



## REFUND POLICY

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

The student has the right to withdraw from a course of instruction at any time. The student is obligated to pay only for educational services rendered and for unreturned equipment. If the student withdraws from a program of instruction after the period allowed for cancellation of the agreement, as listed above in "Cancellation of Agreement," the school will remit a refund within 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 and school holidays will not be counted as part of the scheduled class attendance.

Books, supplies, associated taxes on said items, and a CPR (cardiopulmonary resuscitation) lab fee (if applicable) is NOT included in the tuition price. All costs are itemized on the Enrollment Agreement.

### Refunds shall be calculated as follows:

- (i) During the first 10% of the period of financial obligation, the institution shall refund at least 90% of the tuition;
- (ii) After the first 10% of the period of financial obligation and until the end of the first 25% of the period of obligation, the institution shall refund at least 60% of the tuition;
- (iii) After the first 25% of the period of financial obligation and until the end of the first 50% of the period of obligation, the institution shall refund at least 30% of the tuition; and,
- (iv) After the first 50% of the period of financial obligation, the institution may retain all of the tuition.

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 Addendum B of this enrollment agreement.

**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.**

## GRADING

To assess the qualitative measure of academic progress, students are assigned theory study and a minimum number of practical performances. Theory is evaluated after each unit of study. Practical assignments are evaluated as completed and counted toward course completion ONLY when rated as satisfactory or better. If the performance does not meet satisfactory requirements, it is not counted and the performance must be repeated. At least two comprehensive practical skills evaluations will be conducted during the course of study. Practical skills are evaluated according to text procedures, performance standards established by the state licensing agency, and set forth in the practical skills evaluation criteria adopted by the school. Students must maintain a cumulative grade average of 70% and pass a FINAL written and practical exam prior to graduation. Students must make up failed or missed tests and incomplete assignments. Numerical grades are considered according to the following four-point scale which is also used to determine academic standing:

90 - 100% = A = 4.0  
80 - 89% = B = 3.0  
70 - 79% = C = 2.0  
60 - 69% = D = 1.0  
Below 60% = F = 0.0  
"I" = Incomplete

Students receiving an incomplete 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.

### **Incomplete Grades**

An incomplete grade ("I") 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. If the incomplete work is not finished within this time frame, the incomplete grade "I" will revert to a letter grade based on an averaging of the grades achieved on all course work previously completed in the course. Incomplete courses will count toward courses attempted for the maximum time frame calculation for Academic Progress.

### **Course Repetition**

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

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

Grades of I (incomplete) and F (Failing) are not considered to be completed credits, however they do count as attempted credits in the progress calculation.

Transfer hours 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 time-frame has been exhausted. SAP evaluation periods are based on actual contracted hours at the institution.

## **RULES 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. Know all pricing and service policies of the school and the name, purpose, benefits, procedures, and cost of products used.
12. Keep all student and client analysis and service records up to date.
13. Recommend and prescribe appropriate services and retail products to each client assigned, in order to develop professional skills.
14. Strive to continually improve abilities through education and practice.

## GROUNDS FOR DISCIPLINARY ACTION

The following types of social behavior that keep you and your fellow students from learning are not acceptable and may result in a warning, probation, suspension and/or termination. *Milan Institute of Cosmetology 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.

A student who, upon violation of a conduct policy or other egregious behavior or incident, is placed on a status of Probation due to conduct unbecoming of a student at Milan, where a status of Conduct Probation is issued. 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. Students 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.

## **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. Students shall not engage in any of the following activities:

- Give or receive advance information about quizzes, tests, or examinations;
- Assist another student in dishonest practices;
- Present someone else's work or ideas as your own;
- Have another person do work which is then submitted as their own;
- Include another person's work as part of their work, without proper acknowledgement or documentation.

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.

## **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 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**

Attendance advising is done on a monthly basis for all programs except for Cosmetology, which will be done every other month. Students failing to meet 85% minimum attendance will be placed on an Attendance Advising status. At the end of this advisement period, if the student has satisfied the specific requirements as outlined, the student will be removed from the advising status. If the student has not satisfied the requirement, the student will remain on Attendance Advising status.

### **Tardiness/Early Departures**

Ten minutes after the scheduled start of a class or the designated time to return from a break, or departure more than ten minutes before the scheduled class end time, equals a tardy. For each tardy, points will be deducted from the daily professionalism grade as indicated on the class syllabus, and the number of minutes late/early (rounded up in 15-minute increments) will be deducted when recording class time. All hours must be made up to meet graduation requirements.

## **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.

## APPROVALS, ACCREDITATION & AUTHORIZATION

Amarillo College of Hairdressing, Inc. d/b/a Milan Institute of Cosmetology 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

### Current Job Placement Rates for Students Who Complete a Course of Training (2024 Graduates)

#### Campus and Programs

##### AMARILLO, TX

Barbering	No Graduates
Advanced Cosmetology	90.32%
Cosmetology	100.00%
Advanced Esthetician	No Graduates
Esthetician	81.25%
Manicurist	96.00%

##### EL PASO – WEST, TX

Advanced Cosmetology	No Graduates
Advanced Esthetician	No Graduates
Barbering	No Graduates
Cosmetology	No Graduates
Esthetician	No Graduates
Manicurist	No Graduates

##### EL PASO, TX

Barbering	66.67%
Advanced Cosmetology	No Graduates
Cosmetology	71.23%
Advanced Esthetician	100.00%
Esthetician	65.42%
Manicurist	73.79%

##### DENTON, TX

Advanced Cosmetology	No Graduates
Advanced Esthetician	No Graduates
Barbering	No Graduates
Cosmetology	No Graduates
Esthetician	No Graduates
Manicurist	No Graduates

##### HOUSTON, TX

Barbering	No Graduates
Advanced Cosmetology	No Graduates
Cosmetology	No Graduates
Advanced Esthetician	No Graduates
Esthetician	No Graduates
Manicurist	No Graduates
Message Therapy	No Graduates

##### PLANO, TX

Advanced Cosmetology	No Graduates
Advanced Esthetician	No Graduates
Barbering	No Graduates
Cosmetology	No Graduates
Esthetician	No Graduates
Manicurist	No Graduates

##### SAN ANTONIO (Ingram Campus), TX

Barbering	100.00%
Advanced Cosmetology	89.74%
Cosmetology	95.65%
Advanced Esthetician	100.00%
Esthetician	86.27%
Manicurist	89.62%
Message Therapy	86.36%

##### SAN ANTONIO (SW Military Campus), TX

Barbering	100.00%
Advanced Cosmetology	100.00%
Cosmetology	86.96%
Advanced Esthetician	80.00%
Esthetician	94.59%
Manicurist	88.17%



Print Name: \_\_\_\_\_ Date of Interview: \_\_\_\_\_

Campus: \_\_\_\_\_

**I have met with an Admissions Representative at Milan Institute of Cosmetology. On the date above and received the following items:**

**Initial:**

\_\_\_\_\_ Course Outline for the Programs Offered

\_\_\_\_\_ Schedule of the tuition and other fees assessed

\_\_\_\_\_ Refund Policy

\_\_\_\_\_ School grading policy and rules relating to the incomplete grades

\_\_\_\_\_ School rules of operation and conduct, including rules relating to absences

\_\_\_\_\_ Name, Mailing address and telephone number of the department for purpose of directing complaints to the department

\_\_\_\_\_ Current rates of job placement and employment of students who complete a course of training

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