representative regarding their previous coursework and experience. Eligible persons are required to request a credit for previous coursework or experiential training 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. Students should refer to the "Transfer of Credit" portion of this catalog for more detailed information specific to their program.

Satisfactory Academic Progress

As with regular students, when progress of a student is unsatisfactory for an evaluation period, the student will be placed on financial aid warning.

Attendance Advising

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

Payment

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).

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.

Administrative Medical Assistant

780 Hours/36 Weeks/56 Quarter Credits/36 FA Units



The Administrative Medical Assistant is a very important part of the medical office. He or she is normally the first and last person patients see when they come to a medical office. Doctors depend on their Administrative Medical Assistant every day for important and accurate patient information.

Administrative Medical Assistant duties vary from office to office, but normally include setting appointments, organizing patient files and information, completing insurance forms and information, patient billing, and medical coding. An Administrative Medical Assistant must understand and be able to interpret medical terminology and be comfortable working with the public.

Program Purpose and Mission

The purpose and mission of the Administrative Medical Assistant program is to prepare students to enter the health professions field as an administrative medical assistant.

Program Description and Objectives

The Administrative Medical Assistant program is designed to prepare students to enter the health professions field as an administrative medical assistant. Students will be able to function at an entry-level position in a variety of settings including, but not limited to, medical offices, hospitals and medical clinics.

Occupations and Standard Occupational Classification Codes

Medical Records and Health Information Technician 29-2071.00, Medical Secretary 43-6013.00, Bill and Account Collector 43-3011.00, Executive Secretary and Administrative Assistant 43-6011.00, Receptionist and Information Clerk 43-4171.00, General Office Clerk 43-9061.00

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 modules 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 participate in a 180-hour 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.

Office Basics OBA 111

This course is designed to introduce students to the professional office environment. Whether centered on the medical community or general type office, students will build skills and a base understanding that relate to any administrative location. Appointment scheduling, customer service techniques, basic

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business transactions, records / file management and workplace legal and ethical concepts are all addressed within the course. Also discussed are the basic principles behind office policies & procedures, along with a familiarization of automated equipment found in the office setting and an appreciation of the role in which the human relations department plays in a business setting. Students will gain knowledge of HIPAA and importance of confidentiality along with lessons in anatomy & physiology, medical terminology and continued practice in keyboarding skills.

Business Technology BTC 111

This course will introduce the student to basic computer concepts and a functional knowledge in various types of computer hardware, software, networking systems and information storage devices. Microsoft Windows operating system is explored to enhance a students' knowledge and applied proficiency for working in a business setting. Students will be exposed to Microsoft Office with a detailed focus on understanding Outlook and PowerPoint as it pertains to the workplace. Also included are lessons in anatomy & physiology, medical terminology, and continued practice in keyboarding skills.

Information Coding ICO 111

This course develops the foundation for medical diagnosis and procedural coding. Students will gain knowledge and perform basic coding functions necessary for completion of medical insurance forms utilizing CPT procedural and ICD-9 / ICD-10 diagnosis coding materials. Lessons in ICD-10 applications will be discussed and practiced in detail. Also included is instruction in anatomy & physiology, medical terminology and continued practice in basic keyboarding skills.

Insurance Theory INT 111

This course provides students with the basic knowledge of insurance forms encountered within the healthcare field through lecture as well as hands-on experience. Such forms as Universal, Worker's Compensation, Medicare, as well as HMO and PPO plans will be covered. Discussions centered around the affordable healthcare act will be a focal point towards gaining a deeper understanding of the laws and patient insurance coverage. Students will learn to obtain information from patient medical records and ledgers to complete insurance forms accurately. Students will be provided instruction on basic pharmacology and patient prescriptions for a deeper understanding of insurance formularies and payment coverage. Also included are lessons in anatomy & physiology, medical terminology and continued practice in keyboarding.

Accounting Basics ACB 111

This course offers instruction on basic accounting techniques. Students will gain knowledge through lecture and hands-on applications that center on accounts payable and receivable systems. The ledger, revenue cycle, cash receipts / deposits, purchase cycles and basic budgeting skills will be covered. An overview of QuickBooks will be practiced to familiarize the student with accounting software found in the workplace. Microsoft Office with a detailed focus on Excel will aid students with a base understanding and practical knowledge of working business related spreadsheets. Also included are lessons in anatomy & physiology, medical terminology and continued practice in keyboarding.

Computerized Billing COB 111

Students will learn the importance of patient billing and using billing software to produce invoices, record and balance patient account information in the computer. Students are given hypothetical insurance

billing situations and will use appropriate forms, codes, and procedures to process insurance claims for optimal reimbursement. Also included are lessons in anatomy & physiology, medical terminology and continued practice in basic keyboarding techniques.

Office Communications OFC 111

Students will learn the different types of office and business communications used in today's workplace environment. Verbal and non-verbal communication techniques and cues will be discussed, along with e-mail and business communication etiquette. Students will learn basic commands and features associated with Microsoft Office, using Word software and will practice writing different types of memos, letters, business proposals and reports using proper grammar, punctuation and universal business English. In addition to practicing transcription techniques, Self-esteem and human relations will also be covered in this module along with instruction in anatomy & physiology, medical terminology and continued practice in basic keyboarding skills.

Administrative Medical Assistant Course Descriptions

Externship AXT111

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

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Administrative Medical Assistant

Course Code	Course Title	Lecture Hours	Lecture Credits	Lab Hours	Lab Credits	Extern Hours	Total Hours	Total Credits	Course Prep Hours	FA Units
PRE-REQUISITE										
WTM111	Welcome to Milan	5	.5	0	0	0	5	.5	0	.2
MODULE A										
OBA111	Office Basics	60	6.0	25	1.25	0	85	7.25	20	4.2
MODULE B										
BTC111	Business Technology	60	6.0	25	1.25	0	85	7.25	22	4.28
MODULE C										
ICO111	Information Coding	60	6.0	25	1.25	0	85	7.25	22	4.28
MODULE D										
INT111	Insurance Theory	55	5.5	30	1.50	0	85	7.0	22	4.28
MODULE E										
ACB111	Accounting Basics	50	5.0	35	1.75	0	85	6.75	22	4.28
MODULE F										
COB111	Computerized Billing	50	5.0	35	1.75	0	85	6.75	22	4.28
MODULE G										
OFC111	Office Communications	60	6.0	25	1.25	0	85	7.25	20	4.2
AXT111	Externship	0	0	0	0	180	180	6.0	0	6.0
TOTAL		400	40	200	10	180	780	56.0	150	36.0

Satisfactory Academic Progress Evaluation Points:
 1st Evaluation Point: 18 FA Units/18 Weeks
 2nd Evaluation Point: 36 FA Units/36 Weeks

Administrative Medical Assistant

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

Dental Assistant

780 Hours/36 weeks/55 Quarter Credits/36 FA Units



Dental Assistants perform a variety of duties in a dental office. In the front office, they may schedule and confirm appointments, welcome patients to the office, send bills, process payments, and inventory supplies.

Dental Assistants also assist the dentist during the examination and treatment of patients by handing required instruments to the dentist and using the suction or other instruments to keep the patient's mouth clear. Dental Assistants also prepare instrument trays and assist patients with dental health care. Some Dental Assistants will make dental impressions, remove sutures, and apply anesthetics to the gingiva (gums) and cavity preventatives to teeth.

Dental Assistants must be reliable, work well with others, and have good manual dexterity.

Objective

The Dental Assistant Program is designed to prepare students to function competently in entry-level positions in a dental office setting.

Occupations

Dental Assistant 31-9091.00.

Funding Method

For Title IV purposes the funding method is based on Credit Hours.

Training Program

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

Section B

Dental Assistant Course Descriptions

Administrative Procedures, Oral Health, Periodontics AOP111

Upon completion of this course, the student will gain knowledge and be able to demonstrate various administrative procedures, including appointment scheduling, telephone etiquette, dental records management, inventory control, and describe law / ethics as it pertains to the practice of dentistry. Students will become familiar with various dental specialties including their educational requirements along with a deep understanding of HIPAA regulations and dental office compliance. Additionally, this course will familiarize the student with professionalism in the workplace, oral health, preventive dentistry, patient education, the mechanics of coronal polishing, and placement of dental sealants. An overview of periodontics, along with instrumentation, materials, and periodontics procedures will be offered.

Anatomy & Morphology ANM111

Upon completion of this course, students will be able to identify the anatomy and physiology of the head and neck as they relate to dentistry. This includes; muscles, nerves, bones of the cranium, form and function of the hard and soft oral structures, tooth surface and structures, and cavity classifications. Students will also become familiar with proper chair side techniques associated with patient charting and correct use of dentistry symbols, local anesthetic, handling and loading of the syringe and needle, identifying injection sites, and other methods for pain management.

Dental Science SCI111

Upon completion of this course, students will be able to describe the methods of disease transmission in the dental office and the principles of disease control, OSHA regulations and waste management. Students will learn about the effects of exposure to chemicals, methods of chemical exposure, and explain the purpose of MSDS. Students will be able to describe the parts of a prescription, describe how drugs are administered, and identify drug schedules. Also discussed will be dental office emergencies, prevention, emergency equipment, and the role of the dental team.

Operative & Chair Side Assisting ONC111

Upon completion of this course, students will be able to explain the process and demonstrate procedures in four-handed dentistry. Students will identify hand pieces and instruments, their uses and care. In addition, students will explain the use of cements and filling materials when used in restorative procedures, and describe the steps in cavity preparation. Medical and dental histories along with the steps in working directly with patients is also discussed and practiced as part of this course.

Dental Radiology RAD111

Upon completion of this course, students will be introduced to the operation of dental x-ray equipment and radiation safety and techniques. The student will be instructed on techniques used to expose intra and extra-oral films, process, mount and evaluate radiographs, and follow all infection control protocols.

Laboratory Procedures LPR111

Upon completion of this course, students will be introduced to primary and secondary impression materials, the theory and practice of prosthetic dentistry, identifying the types and uses of provisional coverage, bleaching processes and the techniques associated with each.

Dental Specialties SPE111

Upon completion of this course, students will learn about the difference in dental specialties such as: Oral and Maxillofacial Surgery, Oral Pathology, Endodontics, Orthodontics, and Pediatric Dentistry. Emphasis is given to step-by-step procedures, function, use, and care of dental equipment, materials, instrumentation, and supplies used in each. Also covered is instruction on CPR and First Aid with certification being obtained.

Section B

Dental Assistant

Externship DXT111

Dental Assistant students will use the skills and knowledge they have acquired throughout the program to train at an off-site dental facility to gain additional experience.

Course Code	Course Title	Lecture Hours	Lecture Credits	Lab Hours	Lab Credits	Extern Hours	Extern Hours	Total Hours	Quarter Credits	Course Prep Hours	FA Units
PRE-REQUISITE											
WTM111	Welcome to Milan	5	0.5	0	0.0	0	0	5	0.5	0	0.2
MODULE A											
AOP111	Administrative Procedures, Oral Health, Periodontics	55	5.5	30	1.5	0	0	85	7.0	20	4.2
MODULE B											
ANM111	Anatomy & Morphology	55	5.5	30	1.5	0	0	85	7.0	22	4.28
MODULE C											
SCI111	Dental Science	55	5.5	30	1.5	0	0	85	7.0	22	4.28
MODULE D											
ONC111	Operative & Chair Side Assisting	55	5.5	30	1.5	0	0	85	7.0	22	4.28
MODULE E											
RAD111	Dental Radiology	55	5.5	30	1.5	0	0	85	7.0	22	4.28
MODULE F											
LPR111	Laboratory Procedures	55	5.5	30	1.5	0	0	85	7.0	22	4.28
MODULE G											
SPE111	Dental Specialties	55	5.5	30	1.5	0	0	85	7.0	20	4.2
DXT111	Externship	0	0.0	0	0.0	180	6	180	6.0	0	6.0
TOTAL		390	39.0	210	10.5	180	6	780	55.0	150	36.0

Satisfactory Academic Progress Evaluation Points:

1st Evaluation Point: 18 FA Units/18 Weeks

2nd Evaluation Point: 36 FA Units/36 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.

Medical Assisting Course Descriptions

Medical Office Communications MOC111

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 INC111

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 PHN111

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 ANP111

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 MOE111

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 EKG111

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.

Medical Assisting Course Descriptions

Microbiology/Patient Preparation MPP111

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 MXT 111

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 C-3

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
PRE-REQUISITE											
WTM111	Welcome to Milan	5	0.5	0	0.0	0	0.0	5	.05	0	.2
MODULE A											
MOC111	Medical Office Communications	45	4.5	40	2.0	0	0.0	85	6.5	20	4.20
MODULE B											
INC111	Insurance Coding	45	4.5	40	2.0	0	0.0	85	6.5	22	4.28
MODULE C											
PHN111	Pharmacology/Nutrition	45	4.5	40	2.0	0	0.0	85	6.5	22	4.28
MODULE D											
ANP111	Anatomy/Physiology	45	4.5	40	2.0	0	0.0	85	6.5	22	4.28
MODULE E											
MOE111	Medical Office Emergency Pro.	45	4.5	40	2.0	0	0.0	85	6.5	20	4.20
MODULE F											
EKG111	Electrocardiography/Hematology	45	4.5	40	2.0	0	0.0	85	6.5	22	4.28
MODULE G											
MPP111	Microbiology/Patient Preparation	45	4.5	40	2.0	0	0.0	85	6.5	22	4.28
MXT111	Externship	0	0.0	0	0.0	180	6.0	180	6.0	0	6.0
TOTAL		320	32.0	280	14.0	180	6.0	780	52.0	150	36.0

COSMETOLOGY COURSE OUTLINE (Texas)

1000 HOURS

INSTRUCTOR'S NAME: _____

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 2 sections – Phase 1 and Phase 2. Phase 1 is 300 hours taught in a minimum of 10 weeks for 30-hour students and 15 weeks for 20-hour students, Phase 2 is the remainder of the program. Students must complete all Phase 1 requirements (hours, skills, and academic exams) as well as complete a Phase 1 technical skills exam and academic exam at 75% or higher before moving to Phase 2 to practice skills on clients.

OBJECTIVES:

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

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

To ensure continued career success, the graduate will continue to learn new and current information related to techniques, trends, fashions, and methods for career development in cosmetology and related fields.

INSTRUCTIONAL METHODS:

The clock hour education is provided through a sequential set of learning steps which address specific tasks necessary for state board preparation, graduation and job entry level skills. Clinic equipment, implements, and products are comparable to those used in the industry. Each student will receive instruction that relates to the performance of useful, creative, and productive career-oriented activities. The course is presented through 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.

Students participating in hybrid distance education will be incorporating both distance education and on campus education. Students will receive distance education instruction via synchronous methodology. Students and instructors will interact virtually at least every 50 minutes via video lecture, question and answer sessions, situational problem scenarios, collaborative assignments, student presentations, discussion boards, participation in an activity or other means to verify active engagement in the curriculum leading to meeting learning outcomes and course objectives. Students will use a Learning Management System (LMS) to complete assignments, activities, readings, discussions, collaborations, etc. Instructors monitor in real time student participation with live engagement, discussions, and collaborations. Students are required to attend specified distance education sessions with a qualified instructor to be eligible for clock hours.

PROGRAM RESOURCES:

- *Milady's Standard Cosmetology 14th Edition*
- *Milady's Standard Foundations 1st Edition*

SECTION D

- *Milady Advanced Services: Eyelashes 1st Edition*
- *State Board Rules and Regulations*

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 are subject to change.

GRADING PROCEDURES:

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. All academic (theory) tests are completed and monitored on campus by a qualified instructor. Students participating in distance education will be required to be evaluated on campus at least once a month. 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

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

Below 70% **BELOW STANDARDS/NEEDS IMPROVEMENT***

***All Assessments (academic and technical skills) must be passed with a 75% grade or higher**

HOURS

SUBJECT - UNIT

700 THEORY AND RELATED PRACTICE

Anatomy and physiology; diseases and disorders of the skin, scalp, hair and nails; chemistry (haircoloring, chemical waving, and relaxing); bacteriology, sterilization and sanitation, health, safety, first aid, laws and rules; tools and equipment; hair care and related theory including haircutting; hairstyling; hair and scalp treatments, scalp massage, hair weaving, extensions, chemical textures and applications; skin care and related theory including makeup, face and neck massage and treatments; hair removal including facial hair removal, waxing, and removing body hair; nail care and related theory including manicuring, pedicuring, and artificial nails; business skills and establishment management including customer service and professional ethics.

Distance Education Hours: 230 hours

300 SPECIALTY PRACTICE AND RELATED THEORY

Eyelash semi-permanent extensions; advanced hair care and advanced chemical services; and related practices

Distance Education Hours: 110 hours

1000 TOTAL HOURS*Distance Education Hours: 340 Hours*

The above hour requirements must be met by each student in each category in order for the earned hours to be accepted by the state licensing board for examination.

REQUIRED TECHNICAL SKILLS EXPERIENCES

Policy and Regulatory agencies require students to complete an established number of technical skill practice experiences for satisfactory skills development and graduation. Technical skills may be completed on mannequins, models, or clients when attending on campus. The requirements listed by category are the MINIMUM experiences that each student must successfully complete prior to graduation. More technical skill practices may be scheduled BY THE INSTRUCTORS based on training NEEDS.

All assignments must be completed by each student as agreed upon in the Enrollment Agreement.

Technical skill assignments are evaluated as completed and counted toward course completion ONLY when rated as satisfactory or better. **Students enter the skill information into the Learning Management System (CIMA) per the instructions for each skill. The instructor then grades the skill at the time the student performs the skill for immediate student feedback and in CIMA as well.** Technical skills are evaluated according to text procedures and industry performance standards. These criteria are stated in the Technical Skill Competency Evaluation Criteria. The criteria are explained to students and used uniformly when giving technical skill grades according to the following scale.

A satisfactory grade is based on meeting the minimum requirements in the following categories:

1. Preparation, Infection Control and Client Safety
2. Technique and Use of Implements
3. Client Communications (if applicable)
4. Desired Results

PRACTICAL REQUIREMENTS CATEGORY DEFINITIONS

- 100 CLIENT COMMUNICATIONS/PROFESSIONAL DEVELOPMENT:** Evaluated presentations of student's ability to interact with the clients, build client retention, education clients on services and retail, client referrals, rebooking,
- 50 CHEMICAL FORMULATIONS:** Determining the proper use of chemicals; haircoloring, chemical waving and relaxing as it relates to the completed hair analysis and consultation. Advanced chemical mixing for hair color, chemical waving, and relaxing.
- 75 CHEMICAL TEXTURE SERVICES:** Restructuring, permanent waving straightening and relaxing. Advanced chemical texture service techniques to achieve multidimensional texture and design lines.
Please note: The shampoo is considered to be part of Chemical texture services and is not recorded separately.
- 400 DISINFECTION AND SANITATION:** The act of preventing the growth of germs and bacteria or destroying them. Students must perform daily sanitation tasks on implements, equipment and facilities to prevent the spread of disease and bacteria. Includes client protection.
- 15 EYELASH EXTENSION APPLICATION:** Specialty related practice of the application of semi-permanent eyelash extensions. Demonstration of separation and isolation during application.

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- 5 EYELASH EXTENSION REFILL APPLICATION:** Specialty related practice of a refill application of semi-permanent eyelash extensions. Demonstration of separation and isolation during application.
- 5 EYELASH EXTENSION REMOVAL:** Specialty related practice of removal of semi-permanent eyelash extensions
- 15 EYELASH EXTENSION MAPPING:** Specialty related practice of semi-permanent eyelash extensions mapping.
- 20 FACIALS:** Includes basic facials, facials with machines, mask facials, facial manipulation and massage; exfoliation, skin care.
- 25 HAIR AND SCALP TREATMENT:** Scalp treatments, hot oil treatments, scientific brushing, scalp massage, deep conditioning. Advanced hair care and scalp treatments. *Please note: The shampoo is considered to be part of the hair and scalp treatment and is not recorded separately.*
- 30 HAIR REMOVAL:** Removal of hair by the use of wax or tweezers.
- 75 HAIR, SKIN, AND NAIL ANALYSIS:** Analyzing the client's hair, skin, and nails through the means of observation, touch, and use of magnification devices to determine the safest and most effective treatment for the desired result.
- 100 HAIRCOLORING:** Temporary, semi-permanent, demi-permanent color, permanent color, bleaching, dimensional coloring, highlighting, other forms of creative and advanced haircoloring techniques. Includes pre-disposition and hair stand testing. *Please note: The shampoo is considered to be part of the haircoloring service and is not recorded separately.*
- 100 HAIRCUTTING:** All forms of sectioning and/or removing length or bulk from the hair using professional implements such as razor, scissors, clippers, or thinning shears. Advanced haircutting techniques using multiple tools to achieve multidimensional texture and design lines. *Please note: The shampoo is considered to be part of the haircutting service and is not recorded separately.*
- 160 HAIRSTYLING:** Blow Drying, Curling Iron, hot combing, hair pressing, thermal waving, roller sets, finger waves, pin curls, arranging, dressing, comb outs, braids, etc. Advanced hairstyling techniques using multiple tools to achieve multidimensional texture and design lines. *Please note: The shampoo is considered to be part of the hairstyling service and is not recorded separately.*
- 5 MAKEUP:** Make-up application
- 20 MANICURES:** Plain and hot oil manicures, polishing, removal, and nail art.
- 8 PEDICURES:** Plain and spa
- 15 SALON BUSINESS:** Evaluated salon business projects, salon field trips, and other related business and establishment management education.
- 50 SCULPTURED NAILS (individual nail)-** Artificial Nails, Acrylic, Nails, Nail Tips, Nail Wraps, Overlays

It is the responsibility of the student to record the skills completed in CIMA for an instructor to grade the skill. These records are saved in the CIMA LMS and monitored by the state regulatory agency. For a student to graduate, all required technical skills must be rated at least Satisfactory to be counted for course completion.

Section E

ESTHETICIAN PROGRAM OUTLINE

750 Hours

DESCRIPTION:

The primary purpose of the Esthetician program 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 an Esthetician or related career avenue.

OBJECTIVES:

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

1. Project a positive attitude, a sense of personal integrity and self-confidence.
2. Practice proper grooming, 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 application.
5. Apply the theory and technical information and related matter to assure sound judgments, decisions and procedures.

To ensure continued career success, the graduate will continue to learn new and current information related to techniques, trends, fashions, and methods for career development as a Esthetician or related position.

SUBJECT - UNIT	HOURS
Orientation	50
Sanitation / Safety	40
Anatomy and Physiology	90
Chemistry	50
Electricity / Machines	75
Consultation / Analysis	50
Facials	225
Hair Removal	25
Aroma Therapy	15
Nutrition	10
Color Psychology	10
Makeup	75
Management	35
Total Hours	750

The above hour requirements must be met by each student in each category in order for the earned hours to be accepted by the state licensing board for examination.

ESTHETICIAN COURSE DESCRIPTIONS

Orientation

School Rules and Regulations, Professional and Personal Development, Professional Ethics, Professional Hygiene and Good Grooming, and Personality Development

Sanitation / Safety

Sanitation and Sterilization, Bacteriology, First Aid, Universal Precautions, and Professional Responsibility

Anatomy and Physiology

Major Bones, Muscles, Nerves and Functions, Skin and Functions, Structure, Appendages, Conditions, and Lesions

Chemistry

Organic and Inorganic Chemistry, Forms of Matter, pH and pH Scale, Chemical Reactions, Chemicals, and Cosmetics

Electricity / Machines

Electricity, Machines and Related Equipment

Consultation / Analysis

Employee and Client Relationship, Public Relations, Skin Analysis, and Treatment Room

Facials

Types, Structure of the Skin, Massage Manipulations, and Benefits

Hair Removal

Temporary, Waxing, Hair Growth, and Safety Precautions

Aroma Therapy

Aroma Therapy

Nutrition

Nourishment, Skin Facts and Functions

Color Psychology

Color Theory, Warm and Cool Colors, and Selecting Color

Makeup

Makeup Services, Products, Corrective Makeup, Tools, and Supplies

Management

Salesmanship, Business Administration Related to Beauty, Salon Operations, Payroll Record Keeping and Taxes, and Seeking Employment

Milan Institute uses the following points to evaluate Satisfactory Academic Progress:

Satisfactory Academic Progress Evaluation Points, 25 Hour/30 Week Program:

1st Evaluation Point: 375 Hours/15 Weeks

2nd Evaluation Point: 750 Hours/30 Weeks

Satisfactory Academic Progress Evaluation Points, 20 Hour/37.5 Week Program:

1st Evaluation Point: 375 Hours/18.75 Weeks

2nd Evaluation Point: 750 Hours/37.5 Weeks

Section F

Manicurist

600 Hours

The primary purpose of the Manicurist program 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 Manicurist or related career fields.

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 basic manicures, hot oil manicures, pedicures, a variety of artificial nail applications including tips, wraps, sculptured, gel, and acrylic, nail art/enhancements, nail repair techniques, sanitation, client communication, and professional practices.
5. Apply the theory, technical information and related matter to assure sound judgments, decisions, and procedures.

To ensure continued career success, the graduate will continue to learn new and current information related to techniques, trends, and methods for career development in manicuring and related fields.

SUBJECT - UNIT	HOURS OF INSTRUCTION
Procedures	320
Bacteriology, Sanitation, and Safety	100
Professionalism Practices	80
Arms and Hands	70
Orientation, Rules, Laws and Preparation	15
Equipment, Implements, and Supplies	15
Total Hours	600

SOC Code 39-5092.00 Manicurist, Pedicurist

The above hour requirements must be met by each student in each category in order for the earned hours to be accepted by the state licensing board for examination.

Section F

MANICURIST COURSE DESCRIPTIONS

Procedures

Basic Manicure and Pedicure, Oil Manicure, Removal of Stains, Repair Work, Hand and Arm Massage, Buffing, Application of Polish, Application of Artificial Nails, Application of Cosmetic Fingernails, Preparation to Build New Nail, and Application of Nail Extensions, Sculptured Nails, Tips, Wraps, Fiberglass/Gels, and Odorless Products

Bacteriology, Sanitation, and Safety

Definitions, Importance, Rules, Laws, Methods, Safety Measures, Hazardous Chemicals and Ventilation Odor in Salons

Professionalism Practices

Manicuring as a Profession, Vocabulary, Ethics, Salon Procedures, Hygiene and Grooming, Professional Attitudes, Salesmanship and Public Relations

Arms and Hands

Major Bones and Functions, Major Muscles and Functions, Major Nerves and Functions, Skin Structure, and Functions, Appendages, Conditions and Lesions, Nail Structure, Composition, Growth, Regeneration, Irregularities and Diseases

Orientation

Rules, Laws and Preparation

Equipment

Implements and Supplies

Milan Institute uses the following points to evaluate Satisfactory Academic Progress: Satisfactory Academic

Progress Evaluation Points, 25 Hour/24 Week Program:

1st Evaluation Point: 300 Hours/12 Weeks

2nd Evaluation Point: 600 Hours/25 Weeks

Satisfactory Academic Progress Evaluation Points, 20 Hour/30 Week Program:

1st Evaluation Point: 300 Hours/15 Weeks

2nd Evaluation Point: 600 Hours/30 Weeks

ADVANCED COSMETOLOGY – COURSE OUTLINE

1300 HOURS

INSTRUCTOR'S NAME: _____

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, Phase 2, and Advanced. Phase 1 is 300 hours taught in a minimum of 10 weeks for 30-hour students and 15 weeks for 20-hour students, Phase 2 is the remainder of the program. Students must complete all Phase 1 requirements (hours, skills, and academic exams) as well as complete a Phase 1 technical skills exam and academic exam at 75% or higher before moving to Phase 2 to practice skills on clients. Upon completion of the 1000-hour Cosmetology portion (all hours, technical skills, and academics), the student will start the Advanced Cosmetology portion of the education. Advanced 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 more diverse services to clients. The modules may be completed in any order based on rotation. A student must start at the beginning of a module: Make up Education, Hair Extensions Education, Tapers and Fades Education, Eyelash Extensions, and Skin Care Education.

OBJECTIVES:

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

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

To ensure continued career success, the graduate will continue to learn new and current information related to techniques, trends, fashions, and methods for career development in cosmetology and related fields.

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 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.

PROGRAM RESOURCES:

- *Milady's Standard Cosmetology 14th Edition*
- *Milady's Standard Foundations 1st Edition*
- *Milady Advanced Services: Eyelashes 1st Edition*
- *State Board Rules and Regulations*

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 are subject to change.

GRADING PROCEDURES:

To determine academic progress, students are assigned theory study and a minimum number of practical performances. Theory is evaluated after each unit of study. All academic (theory) tests are completed and monitored on campus by a qualified instructor. 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 75% and pass a FINAL written and practical exam prior to graduation. Students must make up failed or missed tests and incomplete assignments. Numerical grades are considered according to the following scale:

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 academic) must be passed with a 75% grade or higher**

**** Once an assessment has been scheduled a grade will be recorded. If the student does not attempt the assessment, a zero grade will be entered**

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.

HOURS SUBJECT - UNIT

920 HAIR CARE

Cutting, Styling, Coloring, Chemical textures, and related theory and applications; business skills; professional development and salon management; health; safety; and laws

100 NAIL CARE

Manicuring and related theory and applications; business skills; professional development and salon management; health; safety; and laws

280 SKIN CARE

Facials, hair removal and related theory and applications; business skills; professional development and salon management; health; safety; and laws

1300 TOTAL HOURS

The above hour requirements must be met by each student in each category in order for the earned hours to be accepted by the state licensing board for examination.

Policy and Regulatory agencies require students to complete an established number of technical skill practice experiences for satisfactory skills development and graduation. Technical skills may be completed on mannequins, models, or clients when attending on campus. The requirements listed by category are the MINIMUM experiences that each student must successfully complete prior to graduation. More technical skill practices may be scheduled BY THE INSTRUCTORS based on training NEEDS.

All assignments must be completed by each student as agreed upon in the Enrollment Agreement.

Technical skill assignments are evaluated as completed and counted toward course completion ONLY when rated as satisfactory or better. **Students enter the skill information into the Learning Management System (CIMA) per the instructions for each skill. The instructor then grades the skill at the time the student performs the skill for immediate student feedback and in CIMA as well.** Technical skills are evaluated according to text procedures and industry performance standards. These criteria are stated in the Technical Skill Competency Evaluation Criteria. The criteria are explained to students and used uniformly when giving technical skill grades according to the following scale.

A satisfactory grade is based on meeting the minimum requirements in the following categories:

1. Preparation, Infection Control and Client Safety
2. Technique and Use of Implements
3. Client Communications (if applicable)
4. Desired Results

TECHNICAL SKILL REQUIREMENTS – CATEGORY DEFINITIONS

- 200 DISINFECTION AND SANITATION:** The act of preventing the growth of germs and bacteria or destroying them. Students must perform daily sanitation tasks on implements, equipment and facilities to prevent the spread of disease and bacteria. Includes client protection.
- 35 FACIALS:** Includes Skin Analysis and care, basic facials, facials with machines, mask facials, facial manipulation and massage; exfoliation, skin care (25 Advanced Facials)
- 30 HAIR REMOVAL/EYE BEAUTIFICATION:** Removal of hair by the use of wax or tweezers, eye lash application (15 Advanced Eye Lash Extensions)
- 25 MAKEUP:** Make-up application (20 Advanced Make up Applications)
- 92 HAIRSTYLING:** Blow Drying, Curling Iron, hot combing, hair pressing, thermal waving, etc. (17 Advanced Extension Applications)
- 140 HAIRCUTTING:** All forms of sectioning and/or removing length or bulk from the hair using professional implements such as razor, scissors, clippers, or thinning shears (40 Advanced Tapers, Fades, Line Ups)
- 75 WET HAIRSTYLING/SHAMPOOING:** Shampoos, conditioning rinses, scalp treatments, hot oil treatments, scientific brushing, roller sets, finger waves, pin curls, arranging, dressing, comb outs, braids, etc.

- 80 **HAIRCOLORING:** Temporary, semi-permanent, demi-permanent color, permanent color, bleaching, dimensional coloring, highlighting, other forms of creative haircoloring, and color mixing. Includes pre-disposition and hair stand testing
- 35 **CHEMICAL HAIR RELAXING:** Including restructuring, straightening and relaxing.
- 35 **PERMANENT WAVING:** Including restructuring, permanent waving,
- 20 **MANICURES:** Plain and hot oil manicures, polishing, removal, and nail art.
- 10 **PEDICURES:** Plain and spa
- 50 **SCULPTURED NAILS (individual nail)-** Artificial Nails, Acrylic, Nails, Nail Tips, Nail Wraps, Overlays
- 50 **CLIENT COMMUNICATIONS/PROFESSIONAL DEVELOPMENT/SALON BUSINESS:** Evaluated presentations of student's ability to interact with the clients, build client retention, education clients on services and retail, client referrals, rebooking, salon business projects, salon field trips, and other related education

It is the responsibility of the student to record the skills completed in CIMA for an instructor to grade the skill. These records are saved in the CIMA LMS and monitored by the state regulatory agency. For a student to graduate, all required technical skills must be rated at least Satisfactory to be counted for course completion.

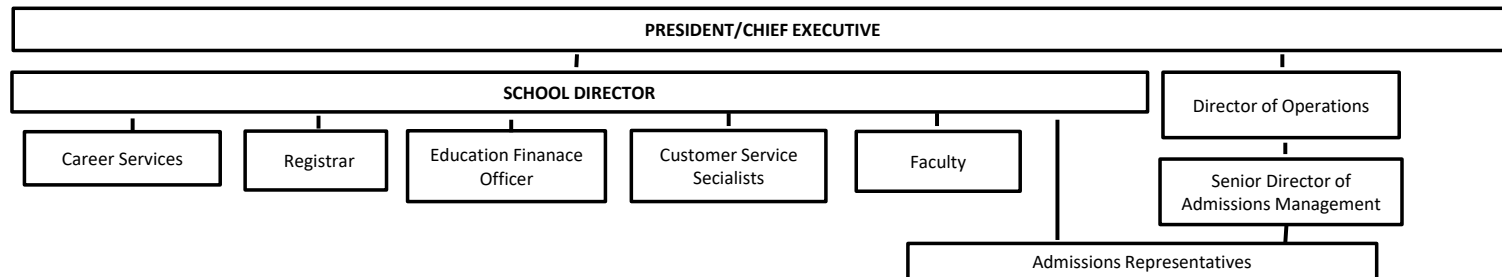
**CATALOG INSERT I - Staff Insert
MILAN INSTITUTE**

7001 I-40 West
Amarillo, TX 79106 P: (806) 353-3500
F: (806) 353-7172

www.milaninstitute.edu

Effective: January 1, 2024

Organizational Chart



Administration

President/Chief Executive Officer	Gary Yasuda	Senior Director of Admissions	Daniel Sprague & Patricia Villegas
Director of Operations	Ben Corchado	Director of Education	Jean Rydahl
Chief Operations Officer	Val Robinson		

Campus Administration

President	Gary Yasuda	Education Finance Advisor	Joyce Stone
Main School Director	Adelle Florez	Student Resource Coordinator	Georgina Briseno
Branch School Director	Christina Gonzalez	Customer Service Specialist	Joshua Mendoza
Assistant Director of Admissions	Tori Palmer	Customer Service Specialist	Samantha Castillo
Admissions Representative	Ashlyn Johnson	Inventory Specialist	Lydia Gonzales
Appointed Designated Liaison TWC	Ben Corchado	Registrar	Berenice Herrera

Faculty

Administrative Medical Assistant Program

Full Time Faculty

Instructor Keaunna Tate Institute of Technology- Modesto with 14 years' experience

Medical Assisting Program

Full Time Faculty

Instructor Norma Cabello Medical Assistant Certificate conferred by Milan Institute. Certified Medical Assistant, 19 years of experience in the field

Dental Assistant Program

Full Time Faculty

Instructor Laci Ward Registered Dental Assistant certificate conferred by Amarillo College. Registered Dental Assistant. Certified Ophthalmic Assistant. American Red Cross CPR & First Aid certified. 8 years in dental assisting field.

Cosmetology, Esthetician, and Manicurist Programs Faculty

Full Time Faculty

Education Leader	Jessica Acevado	Cosmetology Certificate conferred by Milan Institute of Cosmetology
Instructor	Erin Segovia	Cosmetology Certificate conferred by Milan Institute of Cosmetology with 3 years of experience.
Instructor	Rosanne Greer	Cosmetology Certificate conferred by Milan Institute of Cosmetology with 10 years of experience
Instructor	Cynthia Baca	Cosmetology Certificate conferred by Milan Institute of Cosmetology, Licensed Cosmetologist with over 10 years of
Instructor	Robin Wohlford	Cosmetology Certificate conferred by Frank Phillips College, Instructor Certificate conferred by Clarendon College, Licensed Cosmetologist with over 20 years of experience.
Instructor	Jessica Acevedo	Cosmetology and Instructor certificate conferred by Milan Institute of Cosmetology, Licensed Cosmetologist with over 11 years of experience.
Instructor	Eugenia Garcia	Cosmetology Certificate conferred by Milan Institute of Cosmetology, Licensed Cosmetologist with over 22 years of experience.
Instructor	Jolene Santiago	Cosmetology Certificate conferred by Milan Institute of Cosmetology with 12 years of experience
Instructor	Raylynn Cruz	Cosmetics & Esthiology Certificate conferred by Aveda Institute & Avante Laser Institute with 16 years of experience
Instructor	Teresa Simpkins	Cosmetology Certificate conferred by Milan Institute of Cosmetology with 15 years of experience
Instructor	Valerie Porter	Cosmetology Certificate conferred by Northland Pioneer College with 11 years experience.
Instructor	Felicia Ortiz	Cosmetology Certificate conferred by Milan Institute of Cosmetology with 11 years experience.
Instructor	Charlene Dauphin	Cosmetology Certificate conferred by Milan Institute of Cosmetology with 15 years of experience
Instructor	Diora Burks	Cosmetology Certificate conferred by Milan Institute of Cosmetology with over 20 years of experience
Instructor	Kristi Barrera	Cosmetology certificate conferred by Amarillo College of Hair Dressing with over 20 years of experience

I certify this catalog to be true and correct in content and policy.

Gary Yasuda, President, GSBC Inc. d/b/a Milan Institute

Catalog Insert II - Schedule of Tuition and Costs
Milan Institute
7001 I-40 West, Amarillo, TX 79106 (806) 353-3500

Effective: May 2024

Program	Effective Date	Books and Materials	Supplies with Tax	Lab Fee	Tuition Cost	TOTAL COST
<i>Administrative Medical Assistant</i>	3/4/2024	\$457.88	\$245.00	\$350.00	\$13,947.12	\$15,000.00
<i>Advanced Cosmetology</i>	3/4/2024	\$2,723.99	\$245.00	\$350.00	\$15,381.01	\$18,700.00
<i>Cosmetology</i>	3/4/2024	\$1,774.10	\$245.00	\$350.00	\$14,930.90	\$17,300.00
<i>Dental Assistant</i>	3/4/2024	\$473.66	\$245.00	\$350.00	\$14,231.34	\$15,300.00
<i>Esthetician</i>	3/4/2024	\$1,545.63	\$245.00	\$350.00	\$12,859.37	\$15,000.00
<i>Manicurist</i>	3/4/2024	\$1,190.08	\$245.00	\$350.00	\$7,914.92	\$9,700.00
<i>Medical Assisting</i>	3/4/2024	\$238.01	\$245.00	\$350.00	\$14,166.99	\$15,000.00

Additional Cost Disclosures:

Open Enrollment - Milan Institute operates on an open enrollment system. Starts occur on a monthly basis.

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.

Books costs - Students have the option to purchase required books and materials separately; see Enrollment Agreement

Over Contract Fees: Students who do not complete their program* within the total scheduled hours as stated in the Enrollment Agreement, will be charged an extra \$10 for each hour attended over the scheduled hours. There is a two-week grace period for programs that are less than 750 hours long and a four-week grace period for programs that are 900 hours or longer.

***Not applicable to DA, MA, AMA**

CATALOG INSERT III - CLASS START CALENDAR AND STUDENT HOLIDAY CALENDAR

MILAN INSTITUTE - AMARILLO
 7001 I-40 West
 Amarillo, TX 79106
 P: (806) 353-3500 F: (806) 553-1302
www.milaninstitute.edu

Effective: October 1, 2024

Business Hours
 Monday 9:00am-6:00pm
 Tuesday-Thursday 9:00am - 7:00pm
 Friday 8:00am-5:30pm

CLASS START CALENDAR

2024	Administrative Medical Assistant, Medical Assistant and Dental Assistant	Medical Assistant	Cosmetology & Advanced Cosmetology	Cosmetology & Advanced Cosmetology	Esthetician	Esthetician	Esthetician	Manicurist Day
	Day & Afternoon (Mon. - Thurs.)	EVE (Mon. - Thurs.)	Day Mon.-Fri. (6 hr days)	Eve Mon.-Fri. (4 hr nights)	Day (Mon. - Wed.)	Day (Tue. - Fri.)	Eve (Mon-Fri)	Day (Mon. - Wed.)
January	1/18/2024	1/16/20/24	1/2/2024 1/22/2024	1/22/2024	1/16/2024	1/30/2024	No Start	1/16/2024
February	2/20/2024	2/14/2024	2/12/2024	No Start	2/20/2024	No Start	2/5/2024	2/12/2024
March	3/20/2024	3/18/2024	3/11/2024	3/4/2024	3/25/2024	3/5/2024	3/18/2024	3/11/2024
April	4/18/2024	4/16/2024	4/1/2024 4/22/2024	4/8/2024	4/29/2024	4/9/2024	4/29/2024	4/8/2024
May	5/20/2024	5/15/2024	5/20/2024	5/13/2024	No Start	5/14/2024	No Start	5/6/2024
June	6/19/2024	6/17/2024	6/17/2024	6/3/2024 6/24/2024	6/3/2024	6/17/2024	6/10/2024	6/3/2024
July	7/22/2024	7/17/2024	7/15/2024	No Start	7/8/2024	7/23/2024	7/22/2024	7/1/2024 7/29/2024
August	8/20/2024	8/15/2024	8/12/2024	8/5/2024 8/26/2024	8/12/2024	8/27/2024	No Start	8/26/2024
September	9/19/2024	9/17/2024	9/9/2024	9/16/2024	9/16/2024	No Start	9/3/2024	9/23/2024
October	10/21/2024	10/16/2024	10/7/2024 10/28/2024	10/7/2024	10/21/2024	10/1/2024	10/14/2024	10/21/2024
November	11/19/2024	11/14/2024	11/4/2024	No Start	11/25/2024	11/5/2024	11/25/2024	11/18/2024
December	12/19/2024	12/17/2024	12/2/2024	12/9/2024	No Start	12/17/2024	No Start	12/16/2024

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

2024 STUDENT HOLIDAY CALENDAR	
Winter Break Cont. (students unscheduled)	1/1/2024-1/2/2024
New Year's Day - CLOSED	1/1/2024
Martin Luther King, Jr. Day - CLOSED	1/15/2024
President's Day - CLOSED	2/19/2024
Memorial Day - CLOSED	5/27/2024
Independence Day - CLOSED	7/4/2024
Labor Day - CLOSED	9/2/2024
Thanksgiving - CLOSED	11/28/2024-12/1/2024
Winter Break - (students unscheduled)	12/22/2024-12/31/2024
Christmas Day - CLOSED	12/25/2024

OFFICE HOURS AND CLASS SCHEDULE

Business Hours: Monday 9:00am-6:00pm, Tuesday - Thursday 9:00am-7:00pm, Friday: 8:00am-5:30pm

CLASS TIMES: **Some class schedules may not be available at all times. Please contact the Admissions Department for specific class information.

Administrative Medical Assistant Program:
 Day: Monday - Thursday 10:00 a.m. - 3:00 p.m.

MODULAR PROGRAMS: A modular program is a complete body of prescribed subjects or studies that is divided into a period of instruction. Milan Institute operated on an open enrollment system.

Dental Assistant Program:
 Session 1 Day: Monday - Thursday 8:00 a.m. - 1:00 p.m.

Cosmetology Program
 Day: Monday - Friday 9:00 a.m. - 3:30 p.m. Evening: Monday - Friday 5:30 a.m to 9:30 p.m.

Advanced Cosmetology
 Day: Monday - Friday 9:00 a.m. - 3:30 p.m. Evening: Monday - Friday 5:30 a.m to 9:30 p.m.

Advanced Esthetician Program
 Day: Tuesday - Friday, 9:00 a.m. - 3:45 p.m. Evening: Monday - Friday 5:30 a.m to 9:30 p.m.

Manicurist Program
 Day: Monday - Wednesday 9:00 a.m to 5:50 p.m.

Medical Assisting Program:
 Session 1 Day: Monday - Thursday 8:00 a.m. - 1:00 p.m.

Esthetician Program
 Day: Monday through Wednesday, 8:00 a.m. to 4:50 p.m. Day: Tuesday through Friday, 9:00 a.m. to 3:45 p.m.
 Evening: Monday - Friday 5:30 p.m. - 9:30 p.m.

Break Times:
 Day Classes: 8:50am-9:00am, 9:50am-10:00am, 10:50am-11:00am, 11:40am-12:00pm
 Afternoon Classes: 11:40am-12:00pm, 12:50pm-1:00pm, 1:30pm-2:00pm, 5:50pm-3:00pm
 Evening Classes: 6:20pm-6:30pm, 7:20pm-7:40pm, 8:30pm-8:40pm, 9:30pm-9:40pm

CATALOG ADDENDA

The following policy and/or program changes have occurred since this catalog was originally published.

The Catalog Addenda make any previous version null and void from the date of publication of the addenda.

2024:

3-4-2024 - Updated Program Cost - Insert II pg 90

5-20-2024 Removed Advanced Esthetician program (multiple pages)

5-20-2024 Revised start dates on Calendar for Cosmetology Programs - Calendar Insert III pg 88