



**penrose** academy

STUDENT CATALOG MAY 2022

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

## SECTION ONE: WELCOME TO PENROSE ACADEMY

Dear Future Graduate, Welcome to Penrose Academy!

Through meaningful educational experiences, Penrose Academy educates, empowers and connects students to professional goals.

Today's marketplace is promising and competitive. Creating a confident, customer-focused graduate who has studied current techniques, trends and business practices is a key goal for Penrose Academy. Our education is student-centered and focuses on our graduates being industry ready.

In the following pages, you will find information about our curricula and cultural standards at Penrose Academy as well as our current tuition, payment schedule and information on financial assistance. This Student Catalog is divided into sections to help you not only keep the information logically organized but to ensure you gain a proper understanding of the policies and procedures at Penrose Academy. Please review it carefully as it contains answers to many important questions. Additionally, please visit our website [www.penrose.edu](http://www.penrose.edu) for the most current information.

Thank you for choosing Penrose Academy and we look forward to your continued success.

Sincerely,



Nancy Meduna  
CEO | Owner



Matt Meduna  
Chairman | Owner

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## SECTION TWO: OUR SCHOOL

Penrose Academy is a 20,000 square foot school located at 13402 N. Scottsdale Road, Suite B160, Scottsdale, Arizona 85254 featuring educational curricula, equipment, technological learning tools and a Student Spa, Salon and MedSpa area for Cosmetology Hybrid, Hair Hybrid, Esthetics, Esthetics Hybrid, Laser and Continuing Education.

The Academy's Student Salon has 69 stations with 12 shampoo back & side wash units. Our Esthetics Classrooms and Student Spa have 42 facial beds, 14 micro-needling devices, 30 sets of Esthetics equipment including high-frequency, galvanic, magnifying lamps and miscellaneous BT Gear. There are eight Microdermabrasion Machines with options for diamond tip.

Penrose Academy's MedSpa has the Scarlet SRF, the Lumenis M22 containing the Universal IPL, ResurFX, and Q-Switched ND-YAG hand pieces as well as the LightSheer Duet including LightSheer ET, LightSheer HS, ThermoClear and Venus Versa platform including IPL, AC Dual, Viva, Octi Polar and Diamond Polar.

To provide a complete educational environment, Penrose Academy has created a facility that includes: Cosmetology Hybrid, Hair Hybrid, Esthetics, Esthetics Hybrid and Laser Training Classrooms, Cosmetology Color Bar, Salon Dispensary and Laundry, Spa Dispensary and Laundry, Medspa, Admissions Office, Staff Lounge, Student Lounge, Student Lockers, Conference Room, Staff Offices and Library. For a current list of services performed in the student spa/salon/medspa, please visit our website.

### ACCREDITATIONS AND MEMBERSHIPS

Penrose Academy is a proud member of the American Association of Cosmetology Schools (AACCS), a Pivot Point International Member School, a Milady Partner School, a member of the Greater Phoenix Chamber of Commerce and accredited by the Commission of the Council on Occupational Education (COE) located at 7840 Roswell Rd. Bldg. 300, Ste. 325, Atlanta, GA 30350, by phone (520) 396-3898 or Toll Free at (800) 917-2081. Currently enrolled or potential students may obtain paper copies of the documents describing Penrose Academy's accreditation, approval and licensing upon request through the Student Services Department. Additional memberships and partnerships are listed at [www.penrose.edu](http://www.penrose.edu).

### LICENSING AND CERTIFICATION

The Arizona Board of Cosmetology (AZBOC) has licensed Penrose Academy as a school to provide Cosmetology Hybrid, Hair Hybrid, Esthetics, and Esthetics Hybrid programs. The AZBOC is located at 1740 W Adams, Suite #4400 in Phoenix Arizona and can be reached at (480) 784-4539. Penrose Academy is approved to offer cosmetic laser training through the Arizona Department of Health Services (ADHS). The ADHS is located at 150 North 18<sup>th</sup> Avenue in Phoenix, Arizona 85007 and can be reached at (602) 542-1025. Penrose Academy's current AZBOC school license to provide post-secondary education in the programs of Cosmetology Hybrid, Hair Hybrid, Esthetics, and Esthetics Hybrid is posted in the display case at the front desk. The approval for ADHS is also available in the Student Services Department.

### MISSION STATEMENT

Through meaningful educational experiences, Penrose Academy educates, empowers and connects students to their professional goals.

### PENROSE ACADEMY DISCLOSURES

Penrose Academy does not guarantee employment. Penrose Academy prepares students for a license or certification only in the state of Arizona. These programs do not lead to licensure or certification in the other 49 states, nor any U.S. territories. At Penrose Academy, the student is the customer, not an employee and employment is not provided to students as part of a student's financial assistance package. Penrose Academy prepares students for an entry-level position in the Professional Beauty Industry. Penrose Academy maintains a no-tipping educational program. Penrose Academy does not, in whole or in part, have any written agreements with any other entity to offer educational programs.

### HOURS OF OPERATION

Monday	8:00 AM – 9:00 PM
Tuesday	8:00 AM – 9:00 PM
Wednesday	8:00 AM – 9:00 PM
Thursday	8:00 AM – 9:00 PM
Friday	8:00 AM – 5:00 PM
Saturday	8:00 AM – 5:00 PM
Sunday	Closed

### METHOD OF DISCLOSURES

Penrose Academy provides this Student Catalog directly to all enrolled students via our student app to disclose required consumer information, policies and procedures and to describe the information's availability and accessibility. This catalog will serve as one method of disclosing this required information. Some required consumer information must and will be available on the Penrose Academy Website [www.penrose.edu](http://www.penrose.edu) such as the school's Annual Security and Safety Report, retention rates, placement rates and general information about the school and the student body diversity. This information will be referenced throughout this catalog. The exact electronic address to locate more detailed information on these topics will be provided and hyperlinked for convenience. Paper copies of all disclosures are available upon request during regular business hours through the Student Services, Financial Aid or Admissions Departments.

## OBTAINING INFORMATION

Any student (enrolled or prospective) may obtain information on any of the following topics by contacting the persons designated to assist or by visiting the website through the provided electronic address as outlined below.

Information Type	Person/Department Designated to Assist	Contact Information
Financial Aid Information	Financial Aid Manager	<a href="mailto:financialaid@penrose.edu">financialaid@penrose.edu</a>
Institutional Information	Student Services Department	<a href="mailto:studentservices@penrose.edu">studentservices@penrose.edu</a>
Penrose Academy ADA Policy Information	President	<a href="mailto:studentservices@penrose.edu">studentservices@penrose.edu</a>
Completion and Graduation Rates	Placement Coordinator	<a href="mailto:studentservices@penrose.edu">studentservices@penrose.edu</a>
School Security Policies and Crime Statistics	Compliance Department	<a href="mailto:compliance@penrose.edu">compliance@penrose.edu</a>

## COPYRIGHT INFRINGEMENT

Internet access is an important tool in the academic activity at Penrose Academy. WIFI is supplied to all staff, faculty and guests to enhance the learning experience. This benefit comes with great responsibility and risk. While accessing Penrose Academy's WIFI, all copyright laws governing music, movies, games and software over the internet must be adhered to and an individual must have the consent of the copyright holder to make copies. Unauthorized distribution of copyrighted material, including unauthorized peer-to-peer file sharing, may subject a student to civil and criminal liabilities.

Anyone who exploits any of the exclusive rights of copyright without the copyright owner's permission commits copyright infringement. If a lawsuit is brought in a court, the infringer will have to pay the copyright owner any amount of money made from using the work or any amount of money that the rightful owner would have made if the infringement had not happened.

If the copyright is registered with the U.S. Copyright Office, the infringer may also have to pay the copyright owner statutory damages, which is an amount set by the judge. In most cases this amount will usually be higher. In addition, an infringer may be found guilty on criminal charges and must pay criminal penalties.

If Penrose Academy receives an allegation of copyright infringement based on use of the school's computers or IP address by a student, the Director of Education will perform an investigation. If the investigation results with finding the student responsible, the student will be subject to disciplinary action including loss of network access, suspension or termination from school. Consequences of copyright infringement also include civil liability and criminal prosecution. A summary of the penalties may be found at <https://www.copyright.gov/title17/92chap5.html>

## VACCINATION POLICY

Penrose Academy does not require students to receive any vaccinations for enrollment.

## CONSTITUTION DAY

Every year during the week of September 17, Penrose Academy dedicates an interactive all school assembly to the celebration of Constitution Day. During this time, we review and discuss a book titled "THE U.S. Constitution And Fascinating Facts About It", reflect on the importance of active citizenship, recognize the enduring strength of our Constitution and we reaffirm our commitment to the rights and obligations of citizenship in this great nation.

## VOTER REGISTRATION

Penrose Academy encourages all students to exercise their right to vote. If a student has not registered to vote, they may download the registration form, view the requirements and locate election date information at <https://azsos.gov/>.



## SECTION THREE: INSTITUTION AND FINANCIAL INFORMATION

### **PENROSE ACADEMY STAFF AND FACULTY** *(Please note that (\*) indicates a part-time employee while (-) indicates an independent contractor)*

Nancy Meduna	CEO/Owner
Matt Meduna	Chairman/Owner
Ran McBryde-	Medical Director, NP, CLT
Richard Trepeta-	Medical Director, MD, CLT
Nikki Parcels	President, Licensed Cosmetologist & Instructor, CLT/Instructor
Bridget O'Brien	Sr. Director of Admissions & Financial Aid, Licensed Esthetician, BA Consumer Sciences
Missy Conti	Director of Education, Licensed Cosmetologist, Licensed Cosmetology Instructor
CJ de la Torre*	Director of Business Development & Marketing Manager, Licensed Cosmetologist, LCI
Cheri Parcels	Director of Operations
Andria Young	Director of Student Services, Licensed Esthetician
Crystal Aguirre	Financial Aid Manager
Marcy Anaya	Student Services Assistant, Licensed Cosmetologist, Licensed Cosmetology Instructor
Tracy Bedminster	Licensed Cosmetologist, Licensed Cosmetology Instructor
Jojo Brown	Director of Guest Services
Ivan Covarrubias	Laundry Assistant
Taylor Defoor	Licensed Esthetician, Licensed Esthetics Instructor
Danielle Finn	Financial Aid Coordinator
Parci Flake	Licensed Cosmetologist, Licensed Cosmetology Instructor
Annie Gandara*	Licensed Cosmetologist, Licensed Cosmetology Instructor
Kim Goedker*	Enrollment Services Coordinator
Candice Healey	Director of Medical Services, Licensed Esthetician, Certified Laser Technician, Certified Laser Instructor
Cristina Hughes	Esthetics Education & Curriculum Manager, Licensed Esthetician, Licensed Esthetics Instructor, CLT, CLI
Marissa Hunt	Licensed Cosmetologist, Enrollment Services Coordinator
Madison Johnson	Guest Relations Coordinator, Licensed Esthetician, Student Educator
Dabrienne Lewis	Student Services Coordinator, Licensed Cosmetologist, Licensed Cosmetology Instructor
Hannah Majzlik	Admissions Coordinator
Khaila Matthews	Admissions Coordinator
Drenise Matthews*	Licensed Cosmetologist, Licensed Cosmetology Instructor
Delaney McLaughlin	Guest Relations Coordinator
Araceli Mendoza	Guest Relations Team Lead
Cami Munoz	Guest Relations Coordinator
Tamekia Okagu*	Licensed Cosmetologist, Licensed Cosmetology Instructor
Tonka Quni	Student Salon Manager, Licensed Nail Technician, Licensed Cosmetologist, Licensed Cosmetology Instructor
Natalie Sanford	Licensed Cosmetologist, Licensed Cosmetology Instructor
Nicole Szama	Licensed Esthetician, Licensed Esthetics Instructor
Rachel Sheets	Licensed Esthetician, Licensed Esthetics Instructor
Madison Smith	Esthetics Manager, Licensed Esthetician, Licensed Esthetics Instructor, Certified Laser Technician, CLI
Jessica Spillman*	Licensed Esthetician, Certified Laser Technician, Esthetics Student Educator
Courtney Teerink	Admissions Manager, Licensed Cosmetologist
Shea Toohey	Licensed Esthetician, Certified Laser technician, Esthetics Student Educator
Stephanie Toth	Assistant Esthetics Manager. Licensed Esthetician, Licensed Esthetics Instructor
Haleigh Trout	Education Manager, Licensed Cosmetologist, Licensed Cosmetology Instructor
Annais Zuniga*	Front Desk Manager, Licensed Esthetician

### **ADMISSIONS**

Students are advised that all educational materials, textbooks and learning activities at Penrose Academy are conducted in English, including classroom activities, online education, student salon, student spa and student medspa areas and professional development classes.

### **ENROLLMENT PROCEDURES**

Prospective students must complete the following enrollment procedures:

1. Prospective students must be at least 17 years of age.
2. Complete a Campus Tour (on campus or via electronic video conferencing) with Penrose Academy Admissions Department.
3. The Campus Tour focused on Accountability, Professionalism, Communication, Commitment and more.
4. Submit Penrose Academy's Application Form and application fee of \$100.
5. Submit a valid copy of a driver's license or photo ID and proof of Citizenship (voter registration card, birth certificate, passport or permanent resident card). Eligible non-citizens submit DACA card, form I-94, and State issued driver's license or state issued Identification.
6. Submit a letter of Intent describing reasons and goals for enrolling at Penrose Academy.
7. Submit proof of graduation (high school transcripts or high school equivalency transcripts) from a valid high school or high school equivalency program. AZBOC rules and regulations will be followed if no GED or legitimate high school transcript, diploma or equivalent is available.
8. Complete a Financial Strategy and/or Payment Plan, I Understand form and the Student Arbitration Agreement and Waiver form.
9. Submit a completed and signed Penrose Academy Enrollment Agreement and Student Catalog Acknowledgement.
10. Laser is a stackable credential, students are required to submit proof of previous experience in the esthetics field, such as an esthetics license, cosmetology license or a medical license.
11. Students using VA benefits must submit proof of all education, military transcripts and military training attended prior to attending Penrose Academy.

## **ENROLLMENT AGREEMENT**

Penrose Academy outlines the responsibilities and obligations between the school and the student in the Enrollment Agreement which is distributed and agreed to by the student and a Penrose Academy representative prior to the scheduled start date. The student acknowledges and understands that admission into Penrose Academy is limited. Due to the limited capacity of students admitted into Penrose Academy, the student understands that once he/she is accepted for admission that Penrose Academy relies on the student's contribution and tuition.

## **FOREIGN DIPLOMAS OR TRANSCRIPTS**

Penrose Academy will accept a foreign diploma or transcript; however, the diploma or transcript must show education obtained is equivalent to a U.S. high school diploma and must be translated into English. It is the student's responsibility to have the foreign diploma or transcript translated and evaluated as part of the admission process. Since the cost of evaluating a foreign diploma or transcript must be incurred as a charge of admissions prior to enrollment in an eligible program, the fee cannot be included in the cost of attendance (COA). Student must provide a working email address and business website for verification purposes. Guidance on who to contact to secure an official translation and evaluation can be obtained from the Admissions Department.

## **HIGH SCHOOL COMPLETION POLICY**

Penrose Academy is required to review and evaluate completion documentation of high school level education for each student. To ensure compliance, a transcript complete with date of graduation or GED certificate is required as a condition of enrollment. In addition, Penrose Academy verifies all high school transcripts, including home schooled certifications, before enrolling the prospective student. The responsibility for verifying the high school completion begins with the Future Student Coordinator. The Future Student Coordinator determines the legitimacy of the high school completion by confirming details through websites, accrediting agencies and submitted documents. After reviewing, the Future Student Coordinator passes the high school completion onto the Sr. Director of Admissions & Financial Aid for a second and final review.

All students whose high school completion are not accepted, are notified by email and eligible to appeal the process, which may require obtaining more documentation. Any discrepancies or questionable documentation will be reviewed by a High School Completion Review Committee that includes the Financial Aid Manager and Bookkeeper. If neither are available, the President determines the allowability. In addition, Penrose Academy keeps a list of invalid schools in Arizona to use as a reference to ensure all high school completion documentation is valid.

Penrose Academy does not accept Ability To Benefit (ATB) students. If assistance is needed in completing a GED program, online resources may be found here: <http://www.ade.state.az.us/adult-ed/gedhome.asp>

Penrose Academy is committed to equal educational opportunity and does not discriminate on the basis of age, gender, race, religion, sexual orientation, pregnancy, ethnicity/national origin, disability, perceived gender or gender identity in admissions, career services, or any other activities. Applications will not be denied admission on the basis of any of the foregoing factors. However, applications must meet all requirements specified for admission.

## **TRANSFER POLICY**

Penrose Academy does not accept the transfer of student credits or hours from other institutions. An individual who has completed hours or credits at another institution must understand that by enrolling in a similar program at Penrose Academy, they will start at zero hours and must complete all required hours to graduate from a program at Penrose Academy. Penrose Academy's programs are measured in clock hours (not credits) and may or may not be transferable to other educational institutions.

## **ACCEPTANCE PROCEDURE**

All applications are reviewed by the Admissions Department for acceptance. Each application submitted must include all required information and supporting admissions materials described in the Enrollment Procedures section above. All applicants including re-enrollments, must complete the entire Enrollment Procedure and will receive written notification of acceptance or denial.

## 2022 PROGRAM START DATE CALENDAR\*

Program	Jan	Feb	Mar	April	May	June	July	Aug	Sep	Oct	Nov	Dec
Cosmetology Hybrid	✓		✓		✓		✓	✓		✓		
Hair Hybrid 4-day	✓		✓		✓		✓	✓		✓		
Hair Hybrid 2-day							✓				✓	
Esthetics 4-day	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	
Esthetics 2-day Hybrid		✓			✓		✓			✓		✓
Esthetics Nights	✓					✓				✓		✓
Laser 2-Day												
Laser MIDDAY	✓			✓			✓		✓		✓	
Laser Nights		✓	✓		✓	✓		✓	✓	✓		✓

## 2022 TUITION AND FEES

PROGRAM	COST OF TUITION	KIT FEE (books, supplies, tax)	APPLICATION FEE (non-refundable)	TOTAL INVESTMENT
Cosmetology Hybrid	\$18,175	\$2,675	\$100	\$20,950
Hair Hybrid	\$14,320	\$2,530	\$100	\$16,950
Esthetics   Esthetics Hybrid	\$12,175	\$1,975	\$100	\$14,250
Laser	\$7,550	\$350	\$100	\$8,000

### STUDENT KITS

Student kits are issued to each student on the first day of school and contain all the necessary tools and equipment to perform daily hands-on assignments and services on guests. To achieve a consistent, professional and efficient quality of education throughout the students' educational process, Penrose Academy selects proprietary items to include in this kit that follow our curriculum map. A representative from the Admissions Department will provide students with a list of required kit supplies for their program prior to enrollment and are given two options to acquire these items. The options will be explained in full detail to ensure both options provided are completely understood. All items purchased regardless of the option chosen, must be exact to the item description on the provided kit list and no substitutions will be permitted to maintain this consistency. All kit items are required to be in the student's possession on the start date regardless of the option chosen to acquire the item. Students must maintain equipment and replace broken or damaged articles to practice the hands-on portion of their education properly. Issued textbooks and kits must be in each student's possession every day.

### ISBN/TEXTBOOK INFORMATION

Penrose Academy provides the International Standard Book Number (ISBN) and retail price information for textbooks and supplemental materials for each program to each student during the enrollment process.

### MISCELLANEOUS SUPPLIES

Penrose Academy provides all equipment for all services performed in class and in the student spa/salon/medspa. The student understands that he/she may be required to incur additional costs for miscellaneous supplies or for misplaced or stolen items (all students are expected to secure kit items in their provided locker on campus or take items home). Additionally, the AZBOC requires specific tools/items for testing. Each student will be required to pay up to \$300 for his/her/their AZBOC Exam and licensing fees paid to Professional Credential Services, Inc. and AZBOC or \$30 for an ADHS Certificate application. Examination and licensing fees must be paid prior to taking the state exam. Each student will need to purchase these tools/items, not to exceed approximately \$300, prior to the first classroom day of the student's State Board preparation zone. Individuals licensed by the AZBOC or certified by ADHS will only be licensed/certified in the state of Arizona.

### PAYMENT POLICY

Students can pay in one of three ways; pay in full, pay with lending from outside sources and lenders (this may include Title IV funds) or on a periodic basis directly to the school. Students paying on a periodic basis are expected to pay in full one month prior to graduation unless another payment option is approved. Students will follow the payment plan established in the Financial Plan. If a student misses a payment, the student will not be allowed to clock in and accrue hours, may incur over contract costs, will be charged a late fee and must pay for hours missed until the balance is paid in full. Penrose Academy may suspend the student until the balance is paid in full.

### LATE FEE

Payments are due on the first of each month. If the payment is not received by 5:00pm on the 1<sup>st</sup> of the month, the student will incur a late fee of \$50 starting at 9:01pm on the 1<sup>st</sup> of the month as well as \$50 per day for every day thereafter.

### PROCESSING FEE

All Students paying tuition with a credit card, debit card, and PayPal payments are subject to credit card processing fees.

## **PROGRAM REQUIREMENTS**

Penrose Academy is required to collect personal data for verification of student identity. All costs associated with providing this data (diploma, certification, licensure, etc.) is the responsibility of the enrolling student.

## **REQUESTING ADDITIONAL PROGRAM HOURS**

Any student requesting to attend additional hours beyond the completion and graduation of the enrolled program in order to fulfill additional hours for another state's licensure may do so with the President's approval. If the student is maintaining Satisfactory Academic Progress at the time of completion of the program, that student will be charged a fee of \$10 per hour in addition to the regular fees for all programs.

## **TRANSFER BETWEEN PROGRAMS**

If a student requests to transfer between programs or transfer to a different schedule at Penrose Academy, the student must complete a Transfer Request Form and submit it along with the \$500 administrative fee to the Financial Aid department for a review of refund calculations. After Financial Aid has finished the review and calculations the transfer request will be submitted to the Student Services department for review of scheduling/program availability. The review period for a transfer request may take up to 14 business days for determination. Upon approval, the student must withdraw from the currently enrolled program, where the refund policy will be applied as described in the Student Catalog and Enrollment Agreement. The student must then enroll in the new program and will incur all costs, fees and student kit costs as described in the Student Catalog except for the application fee. Financial Aid will be affected and could cause a possible delay. Due to the nature of each program's curriculum delivery in sequential order and content, clock hours and academic courses may not transfer from one program to another.

## **RECRUITING ACTIVITIES**

Penrose Academy ensures that recruiting activities are ethical and materials used in recruiting accurately describe our mission, instructional outcomes, student performance expectations and completion requirements of our programs. Penrose Academy aspires to educate and conduct business to the highest ethical standard and all employees have signed our Code of Ethical Conduct acknowledging to abide by and adhere to these standards.

## **SCHOLARSHIPS**

Penrose Academy may offer in house scholarships based on criteria decided by the President. Any student who withdraws or is terminated prior to completion of the full program hours will forfeit the scholarship. In addition, the amount of the scholarship will become due in full, including any monies as calculated and due from the Institutional Refund policy and Return to Title IV applied to the student's ledger per all withdrawals or termination. For more information on current scholarships, please visit [www.penrose.edu](http://www.penrose.edu).

## **ADDITIONAL FINANCIAL BENEFITS**

Penrose Academy welcomes students eligible for receiving WIOA and Tribal benefits. Students using WIOA or Tribal benefits must complete all enrollment procedures as previously listed in the Admissions section.

## **FINANCIAL AID**

Penrose Academy does not endorse or recommend any one lender for financial assistance and will work with whichever lender a student chooses. Financial Aid is available to those who qualify. Qualified individuals who choose to accept any financial aid offers are responsible to repay any loans, private or Title IV, regardless of whether the student is successful in completing the program and obtaining employment.

Financial Aid student eligibility criteria and general information can be found at [www.studentaid.gov](http://www.studentaid.gov). All Title IV funds are awarded based on each student's individual eligibility. A student's eligibility will be determined by filing a Free Application for Federal Student Aid (FAFSA). The application can be found online at [www.studentaid.gov](http://www.studentaid.gov). The student must be fully enrolled at Penrose Academy before any Title IV aid will be disbursed on the student's behalf. All information regarding student loans and Parent PLUS loans will be submitted to the National Student Loan Data System (NSLDS) and will be accessible by guaranty agencies, lenders and institutions determined to be authorized users of the data system.

Once a valid FAFSA has been received on campus, the student's eligibility will be presented to the student. At this time, a financial aid representative will contact the student to inform them of their eligibility, terms and conditions of the student loan(s) as well as the student's right to decline any aid.

Private education loans are also available to students. Penrose Academy does not have a preferred lender list and encourages students and parents to obtain funding from any institution that offers the best terms and conditions and to always compare terms with Title IV funds.

If the student has Title IV loans in repayment, they may defer repayment on the loans while enrolled full time at Penrose Academy. For assistance in deferring student loans, please contact the Financial Aid Department at 408.222.9540 or by email at [financialaid@penrose.edu](mailto:financialaid@penrose.edu).

All students maintain the right to reject any financial aid or other assistance. A Financial Aid representative is available for questions and assistance including information on terms of any loan received by a student as part of the financial assistance package, sample loan repayment schedules for sample loans and the necessity for repaying loans at Penrose Academy, 480.222.9540 or by email at [financialaid@penrose.edu](mailto:financialaid@penrose.edu). Please refer to our website [www.penrose.edu](http://www.penrose.edu) for more information on graduation rates, placement rates, median student loan debt and other consumer information required by the U.S. Department of Education.

Penrose Academy uses a local average for the cost of attendance expenses through a student survey. Budgets are calculated by multiplying the advertised completion time of each program by the monthly figure for each budget component. Please contact the Financial Aid Department for further information. The budgeting figures for the 2020-2021 Award Year are as follows:

Living with Parents/No Dependents		All Others	
Room and Board	\$367 per month	Room and Board	\$1,151 per month
Transportation	\$143 per month	Transportation	\$139 per month
Personal/Miscellaneous	\$201 per month	Personal/Miscellaneous	\$338 per month

### LOAN COUNSELING

Students choosing to participate in Federal Financial Aid will be contacted to communicate the student's estimated total award, make decisions on all loans, and, if accepting loans, to schedule a loan counseling session with a Financial Aid representative. The student is also required to complete the U.S. Department of Education online entrance counseling session and sign a Master Promissory Note (MPN) at <https://studentloans.gov>.

Loan Entrance Counseling will review information such as the Financial Aid Award Letter, Title IV Authorization Form and the Master Promissory Note (MPN). Students choosing to participate in Federal Financial Aid must complete the online Entrance Loan Counseling prior to any funds being disbursed.

The table below outlines the disbursement schedule of each program:

PROGRAM	1	301	451	901	1201	1251
Cosmetology Hybrid (1600 hrs.)	✓		✓	✓		✓
Cosmetology Hybrid (1500 hrs.)	✓		✓	✓	✓	
Hair Hybrid	✓		✓	✓		
Esthetics   Esthetics Hybrid	✓	✓				

Any student borrowing funds for the first time will experience a delay of Direct Loan disbursement for 30 days.

Upon completion, withdrawal or termination of a program, a student who has received student loans must complete an exit interview with the Financial Aid representative. Additionally, online Exit Counseling must be completed at [www.studentaid.gov](http://www.studentaid.gov) before the student will be considered having met all graduation requirements and is mandatory prior to releasing the student's hours to the AZBOC.

### MAINTAINING FINANCIAL AID ELIGIBILITY

Students must maintain a 95% attendance and an 80% GPA in order to be considered making Satisfactory Academic Progress (SAP) in a program for the purpose of receiving financial assistance. Please refer to the Satisfactory Academic Progress (SAP) section in this catalog for more information.

### STUDENT'S RIGHT TO CANCEL

This agreement and student's enrollment can be terminated only by written notice from one party to the other. Said notice or cancellation, if by student, must be in writing and shall be emailed, mailed or delivered to Penrose Academy's Student Services Department or President in person. If Penrose Academy is terminating the student, all documentation will be done onsite unless student does not return to school, which will then result in Penrose Academy mailing all documentation. Said cancellation is effective upon postmark of the notice or date notification is delivered in person. The refund policy is outlined below. If a student does not notify Penrose Academy that he/she is withdrawing, formal termination shall be based on the 14th consecutive calendar day of no communication and/or staff determination. Refund/Amount Due policy and Return to Title IV will be based on the last day of attendance per each policy.

### REFUND/AMOUNT DUE POLICY

All refunds are calculated as of the student's last date of attendance. If the student withdraws, he/she shall be fully responsible for all amounts defined below. Any monies to be returned to the student shall be refunded within 45 days of written cancellation or withdrawal notice by the student, from the date we terminate the student or determine withdrawal by the student, regardless of notice received from the student. If amount due is owed to Penrose Academy by the student, the student has 60 days to make the payment or commit to a payment plan if approved by President.

If written notice of withdrawal is received by Penrose Academy on the day of the start of coursework or prior, Penrose Academy will retain or require only the nonrefundable application fee of \$100, unless class is canceled by administration after enrollment, then all monies will be refunded within 45 days of the start date.

Upon commencement of scheduled hours there is no refund for kit items and books received by the student.

The following table outlines the refund amounts by percentages, not to include the non-refundable application fee as described above, student kit fee and where applicable administrative fees, if a student withdraws or is terminated after the first day of coursework and upon commencement of scheduled hours. "Scheduled Hour(s)" means the hours defined by Penrose Academy course calendar, regardless of whether a student was in attendance.



Percentage of Total Scheduled Hours to Program Length	Total Actual Hours Scheduled					Percentage of Tuition Owed to Penrose Academy	Percentage of Tuition Penrose Academy Will Refund
	Cos Hybrid (1500)	Cos Hybrid (1600)	Hair Hybrid (1000)	Esthetics (600)	Laser (88)		
Up to 10%	1-149	1-159	1-99	1-59	1-7	10%	90%
After 10% until the end of 25%	150-374	160-399	100-249	60-149	8-21	50%	50%
After 25% until the end of 50%	375-749	400-799	250-499	150-299	22-43	75%	25%
After 50%	750-1500	800-1600	500-1000	300-600	44-88	100%	0%

### REFUND TIME FRAME

Any amounts to be refunded to the student shall be paid within 45 days of Penrose Academy receiving written notification of withdrawal or termination. If amount due is owed to Penrose Academy by the student, the student has 60 days to make the payment or risk their account going to collections.

### RETURN OF TITLE IV FUNDS (R2T4)

As stated in the Refund/Amount Due Policy, any student who has not visited the school prior to enrollment may withdraw without penalty within three days of attending orientation or visiting the school. If student withdraws or has enrollment terminated, the following policy is set forth for all Title IV funds:

Federal Financial Aid is awarded to student contingent upon the student attending classes and successfully completing the entire payment period. If the student fails to complete the payment period successfully, the student may be responsible for repaying part or all of the Federal Financial Aid. The Financial Aid office is required by federal regulations to recalculate federal financial aid eligibility for students who withdraw, drop out, are terminated (voluntary or involuntary) or take a leave of absence (extreme crisis; only upon approval by President) prior to completing 60% of a payment period.

Earned Title IV Funds are federal Title IV funds used to cover education costs according to the length of time the student was enrolled before withdrawing. The amount of funds earned is directly proportional to the time enrolled, through 60% of a payment period; the financial aid office recalculates eligibility for Title IV funds. Recalculation is based on the percentage of earned aid using the following Federal Return of Title IV funds formula:

Percentage of payment period completed the number of clock hours the student was scheduled to complete in the period as of the day the student withdrew divided by the total clock hours in the payment period. This percentage is also the percentage of earned aid. If a student earned less aid than was disbursed, Penrose Academy would be required to return a portion of the funds and the student would be required to return a portion of the funds. Keep in mind that when Title IV funds are returned, the student borrower may owe a balance to Penrose Academy. If a student earned more aid than was disbursed to him/her, Penrose Academy would owe the student a post-withdrawal disbursement which must be paid within 180 days of the student's withdrawal. Penrose Academy must return the amount of Title IV funds for which is responsible no later than 45 days after the date of the determination of the student's withdrawal.

Refunds are allocated in the following order:

1. Unsubsidized Direct Stafford Loans (other than PLUS loans)
2. Subsidized Direct Stafford Loans
3. Direct PLUS Loans
4. Federal Pell Grants for which a return of funds is required

### COVID R2T4 POLICY

The above-mentioned policy is still in place regarding the R2T4 processing. However, for those students who began attendance in a payment period that began on or includes March 13, 2020 with a qualifying COVID-19 emergency, the following exceptions will be made:

1. An R2T4 calculation will be processed as required by the U.S. Department of Education.
2. An automatic waiver of Title IV funding to be returned will be applied, meaning no funding will be returned at this time. This waiver will remain in place until further guidance is received from the Department of Education.
3. No adjustments will be made to the Department of Education (COD) or to the student ledger.
4. If the R2T4 results in a credit balance, the credit balance will be paid to the student within 14 days.

### WITHDRAWAL/TERMINATION

Students who withdraw from any program are required to empty the assigned locker and gather all personal items. Any items left behind by the student will be stored for 30 days, at which time the items become the property of Penrose Academy. Students wishing to transfer to another institution must pay all monies owed to Penrose Academy and all applicable academic requirements must be met for the hours to be released. Upon withdrawal or termination, access to the online learning portal will be disabled.

### RE-ENROLLMENT

In the case of the following situations, students may pay a re-entry fee of \$500, in addition to any over contract costs on the contracted graduation date and/or change in tuition costs:

- a. Student was terminated from a program for not meeting SAP and allowed re-entry through the formal appeal process, submitting a written appeal to the President within 30 days of termination. An appeal submitted after 30 days of termination, will not be accepted and the student will be ineligible for re-enrollment.
- b. Student withdrew from a program meeting Satisfactory Academic Progress and decided to re-enroll in the same program within a 12-month period or approved by the President. In extreme cases, the President reserves the right to waive re-enrollment fee.
- c. Re-enrollment after 12 months or after any curriculum changes could require complete re-enrollment at Hour 1/Zone 1

and purchase of new kit with approval of Director of Education.

- d. A technical evaluation by the Director of Education may be required for re-entry.
- e. Requests for re-enrollment must be made three months prior to the desired start date.  
Re-entry is allowed after withdrawal based on full payment of prior balance owed to Penrose Academy, provided there is availability in a future class start date. Extenuating circumstances will be reviewed by the President on a case-by-case basis.

**COLLECTIONS POLICY**

If a student or guarantor has a balance owed to Penrose Academy at the time of withdrawal/graduation, payment must be made within 60 days of withdrawal. If payment plans are necessary, the maximum term is 60 months.

Any unpaid accounts aged 60 days will be referred to a collection agency for resolution. Should Penrose Academy incur collection costs or legal fees under this agreement, the student/guarantor promises to be responsible for charges incurred, to pay all additional costs, charges, collection fees and expenses, including reasonable attorney's fees and costs.

**OVER CONTRACT CHARGES**

Students who attend past the scheduled hours must pay the remaining hourly fee as listed below (please note that the contracted graduation date will differ from the date of the graduation ceremony). Any hours missed throughout the program may place the student in over contract and the student would incur charges below. While documentation does not reduce over contract fees, students with extreme documented medical conditions may have the over contract charges reviewed by the President. Students with documented mental and/or physical disabilities will be eligible for a review of charges as they relate to the disability.

All over contract charges must be paid in full before a graduate's proof of completing scheduled hours will be sent to the AZBOC or ADHS, Bureau of Radiation Control.

However, if a graduate can provide proof of acquiring an industry related position, Penrose Academy will submit the documents to AZBOC or ADHS, Bureau of Radiation Control after the graduate has made a partial payment and agreed to pay all over contract fees over a period of six months.

Students who do not pay the over contract fee balance in full on the student's final day, will be considered for an auto-pay payment plan that is set up using a credit card. If the student agrees to and sets up the auto-pay payment plan, Penrose Academy will release the student's hours to the AZBOC. If a graduate's scheduled auto-pay payment is declined, the account will be sent to collections.

If a student does not agree to an auto-pay payment plan for the over contract fee balance, the student's hours will be withheld by Penrose Academy preventing completion of program until balance is paid in full. Once the student's balance is paid in full, Penrose Academy will release the hours to the AZBOC. If a graduate's scheduled auto-pay payment is declined, the account will be sent to collections.

Penrose Academy offers opportunities for students to makeup hours throughout enrollment in a program. Bonus hours may be offered throughout the week outside of student scheduled hours. Students must check the Penrose App for bonus hour opportunities. Refer to the Bonus Hours and Minimizing Over Contract Fees section for more information. For students with accommodations and/or failed SAP checkpoints (on attendance probation), individual arrangements will be made.

**OVER CONTRACT CHARGES AND GRACE PERIODS (FREE OF CHARGE)**

Students must complete the required number of hours to graduate. If a student has missed any scheduled hours due to an absence, the student must continue attending school after the contract graduation date and accrue hours 'over contract' to compensate for any hours missed, until a student has clocked the number of hours required for completion of the enrolled program. Students needing to attend school after the contract graduation date to complete required hours will adhere to the following over contract guidelines:

<b>Enrolled Program</b>	<b>Total Over Contract Hours Charged \$0.00 per hour (free of charge)</b>	<b>Total Over Contract Hours Charged \$10.00 Per Hour</b>
Cosmetology Hybrid	1-60	61+
Hair Hybrid	1-45	46+
Esthetics   Esthetics Hybrid	1-30	31+
Laser*	1-8	9+

\*Laser students experiencing extreme medical conditions must have over-contract hours approved by the President.

**EXCUSED ABSENCES**

An excused absence will be granted when a student is on an educational trip such as Study in the States and Study Abroad. Excused absences may also be granted when a student is absent from school for a circumstance identified as legitimate, valid and/or reasonable by the President and/or Director of Education, such as a death in the immediate family or mandatory military leave.

**BONUS HOURS AND MINIMIZING OVER CONTRACT FEES**

Penrose Academy offers opportunities for students to makeup hours throughout enrollment in a program. Bonus hours may be offered throughout the week outside of student scheduled hours. Students must check the Penrose App for bonus hour opportunities. Students may only participate in these bonus hours if attendance is under 100% and may not use bonus hours as an opportunity to fast track through the program. Penrose Academy's Education Department will oversee curriculum during these hours. Bonus hours are a privilege and if a student breaks any policies, the student may lose the opportunity to participate. For students with accommodations and/or failed SAP checkpoints (on attendance probation), individual

arrangements will be made.

**SATISFACTORY ACADEMIC PROGRESS (SAP)**

Satisfactory Academic Progress (SAP) in academic work and attendance is a requirement for all Penrose Academy students. SAP helps ensure students are moving toward successful completion of the program in a timely manner or risk losing Financial Aid eligibility, incur fees or loss of enrollment.

Satisfactory Academic Progress includes maintaining an 80% Cumulative GPA and a 95% attendance. Penrose Academy will round up percentages to the nearest hundredth, for example, a student with an attendance of 94.5 or above will be rounded up to 95% attendance.

Penrose Academy determines SAP by monitoring students throughout enrollment and completing a formal evaluation at an "evaluation checkpoint." Evaluation checkpoints for enrolled students receiving Financial Aid are scheduled at the end of the first payment period for Esthetics and Esthetics Hybrid programs; at the end of the first and second payment periods for students enrolled in the Hair Hybrid Program; and at the end of the first, second and third payment periods for students enrolled in the Cosmetology Hybrid Program, using a 900-hour academic year for the purposes of Title IV.

**EVALUATION CHECKPOINTS**

PROGRAM	1	301	451	901	1201	1251
Cosmetology Hybrid (1600 hrs.)	✓		✓	✓		✓
Cosmetology Hybrid (1500 hrs.)	✓		✓	✓	✓	
Hair Hybrid	✓		✓	✓		
Esthetics   Esthetics Hybrid	✓	✓				

Students meeting all expectations and requirements at time of evaluation checkpoint, both attendance and academics, will be considered making SAP and are eligible to receive financial aid disbursements if they qualify.

Students failing to meet requirements for attendance and/or academic progress at an evaluation checkpoint will be notified in writing or Penrose Academy App by Penrose Academy staff. Student may be placed on "Warning" or "Probation" (pending a successful appeal process) or have Financial Aid terminated. Students in Cosmetology Hybrid, Hair Hybrid, Esthetics, and Esthetics Hybrid programs are expected to complete within a 150% timeframe unless otherwise approved by the President.

If a student can provide medical documentation such as proof of a doctor's appointment, proof of surgery or proof of hospitalization to account for hours missed from the program, these hours will not count against the student when calculating SAP attendance checkpoints. All documentation should be submitted to Student Services upon return to school and will not be applied if presented after the student has hit an SAP checkpoint.

**WARNINGS**

Students failing to meet SAP at an evaluation checkpoint will be notified with an SAP form by Student Services or Financial Aid staff. Penrose Academy may decide it is reasonable to believe that the student is able to meet SAP at the next evaluation checkpoint and places that student on a "Warning." Students placed on a "Warning" are still eligible to receive Title IV Financial Aid. At the next evaluation checkpoint, that student is expected to meet SAP, and if not, that student will be notified of next steps or loss of aid.

**PROBATION**

Any student failing to meet SAP, for two consecutive payment periods, will be notified with an SAP form and informed of the process for appealing determination on of SAP as explained below. Any student not meeting SAP will become ineligible to receive Title IV financial aid unless an appeal is approved. Once an appeal is approved, the student will be placed on "Probation" and allowed to receive Title IV Financial Aid if the plan for improving upon SAP is followed within a given time frame. While on probation, valid medical documentation may be used to excuse absences.

**RE-ESTABLISHING SATISFACTORY ACADEMIC PROGRESS (SAP)**

If a student has been placed on probation and is meeting the minimum requirements for both academics and attendance at the end of the probationary period, by making up missed hours and failed tests, the student may re-establish Satisfactory Academic Progress and eligibility of Title IV Funding.

**APPEAL PROCESS**

Students failing to meet SAP for extreme circumstances may follow an appeal process to reconsider SAP and be placed on "Probation" wherein that student may still receive Title IV Financial Aid.

- A. Student must submit a written appeal of SAP determination to the President, Sr. Director of Admissions & Financial Aid or Student Services Department during regular business hours, and within 3 business days of student receiving a determination on of failing to meet SAP. Appeal must contain the following:
  - Why the student failed to meet SAP
  - What has changed that will allow the student to make SAP at the next evaluation checkpoint.
- B. Appeal will be reviewed by a "Board of Grievances" as appointed by the President and made up of staff members. The written appeal will be reviewed (and the board may request an in-person interview with the student) and a determination made and provided to the student in writing within 10 business days with one of the following determinations:
  1. If a student appeals and the SAP appeal is granted, the student will be placed on "Probation" and provided a CAP (Corrective Action Plan). A student's CAP will provide a detailed plan for each student to follow to continue progress toward successful and timely completion. The CAP will include specific actions and deadlines for each student to meet to maintain Financial Aid eligibility and enrollment and show progress towards successful and



timely completion of the program. A CAP may span more than one evaluation checkpoint and student is eligible to receive Title IV Financial Aid while following the CAP.

2. If a student's appeal is denied, student will be terminated and if applicable, Title IV Financial Aid will not be reinstated, and student will be notified.
3. Should a student not maintain the CAP by the next evaluation checkpoint, the student will be terminated and if applicable, shall lose Title IV Financial Aid eligibility.

### **COVID SAP POLICY (AS OF MARCH 13, 2020)**

Any missed hours due to COVID will be unscheduled. Any failed SAP checkpoints will not require appeals or terminations. All programs are still expected to complete within the 150% timeframe.

### **ACADEMIC WORK**

Students engage in theory and practical assignments, special projects and hands-on learning. Theory is evaluated by written exams following each unit of study. Practical assignments are evaluated throughout the program and prior to performing services in the Student Salon, Student Spa and Student MedSpa. Practical skills are evaluated according to textbooks and educator guidelines provided in each practical and any potential performance standards established by the AZBOC and ADHS. Students must maintain a cumulative grade point average of 80% or higher to be considered maintaining Satisfactory Academic Progress. Academics are monitored monthly by Penrose Academy staff/faculty. Student's progress through the programs in zones: The Cosmetology Hybrid program is organized into six zones, the Hair Hybrid program has four zones on the four-day schedule and five zones on the two-day schedule, the Esthetics program is organized into four zones, the Esthetics Hybrid program is organized into three zones and the Laser program has two zones. All students are required to pass a final written and practical exam prior to graduation.

### **GRADING SCALE**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>F</b>
<b>95-100</b>	<b>90-94</b>	<b>86-89</b>	<b>80-85</b>	<b>79 and below</b>

Penrose Academy allows one exam re-take if the score received is below 80%. However, the maximum grade a student may receive on the re-taken exam is an 80%. A student may appeal a grade given through the appeal process as described in this Student Catalog. Additionally, all retakes or makeup exams must be scheduled by the classroom educator and taken within the same academic zone as the exam was scheduled.

### **ACADEMIC AUDITS**

Student progress is audited on occasion and without notice by the Director of Education. Hours attended, and exams/tests taken are two criteria used to determine if a student may move into the next zone of study. If a student has failed a course or zone, that student may be required to re-take the zone with a passing grade as determined by the Director of Education. Additional audits may be added throughout the program and without notice.

### **GRADUATION REQUIREMENTS**

Penrose Academy has set forth the following requirements for completion of a program and does not guarantee licensure in any state. Satisfying the AZBOC requirements, including:

1. Completing contracted amount of program hours
2. Maintaining an 80% or higher academic grade point average throughout the program
3. Maintaining a 95% or higher attendance average throughout the program
4. Follow all rules and regulations of the AZBOC and Penrose Academy
5. Complete payment of all tuition, fees and charges to the school prior to graduation, unless approved by President
6. Successful completion of a Final Exam
7. Complete Exit Counseling for all federal loan recipients

After these requirements have been met, Penrose Academy will present the student a Penrose Academy diploma. In the state of Arizona, to practice cosmetology, hairstyling or esthetics services on the public, one must take and pass the Arizona State Licensure Exam, administered by the AZBOC and receive a license to practice learned skills on the public. To practice cosmetic laser treatments on the public upon successful completion of a laser technician program, one must submit an application to, and receive a current certificate from, the ADHS.

### **DISTANCE EDUCATION**

Distance Education is defined as learning that students will complete online and off campus. Students will log on to the Penrose Academy online learning platform. They will be assigned theory chapters or sub-chapters to complete as assigned by the classroom educator.

Students are scheduled four hours a week for distance education depending on enrolled program. These hours are calculated towards the student's contract date. All hours must be completed by logging into the online platform for the student to graduate by the student's contract date.

Students are not permitted to work on these assignments during school hours, unless during scheduled check-ins with zone educators or administrative staff for academic counseling, which is highly encouraged. The zone educator or a member of Penrose Academy's Education Department will interact and monitor student's progression and completion and the Director of Education will monitor all student activity using the online platform.

To receive the full amount of the scheduled hours weekly for each specific assignment, the student must log the actual hours in the platform by the assignment due date. Upon completion of distance education assignments, the hours recorded using the online learning platform will be entered in the student software program and submitted to the AZBOC.

The student registered and enrolled in the Distance Education program must be the same student participating and completing the academic work to receive the academic credit and hours. Only the exact amount of time spent learning on the Penrose Academy Online Platform will be submitted, not to exceed the scheduled hours weekly.

### **COVID DISTANCE EDUCATION**

Penrose Academy offers hybrid programs. These programs offer limited distance education which is defined as a portion of the education being delivered on campus (synchronous, with an educator) and a portion being delivered online (both asynchronous and synchronous).

During the COVID pandemic, Penrose Academy closed our campus temporarily from March 15, 2020 through May 17, 2020 and temporarily moved to a distance education format that had 100% online education. Upon reopening on May 18, 2020, and to accommodate the safety of our community, social distancing and safety guidelines were adopted and Penrose Academy began using a more robust hybrid method including more hours online and fewer hours on campus.

As of August 1, 2020, Penrose Academy began to transition back to our pre-COVID-19 hybrid programs while ensuring safety, sanitation and infection control.

All decisions regarding online education have been guided by, and in accordance with, the AZBOC guidelines, our accreditor, the Council on Occupational Education's (COE) guidelines, Maricopa Country's guidelines and the U.S. Department of Education's guidelines.

### **STUDENT SERVICES**

Students are routinely advised on attendance and academic issues. Penrose Academy Student Services department makes reasonable effort to maintain close communication with all students and monitors student progress throughout their programs as well as after graduation. Students have access to faculty and administrative staff for both career and academic advising.

Student Services staff members are available to help students with test retakes, academic accommodations, Satisfactory Academic Progress (SAP), attendance, academic counseling and job placement during office hours. Penrose Academy's policies and procedures are available digitally and printed upon request to Student Services. Students experiencing personal problems that require professional help will be referred to the appropriate agency(s) or organization(s).

**SECTION FOUR: VETERAN'S EDUCATION BENEFITS**

Penrose Academy is qualified to accept Veterans Education Benefits for those who qualify (Esthetics and Laser programs only). Veterans and dependents of veterans will need to contact VA to apply for and determine benefit coverage. The website to apply/inquire is <http://va.benefits.vba.va.gov/vonapp/main.asp>.

Academy will review all submissions and grant credit as deemed appropriate; Academy is not approved for Yellow Ribbon benefits.

**PENROSE ACADEMY REFUND POLICY FOR VETERAN BENEFITS**

If written notice of withdrawal is received by Penrose Academy on the day of the start of coursework or prior, Penrose Academy will retain or require only the nonrefundable application fee of \$100. Upon commencement of Scheduled Hours there is no refund for kit items and books received by the student.

The table below outlines the refund amounts by percentages, if a student withdraws or is terminated after the first day of coursework and upon commencement of scheduled hours.

Percentage of Total Scheduled Hours to Program Length	Percentage of Tuition Owed to Penrose Academy	Percentage of Tuition Penrose Academy Will Refund
Up to 10%	10%	90%
After 10% up to 20%	20%	80%
After 20% up to 30%	30%	70%
After 30% up to 40%	40%	60%
After 40% up to 50%	50%	50%
After 50%	100%	0%

**ACADEMIC WORK FOR STUDENTS RECEIVING VETERANS EDUCATION BENEFITS**

Students engage in theory and practical assignments, special projects and hands-on learning. Theory is evaluated by written exams following each unit of study. Practical assignments are evaluated throughout the program and prior to performing services in the Student Spa and Student MedSpa. Practical skills are evaluated according to textbooks and educator guidelines provided in each practical and any potential performance standards established by the AZBOC and ADHS. Students must maintain a cumulative grade point average of 80% or higher to be considered maintaining Satisfactory Academic Progress. Academics are monitored monthly by Penrose Academy staff/faculty. Student's progress through the programs in zones: Esthetics will go through Zones 1-4 and Laser will go through Zones 1-2. All students are required to pass a final written and practical exam prior to graduation.

**GRADING SCALE FOR STUDENTS RECEIVING VETERANS EDUCATION BENEFITS**

A	B	C	D	F
95-100	90-94	86-89	80-85	79 and below

Penrose Academy allows one exam re-take if the score received is below 80%. However, the maximum grade a student may receive on the re-taken exam is an 80%. A student may appeal a grade given through the appeal process as described in this Student Catalog. Additionally, all retakes or makeup exams must be scheduled by the classroom educator and taken within the same academic zone as the exam was scheduled.

**SATISFACTORY ACADEMIC PROGRESS FOR STUDENTS RECEIVING VETERANS EDUCATION BENEFITS**

Satisfactory Academic Progress (SAP) in academic work and attendance is a requirement for all Penrose Academy students. SAP helps ensure students are moving toward successful completion of the program in a timely manner or risk losing Veterans Education Benefits eligibility, incur fees or loss of enrollment.

Satisfactory Academic Progress includes maintaining an 80% Cumulative GPA and a 95% in Attendance. Penrose Academy will round up percentages to the nearest hundredth. For example, if a student with an attendance of 94.5% the percentage will be rounded up to a 95% attendance.

Penrose Academy determines Satisfactory Academic Progress by monitoring students throughout enrollment and completing a formal evaluation at an "evaluation checkpoint." Students meeting all expectations and requirements at the time of evaluation checkpoint, both attendance and academics, will be considered making Satisfactory Academic Progress and are eligible to receive veteran's education benefits disbursements.

**EVALUATION CHECKPOINTS FOR STUDENTS RECEIVING VETERANS EDUCATION BENEFITS**

PROGRAM	30	60	300	450
Esthetics			✓	✓
Laser	✓	✓		

Students failing to meet requirements for attendance and/or academic progress at an evaluation checkpoint will be notified in writing by Penrose Academy staff. Student may be placed on "Warning" or "Probation" (pending a successful appeal process) or have veteran's education benefits terminated. The students in Esthetics and Laser programs are expected to complete within a 150% timeframe unless otherwise approved by the President.

If a student can provide medical documentation such as proof of a doctor's appointment, proof of surgery or proof of hospitalization to account for hours missed from the program, these hours will be not count against the student when calculating the student's Satisfactory Academic Progress attendance percentage checkpoints. All documentation should be submitted to Student Services upon return to school and will not be calculated if presented after the student has hit an SAP checkpoint.

#### **WARNINGS FOR STUDENTS RECEIVING VETERANS EDUCATION BENEFITS**

Students failing to meet SAP at an evaluation checkpoint will be notified with an SAP form by Student Services or Financial Aid staff. Penrose Academy may decide it is reasonable to believe that the student is able to meet SAP at the next evaluation checkpoint and places that student on "Warning". Students placed on a "Warning" are still eligible to receive veteran's education benefits. At the next evaluation checkpoint, that student is expected to meet SAP, and if not, that student will be notified of such.

#### **PROBATION/SAP FOR STUDENTS RECEIVING VETERANS EDUCATION BENEFITS**

Any student failing to meet SAP, for two consecutive payment periods, will be notified with an SAP form and informed of the process for appealing determination of SAP as explained below. Any student not meeting SAP will become ineligible to receive veteran's education benefits unless an appeal is approved. Once an appeal is approved, the student will be placed on "Probation" and allowed to receive veteran's education benefits if a plan for improving upon SAP is followed within a given time frame. While on probation, valid medical documentation may be used to excuse absences.

#### **APPEAL PROCESS FOR STUDENTS RECEIVING VETERANS EDUCATION BENEFITS**

Students failing to meet SAP for extreme circumstances may follow an appeal process to reconsider SAP and be placed on "Probation" wherein that student may still receive veteran's education benefits.

- A. Student must submit a written appeal of SAP determination to the President, Financial Aid Manager or Student Services Department during regular business hours, and within three (3) business days of student receiving a determination on of failing to meet SAP. Appeal must contain the following:
  - Why the student failed to meet SAP
  - What has changed that will allow the student to make SAP at the next evaluation checkpoint.
- B. Appeal will be reviewed by a "Board of Grievances" as appointed by the President and made up of staff members. The written appeal will be reviewed (and the board may request an in-person interview with the student) and a determination made and provided to the student in writing within 10 business days with one of the following determinations:
  1. If a student appeals and the SAP appeal is granted, the student will be placed on "Probation" and provided a CAP (Corrective Action Plan). A student's CAP will provide a detailed plan for each student to follow to continue progress toward successful and timely completion. The CAP will include specific actions and deadlines for each student to meet to maintain veteran's education benefits eligibility and enrollment and show progress towards successful and timely completion of the program. A CAP may span more than one evaluation checkpoint and student is eligible to receive veteran's education benefits while following the CAP.
  2. If a student's appeal is denied, student will be terminated and if applicable, veteran's education benefits will not be reinstated, and student will be notified.
  3. Should a student not maintain a CAP by the next evaluation checkpoint, the student will be terminated and if applicable, shall lose veteran's education benefits eligibility.

#### **OVER-CONTRACT FEES FOR STUDENTS RECEIVING VETERANS EDUCATION BENEFITS**

Veteran's education benefits cannot be extended to cover any over-contract fees accrued by a student exceeding the program length.

## SECTION FIVE: DISABILITY ACCOMMODATION & GRIEVANCE POLICY

### STATEMENT OF NON-DISCRIMINATION AND ACCOMMODATION

Penrose Academy does not discriminate on the basis of disability in its admissions practices or other policies. The licensing requirements and physical expectations for courses offered at the school may restrict some applicants. Questions regarding licensing requirements and the physical expectations of the industry may be answered by the President.

Penrose Academy is committed to providing accommodations for enrolled students who have documented disabilities and are entitled to a reasonable accommodation to ensure that they have full and equal access to the educational resources at Penrose Academy under Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. § 794) ("Section 504") and the Americans with Disabilities Act of 1990 (42 U.S.C. § 12182) ("ADA") and their related statutes and regulations. Section 504 prohibits discrimination on the basis of disability in any program or activity receiving federal financial assistance. The ADA prohibits a place of public accommodation from discriminating on the basis of disability. The applicable law and regulations may be examined in the office of the ADA Compliance Coordinator, who has been designated to coordinate the efforts of the Institute to comply with Section 504 and ADA.

It is the responsibility of the student to seek available assistance at Penrose Academy and to request reasonable accommodations prior to the first day of the program.

Additionally, Penrose Academy is not obligated to provide accommodations that fundamentally alter any of the school's programs. In a case where the request is unreasonable, the coordinator will promptly search for an equally effective alternative for the student that would not alter the program fundamentally and offer this accommodation to the student.

#### ADA Compliance Coordinator:

Nikki Parcels, President  
13402 N. Scottsdale Road Suite B-160, Scottsdale, AZ 85254  
480.222.9540 ext. 208  
nikki@penrose.edu

### HANDICAPPED ACCESS

Penrose Academy is readily accessible with handicapped restroom facilities for disabled individuals. While the facility is handicap accessible and the academy adheres to the American with Disabilities Act, some of the Student Salon or Student Spa services may require the ability to climb on top of a spa bed/pedicure chair to receive or give that service. Also, our programs require manual dexterity which may not be suitable for all individuals.

### PHYSICAL EXPECTATIONS

Each program consists of physical expectations of each student to successfully complete a program, including:

- Commitment to professional development for long term success.
- Time spent standing, bending and taking care of guests.
- Time spent interacting with diverse types of people.
- Repetitive motions for fingers, hands, arms, etc.
- Exposure to chemicals and lasers (lightener, perms, relaxers, chemical peels, acrylic monomers/polymers, lasers, etc.).
- Physical contact from educators and fellow classmates during demonstration.

### REQUESTS FOR ACCOMMODATION

Individuals with disabilities wishing to request a reasonable accommodation must contact the ADA Compliance Coordinator. A disclosure of a disability or a request for an accommodation made to a faculty or staff member, other than the ADA Compliance Coordinator, will not be treated as a request for an accommodation. However, if a student discloses a disability to faculty or staff member, he or she is required to direct the student to the ADA Compliance Coordinator.

The ADA Compliance Coordinator will provide a student or applicant with a Request for Reasonable Accommodations form.

Reasonable accommodations are available for students and applicants who provide the appropriate documentation of a disability. Such documentation should specify that a student has a physical or mental impairment, how that impairment substantially limits one or more major life activities and how the disability affects the student's functions in a learning environment (academic\*, attendance or both). In general, the supporting documentation must be dated less than three years from the date a student requests a reasonable accommodation (may be waived upon President's approval) and must be completed by a qualified professional in the area of the student's disability as enumerated in the following table:

Disability	Qualified Professional
Physical disability	MD, DO
Visual impairment	MD, Ophthalmologist, Optometrist
Mobility, orthopedic impairment	MD, DO
Hearing impairment	MD, Audiologist (Au.D) *audiology exam should not be more than a year old
Speech and language impairment	Licensed speech professional
Learning disability	PhD Psychologist, college learning disability specialist, other appropriate professional
Acquired brain impairment	MD Neurologist, Neuropsychologist
Psychological disability	Psychiatrist, PhD Psychologist, LMFT or LCSW
ADD/ADHD	Psychiatrist, PhD Psychologist, LMFT or LCSW
Other disabilities	MD who practices or specializes within the field of the disability



Documentation used to evaluate the need and reasonableness of potential accommodations may include a licensed professional's current medical diagnosis and date of diagnosis, evaluation of how the student's disability affects one or more of the major life activities and recommendations, psychological and/or emotion diagnostic tests, functional effects or limitations of the disability, and/or medications and recommendations to ameliorate the effects or limitations.

Penrose Academy may request additional documentation as needed and may, at its discretion, waive the requirement for medical documentation to support accommodation requests that relate to obvious impairments and/or are minimal in nature. Requested accommodations which compromise the essential elements of the course of study, may not be reasonable. Students must seek assistance prior to the start of the course of study. Prospective students who fail to seek reasonable accommodations at the beginning of the course of study may find that the scope of available accommodations becomes limited.

After the ADA Compliance Coordinator receives the Request Form and the required documentation, he/she will engage the student or applicant in an interactive process to determine what available accommodations may be reasonable.

If the student or applicant is denied the requested accommodation, he/she may file a grievance using the Grievance Process below or he/she may file a complaint with the U.S. Department of Education's Office for Civil Rights or a similar state entity.

Penrose Academy will make appropriate arrangements to ensure that disabled persons are provided other accommodations, if needed, to participate in this grievance process. The ADA Compliance Coordinator will be responsible for such arrangements.

\*Students requiring academic accommodations may not exceed 100% in attendance. Individual accommodations will be provided by the Director of Education.

### **STUDENT APPEAL**

If a student disagrees with any accommodation decision made by the ADA Compliance Coordinator, the student may appeal the accommodation decision.

### **GRIEVANCE PROCEDURE**

Penrose Academy grievance procedure provides a prompt and equitable resolution of complaints alleging any action prohibited by Section 504 and/or the ADA.

Any person who believes she/he has been subjected to discrimination on the basis of disability, including disagreements regarding requested accommodations, may file a grievance pursuant to the procedure outlined below. The Institute will not retaliate against anyone who files a grievance in good faith or cooperates in the investigation of a grievance.

1. Grievances must be submitted to the ADA Compliance Coordinator. Grievances must be submitted to the ADA Compliance Coordinator, within 30 days of the date the person filing the grievance becomes aware of the alleged discriminatory action.
2. A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
3. The ADA Compliance Coordinator shall investigate the complaint and afford all interested persons an opportunity to submit relevant evidence. The Complainant may also present witnesses relative to the complaint. The ADA Compliance Coordinator will maintain the files and records relating to such grievances.
4. All reasonable efforts will be made to provide a written determination to the student or applicant within 30 days after its filing. If a written determination cannot be made within 30 days of the complaint's filing, the ADA Compliance Coordinator will so advise the student and provide an update as to the status of the investigation. The student may also contact the ADA Compliance Coordinator to inquire as to the status of the investigation at reasonable intervals.
5. The person filing the grievance may appeal the decision of the ADA Compliance Coordinator to Penrose Academy's Assistant Director of Education within 15 days of receiving the ADA Compliance Coordinator's decision. The Academy Assistant Director of Education shall issue a written decision in response to the appeal no later than 30 days after its filing.

Missy Conti, Director of Education  
13402 N. Scottsdale Road Suite B-160, Scottsdale, AZ 85254  
480.222.9540 / [missy@penrose.edu](mailto:missy@penrose.edu)

6. The availability and use of this grievance procedure does not prevent a person from filing a complaint of discrimination based on disability with the U. S. Department of Education's Office for Civil Rights and/or a similar state agency.
7. Penrose Academy will take all steps to prevent recurrence of any proven harassment or other discrimination and to correct discriminatory effects where appropriate.

## SECTION SIX: ACADEMIC PROGRAMS

### COSMETOLOGY HYBRID PROGRAM OVERVIEW

The Cosmetology Hybrid Program requires 1500 completed hours. While completing these required hours students will participate in all school assemblies, distance education online assignments, theory classes and hands-on instruction. This program consists of six zones, each with a specific focus. For the first zone of this program students will be in a classroom environment practicing hands-on skills through workshops on mannequins, student peers and recruited models (refer to program syllabus for specific number of hours). After completing Zone 1 of the program and passing the required test out, students will advance to the Student Salon Floor to continue with the hands-on experience while practicing on the general public. A student will cover and build upon the following topics throughout the program:

Shampooing & Conditioning	Haircutting	Texture Services
Scalp Care	Hair Additions and Extensions	Product Knowledge
Massage Techniques	Braiding	Safety and Sanitation Practices
The Structure of Hair	Men's Grooming	Infection Control
Hair Diseases and Disorders	Hairstyling	Local Laws, Rules and Regulations
The Salon Business	Haircoloring	Skincare
Massage Techniques	Skin Diseases and Disorders	The Layers of the Skin
Facial Makeup	Hair Removal	Manicuring
The Structure of the Nail	Pedicuring	Nail Diseases and Disorders

### HAIR HYBRID PROGRAM OVERVIEW

The Hair Hybrid Program requires 1000 completed hours. While completing these required hours students will participate in all school assemblies, theory classes and hands-on instruction. This program consists of four zones, each with a specific focus. For the first zone of this program students will be in a classroom environment practicing hands-on skills through workshops on mannequins, student peers and recruited models (refer to program syllabus for specific number of hours). After completing Zone 1 of the program and passing the required test out, students will advance to the Student Salon Floor to continue with the hands-on experience while practicing on the general public. A student will cover and build upon the following topics throughout the program:

Shampooing & Conditioning	Haircutting	Texture Services
Scalp Care	Hair Additions and Extensions	Product Knowledge
Massage Techniques	Braiding	Safety and Sanitation Practices
The Structure of Hair	Men's Grooming	Infection Control
Hair Diseases and Disorders	Hairstyling	Local Laws, Rules and Regulations
The Salon Business	Haircoloring	

### ESTHETICS PROGRAM OVERVIEW

The Esthetics Program requires 600 completed hours. While completing these required hours students will participate in all school assemblies, theory classes and hands-on instruction. This program consists of four zones, each with a specific focus. For the first zone of this program students will be in a classroom environment practicing hands-on skills through workshops on mannequins, student peers and recruited models (refer to program syllabus for specific number of hours). After completing Zone 1 of the program and passing the required test out, students will advance to the Student Spa to continue with the hands-on experience while practicing on the general public. A student will cover and build upon the following topics throughout the program:

Facial Treatments	Eyelash Enhancements	Chemical Peels
Skin Care	Facial Hair Tinting	Microneedling
The Layers of the Skin	Exfoliation	Dermaplaning
The Spa Business	Safety and Sanitation Practices	Lash Services
Facial Makeup	Infection Control	Product Knowledge
Hair Removal	Local Laws, Rules & Regulations	Massage Techniques

### ESTHETICS HYBRID PROGRAM OVERVIEW

The Esthetics Program requires 600 completed hours. While completing these required hours students will participate in all school assemblies, theory classes and hands on instruction. This program consists of three zones, each with a specific focus. For the first zone of this program students will be in a classroom environment practicing hands-on skills through workshops on mannequins, student peers and recruited models (refer to program syllabus for specific number of hours). After completing Zone 1 of the program and passing the required test out, students will advance to the Student Spa to continue with the hands-on experience while practicing on the general public. A student will cover and build upon the following topics throughout the program:

Facial Treatments	Eyelash Enhancements	Chemical Peels
Skin Care	Facial Hair Tinting	Microneedling
The Layers of the Skin	Exfoliation	Dermaplaning
The Spa Business	Safety and Sanitation Practices	Lash Services
Facial Makeup	Infection Control	Product Knowledge
Hair Removal	Local Laws, Rules & Regulations	Massage Techniques

## LASER PROGRAM OVERVIEW

The Laser Program requires 88 completed hours and offers an additional 12 optional clinical hours. While completing these required hours students will participate in didactic classes and hands on instruction. This program consists of two zones, each with a specific focus. For the first zone of this program students will be in a classroom environment practicing hands-on skills through workshops on student peers and recruited models. After completing Zone A of the program, students will advance to the student MedSpa to continue with the hands-on experience while practicing on the general public. The curriculum includes:

Radio Frequency Treatmentst  
Body Conouring  
Pigment Reduction  
Photofacial  
Safety,, Sanitation& Infetiona  
Control  
Bascular Reduction

Skin Tightening  
Spider Vein Reduction  
Scar Treatments  
Skintag Removal  
Milia Removal  
RF Microneedling  
Thermocoagulation Treatments




Medical Surveillance Practices  
TriBella  
Medical Surveillance  
Laser Fundamentals  
Laser Hair Reduction  
Non-Ablative Skin Resurfacing  
Non-Ablative Tattoo Reduction





## SECTION SEVEN: STUDENT-RIGHT-TO-KNOW INFORMATION

Penrose Academy tracks and makes available annual performance with respect to student completion, licensure and placement rates as reported to the Integrated Postsecondary Education Data System (IPEDS) to any enrolled or prospective student. The requirement from our accrediting agency, COE, is 60% Completion, 70% Licensure and 70% Placement. The following table is provided as a reference to the reported rates\*. For a more disaggregated breakdown of these rates visit the College Navigator link on the Penrose Academy website at [www.penrose.edu](http://www.penrose.edu).

COMPLETION RATE	LICENSURE RATE	PLACEMENT RATE
 <b>95%</b>	 <b>98%</b>	 <b>79%</b>

\* The above rates are the average of all programs offered at Penrose Academy as reported to COE for most recent annual report. For the first zone of this program students will be in a classroom environment practicing hands-on skills through workshops on mannequins, student peers and recruited models (refer to program syllabus for specific number of hours). Penrose Academy does not guarantee employment upon graduation. However, Penrose Academy offers placement assistance through our Career Fairs, coaching with our Student Services Department and maintains a current list of job openings and opportunities for both enrolled students and graduates. This listing is located on the Penrose App under Jobs. Specific staff members are designated to serve on a Placement Team that visits local salons, spas, medspas, nail salons/spas and industry related businesses to build a rapport and familiarize them with our school and student body.

Penrose Academy graduates have multiple opportunities to be employed in the industry. Provided below are examples of some, yet not all, of these industry related employment opportunities, that have been obtained by previous graduates.

Hairstylist	Esthetician	Nail Technician
Color Specialist	Salon/Spa Owner	Salon/Spa Manager
Makeup Artist	Sales Representative	Sales Consultant
Medical Esthetician	Laser Technician	Freelance Artist
Manufacturer Representative	Stylist for film, theater, fashion or print	Platform Educator

### PROGRAM CAREER/OCCUPATION INFORMATION

The U.S. Department of Education requires Penrose Academy to disclose Standard Occupation Codes (SOC) of each Program, as listed below. Also disclosed are the links to Career Occupational Guides as posted on the O-NET website for each program offered at Penrose Academy.

PROGRAM	STANDARD OCCUPATION CODE
<b>Cosmetology Hybrid</b> Major Group: 39-0000   Minor Group: 39-5000	SOC: 39-5012 Hairdressers, Hairstylists and Cosmetologists <a href="http://www.onetonline.org/link/summary/39-5012.00">http://www.onetonline.org/link/summary/39-5012.00</a>
<b>Hair Hybrid</b> Major Group: 39-0000   Minor Group: 39-5000	SOC: 39-5012 Hairdressers, Hairstylists and Cosmetologists <a href="http://www.onetonline.org/link/summary/39-5012.00">http://www.onetonline.org/link/summary/39-5012.00</a>
<b>Esthetics   Esthetics Hybrid</b> Major Group: 39-5090	SOC: 39-5014 Skincare Specialists <a href="http://www.onetonline.org/link/summary/39-5094.00">http://www.onetonline.org/link/summary/39-5094.00</a>
<b>Laser</b> Major Group: 39-5090	SOC: 39-5014 Skincare Specialists

### STUDENT RECORDS & RIGHT OF ACCESS AND PRIVACY

The Family Educational Rights and Privacy Act (FERPA) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. Penrose Academy respects the privacy and security of Personally Identifiable Information (PII) and educational records. Penrose Academy does not publish private student information; however, Section 99.37 of FERPA permits Penrose Academy to disclose, upon request, directory information (student's name, address, telephone number, date and place of birth, field of study, dates of attendance) without the student's consent unless the student has otherwise directed Penrose Academy, in writing. The school provides and permits access to student and other school records as required by the AZBOC.

Student records are maintained for a minimum of three years. Student records/files are only available to restricted staff, COE and certain government agencies may gain access to all students' files at any time.

**Collection and Use of Personal and Educational Records:** Penrose Academy collects information from various sources including but not limited to a student's enrollment application and forms. We also obtain information due to transactions students have with us or that we have with third parties on a student's behalf. We use that information to provide students with products and/or services students have requested from us and to comply with reporting and/or other legal requirements or mandates.

**Safeguarding Records:** Penrose Academy keeps student educational and financial records in secure offices and in a manner so to maintain them safely (storage cabinets, fireproof file cabinets, etc.). Penrose Academy maintains physical, electronic and procedural safeguards that comply with the regulations and leading industry standards. A student's non-public personal information is restricted to staff/faculty members Penrose Academy has determined to have legitimate educational interests.

This includes contractors, consultants or other parties to which Penrose Academy has outsourced institutional services or functions.

**Release of Information with Student Consent:** Students (or parent/guardian of dependent minors) may authorize the release of information to outside/third parties if they wish. Requests must be made to the Student Services, Education, Financial Aid, Admissions or Compliance Departments in writing. This request must include the desired record, purpose of and party/class of parties to disclose the information to. Blanket releases are not permitted. Information will not be released without the student's (or parent/guardian of dependent minors) consent.

**Release of Information without Student Consent:** FERPA permits the disclosure of PII (Personally Identifiable Information) from students' education records, without consent of the student, if the disclosure meets certain conditions of the FERPA regulations. PII is any data that could potentially identify a specific individual. Any information that can be used to distinguish one person from another can be considered PII. Except for disclosures to school officials, disclosures related to some judicial orders or lawfully issued subpoenas, disclosures of directory information and disclosures to the student, FERPA regulations requires Penrose Academy to record the disclosure. Eligible students have a right to inspect and review their record of disclosures. Penrose Academy may disclose PII from the education records without obtaining prior written consent of the student to:

- Accrediting bodies, the U.S. Department of Education, the Secretary of Education or State, the U.S. Attorney General and others, relating to our status as a candidate school for programs, in connection with an audit or evaluation of Federal or State supported education programs or for the enforcement of/compliance with Federal legal requirements related to those programs.
- Comply with a judicial order or lawfully issued subpoena.
- Appropriate officials in connection with a health or safety emergency.
- Parents of an eligible student if the student is a dependent for IRS tax purposes.
- A victim of an alleged perpetrator of a crime of violence or a non-forcible sex offense. The disclosure may only include the final results of the disciplinary proceeding with respect to that alleged crime or offense, regardless of the finding.
- The general public, as a final result of a disciplinary proceeding, if Penrose Academy determines the student is an alleged perpetrator of a crime of violence or non-forcible sex offense and the student has committed a violation of rules or policies with respect to the allegation made against him or her.
- Parents of a student under the age of 21, if Penrose Academy determines the student committed a disciplinary violation of any Federal, State or local law or of any rule or policy of Penrose Academy that governs the use or possession of alcohol or a controlled substance.
- Determine if necessary, the eligibility, amount of aid or enforcement of the terms and conditions relating to financial aid a student has applied for or received.
- Organizations conducting studies for or on behalf of Penrose Academy to develop, validate or administer predictive tests, administer student aid programs or improve instruction.
- Accrediting organizations to carry out their accrediting functions.

Records will be released to such agencies to fulfill the duties, directives or orders of such or to assist Penrose Academy in fulfilling its missions and objectives and will be indicated on file if such a review has been performed.

**Student Rights:** Penrose Academy guarantees each student (or parent/guardian of dependent minors) the right to access their records and to consent to or withhold the disclosure of Personally Identifiable Information (PII). Penrose Academy does not currently produce a student directory; however, should a directory be published in the future students will have the right to withhold PII from it. Such a request should be made in writing to the Academy President.

Students have the right to inspect and review educational records. Requests must be made in writing and will be complied to within 45 days of the request. During a review of educational records, if an item(s) is found to be inaccurate, misleading, or otherwise in violation of a student's privacy rights under FERPA, a written request may be submitted, including any supporting documentation that proves the information is incorrect, to the President to amend the information. A written response explaining the outcome of the request will be provided.

If a student feel Penrose Academy has failed to comply with the requirements of FERPA, the student has the right to file a written complaint with the U.S. Department of Education concerning the alleged failures. Written complaints should be mailed to: Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue, SW, Washington, DC 20202

**HIPAA & FERPA:** HIPAA (Health Insurance Portability and Accountability Act of 1996) is a United States legislation that provides data privacy and security provisions for safeguarding medical information. HIPAA applies to Health Care Providers, private benefit plans and health care clearinghouses. HIPAA does not apply to other types of organizations whose receipt or maintenance of health records is incidental to their normal course of business. FERPA provides safeguards of education records and does not limit what records a school may obtain, create or maintain.

Penrose Academy follows requirements for the privacy of health records (HIPAA). The Student Services and Education Departments maintain health records for students requesting services, waivers or accommodations. Receipt and maintenance of health records is well established. If a health record is used to make a decision in regard to a student's education program the health record may be construed to be an education record, in which case the normal FERPA provisions for safeguarding the record would apply.

**Health and Safety Exemption Requirement:** A health and safety exception permits the disclosure of PII from a student's record in case of an immediate threat to the health or safety of students or other individuals. Penrose Academy only discloses PII from an education record to appropriate parties in connection with an emergency *if* knowledge of the information is necessary to protect the health or safety of the student or other individuals.

## SECTION EIGHT: EXPECTATIONS OF STUDENTS ON OUR CAMPUS

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### COMMUNITY INVOLVEMENT

Penrose Academy's exclusive charity of choice is Phoenix Children's Hospital (PCH). Throughout the year, Penrose Academy offers opportunities for students and staff to participate in charitable and community events that directly benefit PCH. Student involvement depends on GPA, attendance and general compliance with the student catalog/student enrollment agreement.

### STUDENT GUIDELINES

Through meaningful educational experiences, Penrose Academy educates, empowers and connects our students to their professional goals. To achieve that goal, it is our responsibility to maintain an environment that is safe, relevant, educational and consistent with our mission.

In addition to this obligation, Penrose Academy feels that all members of this educational environment are set up for success through the ideas, policies and information contained in this Student Catalog. By reading and signing this catalog, both Penrose Academy and the student accept responsibility for each other within our community.

Penrose Academy has established these policies to ensure the safety and well-being of this community and to respond promptly and accurately to actions that are contrary to our purpose and mission. Penrose Academy's Student Catalog seeks in its disciplinary function to impart the purpose and mission of this community.

As stated in the Enrollment Agreement, students acknowledge and agree to be bound by the terms and conditions defined in this Student Catalog. A student failing to comply with the rules and regulations set forth in this Student Catalog may face termination prior to completion of the program. Should any of these guidelines not be adhered to, the student may not benefit from the program as intended. Proper student conduct is important for the culture of the school, as it is our desire to lead everyone toward success. Penrose Academy complies with all local, state and federal laws that apply.

When a student's conduct or behavior adversely impacts Penrose Academy's community, the educational programs are jeopardized, and all are at risk. Behavior that is in violation of local, state or federal law will not be tolerated. In these cases, Penrose Academy does not provide protection from prosecution by law enforcement agencies.

### STUDENT CODE OF CONDUCT POLICY

Penrose Academy's Code of Conduct is a guide for students on personal conduct that reflects the Academy's mission and culture. The Code of Conduct exists to safeguard and maintain a culture that is positive learning environment. The expectation and standards for students are professionalism, communication, commitment, authenticity, accountability, reliability, and honesty.

Penrose Academy does not tolerate any student misconduct including but not limited to: arrogance, rudeness, insensitivity to others, refusal to participate in student learning, refusal to perform services, refusal to take a walk-in guest, refusal to retail products or any other negative, anti-social, unprofessional behavior as determined by school ownership. Bullying is defined by the state of Arizona as any written, verbal or physical act/electronic communication, including the use of Social Media that is intended to harm a student is considered student misconduct and will not be tolerated. An investigation and/or termination may result from excessively bad behavior.

No Theft	No Bullying	No Stealing
No Weapons	No Cyberbullying	No Drugs or Alcohol
No Gum Chewing	No Smoking, Vaping, Tobacco, Nicotine	No Cheating

### STUDENT COMPLAINT POLICY

It is the policy of Penrose Academy to maintain a harmonious school environment. Penrose Academy encourages students to express concerns about school related issues, including communication, interpersonal conflict, and other conditions.

Students are encouraged to raise concerns with their immediate Educator, Director of Education or Student Services Department. If not resolved at this level, a student may submit in writing a formal complaint.

All students and employees, regardless of their positions, are covered by and expected to comply with this policy and are to take appropriate measures to ensure that prohibited conduct does not occur. Appropriate disciplinary action will be taken against any student or employee who violates this policy. Based on the seriousness of the offense, disciplinary action may include verbal or written reprimand, suspension, or termination of enrollment/employment.

Penrose Academy assures that all students filing a complaint can do so without fear of retaliation or reprisal.

### STUDENT COMPLAINT PROCEDURE

Penrose Academy has established the following procedure for filing a complaint and will treat all aspects of the procedure confidentially to the extent reasonably possible.

1. Students should complete a student complaint form. Student complaint forms are available to students via Penrose app, or a hard copy can be obtained in the Student Services office.
2. Complaints should be submitted as soon as possible after an incident has occurred, in writing to the Student Services department or to the Director of Education. If the complaint is on either the Student Services department or the Director of Education, submit the complaint in writing, to the President.
3. The complaint will be reviewed upon receipt.
4. An investigation will be launched to determine whether there is a reasonable basis for considering that the alleged violation of this policy occurred.
5. During the investigation, the complainant, the respondent and any witnesses will be interviewed to determine whether the alleged conduct occurred.

6. Upon conclusion of an investigation, the person conducting the investigation will submit a written report of his or her findings. If it is determined that a violation of this policy has occurred, appropriate disciplinary action will be recommended. The appropriate action will depend on the following factors:
  - a) the severity, frequency and prevalence of the conduct.
  - b) prior complaints made by the complainant;
  - c) prior complaints made against the respondent; and
  - d) the quality of the evidence (e.g., firsthand knowledge, credible corroboration).
7. If the investigation is inconclusive or if it is determined that there has been no violation of policy, but potentially problematic conduct may have occurred, appropriate preventive action may be taken.
8. Once a final decision is made, either the Director of Education or the Director of Student Services will meet with the complainant and the respondent separately and notify them of the findings of the investigation. If disciplinary action is to be taken, the respondent will be informed of the nature of the discipline and how it will be executed.

#### **GRIEVANCE PROCEDURE FOR STUDENT COMPLAINTS**

Any complaint not resolved at the level of filing a complaint, and student may submit, in writing, a signed grievance to the President. Complaints or grievances against the President shall be submitted to the Owner and CEO of Penrose Academy.

After receiving a written grievance, Penrose Academy may hold a meeting with the student, employee, the department head, and any other individuals who may assist in the investigation or resolution of the issue. All discussions related to the grievance will be limited to those involved with, and who can assist with, resolving the issue.

In the event that a grievance may not be resolved at the institutional level, a formal grievance may be filed with the Council on Occupational Education, Arizona State Board of Cosmetology.

Council on Occupational Education  
7840 Roswell Rd. Bldg. 300, Ste. 325  
Atlanta, GA 30350  
770) 396-3898 or (800) 917-2081  
[www.council.org](http://www.council.org)

Arizona State Board of Cosmetology  
1740 W. Adams St. Suite 4400  
Phoenix, AZ 85007  
(480) 784-4539  
[www.azboc.gov](http://www.azboc.gov)

#### **RECORDKEEPING**

Penrose Academy will maintain student complaint records for a period of six years.

#### **SUBSTANCE ABUSE PREVENTION POLICY**

Drug abuse can have a pervasive effect on an entire community. Understanding drug use risk factors and spreading the word through prevention programs is the best defense against drug abuse.

Drug abuse prevention has become an important first step in informing our Staff, Faculty and Students about the dangers of addiction, prevention techniques and where to find recovery help if necessary.

The use of drugs and alcohol can cause numerous health problems and can lead to death. The effects to a person's health include respiratory failure, heart attack, overdose, acute intoxication and transmittable diseases such as Hepatitis C and AIDS. Thousands of deaths are caused each year by drug overdoses, allergic reactions to drugs, toxic combinations of drugs and alcohol poisoning.

Some drugs legally purchased at a pharmacy, whether they're prescribed by a doctor or bought over-the-counter (OTC), can be just as dangerous and impair your judgement. Look for warning labels or ask your pharmacist if in doubt about a drug's capacity for impairment.

Penrose Academy has a zero-tolerance policy for drugs and alcohol use. For the safety of Penrose Academy, Students, Staff, Faculty and its guest's, the manufacture, distribution, dispense of, possession, use, sale, purchase, offer to buy/sell or use of alcohol, illegal drugs or related paraphernalia and the illegal use of drugs (including the misuse of prescription drugs) at Penrose Academy, on campus or while engaged in the course curriculum, is strictly prohibited.

Students, Staff or faculty under the influence of nonprescription or prescription drugs (those that impair judgment, alertness, concentration or motor skills), alcohol, or any unknown substance (including before school, during school, on a field trip or at a Penrose Academy event) will be asked to leave the premises immediately. An investigation and termination proceedings may follow and may be subject to criminal prosecution. Penrose Academy further reserves the right to take any and all appropriate and lawful action necessary to enforce this substance abuse policy including, but not limited to, the inspection of school issued lockers, desks or other suspected areas of concealment, as well as personal property when the school has reasonable suspicion to believe the student, staff or faculty member has violated this policy. The use of a drug detection dog may also be used for searches.

Penrose Academy also prohibits such conduct during non-curriculum time to the extent that, in the judgment of Penrose Academy, it impairs a student's ability to progress through the curriculum, threatens the reputation and/or integrity of the school or violates the law.

Penrose Academy will refer violators to the authorities for prosecution consistent with local, state and federal law in accordance the Arizona Revised Statutes Title 13 Criminal Code, Chapter 34 Drug Offenses, Sections 3401 – 3421 which can be found online at [www.azleg.state.az.us](http://www.azleg.state.az.us).

Students may request a paper copy of Penrose Academy's Substance Abuse Prevention Policy from the Student Services Department at any time for resources on prevention of or overcoming substance abuse and a description of different charges and penalties, associated with these offenses, that could be faced. This policy is also provided digitally for every student and posted on the Penrose App.



## **SAFETY SANITATION AND INFECTION CONTROL (SSIC)**

Penrose Academy follows a Safety Sanitation and Infection Control (SSIC) Policy to educate and enforce protocols and plans that contribute to the safety, health and welfare of the Penrose community. This policy focuses on educating students about diseases, infections and threats in the salon such as MRSA, Hepatitis B and C, HIV, AIDS, COVID-19, etc.

Additionally, the policy educates students, staff and faculty on how to prevent the spread of disease, ensure proper hygiene and follow safety and sanitation regulations while servicing the public in addition to the education covered in the daily curriculum.

The SSIC Policy is reviewed and revisited annually, more often when new threats arrive, so that students are aware and able to execute these practices on a daily basis and upon graduation.

Penrose Academy also may develop SSIC Policies that are specific to current pandemics and other threats. These policies are updated and posted to the Penrose App immediately following each update.

## **ACADEMIC TRANSCRIPTS**

Academic transcripts are issued, both official and unofficial, by the Student Services Department. Each student will be provided one official transcript free of charge at time of graduation or withdrawal/termination if paid in full, with no outstanding issues and if requested. Additional copies must be requested in writing to the Student Services Department and will be issued at a cost of \$10. Transcripts will not be issued or released to any student retaining a balance due to Penrose Academy.

## **ATTENDANCE**

Being prompt and on time is critical to a successful career. As a result, Penrose Academy has a very high attendance standard, similar to those of nearly all industry employers including the self-employed. Students must attend a minimum of 95% of the scheduled hours within time allowed to maintain Satisfactory Academic Progress, unless the President has approved documented absences. All absences are recorded and made a part of the student's permanent record. Attendance is monitored daily and reviewed monthly. The student is responsible for class material and/or tests missed while absent. Any student with an attendance percentage below 95% may be coached by an educator and/or Student Services staff member on how to improve attendance to meet SAP. That student may be placed on a Corrective Action Plan (CAP) with specific actions and deadlines to show timely progression toward completion of the program.

If a student needs to have a period of time to be absent, he or she needs to request that time off through Student Services. All time off must be made up prior to the student's contract date or Over Contract fees will incur. Opportunities for making up hours are limited; therefore, postponing travel and absences is highly recommended. Perfect attendance is highly encouraged.

If a student cannot attend class, they must call the school, email Student Services or utilize the Penrose App to communicate prior to the scheduled start time. Students must state their name, zone and reason for missing class when reporting absences. Students are expected to return to school the following day or must communicate as stated above for each day of absence.

If a student is absent or late without having received prior approval, did not communicate with the school or did not leave a message, it will be counted as a catalog violation. All hours missed will count towards the 5% that a student is afforded to miss and still maintain a satisfactory attendance percentage. Please note that any hours missed should be made up if such opportunities become available, to avoid over contract charges as detailed below.

## **CLOCKING IN AND OUT**

Students must clock in on or before the scheduled start time of class each day by using Penrose Academy's time clock or may risk being locked out for the school day. All students must clock in first thing in the morning, clock out/in for non-scheduled breaks and clock out at the end of each school day. Any student found to be "stealing" time, may be suspended or terminated as determined by the President.

## **ZONE 1 ATTENDANCE POLICY**

Esthetics and Esthetics Hybrid students missing more than 30 cumulative hours and/or three consecutive school days in Zone 1 may be required to perform a test-out to ensure technical progress and must pass with an 80% or higher. Cosmetology Hybrid and Hair Hybrid Students missing more than 35 cumulative hours and/or four consecutive school days in Zone 1 may be required to perform a test-out to ensure technical progress and must pass with an 80% or higher. Upon completion of the test-out, if necessary, a mandatory Leave of Absence may be required to repeat Zone 1. If so, the student will be allowed to re-enter at a specified date as determined by the President, Student Services and Admissions Departments, should space be available in the subsequent program/start-dates. Any student in Zone 1 placed on a mandatory Leave of Absence for attendance issues may be subject to re-enrollment fees as listed in this catalog as well as any over contract charges at the end of the student's revised contract date if applicable.

## LEAVE OF ABSENCE (LOA)

Penrose Academy does not grant students the decision to take a Leave of Absence arbitrarily. In the case of an extreme personal hardship or medical crisis with documentation provided by a medical professional, stating that attendance would be unrealistic or impossible, or for a student serving in the military that has been called into active duty, a consideration may be made by the President. If the student does not return or contact the school on or before the scheduled return date, this will result in self-termination and Penrose Academy will document this as a withdrawal dated with the start date of the LOA.

Financial aid and any additional charges are suspended when a student is on an approved leave of absence. Students receiving Federal Financial Aid will not have any funds disbursed while on a Leave of Absence (LOA). Failure to return from an LOA will result in termination of the student's enrollment dated for the date of determination, however the student's last day of attendance (LDA) will be used for the Return to Title IV Calculation. Any refunds due will be made to the appropriate Title IV programs within 45 days of the date the student was scheduled to return. The student's subsequent failure to return from an LOA will immediately reduce the previous original grace period. All student's participating in Federal Direct Loans are responsible for the terms and agreements inherent in the Master Promissory Note.

## ZONE EDUCATION

Cosmetology Hybrid, Hair Hybrid, Esthetics, Esthetics Hybrid, and Laser programs are all organized into zones. The table below displays the number of zones by program and schedule. Once a student has successfully completed the appropriate number of hours and satisfied the requirements for all exams (both written and practical), the student will move onto the next zone which has a unique theory and clinic schedule to that zone.

PROGRAM AND SCHEDULE	NUMBER OF ZONES					
	1	2	3	4	5	6
<b>Cosmetology Hybrid</b>	✓	✓	✓	✓	✓	✓
<b>Esthetics Four Day</b>	✓	✓	✓	✓		
<b>Esthetics Nights</b>	✓	✓	✓			
<b>Esthetics Hybrid</b> (all schedules)	✓	✓	✓			
<b>Hair Hybrid</b> (four-day schedule)	✓	✓	✓	✓		
<b>Hair Hybrid</b> (two-day schedule)	✓	✓	✓	✓	✓	
<b>Laser</b> (all Schedules)	✓	✓				

## FACULTY CHOICE

Penrose Academy faculty members have the right to maintain customized classroom policies that align with their teaching style. The Director of Education will approve these faculty specific policies and those policies must be in conjunction with school wide policies and must be posted or explained at the beginning of each new academic zone.

## PERSONAL APPEARANCE

The standards of personal appearance at Penrose Academy strives to maintain a professional and practical learning environment. They seek to recognize, balance, and respect an individual's need for self-expression and comfort during the school day with acknowledgment that Penrose Academy is an educational institution preparing students for a career in the professional beauty industry.

### General personal appearance for all programs:

Generally, students have an obligation to dispense beauty advice and must maintain a clean and neat appearance. Refrain from wearing stained, dirty, wrinkled, frayed, overly revealing, or excessively oversized clothing to school. Clothing free of messages that promote tobacco, alcohol or drug use, or messages that are demeaning to any group of people. For safety reasons, slippers and flip flops may not be worn as shoes.

### Esthetics, Esthetics Hybrid and Laser programs

To respect the medical environment and maintain the highest level of professionalism, infection control and safety. Students wear:

- Closed toed shoes.
- Medical scrubs of any solid color.
- Hair secured off face during hands-on treatments.
- Nails that are groomed, neat, and shorter in length.
- Scrubs can be worn with undershirts of any color or pattern.
- Eyelashes free of extension/false lashes during the skin care portion of the curriculum.
- Penrose Academy and/or any Industry related t-shirt can be worn with scrub bottoms.

### Cosmetology and Hair Hybrid programs

The students in the Cosmetology and Hair Hybrid programs are empowered to be responsible, trustworthy students who can express themselves freely. Students wear:

- Shoes.
- Shirts with sleeves.
- Clothing of any color or pattern.

- Nails that are groomed and neat.
- Clothing tops overlapping bottoms.
- Undergarments covered by clothing.
- Shorts, skirts, and dresses that extend beyond the mid- thigh.
- Eyelashes free of extensions/false lashes during the skin care portion of the curriculum.
- Opaque (non-transparent) clothing covering skin on the stomach, waist, chest and back.

### **STUDENT ADVICE/COACHING**

Penrose Academy team members are available for discussion and to advise students. When a student actively pursues advice from a staff member at Penrose Academy regarding personal issues, a recommendation will be offered to seek a licensed counselor. A list of counselors and resources will be provided to the student to seek out the professional of choice. Where possible, the school will cooperate with students about issues that relate to success in the program. Penrose Academy does not provide psychological assessment or counseling to students in any manner or capacity.

### **TECHNOLOGY POLICY**

The use of technology is an integral part of Penrose Academy. Penrose Academy utilizes technology in the classroom and on the student salon/spa. An orientation to technology used is provided during the initial orientation and technical support is provided throughout the entire program by Student Services/ Faculty.

Technology should be used with appropriate discretion due to the possibility of posts becoming public without an individual's consent. It is advised that for both personal and professional reasons, students revise privacy settings on all social media accounts. Penrose Academy reserves the right to monitor and intervene in any internet activity that may affect the safety or well-being of students, staff and the community. All students are held accountable by Penrose Academy for online behavior, on or off campus and must adhere to the Student Conduct policy as mentioned in this catalog. Any violations of the following policies are grounds for disciplinary actions, up to and including termination.

- **Cell Phones:** All calls should be completed prior to class or during breaks. Cell phones are allowed in classroom/spa/clinic with permission of the educator. Personal phone calls will not be taken at the reception desk or in any office except in an emergency.
- **Audio/Video Recording:** Videotaping and audio recordings are not allowed at any time, unless with approval from the President and/or Marketing Manager. Photography of another student and/or guests may occur only with the permission of students and/or guests.
- **Social Media:** Defined as all forms of online publishing, group chat and discussion, including but not limited to Pinterest, Snapchat, Twitter, YouTube, Facebook, Instagram and blogs. Students are personally responsible for all content that is published on social networking sites. As stated in our Student Conduct Policy, Penrose Academy does not allow cyber bullying, engaging in unprofessional conduct, personal insults, obscenity, ethnic slurs, discrimination, intimidation or any other unacceptable behavior. Penrose Academy reserves the right to take any necessary disciplinary action deemed appropriate by the President.
- **Communication with Employees:** Students will not use social media as a form of communication with employees until after successfully completing the program. If a student needs to reach an employee, communication must be done through school-approved methods such as email, phone or the Penrose App.

### **DISCIPLINARY ACTION**

Penrose Academy takes pride in its high standards to prepare students for the best salons, spas and medspas. If students choose to be insubordinate to our policies or standards, the following process is used to lead students back to successful behavior.

### **STUDENT CATALOG VIOLATIONS**

A student's willingness to learn sets the foundation for education. Student Catalog Policy Violations are instances where a student's behavior is not consistent with the Penrose Academy Catalog. Below is the process by which such standard violations are handled:

- Student may receive a verbal warning or redirection by a Penrose Academy employee.
- Student may be suspended for a period of time.
- Student may be scheduled for a meeting with any department head or President for further action.
- Student may be terminated.

If a student is terminated for a Student Catalog Policy Violation, Penrose Academy's Refund / Amount Due Policy will remain in effect. The student will remain obligated for all amounts due under the Enrollment Agreement and this Student Catalog.

The student will not be permitted to enter Penrose Academy premises. Upon termination, the student will be responsible for immediately returning all materials, publications and equipment advanced by Penrose Academy. The student will not be entitled to graduate.

If a student is terminated under this provision, the student may file an appeal for reinstatement with the Board of Grievances as defined in this Student Catalog.

If a student is terminated for gross misconduct, which refers to deliberately or willfully disregarding the standards of behavior expected and/or displays a behavior serious enough and possibly criminal, such as stealing, threats, cheating, attending school under the influence of alcohol or illegal drugs, insubordination or bullying, the termination is determined as final and an appeal will not be permitted.

## **SECURITY CAMERAS**

There are security cameras located throughout Penrose Academy for the safety of our students, staff, faculty and guests.

## **USE OF PHOTOGRAPHY AND VIDEOGRAPHY**

Students at Penrose Academy give permission for Penrose Academy to use any student photos, pictures or renderings in all forms of advertising, pamphlets, brochures and catalogs for the benefit of Penrose Academy. They release Penrose Academy of all claims made, regarding the use of photos for the benefit of Penrose Academy. This release shall remain in effect even after graduation from Penrose Academy. Pictures or videos of Penrose Academy may not be taken without the consent of the Penrose Academy President.

## **VISITORS**

Students may not receive visitors during school hours unless approved by President under special circumstances. This policy includes the student breakroom, student patio and parking lot during breaks and lunch.

## **WORK BASED ACTIVITIES**

Students are graded on services provided in the student salon/spa by tracking them on a work-based activity log. The logs are provided at the start of every zone (except zone 1) and require a predetermined number of services, both technical and business, to complete based on a standard technical ability which increases as a student progresses throughout the program. Log are turned in and graded on the last day of every zone. Failure to turn in log will result in a recorded zero for the grade(s) and is counted towards the student's GPA.

## **PARKING**

Penrose Academy provides a limited number of student parking spaces. Carpooling is highly encouraged. Student parking is allowed in both in the front parking lot and the back parking lot behind the building. Students must enter through the front parking lot to access the back lot parking area. Penrose Academy will notify students via the Penrose App with any parking updates or changes as dictated by the property manager/landlord. Students should drive no more than 5mph. Any collisions or fender benders must be handled independently by students' individual insurance companies.

## **CAMPUS SEARCHES**

To protect the safety and well-being of our students, campus searches may occur at any time and without notice. Searches may include student issued lockers, book bags or personal belongings in the case of suspected theft or wrongdoing. The use of a drug detection dog may also be used for searches. Those suspected of criminal activity will be referred to authorities.

## **LOCKERS**

Penrose Academy issues all students a locker on their first day during Orientation. Each student will be assigned a locker number and a combination lock will be provided. The provided lock is the only lock permitted for use on Penrose Academy student lockers. No personal locks are allowed unless approved by the Student Services department. Assigned lockers and locks may not be traded or changed. Penrose Academy will remove any locks that are not provided through our Student Services department. Items left more than one week past a student's last day attended will be forfeited.

## **UNLICENSED PRACTICE**

Students are not to provide services at home or outside the school. Solicitation of Penrose Academy's guests to be serviced outside of Penrose Academy is against AZBOC regulations and grounds for termination. In addition, all students should become familiar with the AZBOC and ADHS rules on unlicensed work; as if at any time an unlicensed individual is suspected of performing services, they may be prohibited from becoming licensed or certified in the state of Arizona by the AZBOC or the ADHS, Bureau of Radiation Control.

## **STATE BOARD REFRESHER CLASSES**

One state board refresher class will be provided at no charge to students who have a student account documented as paid in full. Costs for additional refresher classes will be discussed at the time of request.

## **GRATUITIES**

Penrose Academy is a no-tipping facility. Students are instructed to decline any tips or gratuities offered; however, guests are encouraged to re-book services in lieu of tipping as the best tip is more education and building students' appointment books. Students acknowledge at enrollment the no tipping environment and students accepting tips are subject to disciplinary action up to and including termination.

## **PRODUCT PURCHASES**

Product discounts are available for currently attending students on select retail products only. However, to accommodate the requests, as a special earned privilege, students are eligible to purchase retail products for a 20% discount if paying with check or cash during Penrose Academy regular business hours. Students who bounce checks for retail purchases will lose the privilege of paying with a check and must pay in cash. Students paying with a credit card will receive a 10% discount. Professional products/back bar are not included. On occasion, limited-quantity retail items and new items may only be sold to students at full retail price.

## **EXTRACURRICULAR ACTIVITIES**

Students involved in extracurricular clubs or projects (Student Council, clubs, Wander & Wonder, etc.) will be allowed to arrive early, stay late and attend school on unscheduled days receiving hours for their enrolled program. These unscheduled opportunities are always pre-approved and under the supervision of licensed instructors.



## **STUDENT/STAFF RELATIONS**

Penrose Academy prides itself on having a campus environment that is fair, based on trust and without favoritism. To ensure that culture exists, faculty and staff have chosen to maintain a strict non-fraternization policy amongst students and all Penrose Academy staff. Fraternizing of any kind outside of a school approved activity or Study Abroad program where the President has given approval and/or is present, is not allowed while a student is enrolled in a program. Students and Faculty/Staff will refrain from interacting/following each other on social media while enrolled in their prospective program; refer to the technology policy section for more information. Communication between all students and staff/faculty is to remain within the realms of a student-staff relationship, until such time that a student has officially graduated.

## **CONSUMER DISCLOSURES**

As of September 21, 2016, Penrose Academy has had zero incidences of drugs and alcohol on campus.

Consumer Disclosure information is posted on the Penrose Academy website at [www.penrose.edu](http://www.penrose.edu) and can be obtained during regular business hours from the Financial Aid or Student Services Departments. All students should review these disclosures prior to enrollment which include Financial Aid disclosures, Drug & Alcohol Prevention Policy and more. Also, for more information about our graduation rates, the median debt of students who completed the program and other important information, please visit [www.penrose.edu](http://www.penrose.edu) for Program Gainful Employment Disclosures.

Penrose Academy adheres to the specifications of Title IX wherein no person in the United States shall, on the basis of gender, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving federal financial assistance. The Title IX Coordinator for Penrose Academy is the President.



## **SECTION NINE: CAMPUS SAFETY SECURITY POLICY**

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Penrose Academy prepares this report to comply with the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act. Students, parents and staff may access this report in full by contacting the Phoenix Police Department. A complete copy of this report is also available online at [penrose.edu](http://penrose.edu).

Campus crime, arrest and referral statistics include those reported to the Phoenix Police Department and the Penrose Academy designated campus officials.

Please note that Penrose Academy has only one campus, located at 13402 N. Scottsdale Road, Suite B160, Scottsdale, AZ 85254, with no campus housing nor satellite locations. Penrose Academy does not have a campus police staff, nor do the campus security officials have any arresting authority. Local law enforcement has the arresting authority on Penrose Academy Campus. Upon written request, Penrose Academy will disclose to the alleged victim of any crime of violence or non-forcible sex offense, the results of any disciplinary hearing conducted by Penrose Academy against a student who is the alleged perpetrator of such crime or offense.

Each year, by October 1, Penrose Academy will compile an annual security report that includes crime statistics from the incident and crime reports given to the campus security authorities. The crime statistics will be sent to the U.S. Department of Education each year upon receipt of the letter requesting the crime reports. This information will be uploaded via <http://surveys.ope.ed.gov/security> by the Financial Aid Administrator. Crime statistics from the area surrounding Penrose Academy will also be requested from the Phoenix Police Department and will be disclosed in the annual crime report. Each year, a message will be sent to all enrolled students and staff via the Penrose App by October 1, giving the website address to access this updated report. New staff members will receive a copy of policy during the New Hire Orientation.

### **SAFETY AND SECURITY REPORTING**

The "Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act" is a federal law that requires institutions of higher education in the United States to disclose campus security information including crime statistics for the campus and surrounding areas. For more information contact either the Campus Security Advisor, Nikki Parcels at (480)222.9540 or the Office of Civil Rights. Toll Free: (800)368.1019 [HHS.gov](http://HHS.gov).

### **EMERGENCY PROCEDURES**

In the event of emergency, fire, inclement weather, evacuation or shelter in place, students and employees are alerted by verbal announcement from Penrose Leadership Team and/or educator. Additionally, if students maintain their Penrose App notifications, they will receive a second alert to each of their smart devices via the Penrose App.

### **REGISTERED SEX OFFENDERS**

Arizona requires offenders to register with their local Sheriff's Department based on their Arizona Risk Assessment score. Information can be found on the website [www.azsexoffender.com](http://www.azsexoffender.com). Various free of charge search results can be obtained using information such as violator last name, the zip code for area of interest and a specific address with results for the surrounding three-square miles. A downloadable listing of sex offender information can be obtained for a fee. Arizona currently does not have any law against offenders seeking or obtaining employment or living near any educational institution.

### **HATE CRIMES**

Penrose Academy does not condone violence or hate crimes of any kind. Penrose Academy strives to safeguard the rights of American citizens that are mandated by the Constitution of the United States, regardless of ethnicity, national origin, religion, gender, sexual identity, disability and political or religious beliefs.

### **SECURITY TIPS AND PERSONAL SAFETY**

Prevention is the best protection against crime. Don't dismiss suspicious people or situations.

### **INFORMATION ON RISK REDUCTION**

At the individual level, there are practical methods and strategies for reducing risk of sexual misconduct, but it is important to know that no method or strategy would be able to eliminate the risk of sexual misconduct completely, and that it is never your fault if you are harmed by sexual misconduct.

### **STALKING**

Below are some practical methods and strategies for reducing risk of stalking, but it is important to know that no method or strategy would be able to eliminate the risk of stalking completely, and that it is never your fault if you are stalked.

- Trust your instincts. If something doesn't feel right, tell someone (preferably Title IX Coordinator and/or law enforcement).
- Don't post; or remove any posting of personal contact information on social media and other websites.
- Don't give your passwords or log in information to anyone including your significant other.
- If someone tells you they don't want to communicate with you, or if they stop responding, take the hint and stop contacting them.
- Change your routes and routines.

### **SEXUAL ASSAULT**

Below are some practical methods and strategies for reducing risk of sexual assault, but it is important to know that no method or strategy would be able to eliminate the risk of sexual assault completely, and that it is never your fault if you are sexually assaulted.

- Always monitor your drink, and don't accept drinks from anyone you don't know or trust.

- Trust your gut. Do not hesitate to leave or ask for help if something doesn't feel right.
- Make a pact with your friends to watch out for one another and make sure everyone gets home safely.
- Be an active bystander.

### **UNDERSTANDING AND OBTAINING CONSENT**

Understand that mixing alcohol or drugs with sexual activity is always risky. Do not engage in sexual activity if either or both parties are intoxicated.

- Talk to your partner about your needs, limits and boundaries.
- Listen and watch for signs that your partner is not consenting. Remember you are looking for an enthusiastic yes!
- If your partner gives anything less than an enthusiastic yes, stop what you are doing and ask your partner if they're ok and if they want to continue.
- Listen and watch for signs that your partner is not consenting.

### **SEXUAL HARRASSMENT**

Below are some practical methods and strategies for reducing risk of sexual harassment, but it is important to know that no method or strategy would be able to eliminate the risk of sexual harassment completely, and that it is never your fault if you are sexually harassed.

- Don't continue to ask someone out if they have already declined.
- Don't touch someone without their permission.
- Respect a person's wishes related to contact with them.
- Say "that wasn't funny" if you hear someone telling an offensive joke.
- Tell someone if you see or hear of someone exhibiting behavior that is making you uncomfortable.
- Take a minute to consider the implication of comments, jokes, or stories before sharing them with others.
- Don't post sexually explicit material on social media or in public spaces.
- Don't send or post pictures of yours or other's genitalia.

### **BYSTANDER INTERVENTION**

Effective bystander programs foster an encouraging environment for others to speak out against sexist attitudes, rape myth beliefs, and sexual violence itself. Confronting sexual violence can help change the social norms of a community and society as a whole. The most commonly used bystander intervention model outlines the following five steps:

1. Recognize signs that an act of sexual violence may occur or is occurring.
2. Identify that the potential victim is at risk and that intervention is appropriate.
3. Decide whether or not to take responsibility to intervene.
4. Decide the most appropriate and safest way to intervene.
5. Implement the decision to intervene safely to diffuse the situation.

### **NON-DISCRIMINATION STATEMENT**

The school in its admission, instruction and graduation policies does not discriminate based on age, sex, race, ethnic origin, color, religion, financial status, country or area of origin or residence, sexual orientation or on the basis of disability. Penrose Academy has designated Nikki Parcels, the President as the Compliance Coordinator, to ensure the school's compliance. If a student believes that Penrose Academy has failed to provide these services or if a student believes they have been discriminated against on the basis age, sex, race, ethnic origin, color, religion, financial status, country or area of origin or residence, sexual orientation or on the basis of disability, a student can file a grievance with the Compliance Coordinator, Penrose Academy President or the Office of Civil Rights at HHS.gov, by email: [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov) or Toll Free at (800)368.1019.

### **Title VI Civil Rights Act of 1964**

Title VI of the Civil Rights Act of 1964 is a federal law that prohibits discrimination on the basis of race, color or national origin in any program and activity that receives federal funding or other federal financial assistance.

Title VI States that: No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal Financial Assistance.

The policy of Penrose Academy is to comply with Title VI of the Civil Rights Act of 1964 and its regulations that prohibit unlawful discrimination based on race, color, sex, age, disability and national origin.

The Title VI Compliance Officer is the President at Penrose Academy, who has been appointed to coordinate the efforts to comply with the law.

Any person who believes that he or she has been subjected to discrimination or retaliation based on their race, color, sex, age, disability or national origin may file a Title VI complaint.

Complaints may be filed directly to the Director of Education. Complaints must be filed within 180 days of the date of the alleged discriminatory act.

### **TITLE VI COMPLAINT PROCEDURE**

Notify the President as soon as possible after the incident.

Nikki Parcels, President  
 13402 North Scottsdale Road, Suite B-160  
 Scottsdale, AZ 85254  
 480.222.9450 Ext 208  
[compliance@penrose.edu](mailto:compliance@penrose.edu)

Grievance procedures to address complaints of discrimination based on race, color, sex, age, disability and national origin are set forth in the student grievance procedure published in the student catalog.

#### **TITLE IX**

Title IX of the Education Amendments Act of 1972 is a federal law that states: "No person in the United States shall, based on sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance.

Penrose Academy adheres to the specifications of Title IX. The Title IX Coordinator for Penrose Academy is the President. The Title IX Deputy is Missy Conti, Assistant Director of Education.

#### **VAWA**

Congress passed the Violence Against Women Act of 1994 (VAWA 1994) as part of the Violent Crime Control and Law Enforcement Act of 1994 In recognition of the severity of the crimes associated with domestic violence, sexual assault and stalking.

#### **TITLE IX AND VAWA POLICY**

Penrose Academy is committed to providing a work and school environment free of unlawful harassment or discrimination. Students and employees are required to take our mandatory Sexual Harassment, Sexual Violence, Sexual Assault, Sexual Abuse Awareness and Prevention Training. This training will occur during New Hire Orientation or New Student Orientation. The academy's policy prohibits harassment or discrimination based on race, religion, creed, color, national origin, ancestry, sex (including pregnancy, childbirth or related medical conditions), military or veteran status, physical or mental disability, medical condition, marital status, age, sexual orientation, gender, gender identity or expression, genetic information or any other basis protected by the federal, state or local law. Additionally, in accordance with Title IX of the Education Amendments of 1972 and The Violence Against Women Act of 1994 (VAWA) the academy prohibits discrimination based on sex, which includes sexual harassment and sexual violence, and the academy has jurisdiction over Title IX complaints.

Sexual harassment means conduct on the basis of sex that satisfies one or more of the following:

- (1) An employee of the academy conditioning the provision of an aid, benefit, or service of the recipient on an individual's participation in unwelcome sexual conduct.
- (2) 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 academy's education program or activity; or "Sexual assault," "dating violence," "domestic violence," or "stalking" as defined for VAWA purposes.

Penrose Academy's Title IX policy applies to all persons involved in the operation of the academy and prohibits unlawful harassment by any employee of the academy, students, customers, vendors or anyone who does business with the academy. Any employee, student or contract worker who violates this policy will be subject to disciplinary action. To the extent, a customer, vendor, or other person with whom Penrose Academy does business engages in unlawful harassment or discrimination, Penrose Academy will take appropriate corrective action.

This policy shall be disseminated to the school community through publications, the Penrose Academy website, new employee orientations, student orientations and other appropriate channels of communication. The academy will respond quickly to all reports and will take appropriate action to prevent, to correct and if necessary, to discipline behavior that violates this policy. Additional information can be found on the Office of Civil Rights website at [www.HHS.gov](http://www.HHS.gov) or call Toll Free: (800)368.1019.

#### **DEFINITIONS**

**Sexual Harassment** is defined as unwelcome conduct of a sexual nature. It includes unwelcome sexual advances, requests for sexual favors and other verbal, nonverbal or physical conduct of a sexual nature. Sexual harassment is conduct that explicitly or implicitly affects a person's employment or education, interferes with a person's work or educational performance or creates an environment such that a reasonable person would find the conduct intimidating, hostile or offensive.

**Sexual Violence** is defined as physical sexual acts engaged in without the consent of the other person or when the other person is unable to consent to the activity. Sexual violence includes sexual assault, rape, battery and sexual coercion; domestic violence; dating violence; and stalking.

**Domestic Violence** is defined as abuse committed against an adult or a minor who is a spouse or former spouse, cohabitant or former cohabitant or someone with whom the abuser has a child, has an existing dating or engagement relationship or has had a former dating or engagement relationship.

**Dating Violence** is defined as abuse committed by a person who is or has been in a social relationship of a romantic or intimate nature with the victim.

**Sexual Assault** occurs when a physical sexual activity is engaged in without the consent of the other person or when the other person is unable to consent to the activity. The activity or conduct may include physical force, violence, threat or intimidation, ignoring the objections of the other person, causing the other person's intoxication or incapacitation through the use of drugs or alcohol and taking advantage of the other person's incapacitation (including voluntary intoxication).

**Stalking** is behavior in which a person repeatedly engages in conduct directed at a specific person that places that person in reasonable fear of his or her safety or the safety of others.

**Consent** is informed, voluntary and revocable. Consent is an affirmative, unambiguous and conscious decision by each participant to engage in mutually agreed-upon sexual activity. It must be given without coercion, force, threats or intimidation. Consent must be ongoing throughout a sexual encounter and can be revoked at any time. Once consent is withdrawn, the sexual activity must stop immediately.

## **NON-DISCRIMINATION STATEMENT**

The school in its admission, instruction and graduation policies does not discriminate based on age, sex, race, ethnic origin, color, religion, financial status, country or area of origin or residence, sexual orientation or on the basis of disability. Penrose Academy has designated Nikki Parcels, the President as the Compliance Coordinator, to ensure the school's compliance. If a student believes that Penrose Academy has failed to provide these services or if a student believes they have been discriminated against on the basis age, assault and stalking, sex, race, ethnic origin, color, religion, financial status, country or area of origin or residence, sexual orientation or on the basis of disability, a student can file a grievance with the Compliance coordinator, Penrose Academy President or the Office of Civil Rights at HHS.gov, by email: [OCRCComplaint@hhs.gov](mailto:OCRCComplaint@hhs.gov) or Toll Free at (800)368.1019.

## **PROHIBITED CONDUCT**

This policy strictly prohibits sexual or other unlawful harassment or discrimination as well as sexual violence, as defined above. Sexual or other unlawful harassment or discrimination includes any verbal, physical or visual conduct based on sex, race, age, national origin, disability or any other legally protected basis if: submission to such conduct is made either explicitly or implicitly; a term or condition of an individual's education or employment; submission to or rejection of such conduct by an individual is used as a basis for decisions concerning that individual's education or employment; or it creates a hostile or offensive work environment, which means the alleged conduct is sufficiently serious to limit or deny a student's ability to participate or benefit from the student's education program. Unlawful harassment or discrimination may include racial epithets, slurs and derogatory remarks, stereotypes, jokes, posters or cartoons based on race, national origin, age, disability, marital status or other legally protected categories. Sexual harassment is conduct based on sex, whether directed towards a person of the opposite or same sex and may include explicit sexual propositions, sexual innuendo, suggestive comments, sexually oriented "kidding" or "teasing", practical jokes, jokes about or displays of obscene printed or visual material, questions about sexual fantasies, preferences or history and physical contact such as patting, pinching or intentionally brushing against another person's body. Gender-based harassment, including acts of verbal, nonverbal or physical aggression, intimidation or hostility based on sex or sex-stereotyping are strictly prohibited, even if those acts do not involve conduct of a sexual nature.

## **COMPLAINT PROCEDURE**

Notify the Title IX Coordinator as soon as possible after the incident.

Penrose Academy Title IX Coordinator  
Nikki Parcels, President  
13402 North Scottsdale Rd Suite B-160  
Scottsdale, AZ 85254  
480.222.9540 Ext. 208  
[compliance@penrose.edu](mailto:compliance@penrose.edu)

Penrose Academy Title IX Deputy  
Missy Conti, Director of Education  
13402 North Scottsdale Rd Suite B-160  
Scottsdale, AZ 85254  
480.222.9540 Ext. 204  
[compliance@penrose.edu](mailto:compliance@penrose.edu)

Formal complaint means a document filed by a complainant or signed by the Title IX Coordinator alleging sexual harassment against a respondent and requesting that the academy investigates the allegation of sexual harassment. At the time of filing a formal complaint, a complainant must be participating in or attempting to participate in the education program or activity of the academy with which the formal complaint is filed. Respondent means an individual who has been reported to be the perpetrator of conduct that could constitute sexual harassment and do not allow an inappropriate situation to continue by not reporting it, regardless of who is creating the situation. No employee, contract worker, student, vendor or other person who does business with Penrose Academy is exempt from the prohibitions in this policy. Faculty/Staff will refer all harassment complaints to the Title IX Coordinator for student-related complaints and complaints involving an employee. To facilitate the investigation, a student complaint should include details of the incident or incidents, names of the individuals involved and names of any witnesses. Please contact the appropriate Title IX Coordinator for an Incident Report. The Title IX Coordinator can assist students in completion of this report and/or notifying the appropriate authorities, if necessary and requested by the alleged victim. Penrose Academy ensures that the employee designated to serve as Title IX Coordinator has adequate training on what constitutes sexual harassment, including sexual violence and that students understand how Penrose Academy's complaint procedures operate.

## **TITLE IX COORDINATOR AND DEPUTY TRAINING**

Penrose Academy's Title IX Coordinator and Deputy are trained in the Title IX policies and regulation through Thompson Coburn. A module-based program, the Title IX Training is an online, asynchronous training consisting of an introduction, formal complaints, investigations, informal resolutions, hearings, determinations and appeals. The 10+ hour training is current as of July 2020. [youtube/thompsoncoburn](https://www.youtube.com/watch?v=thompsoncoburn).

## **INVESTIGATION OF COMPLAINTS**

In response to all complaints, Penrose Academy ensures prompt and equitable resolution through a reliable and impartial investigation of complaints, including the opportunity for both parties to present witnesses or other evidence. The time necessary to investigate will vary based on complexity but will generally be completed within sixty (60) days of receipt of the complaint. Penrose Academy shall maintain confidentiality for all parties to the extent possible, but absolute confidentiality cannot be guaranteed. In cases where a student/staff member does not give consent for an investigation, Penrose Academy will weigh the student/staff member's request for confidentiality against the impact on the academy safety to determine whether an investigation must proceed. Complainants should be aware that in a formal investigation due process generally requires that the identity of the charging party and the substance of the complaint be revealed to the person charged with the alleged harassment.

The preponderance of the evidence standard will apply to investigations, meaning Penrose Academy will evaluate whether it is more likely than not that the alleged conduct occurred. Both parties will receive written notice of the outcome of the complaint.



During the investigation, the academy will provide interim measures, as necessary, to protect the safety and wellbeing of employees/students involved. Reasonable academic accommodations will be provided during and after the alleged Title IX or VAWA offense.

If the academy determines that unlawful harassment or sexual violence has occurred, immediate appropriate corrective action will be taken in accordance with the circumstances involved and the academy will take steps to prevent the recurrence of any harassment or discrimination. Any employee or student determined by the academy to be responsible for unlawful harassment or discrimination will be subject to appropriate disciplinary action, up to and including termination.

To initiate a criminal investigation, reports of sexual violence should be made to "911" or local law enforcement. The criminal process is separate from the academy's disciplinary process. To the extent that an employee or contract worker is not satisfied with the school's handling of a harassment or discrimination complaint, he or she may also contact the appropriate state or federal enforcement agency for legal relief.

When investigating a formal complaint and throughout the grievance process, the academy will:

1. Ensure that the burden of proof and the burden of gathering evidence sufficient to reach a determination regarding responsibility rest on the academy and not on the parties
2. Provide an equal opportunity for the parties to present witnesses, including fact and expert witnesses, and other inculpatory and exculpatory evidence.
3. Not restrict the ability of either party to discuss the allegations under investigation or to gather and present
4. Provide the parties with the same opportunities to have others present during any grievance proceeding, including an advisor of their choice, relevant evidence.
5. Provide, to a party whose participation is invited or expected, written notice of the date, time, location, participants, and purpose of all hearings, investigative interviews, or other meetings, with sufficient time for the party to prepare to participate.
6. Provide both parties an equal opportunity to inspect and review any evidence obtained as part of the investigation that is directly related to the allegations raised in a formal complaint; and Create an investigative report that fairly summarizes relevant evidence and, at least 10 days prior to a hearing or other time of determination regarding responsibility, send to each party and the party's advisor, if any, the investigative report, for their review and written response.

## **HEARINGS**

Penrose Academy's grievance process provides a live hearing. At the live hearing, the decision-maker(s) must permit each party's advisor to ask the other party and any witnesses all relevant questions and follow-up questions, including those challenging credibility. Such cross-examination at the live hearing must be conducted directly, orally, and in real time by the party's advisor of choice and never by a party personally. At the request of either party, the academy will provide for the live hearing to occur with the parties located in separate rooms with technology enabling the decisionmaker(s) and parties to simultaneously see and hear the party or the witness answering questions. Only relevant cross-examination and other questions may be asked of a party or witness. Before a complainant, respondent, or witness answers a cross-examination or other question, the decision-maker(s) must first determine whether the question is relevant and explain any decision to exclude a question as not relevant. If a party does not have an advisor present at the live hearing, the academy will provide without fee or charge to that party, an advisor of the academy's choice, who may be, but is not required to be, an attorney, to conduct cross-examination on behalf of that party. Questions and evidence about the complainant's sexual predisposition or prior sexual behavior are not relevant, unless such questions and evidence about the complainant's prior sexual behavior are offered to prove that someone other than the respondent committed the conduct alleged by the complainant, or if the questions and evidence concern specific incidents of the complainant's prior sexual behavior with respect to the respondent and are offered to prove consent. If a party or witness does not submit to cross-examination at the live hearing, the decision-maker(s) must not rely on any statement of that party or witness in reaching a determination regarding responsibility. Live hearings may be conducted with all parties physically present in the same geographic location or, at the academy's discretion, any or all parties, witnesses, and other participants may appear at the live hearing virtually, with technology enabling participants simultaneously to see and hear each other. The academy will create an audio or audiovisual recording, or transcript, of any live hearing and make it available to the parties for inspection and review.

## **DETERMINATION REGARDING RESPONSIBILITY**

The decision-maker(s), who cannot be the same person(s) as the Title IX Coordinator or the investigator(s), must issue a written determination regarding responsibility.

The written determination will include:

1. Identification of the allegations potentially constituting sexual harassment.
2. A description of the procedural steps taken from the receipt of the formal complaint through the determination.
3. Findings of fact supporting the determination.
4. Conclusions regarding the application of the academy's code of conduct to the facts.
5. A statement of, and rationale for, the result as to each allegation and the academy's procedures and permissible bases for the complainant and respondent to appeal.
6. The academy will provide the written determination to the parties simultaneously.
7. The Title IX Coordinator is responsible for effective implementation of any remedies.

## **APEALS**

Penrose Academy will offer both parties an appeal from a determination regarding responsibility, and from a recipient's dismissal of a formal complaint or any allegations therein, on the following bases:

1. Procedural irregularity that affected the outcome of the matter.

2. New evidence that was not reasonably available at the time the determination regarding responsibility or dismissal was made, that could affect the outcome of the matter; and the Title IX Coordinator, investigator(s), or decision-maker(s) had a conflict of interest or bias that affected the outcome.

### **INFORMAL RESOLUTION**

At any time prior to reaching a determination regarding responsibility the academy may facilitate an informal resolution process, such as mediation, that does not involve a full investigation and adjudication, provided that the academy:

1. Provides to the parties a written notice disclosing the allegations and the requirements of the informal resolution process.
2. Notifies parties that any time prior to agreeing to a resolution, any party has the right to withdraw from the informal resolution process and resume the grievance process with respect to the formal complaint.
3. Obtains the parties' voluntary, written consent to the informal resolution process; and does not offer or facilitate an informal resolution process to resolve allegations that an employee sexually harassed a student.

### **RECORDKEEPING**

Penrose Academy will maintain for a period of seven years records of:

1. Each sexual harassment investigation including any determination regarding responsibility and any audio or audiovisual recording or transcript required, any disciplinary sanctions imposed on the respondent, and any remedies provided.
2. Any appeal and the result therefrom.
3. Any informal resolution and the result therefrom; and all materials used to train Title IX Coordinators. These training materials must be publicly available on the website.
4. In response to receipt of actual knowledge of sexual harassment, the academy will create, and maintain for a period of seven years, records of any actions, including any supportive measures, taken in response to a report or formal complaint of sexual harassment.

### **RETALIATION PROHIBITED**

Penrose Academy or other person may not intimidate, threaten, coerce, or discriminate against any individual for the purpose of interfering with any right or privilege secured by Title IX or, or because the individual has made a report or complaint, testified, assisted, or participated or refused to participate in any manner in a Title IX investigation, proceeding, or hearing. Except as otherwise noted in the regulations, Penrose Academy will keep confidential the identity of any individual who has made a report or complaint of sex discrimination, including any complainant, any individual who has been reported to be the perpetrator of sex discrimination, any respondent, and any witness. Charging an individual with a code of conduct violation for making a materially false statement in bad faith in the course of a grievance proceeding does not constitute retaliation, provided, however, that a determination regarding responsibility, alone, is not sufficient to conclude that any party made a materially false statement in bad faith.

### **RESPONSE TO SEXUAL HARASSMENT**

A recipient with actual knowledge of sexual harassment in an education program or activity of the academy against a person in the United States, must respond promptly in a manner that is not deliberately indifferent. A recipient is deliberately indifferent only if its response to sexual harassment is clearly unreasonable in light of the known circumstances.

An education program or activity, includes locations, events, or circumstances over which the academy exercised substantial control over both the respondent and the context in which the sexual harassment occurs, and also includes any building owned or controlled by a student organization that is officially recognized by a postsecondary institution. The academy will treat complainants and respondents equitably. The Title IX Coordinator must promptly contact the complainant to discuss the availability of supportive measures, consider the complainant's wishes with respect to supportive measures, inform the complainant of the availability of supportive measures with or without the filing of a formal complaint, and explain to the complainant the process for filing a formal complaint.

### **REPORTING REQUIREMENTS**

Victims of sexual misconduct should be aware that school administrators must issue timely warnings for incidents reported to them that pose a substantial threat of bodily harm or danger to other members of the campus community. Penrose Academy will make every effort to ensure that a victim's name and other identifying information is not disclosed, while still providing enough information for community members to make safety decisions in light of the danger. Penrose Academy reserves the right to notify parents/guardians of dependent students regarding any health or safety risk or a change in student status.

### **RESPONSE TO A FORMAL COMPLAINT**

In response to a formal complaint, Penrose Academy will follow a grievance process that complies with § 106.45. With or without a formal complaint.

**Emergency removal.** The academy may remove a respondent from the education program or activity on an emergency basis, provided that the academy undertakes an individualized safety and risk analysis, determines that an immediate threat to the physical health or safety of any student or other individual arising from the allegations of sexual harassment justifies removal, and provides the respondent with notice and an opportunity to challenge the decision immediately following the removal.

**Administrative leave.** A non-student employee respondent may be placed on administrative leave during the pendency of a grievance process.

## **ADDITIONAL INFORMATION**

The U.S. Department of Education Office for Civil Rights ("OCR") investigates complaints of unlawful harassment of students in educational programs or activities. This agency may serve as a neutral fact finder and will attempt to facilitate the voluntary resolution of disputes with the parties. For more information, visit the OCR website at: <http://www.HHS.gov/ocr/>

## **GRIEVANCE POLICY AND PROCEDURE**

In the event a student has a concern or grievance that cannot be resolved with the student's immediate Educator, Director of Education or Student Services Department, the student may file the concern in written form as a grievance. The written grievance will then be referred to the Board of Grievances. If a student is suspended, terminated for Student Catalog Policy Violation or failure to achieve Satisfactory Academic Progress and wishes to appeal the decision, the student will also provide a written appeal to the Board of Grievances as described below.

Procedural Items:

- Notify the President of Penrose Academy that a grievance has been filed.
- Provide notice to all parties involved in the incident.
- Title IX Coordinator will conduct an investigation of the grievance.
- If the problem is not clearly defined, a request to clarify the grievance shall be made upon the student who files the written grievance.
- Set a date for the hearing which shall not be later than ten (10) days from the date all parties are sent a notice of the written grievance.

**Composition:** The Board of Grievances shall be comprised of three or more people from Penrose Academy's Administration and Educators. If for any reason the written grievance is filed against or regarding actions of an educator or administrative member that serves on the Board of Grievances, then that member shall be replaced by another educator or administrative member chosen by the President and/or Director of Education.

Hearings Conducted by the Board of Grievances:

The Board of Grievances shall conduct a hearing on the documents submitted and testimony of any relevant party. The student who filed the written grievance shall present his/her case first. Thereafter, the Board of Grievances shall permit the opposing party an opportunity to be heard. If a grievance is filed against the administration or an educator, a member of the administration or an educator appointed by the President may present the case on behalf of Penrose Academy. Both student and opposing party shall only be permitted one (1) hour to present his/her case, including all testimony. Thereafter, the Board of Grievances shall discuss the matter without the presence of the student or any opposing party until each member of the Board has made an independent decision. The Board of Grievances' decision shall be by majority rule and shall be the final decision made by Penrose Academy regarding the matter.

**Arbitration:** In the event any grievance is pursued beyond the Board of Grievances decision, student agrees and acknowledges that any matter concerning the Enrollment Agreement or Student Catalog must be submitted to a single arbitrator assigned by the American Arbitration Act ("AAA").

Any matter to be submitted to the AAA must be filed within five (5) days of the Board of Grievances decision. However, prior to pursuing binding arbitration, student must exhaust all means available through the Board of Grievances. The cost of any such arbitration shall be paid by the party pursuing such arbitration. The results of the arbitration shall be binding on the parties and shall preclude parties from seeking further litigation. The parties agree to make all reasonable efforts to ensure that any dispute going to arbitration shall be resolved within sixty (60) days of filing arbitration documents.

## **REQUIREMENTS FOR A GRIEVANCE PROCESS**

1. Treat complainants and respondents equitably.
2. Require an objective evaluation of all relevant evidence.
3. Require that any individual designated by Penrose Academy as a Title IX Coordinator, investigator, decision-maker, or any person designated to facilitate an informal resolution process, not have a conflict of interest or bias. Title IX Coordinators, et. al. must receive proper training.
4. Include a presumption that the respondent is not responsible for the alleged conduct until a determination regarding responsibility is made at the conclusion of the grievance process.
5. Include reasonably prompt time frames for conclusion of the grievance process.
6. Describe the range of possible disciplinary sanctions and remedies that the academy may implement following any determination of responsibility.
7. State the standard of evidence to be used to determine responsibility (preponderance of the evidence or clear and convincing evidence).
8. Include the procedures and permissible bases for the complainant and respondent to appeal.
9. Describe the range of supportive measures available to complainants and respondents; and not require, allow, rely upon, or otherwise use questions or evidence that constitute, or seek disclosure of, information protected under a legally recognized privilege, unless the person holding such privilege has waived the privilege.

## **NOTICE OF ALLEGATIONS UPON RECEIPT OF FORMAL COMPLAINT**

1. Notice of the grievance process
2. Notice of the allegations of sexual harassment, including:
  - a. Sufficient details with sufficient time to prepare a response before any initial interview
  - b. A statement that the respondent is presumed not responsible and that a determination regarding responsibility is made at the conclusion of the grievance process



- c. Notice must inform the parties that they may have an advisor of their choice, who may be, but is not required to be, an attorney, and may inspect and review evidence
- d. Notice must inform the parties of any provision in the academy's code of conduct that prohibits knowingly making false statements or knowingly submitting false information during the grievance process

**DIMISSAL OF FORMAL COMPLAINT**

- 1. The academy may dismiss the formal complaint if:
  - a. A complainant notifies the Title IX Coordinator in writing that the complainant would like to withdraw the formal complaint.
  - b. The respondent is no longer enrolled or employed by the academy; or specific circumstances prevent the academy from gathering evidence sufficient to reach a determination as to the formal complaint or allegations therein.

In the event that a grievance may not be resolved at the institutional level, a formal grievance may be filed with the Council on Occupational Education, Arizona State Board of Cosmetology and/or Arizona Department of Health Services.

**Council on Occupational Education**  
 7840 Roswell Rd. Bldg. 300, Ste. 325  
 Atlanta, GA 30350  
 (770) 396-3898 or (800) 917-2081  
[www.council.org](http://www.council.org)

**Arizona State Board of Cosmetology**  
 1740 W. Adams St. Suite 4400  
 Phoenix, AZ 85007  
 (480) 784-4539  
[www.azboc.gov](http://www.azboc.gov)

**Arizona Department of Health Services**  
 150 North 18<sup>th</sup> Avenue  
 Phoenix, AZ 85007  
 (602) 542-1025  
<https://www.azdhs.gov/>

**ARBITRATION**

In the event any grievance is pursued beyond the Board of Grievances' decision, student agrees and acknowledges that any matter concerning the Enrollment Agreement or Student Catalog must be submitted to a single arbitrator assigned by the American Arbitration Act ("AAA"). Any matter to be submitted to the AAA must be filed within five (5) days of the Board of Grievances' decision. However, prior to pursuing binding arbitration, student must exhaust all means available through the Board of Grievances. The cost of any such arbitration shall be paid by the party pursuing such arbitration. The results of the arbitration shall be binding on the parties and shall preclude parties from seeking further litigation. The parties agree to make all reasonable efforts to ensure that any dispute going to arbitration shall be resolved within sixty (60) days of filing arbitration documents. In the event that a grievance may not be resolved at the institutional level, a formal grievance may be filed with:

**Council on Occupational Education (COE)**  
 7840 Roswell Rd. Bldg. 300, Ste. 325  
 Atlanta, G A 30350  
 (770) 396-3898 or (800) 917-2081  
[www.council.org](http://www.council.org)

**Arizona State Board of Cosmetology (AZBOC)**  
 1721 East Broadway Rd  
 Tempe, Arizona 85282  
 (480) 784-4539  
[www.azboc.gov](http://www.azboc.gov)

## SECTION TEN: MISCELLANEOUS

### JOB PLACEMENT AND CAREER FAIRS

Penrose Academy is committed to educating, empowering and connecting our students to meaningful work in the professional beauty industry. Our campus maintains a Student Services department and job placement support can be found throughout our activities. From Career Fairs, to online training to Job Boards on our Penrose App, Penrose Academy is committed to transitioning our students into graduates and then into gainfully employed individuals.

Penrose Academy hosts Career Fairs which are held approximately three times annually, usually on Wednesdays. Local salons, spas, medspas and nail salons/spas are invited to attend. Students are encouraged to participate in these Career Fairs and are prepared with a Career Prep class in the weeks leading up to the event. Students also prepare, create, update and maintain a professional resume as they progress through the curriculum. If Career Fairs are not possible due to extenuating circumstances, the Penrose App Job Board will continue to be updated with employment opportunities.

### ELECTRONIC COMMUNICATION POLICY

Electronic communications sent by Penrose Academy are used to support education, scholarly communication, administration and compliance related information. Electronic communication is not different from any other form of communication and is subject to a wide range of applicable federal and state laws and regulations, including public records disclosure/retention requirements.

By consenting to electronic communications, a student is agreeing to electronically access, receive, review, sign or authenticate certain documents and forms and that such documents and forms may be retained solely in an electric format. Any electronic signatures provided are binding to the same extent as an ink signature.

All communications provided electronically will be either directly to an email address provided by the student, through the Penrose Academy app or directly by text/SMS message to a mobile number provided by on the application for enrollment. Penrose Academy may use such means of communication even if costs to receive such phone messages, text messages, e-mails or communications sent via other means will occur.

The communications sent electronically would include, without limitation, all regulatory and other notices and disclosures required by federal and state law, account statements, enrollment documents, all future tax forms, policies regarding privacy, Annual Safety and Security Reporting disclosures, notifications regarding emergencies and/or school closures, academic progression and other information.

### CHANGES IN PROGRAM

Penrose Academy reserves the right to change or modify the curriculum, schedule, fees, price and/or equipment. Penrose Academy also reserves the right to shift, modify, reschedule, cancel or postpone any program when enrollment is insufficient or due to uncontrollable circumstances and commits to provide advance notice when possible.

### FACULTY AND STAFF OFFICE HOURS

Penrose Academy maintains office hours for faculty and staff to provide for timely and meaningful interaction among faculty and students. The table below outlines the office hour schedule by department. To ensure adequate time and privacy, office hours with faculty members are requested through the Penrose App.

DEPARTMENT	OFFICE HOURS		
	DAILY	MONDAY – THURSDAY	FRIDAY - SATURDAY
Student Services*		3:00PM – 6:00PM	3:00PM – 5:00PM
Financial Aid		3:00PM – 5:30PM	3:00PM – 4:30PM
Operations	1:00PM – 3:00PM		
Laser, Esthetics and Esthetics Hybrid Faculty	8:00AM – 8:30AM		4:30PM – 5:00PM
Cosmetology Hybrid Faculty	8:00AM – 9:00AM		
Hair Hybrid Faculty	8:00AM – 9:00AM		

\*Graduating students have additional office hours from 9:00 AM – 11:00 AM Monday through Saturday.

## SECTION ELEVEN: SCHEDULES AND CAMPUS CLOSURES FOR HOLIDAYS AND BREAKS

Penrose Academy will be closed for the following holidays and breaks:

### Holidays

New Year's Day  
Memorial Day  
Independence Day  
Thanksgiving Day  
Christmas Day

### Breaks

One week prior to or after Independence Day  
Day after Thanksgiving  
One week (+/-) between Christmas and New Years Labor Day

Penrose Academy's intention is to remain committed to our Educational Calendar. However, we reserve the right to reschedule, postpone or cancel classes at any time. If inclement weather or an emergency that poses an endangerment, the President may choose to close the school, wherein students' contract will be extended by the same amount of time or hours will be offered to help the student.

## SCHEDULES

### Cosmetology Hybrid 1500 Hours

**Four Days | 1295.5 clock hours | 204.5 distance education hours | 47 weeks | 30 on campus hours per week | 2 online hours per week (zones 1-4) | 9.5 online hours per week (zones 5-6)**

Wednesday 9:00AM-5:00PM, with one 30-minute break  
Thursday 9:00AM-5:00PM, with one 30-minute break  
Friday 9:00AM-5:00PM, with one 30-minute break  
Saturday 9:00AM-5:00PM, with one 30-minute break

### Hair Hybrid Four Day

**Four Days | 880 clock hours | 120 distance education hours | 30 weeks | 30 on campus hours per week | 4 online hours per week**

Wednesday 9:00AM-5:00PM, with one 30-minute break  
Thursday 9:00AM-5:00PM, with one 30-minute break  
Friday 9:00AM-5:00PM, with one 30-minute break  
Saturday 9:00AM-5:00PM, with one 30-minute break

### Esthetics Four Day

**Four Day | 600 clock hours | 20 weeks | 30 hours per week**

Wednesday 8:30AM-4:30PM, with one 30-minute break  
Thursday 8:30AM-4:30PM, with one 30-minute break  
Friday 8:30AM-4:30PM, with one 30-minute break  
Saturday 8:30AM-4:30PM, with one 30-minute break

### Esthetics Nights

**Nights | 600 clock hours | 38 weeks | 16 hours per week**

Monday 5:00PM-9:00PM  
Tuesday 5:00PM-9:00PM  
Wednesday 5:00PM-9:00PM  
Thursday 5:00PM-9:00PM

### Esthetics Hybrid

**Two Days | 480 clock hours | 120 distance education hours | 30 weeks | 16 on campus hours per week | 4 online hours per week**

Monday 8:30AM-5:00PM, with one 30-minute break  
Tuesday 8:30AM-5:00PM, with one 30-minute break

### Laser Two Day

**Two Days | 88 clock hours | 11 days**

Monday 8:30AM-5:30PM, with one 30-minute break  
Tuesday 8:30AM-5:30PM, with one 30-minute break

### Laser MIDDAY

**Four Half Days | 88 clock hours | 22 days | 16 hours per week**

Monday 12:30PM-4:30PM  
Tuesday 12:30PM-4:30PM  
Wednesday 12:30PM-4:30PM  
Thursday 12:30PM-4:30PM

### Cosmetology Hybrid 1600 Hours

**Four Days | 1292 clock hours | 308 distance education hours | 48 weeks | 30 on campus hours per week | 4 online hours per week (zones 1-4) | 11.5 online hours per week (zones 5-6)**

Wednesday 9:00AM-5:00PM, with one 30-minute break  
Thursday 9:00AM-5:00PM, with one 30-minute break  
Friday 9:00AM-5:00PM, with one 30-minute break  
Saturday 9:00AM-5:00PM, with one 30-minute break

### Hair Hybrid Two Day

**Two Days | 800 clock hours | 200 distance education hours | 50 weeks | 16 on campus hours per week | 4 online hours per week**

Monday 8:30AM-5:00PM, with one 30-minute break  
Tuesday 8:30AM-5:00PM, with one 30-minute break

Tuesday\* 8:30AM-5:00PM, with one 30-minute break

Wednesday\* 8:30AM-5:00PM, with one 30-minute break

\*Classes starting after July 6, 2022 will attend on a Tuesday | Wednesday Schedule.

### Esthetics Two Day

**Two Days | 600 clock hours | 38 weeks | 16 hours per week**

Monday 8:30AM-5:00PM, with one 30-minute break  
Tuesday 8:30AM-5:00PM, with one 30-minute break

### Esthetics Nights Hybrid

**Nights | 480 clock hours | 120 distance education hours | 30 weeks | 20 hours per week**

Monday 5:00PM-9:00PM  
Tuesday 5:00PM-9:00PM  
Wednesday 5:00PM-9:00PM  
Thursday 5:00PM-9:00PM

### Laser Nights

**Four Nights | 88 clock hours | 22 days | 16 hours per week**

Monday 5:00PM-9:00PM  
Tuesday 5:00PM-9:00PM  
Wednesday 5:00PM-9:00PM  
Thursday 5:00PM-9:00PM

PENROSE ACADEMY STUDENT CATALOG ACKNOWLEDGEMENT (MAY 2022)

I, \_\_\_\_\_, fully understand and have received a copy of, and commit to, each policy and guideline listed in Penrose Academy's Student Catalog as described above on this date, prior to receiving the enrollment agreement. I have also received web links to all published information on the Penrose Academy website to review consumer information/gainful employment disclosures including graduation and placement rates as well as median loan debts of Penrose Academy graduates and safety and security reports.

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**Print Student Name**

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**Student Signature**

**Date**

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**Penrose Academy Representative Signature**

**Date**

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**Parent/Legal Guardian (student under 18)**

**Date**

