penrose academy

STUDENT CATALOG FEBRUARY 2026

13402 North Scottsdale Rd, Suite B160
Scottsdale, AZ 85254ftr
P: 480.222.9540
www.penrose.edu

Dear Future Graduate, Welcome to Penrose Academy!

Through meaningful educational experiences, Penrose Academy educates, empowers and connects students to their 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** 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, 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 CoolSculpting Elite Platform, the Scarlet SRF, the Lumenis M22 containing the Universal IPL, ResurFX, and Q- Switched Nd:YAG hand pieces as well as the Lumenis SplendorX Alexandrite and Nd:YAG, ThermoClear and Venus Versa platform including IPL, AC, 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 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 (AACS), a Pivot Point International Member 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**.

LICENSING AND CERTIFICATION

The Arizona Barbering and Cosmetology Board (AZBCB) has licensed Penrose Academy as a school to provide Cosmetology Hybrid, Hair Hybrid, and Esthetics programs. The AZBCB 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 18th Avenue in Phoenix, Arizona 85007 and can be reached at (602) 542-1025. Penrose Academy's current AZBCB school license to provide post-secondary education in the programs of Cosmetology Hybrid, Hair Hybrid, and Esthetics 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	8:30 AM – 9:00 PM
Tuesday	8:30 AM – 9:00 PM
Wednesday	8:30 AM – 9:00 PM
Thursday	8:30 AM – 9:00 PM
Friday	8:30 AM – 5:00 PM
Saturday	8:30 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** 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 Coordinator	**financialaid@penrose.edu**
Institutional Information	Student Services Department	**studentservices@penrose.edu**
Penrose Academy ADA Policy Information	President	**studentservices@penrose.edu**
Completion and Graduation Rates	Placement Coordinator	**studentservices@penrose.edu**
School Security Policies and Crime Statistics	Compliance Department	**compliance@penrose.edu**

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
Each year, during the week of September 17, Penrose Academy dedicates class time to celebrating Constitution Day. The Director of Education provides faculty with a video link and a fun quiz to engage students in learning about the Constitution. This observance reinforces the importance of active citizenship and our commitment to the rights and responsibilities of all citizens.

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

Our staff and faculty hold various professional credentials, including Licensed Esthetician (LE), Licensed Esthetics Instructor (LEI), Licensed Cosmetologist (LC), Licensed Cosmetology Instructor (LCI), Certified Laser Technician (CLT), and Certified Laser Instructor (CLI). Throughout this catalog, these credentials may be abbreviated.

(Please note: (*) indicates a part-time employee, and (–) indicates an independent contractor.)*

PENROSE ACADEMY STAFF AND FACULTY

Nancy Meduna	CEO/President/Owner
Matt Meduna	Chair/Owner
Ran McBryde	NP, CLT Medical Director
Cheri Parcells	Sr, Director of Operations and Guest Services
Candice Healey	LE, LEI, CLT, CLI Sr Director of Medical Services and Admissions, Esthetics Educator
Andria Young	LE Director of Student Services and Placement, Esthetics Educator
Danielle Finn	Director of Financial Services & Financial Aid
Haleigh Trout	LC, LCI, Director of Education, Cosmetology Educator
Olga Cordova	LE, LEI Esthetics Educator
Ivan Covarrubias	Operations Coordinator
Gigi Delgado	LE, LEI Esthetics Educator
Jodi Denk	LE, Esthetics Educator
Briette Flake	LE, CLI* Lead Laser Educator
Allie Edel	LC, LCI, Cosmetology Educator
Mackenzie Sturgill	LE, Student Services Coordinator
Parci Flake	LC, LCI Assistant Director of Education, Cosmetology Educator
Annie Gandara	LC, LCI* Cosmetology Educator
Mariah Griffin	LE Financial Aid Coordinator
Kim Goedker*	Enrollment & Financial Services Lead
Natalie Gotsis	LE, LEI Esthetics Educator
Alexa Hernandez	Guest Relations Coordinator
Melinda Hernandez	LE, Esthetics Student Educator
Dreina Ann	LH, Hairstyling Student Educator
Madison Johnson	LE, LEI Esthetics Educator
Breanna Landa	Guest Relations Coordinator
Tarajah Lee	LC, LCI Cosmetology Educator
Clare Lelek	LC Student Services Assistant
Briseyda Lopez	Guest Relations Coordinator
Drenise Matthews	LC, LCI Cosmetology Educator
Tyler McDonald	LE, CLT Laser Educator
Sami McLenon	LE, Esthetics Educator
Araceli Mendoza	Front Desk Manager
Hunny Parson	LE, CLT Laser Educator
Kolleen Rice	LC, LCI Cosmetology Manager, Cosmetology Educator
Yazania Romero	LE, Student Services Assistant
Rachel Sheets	LE, LEI, LC, LCI, CLT, CLI Esthetics Manager, Esthetics Educator, Cosmetology Educator
Madison Smith	LE, LEI, CLT, CLI Esthetics Educator
Ashlee Traasdahl	Admissions Lead
Wendy Torres	Guest Relations Team Lead
Yessenia Torres	BS, Enrollment Services Coordinator
Stephanie Toth	LE, LEI Events and Community Engagement Manager, Esthetics Educator
Alex Ulrich	LC, LCI Cosmetology Educator
Kitty Vargas	LC, Cosmetology Student Educator

ADMISSIONS AND ENROLLMENT POLICIES AND PROCEDURES

ACADEMIC ADVISEMENT MEETING AND ADMISSIONS ASSESSMENT

Penrose Academy conducts an academic advisement meeting as part of the acceptance process. The academic advisement meeting is an essential step in the acceptance process that supports Penrose Academy in determining if an applicant's skills, experience, character and professionalism meet the criteria to complete the program of study successfully. In addition, the academic advisement meeting focuses on communication skills, motivation, maturity, and the ability to conduct oneself with responsibility, integrity, and accountability.

Penrose Academy provides academic advisement services to support and assist prospective students in planning for the occupational program they seek to pursue. In addition, Admission Coordinators collaborate with prospective students to help evaluate the occupational education program that aligns with their academic and career goals and personal interests.

EXPECTATIONS FOR PROSPECTIVE STUDENTS

Penrose Academy holds a limited capacity for students admitted into each program's start date. Therefore, to enroll in the requested program start date, the following expectations assist prospective students throughout the admissions process.

- Actively monitor emails and text messages.
- Commit to a set appointment date/time for attending an Academic Advisement Meeting and Admissions Assessment.
- Commit to expectations and due dates.
- Engage in an active dialogue and clarify personal values and goals.
- Maintain communication with Admissions and respond promptly throughout the process of becoming a student.
- Meet Penrose Academy's communication standards, responsibility, integrity, and accountability throughout enrollment.
- Seek guidance for academic and career planning.
- Understand failure to commit to a scheduled appointment and/or continuous rescheduling of appointments will delay the admissions and enrollment process by six months.

RESCINDING ADMISSION

Applicants who submit a document that is forged, fraudulent, altered, obtained inappropriately, materially incomplete, or otherwise deceptive may be denied admission or have their admission rescinded. Misconduct of those already enrolled when a fraudulent document is discovered is adjudicated using procedures specified in the Code of Conduct and may result in the rescission of admission, revocation of financial aid award, and permanent termination of enrollment. Penrose Academy reserves the right to rescind admission if Expectations for Prospective Students are unmet.

ENROLLMENT REQUIREMENTS

To enroll at Penrose Academy, applicants must:

- Be at least 17 years old.
- Have a high school diploma, GED, or equivalent.
- Be a U.S. citizen, Permanent Resident, or DACA recipient.

Penrose Academy does not accept transfer hours.

ENROLLMENT PROCEDURES

1. Attend and complete the Academic Advisement meeting and assessment with an Admissions Coordinator.
2. Complete and submit the admissions application form.
3. Submit a valid copy of a driver's license or photo ID.
4. Submit proof of Citizenship (voter registration card, birth certificate, passport, or permanent resident card). Eligible non-citizens submit a DACA card, form I-94, and State issued driver's license or state-issued Identification.
5. Submit proof of graduation (high school transcripts or high school equivalency transcripts) from a valid high school or high school equivalency program.
    a. AZBCB rules and regulations will be followed if no GED or legitimate high school transcript, diploma, or equivalent is available.
6. Complete and pass the Aptitude Assessment. Penrose Academy utilizes an Aptitude Assessment to evaluate an applicant's skills and potential success in our programs. A minimum score of 75% is required to pass. Applicants that do not meet the minimum score of 75% will have the opportunity for a second attempt on an alternate date. Applicants that do not meet the requirements of either assessment will be required to wait six months before being eligible to retake the test.
    a. Applicants with a request for reasonable accommodations, refer to **SECTION FIVE: DISABILITY ACCOMMODATION & GRIEVANCE POLICY**
7. Submit non-refundable application fee of $100.
8. Sign and complete Student Catalog Acknowledgement.
9. Complete Student Financial Success Planner and finalize financial plan.
10. Complete and sign Enrollment Agreement, I Understand form, Student Arbitration Agreement, Waiver form, and Financial Contract.
11. Laser is a stackable credential; students must submit proof of previous experiences in the esthetics field, such as an esthetics license, cosmetology license, etc.
12. Students utilizing Veteran Benefits are required to submit proof of all education, military transcripts, and military training attended prior to attending Penrose Academy. All prior training and credit will be evaluated, and credit will be given if deemed similar or equivalent to the classes the students need to take to earn their diploma from this institution. This only applies to students utilizing Veterans Benefits. Veterans Education Benefits Processing & Records Management Requirements, 38 CFR 21.4253(d)(3).

ACCEPTANCE PROCEDURE
The Admissions Department reviews all applications for acceptance. Each application submitted must include all required information and supporting admissions materials described in the Enrollment Procedures section above. In addition, all applicants, including re-enrollments, must complete the entire becoming a student process. Once the applications are submitted, applicants are notified of their admission acceptance or denial in writing. Penrose Academy reserves the right to deny any applicant admission and to change entrance requirements without prior notice. Start dates are not guaranteed until the financial plan is finalized.

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 before the scheduled start date. ENGLISH LANGUAGE PROFICIENCY ADMISSION REQUIREMENT
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.
Applicants must provide documentation of English-language proficiency by submitting one of the following.

- U.S. high school diploma or equivalent (education completed in English).
- Documents verifying at least two years' service in the military.
- Postsecondary transcript or letter from the school's registrar verifying completion of courses with at least a C (70 percent) average from an institution where the language of instruction was English.

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 an Enrollment Services Coordinator. The Enrollment Services Coordinator determines the legitimacy of the high school completion by confirming details through websites, accrediting agencies and submitted documents. After reviewing, the Enrollment Services 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 Department. If the Financial Aid Department is not 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.

*VA beneficiaries must provide all proof of education. All prior training and credit will be evaluated, and credit will be given if deemed similar or equivalent to the classes the students need to take to earn their degree/certificate from this institution. This only applies to students utilizing VA benefits.

2026 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	✓		✓			✓		✓			✓	
Esthetics Nights		✓			✓		✓		✓			✓
Laser	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Laser Nights	✓		✓		✓			✓			✓	

TUITION AND FEES

2026				
PROGRAM	**COST OF TUITION**	**KIT FEE** (books, supplies, tax)	**APPLICATION FEE** (non-refundable)	**TOTAL INVESTMENT**
Cosmetology Hybrid	$19,320	$2,530	$100	$21,950
Hair Hybrid	$14,320	$2,530	$100	$16,950
Esthetics	$12,875	$1,975	$100	$14,950
Laser	$8,300	$350	$100	$8,750

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 AZBCB requires specific tools/items for testing. Each student will be required to pay up to $300 for his/her/their AZBCB Exam and licensing fees paid to Professional Credential Services, Inc. and AZBCB 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 AZBCB 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 1st of the month, the student will incur a late fee of $50 starting at 9:01pm on the 1st 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 $15 per hour in addition to the regular fees for all programs.

TRANSFER BETWEEN PROGRAMS
If a student requests to transfer between programs 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 and Education department for review of scheduling/program availability. The review period for a transfer request may take up to 30 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.

The Hair Hybrid program is not eligible to transfer to the Cosmetology Hybrid program. Students in the Hair Hybrid program may enroll in the cosmetology Hybrid program after the completion of the Hair Hybrid program. Students must complete a Cosmetology Hybrid Continuation Request Form and submit it along with the $500 administrative fee to the Financial Aid department for a review of tuition calculations and kits fees. After Financial Aid has finished the review and calculations the transfer request will be submitted to the Student Services and Education department for review of scheduling and program availability. The review period for a Cosmetology Hybrid Continuation may take up to 30 business days for determination.

TRANSFER TO DIFFERENT SCHEDULE
If a student requests to transfer to a different schedule at Penrose Academy, the student must complete a Transfer to Different Schedule Request Form and submit it along with the $100 administrative fee to the Student Services department for a review of scheduling and program availability. The review period for a transfer request may take up to 30 business days for determination.

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.**

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.** 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.** 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**.

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**. Please refer to our website **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	$646 per month	Room and Board	$2,470 per month
Transportation	$350 per month	Transportation	$354 per month
Personal/Miscellaneous	$284 per month	Personal/Miscellaneous	$341 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
Cosmetology Hybrid	✓		✓	✓	✓
Hair Hybrid	✓		✓	✓	
Esthetics	✓	✓			

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.** before the student will be considered having met all graduation requirements and is mandatory prior to releasing the student's hours to the AZBCB.

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 the 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 the 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)	Hair Hybrid (1000)	Esthetics (600)	Laser (88)		
Up to 10%	1-149	1-99	1-59	1-7	10%	90%

After 10% until the end of 25%	150-374	100-249	60-149	8-21	50%	50%
After 25% until the end of 50%	375-749	250-499	150-299	22-43	75%	25%
After 50%	750-1500	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

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 Director of Student Services 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 Director of Student Services. 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.

REQUIREMENTS FOR AN APPEAL LETTER

- Heading: Include your contact information and the date.
- Addressed: Address it to the relevant person or department.
- Introduction: State the purpose of the letter and mention the decision you're appealing.
- Reason for Appeal: Explain why you believe the decision was incorrect, with supporting evidence.
- Supporting Documents: Attach relevant documents.
- Proposed Resolution: Describe what you hope to achieve through the appeal.

- Signature: Sign it by hand or digitally.
- Contact Information: Ensure your contact details are accurate.

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 can be paid in full on the student's last day. If a student is unable to pay over-contract charges in full on their last day of attendance, they will have 60 days to set up a payment plan using ACH or credit card.

During their graduation checkout with student services, students will receive an invoice of their fees due and will sign a document acknowledging their balance and detailing the options and steps to set up a payment plan. If no payments are made or no payment plan is set up, the charges will be sent to collections in 60 days.

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:

Enrolled Program	Total Over Contract Hours Charged $0.00 per hour (free of charge)	Total Over Contract Hours Charged $15.00 Per Hour
Cosmetology Hybrid	1-60	61+
Hair Hybrid	1-45	46+
Esthetics	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 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
Cosmetology Hybrid	✓		✓	✓	✓
Hair Hybrid	✓		✓	✓	
Esthetics	✓	✓			

MAXIMUM TIMEFRAME AND SATISFACTORY ACADEMIC PROGRESS (SAP)

This policy applies to **all students**, whether they are receiving **Title IV financial aid** or funding their education through other means, including private loans, personal savings, or other non-Title IV funding sources. All students are required to meet both **attendance** and **academic performance** standards to continue in their program.

Maximum Timeframe for Program Completion
Students must complete their program within **150% of the published length** of the program. For example:

- A **600-hour** program must be completed within **900 hours**.
- A **1000-hour** program must be completed within **1500 hours**.
- A **1500-hour** program must be completed within **2250 hours**.
- A **88-hour** program must be completed within **132 hours.**

If a student cannot complete their program within this maximum timeframe, they will lose eligibility for **Title IV financial aid** (for Title IV students) and will be ineligible to continue in the program (for non-Title IV students).

Eligibility for Financial Aid
Students who meet both **attendance** and **academic** expectations at each evaluation checkpoint will be considered to be making **Satisfactory Academic Progress (SAP)**. As long as they meet these requirements and qualify based on their financial aid eligibility, they will continue to receive **Title IV financial aid disbursements**.

Failure to Meet SAP
If a student fails to meet either the attendance or academic progress requirements at an evaluation checkpoint, they will be ineligible for **Title IV financial aid** (for Title IV students) or may face termination from the program (for non-Title IV students). Students will receive written notification or be notified via the **Penrose app** by the **Student Services** department.

Warning and Probation Status
Students who fail to meet SAP may be placed on **Warning** or **Probation** (pending a successful appeal). If the issue is not resolved after this status, **financial aid will be terminated**.
Students in **Cosmetology Hybrid**, **Hair Hybrid**, **Laser**, and **Esthetics** programs must complete their programs within **150% of the published length**. Extensions beyond this timeframe are not permitted under this policy.

Medical Documentation for SAP Attendance (Probation Only)
For students who are on **Probation** and have been approved to remain enrolled under a **Corrective Action Plan**, medical documentation may be used to **excuse absences** due to **medical emergencies**. This is essential to ensure that a student's attendance percentage does not fall below the required standard. If a student on probation misses school due to a medical emergency, the documentation must be provided immediately upon return to ensure they are not terminated for falling below the required attendance percentage.
Important: Students who are **not** on probation will not be excused for medical absences and must maintain the required attendance as per the normal SAP guidelines.

Medical Documentation Requirements

Students on probation must submit **medical documentation** to **Student Services** promptly upon their return. This documentation will be reviewed and considered to ensure the student does not face termination due to attendance issues arising from medical reasons.
Medical documentation presented after the student has reached an **SAP checkpoint** will not be applied.

WARNING
If a student fails to meet **Satisfactory Academic Progress (SAP)** at an evaluation checkpoint, they will receive a written warning notification from the **Student Services** department, putting them at risk of enrollment termination.
Penrose Academy may consider it reasonable to believe that the student can meet SAP at the next evaluation checkpoint and, therefore, assigns a "**Warning**" status. Students under a "Warning" remain eligible for **Title IV Financial Aid**. However, at the next evaluation checkpoint, the student is expected to meet SAP. Failure to do so will result in a notification of **enrollment termination**.
A student who has previously received a warning notification and fails to re-establish satisfactory status will face **termination** at the second SAP checkpoint.

PROBATION
Students failing to meet **Satisfactory Academic Progress (SAP)** for two consecutive checkpoints will receive a notice of failed SAP and be placed on **suspension**. During this period, they may not return to their program until the appeal process is completed. The student will be informed of the appeal process, as explained below.
Upon approval of the appeal, the student will be placed on "**Probation**" and allowed to receive **Title IV Financial Aid** if the plan for improving SAP is followed within a specified time frame. **Valid medical documentation** may be used to excuse absences during the probation period.

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.

SAP APPEAL PROCESS
If a student fails to meet SAP, they can appeal for reconsideration and be placed on "Probation," allowing them to resume enrollment and receive Title IV Financial Aid.

1. Student is placed on suspension.
2. Student files an appeal within 3 business days.
3. The Director of Student Services notifies the student of the appeal date and time.
4. The "Board of Grievances," appointed by the Director of Student Services and consisting of staff members, reviews the written appeal. They may request an in-person interview with the student. A determination is made and provided to the student in writing within 10 business days with the following outcomes:
   - If the SAP appeal is granted, the student is placed on "Probation" and provided a Corrective Action Plan (CAP). The CAP outlines specific actions and deadlines for the student to maintain Financial Aid eligibility and enrollment, progressing toward successful program completion. The CAP may extend beyond one evaluation checkpoint, and the student is eligible to receive Title IV Financial Aid while following it.
   - If the appeal is denied, the student is terminated, and if applicable, Title IV Financial Aid is not reinstated, with the student being notified.
   - If the student fails to maintain the CAP by the next evaluation checkpoint, termination occurs, and if applicable, Title IV Financial Aid eligibility is lost.

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 AZBCB 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 four-day program is organized into four zones, the Esthetics two-day and night programs are 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

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.

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 AZBCB 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 AZBCB and Penrose Academy
5. Successful completion of a Final Exam
6. 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 AZBCB 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 two to nine and a half 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 and Student Services department 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 AZBCB.
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.

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.

TITLE 38 us Code 3679

In accordance with Title 38 US Code 3679 subsection (e}, (Ch. 31 and Ch. 33) Penrose Academy will not prevent a student's enrollment, assess a late penalty fee, require a student to secure alternative funding, or deny a student access to any educational resources available to other students who have satisfied their tuition and other fees, upon any pending payments from the VA.

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 to40%	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 AZBCB 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 who meet all expectations and requirements at the time of the evaluation checkpoint, including both attendance and academics, will be considered as making Satisfactory Academic Progress (SAP) and are eligible to receive veteran's education benefit disbursements if they qualify.

Failure to meet SAP will lead to enrollment termination, rendering the student ineligible for veteran's education benefits unless an appeal is approved. Students failing to meet attendance and/or academic progress requirements at an evaluation checkpoint will receive written notification or be notified through the Penrose app by the Student Services department.

A student may be placed on "Warning" or "Probation" (pending a successful appeal process) or have veteran's education benefit eligibility terminated. 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 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.

WARNING FOR STUDENTS RECEIVING VETERANS EDUCATION BENEFITS

If a student fails to meet Satisfactory Academic Progress (SAP) at an evaluation checkpoint, they will receive a written warning notification from the Student Services department, putting them at risk of enrollment termination.

Penrose Academy may consider it reasonable to believe that the student can meet SAP at the next evaluation checkpoint and, therefore, assign a "Warning" status. Students under a "Warning" remain eligible to receive veteran's education benefits. However, at the next evaluation checkpoint, the student is expected to meet SAP. Failure to do so will result in a notification of enrollment termination.

A student who has previously received a warning notification, putting them at risk of enrollment termination, and fails to re-establish satisfactory status will face termination at the second SAP checkpoint.

PROBATION/SAP FOR STUDENTS RECEIVING VETERANS EDUCATION BENEFITS

Students failing to meet Satisfactory Academic Progress (SAP) for two consecutive checkpoints will receive a notice of failed SAP and be placed on suspension. During this period, they may not return to their program until the appeal process is completed. The student will be informed of the appeal process, as explained below.

Upon approval of the appeal, the student will be placed on "Probation" and allowed to receive veteran's education benefits if the plan for improving SAP is followed within a specified time frame. Valid medical documentation may be used to excuse absences during the probation period.

RE-ESTABLISHING SATISFACTORY ACADEMIC PROGRESS (SAP) FOR STUDENTS RECEIVING VETERAN'S EDUCATION BENEFITS

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 for veteran's education benefits.

SAP APPEAL PROCESS FOR STUDENTS RECEIVING VETERANS EDUCATION BENEFITS

If a student fails to meet SAP, they can appeal for reconsideration and be placed on "Probation," allowing them to resume enrollment and receive veteran's education benefits.

1. Student is placed on suspension.
2. Student files an appeal within 3 business days.
3. The Director of Student Services notifies the student of the appeal date and time.
4. The "Board of Grievances," appointed by the Director of Student Services and consisting of staff members, reviews the written appeal. They may request an in-person interview with the student. A determination is made and provided to the student in writing within 10 business days with the following outcomes:
   - If the SAP appeal is granted, the student is placed on "Probation" and provided a Corrective Action Plan (CAP). The CAP outlines specific actions and deadlines for the student to maintain eligibility for veteran's education benefits and enrollment, progressing toward successful program completion. The CAP may extend beyond one evaluation checkpoint, and the student is eligible to receive veteran education benefits while following it.
   - If the appeal is denied, the student is terminated, and if applicable, the veteran's education benefits are not reinstated, with the student being notified.
   - If the student fails to maintain the CAP by the next evaluation checkpoint, termination occurs, and if applicable, the veteran's education benefits eligibility is lost.

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.

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.

*VA beneficiaries must provide all proof of education. All prior training and credit will be evaluated, and credit will be given if deemed similar or equivalent to the classes the students need to take to earn their degree/certificate from this institution. This only applies to students utilizing VA benefits.

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:

Andria Young, Director of Student Services
13402 N. Scottsdale Road Suite B-160, Scottsdale, AZ 85254
480.222.9540 ext. 208
andria@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 & GRIEVANCE PROCEDURE

Penrose Academy has established a grievance procedure to ensure a prompt and equitable resolution of complaints alleging actions prohibited by Section 504 and/or the ADA.

1. Appeal of Accommodation Denial:

If a student disagrees with the decision to **deny accommodations** made by the ADA Compliance Coordinator, the student may **appeal** directly to the **Director of Education** This appeal must be submitted in writing within **15 days** of receiving the decision.

- **Contact Information for Director of Education:**
  - **Name: Haleigh Trout**
  - **Email:** Haleigh@penrose.edu
  - **Phone:** 480.222.9540 ext. 216

The Director of Education will provide a written decision regarding the appeal within **30 days**.

2. Grievance Procedure for Discrimination:

If a student believes they have been subjected to discrimination based on disability (including but not limited to disagreements regarding accommodations), they may file a **grievance** through the following procedure:

- **Submission:** Grievances must be submitted in writing to the **ADA Compliance Coordinator** within **30 days** of becoming aware of the alleged discriminatory action. This grievance should describe the issue and the remedy sought.
- **Contact Information for ADA Compliance Coordinator:**
  - **Name: Andria Young**
  - **Email:** andria@penrose.edu
  - **Phone:** 480.222.9540 ext. 208
- **Investigation:** The ADA Compliance Coordinator will investigate the grievance, including collecting relevant evidence and providing all interested parties with an opportunity to submit evidence or present witnesses.
- **Decision:** A written determination will be provided to the student within **30 days**. If this timeline needs to be extended, the ADA Compliance Coordinator will notify the student.

3. Appeal of Grievance Decision:

If the student disagrees with the decision in the grievance process, they may appeal to the Director of Education within **15 days**. The Director of Education will issue a written response to the appeal within **30 days**.

4. The availability of this grievance procedure does not limit the student's right to file a complaint with the U.S. Department of Education's Office for Civil Rights or a similar state entity.

5. Penrose Academy is committed to taking all necessary actions to prevent recurrence of discrimination or harassment and to remedy any proven discrimination where appropriate.

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

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
- Skin Care
- The Layers of the Skin
- The Spa Business
- Facial Makeup
- Hair Removal
- Eyelash Enhancements
- Facial Hair Tinting
- Exfoliation
- Safety and Sanitation Practices
- Infection Control
- Local Laws, Rules & Regulations
- Chemical Peels
- Microneedling
- Dermaplaning
- Lash Services
- Product Knowledge
- 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 Treatments
- Body Contouring
- Pigment Reduction
- RF Microneedling
- Photofacial
- Vascular Reduction
- Milia Removal
- Spider Vein Reduction
- Scar Treatments
- Skintag Removal
- Safety, Sanitation & Infection Control
- Thermocoagulation Treatments
- Skin Tightening
- Laser Hair Reduction
- TriBella
- Medical Surveillance
- Laser Fundamentals
- Non-Ablative Skin Resurfacing
- Non-Ablative Tattoo Reduction
- Medical Surveillance Practices

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**.

	COMPLETION RATE	LICENSURE RATE	PLACEMENT RATE
Cosmetology Hybrid	95%	100%	95%
Hair Hybrid	99%	100%	82%
Esthetics	98%	94%	94%
Laser	100%	N/A	89%
Campus Totals	98%	98%	90%

**Campus Totals reflect the average of all reported program outcomes submitted to the Council on Occupational Education (COE) in the 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
Cosmetology Hybrid Major Group: 39-0000 | Minor Group: 39-5000	SOC: 39-5012 Hairdressers, Hairstylists and Cosmetologists http://www.onetonline.org/link/summary/39-5012.00
Hair Hybrid Major Group: 39-0000 | Minor Group: 39-5000	SOC: 39-5012 Hairdressers, Hairstylists and Cosmetologists http://www.onetonline.org/link/summary/39-5012.00
Esthetics Major Group: 39-5090	SOC: 39-5014 Skincare Specialists http://www.onetonline.org/link/summary/39-5094.00
Laser 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 AZBCB.

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

COMMUNITY INVOLVEMENT

Penrose Academy's exclusive charity of choice is Homeless Youth Connection. Throughout the year, Penrose Academy offers opportunities for students and staff to participate in charitable and community events that directly benefit the Homeless Youth Connection. 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 AI USAGE GUIDELINES

We know students may use AI tools like ChatGPT, Grammarly, or Canva Magic Write to support learning and creativity. While these tools can be helpful, they must be used responsibly. Here's what you need to know:

Using AI the Right Way. You're allowed to use AI tools to:

- Brainstorm ideas or get help starting a project
- Review grammar and spelling in your writing
- Explore topics or ask questions to support your learning
- Practice or study using AI-generated quizzes or summaries

If you are unsure if using AI is okay for a specific assignment, ask your instructor first.

What's Not Allowed. AI should not be used to:

- Write assignments, journal entries, or evaluations *for* you
- Copy and paste full responses that weren't written in your own words
- Submit AI-generated work as your own without permission
- Use tools that store or ask for your private information

If your instructor asks, you should be able to explain how you used AI and what part of the work is your own.

Our Approach

Penrose supports creativity, curiosity, and learning. We want you to try new tools—but with honesty, transparency, and your own voice. Misusing AI can lead to confusion about your progress, and in some cases, it may affect your standing in class.

If You're Not Sure

Ask. We're happy to help you understand what's okay and what isn't. We'd rather talk it through than make assumptions later.

STUDENT CODE OF CONDUCT

This code of conduct guides students in personal behavior that reflects Penrose Academy's mission and culture. It supports and maintains a professional, safe, and healthy learning environment that promotes students' academic, social, and professional growth.

While attending school during regular hours or participating in school-sponsored activities, students are expected to:

- **Practice Professionalism**: Commit to education and engage respectfully and honestly with the Penrose community.
- **Be Accountable:** Take responsibility for personal success and handle critical feedback constructively.
- **Stay Engaged**: Prioritize learning, minimize distractions, and be prepared and punctual for classes and clinical sessions.
- **Maintain Respect:** Use school-appropriate language and behavior, follow educator instructions, and respect classroom rules and expectations.
- **Support Others:** Encourage fellow students and avoid becoming a distraction.
- **Value Attendance:** Regular attendance is crucial for success and to maximize educational benefits.

PROHIBITED CONDUCT

STATEMENT OF NON-HAZING

Penrose Academy strictly prohibits any form of hazing by students, employees, or affiliated groups. Hazing is defined as any conduct that endangers the mental or physical health or safety of an individual for the purpose of initiation, admission into, affiliation with, or continued membership in any group or organization—regardless of the individual's willingness to participate.

Hazing is not tolerated under any circumstances. This includes but is not limited to behaviors involving physical harm, intimidation, humiliation, forced consumption, or coercion. When hazing is sex-based or occurs in the context of a sex-based power dynamic, it may also constitute a violation of Title IX and will be addressed accordingly.

Any individual who engages in hazing, witnesses hazing, or becomes aware of hazing is strongly encouraged to report the incident to the Title IX Coordinator or other designated campus official. Retaliation for reporting hazing is strictly prohibited.

Violations of this policy may result in disciplinary action, up to and including termination of enrollment or employment.

Sex-Based Harassment is a form of sex discrimination and means sexual harassment and other harassment on the basis of sex, including on the basis of sex stereotypes, sex characteristics, pregnancy or related conditions, sexual orientation, and gender identity, that is:

1) ***Unwelcome Conduct*** determined by a reasonable person to be so severe, pervasive and objectively offensive that it effectively denies a person equal access to Penrose Academy's Education Program or Activity. Such conduct may include, but is not limited to, unwelcome sexual advances, requests for sexual favors, verbal or physical conduct of a sexual nature, sexual exploitation sexual coercion, sexual touching, and fondling, the touching of an unwilling person's intimate parts, and forcing an unwilling person to touch another's intimate parts.
2) ***Quid Pro Quo Harassment*** An employee, agent, or other person authorized by the recipient to provide an aid, benefit, or service under the recipient's education program or activity explicitly or impliedly conditioning the provision of such an aid, benefit, or service on a person's participation in unwelcome sexual conduct.
3) ***VAWA Offenses*** Domestic violence, dating violence, sexual assault, and stalking. (as defined in VAWA -34 U.S.C. § 12291) **Specific Offenses:**
    i. ***Sexual Assault*** meaning an offense classified as a forcible or nonforcible sex offense under the uniform crime reporting system of the Federal Bureau of Investigation;
    ii. ***Dating Violence*** means violence committed by a person:
        a) Who is or has been in a social relationship of a romantic or intimate nature with the victim; and
        b) Where the existence of such a relationship shall be determined based on a consideration of the following factors:
            1. The length of the relationship;
            2. The type of relationship; and
            3. The frequency of interaction between the persons involved in the relationship;
    iii. ***Domestic Violence*** meaning felony or misdemeanor crimes committed by a person who:
        a) Is a current or former spouse or intimate partner of the victim under the family or domestic violence laws of the jurisdiction of the recipient, or a person similarly situated to a spouse of the victim;
        b) Is cohabitating, or has cohabitated, with the victim as a spouse or intimate partner;
        c) Shares a child in common with the victim; or
        d) Commits acts against a youth or adult victim who is protected from those acts under the family or domestic violence laws of the jurisdiction; or
    iv. ***Stalking*** means engaging in a course of conduct directed at a specific person that would cause a reasonable person to:
        a) Fear for the person's safety or the safety of others; or
        b) Suffer substantial emotional distress.

1) ***Hostile Environment Harassment*** Unwelcome sex-based conduct that, based the totality of the circumstances, is subjectively and objectively offensive and is so severe or pervasive that it limits or denies a person's ability to participate in or benefit from the recipient's education program or activity (*i.e.*, creates a hostile environment). Whether a hostile environment has been created is a fact-specific inquiry that includes consideration of the following:
    i. The degree to which the conduct affected the complainant's ability to access the recipient's education program or activity;
    ii. The type, frequency and, duration of conduct;
    iii. The parties' ages, toles within the recipient's education program or activity, previous interactions, and other factors about each party that may be relevant to evaluating the effects of the conduct;
    iv. The location of the conduct and the context in which the conduct occurred; and
    v. Other sex-based harassment in the recipient's education program or activity.
2) **Sexual Misconduct Offenses:**
    i. Actions constitute sexual misconduct include, but are not limited to, inappropriate comments, jokes, gestures, and the posting of images. This conduct is defined as any unwanted and distressful behavior that is sexual in nature, including harassment, bullying, or victimization.
3) **Discrimination:**
    i. Prohibited based on race, color, national origin (Title IV of the Civil Rights Act of 1964), sex (Title IX of the

Education Amendments of 1972), disability (Section 504 of the Rehabilitation Act of 1973), and age.

4) **Retaliation Offenses:**
   i. Intimidation, threats, coercion, or discrimination against individuals who participate in grievance procedures or report violations is strictly prohibited.
5) **False Statements:**
   i. Knowingly making false statements or submitting false information during the grievance process is prohibited.
   ii. Making false statements or providing false information to Penrose Academy personnel is prohibited.
6) **Weapons and Violence:**
   i. The possession of weapons on campus, including vehicles, is strictly prohibited. The use of firearms imposes severe disciplinary sanctions, including legal action. Engaging in acts of violence, including physical harm, bodily harm, or threatening the safety of another student or Penrose Academy employee, is prohibited.
7) **Audio/Video Recording:**
   i. Videotaping and audio recordings are not allowed at any time unless approved by the President. Photography of another student and/or guests may occur only with the permission of students and/or guests.
8) **Bullying:**
   i. Bullying, defined as any harmful or intimidating behavior communicated via verbal, physical, or by electronic means.
9) **Drugs, Alcohol and, Tobacco:**
   i. Manufacturing, distribution, dispensing, possession, or use of drugs (including medical marijuana), alcohol, or related paraphernalia on campus, including any property owned or leased by Penrose Academy, as well as during any academic activities. Prescription and over-the-counter medications are permitted, provided they do not impair safe participation in academic activities.
   ii. Use of all tobacco products including e-cigarettes and vaping is prohibited on campus.
10) **Disruptive Behavior:**
   i. Any actions or behaviors that significantly interfere with the normal operations of the environment, obstruct the learning or work of others, or create an atmosphere of intimidation, hostility, or undue stress are prohibited. This includes but is not limited to, loud or repeated interruptions, physical or verbal aggression, obstructive or inappropriate use of technology, and refusal to follow established guidelines or directives.
11) **Academic Dishonesty:**
   i. Cheating or plagiarizing is prohibited. This includes, but is not limited to, giving and receiving answers; unauthorized use of external assistance, resources, or materials that are not explicitly permitted; copying the work of others; falsifying data or records; collaborating in an unauthorized manner; and using technology in prohibited ways during assessments or assignments.
12) **Other Prohibited Conduct:**
   i. Using profane, obscene, or ethically offensive language
   ii. Possessing pornographic material
   iii. Theft (from another student or Penrose Academy)
   iv. Gambling on campus

DISCIPLINARY SANCTIONS

Students who commit these offenses will face strong disciplinary sanctions. Some of these offenses violate state and federal laws, and many of them directly threaten the well-being and safety of the students or the Penrose Academy Community. Upon determination that violations of prohibited conduct have occurred, the following disciplinary sanctions may be imposed:

- Warning
- Early dismissal
- Suspension
- Termination of enrollment

Suspension includes suspension from campus and all school activities during the suspension period.

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 Owners 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 Board of Barbering and Cosmetology.

Council on Occupational Education
7840 Roswell Rd. Bldg. 300 Ste. 325
Atlanta, GA 30350
(770) 396-3898
www.council.org

Arizona Board of Barbering and Cosmetology
1740 W. Adams St. Suite 4400
Phoenix, AZ 85007
(480) 784-4539
www.bcb.az.gov

APPEAL PROCESS
Students that have been terminated due to a student code of conduct violation, may follow an appeal process for reinstatement to be reconsidered for re-enrollment and be placed on "Probation".

A. Student must submit a written appeal of termination to the Director of Student Services, Sr. Director of Admissions, Director of Education or Student Services Department during regular business hours, and within 3 business days of student receiving a written determination of termination. Appeal must contain the following:
    - Why the student violated the Student Code of Conduct Policy.
    - What has changed that will allow the student to adhere to the Student Code of Conduct Policy.
B. Appeal will be reviewed by a "Board of Grievances" as appointed by the Director of Student Services and made up of staff members. The written appeal will be reviewed (and the board my 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 termination 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 for successful adhesion to the Student Code of Conduct Policy throughout the duration of their program, and student will be notified.
    2. If a student's appeal is denied, the termination is determined as final, attendance status will not be reinstated, and student will be notified.

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

SUBSTANCE ABUSE PREVENTION POLICY
Commitment to a Drug-Free Campus:
Penrose Academy is dedicated to maintaining a campus free from substance abuse. Employees and students are prohibited from consuming, possessing, selling, purchasing, or being under the influence of alcohol or illegal drugs, as defined by federal law, on any property owned or leased by Penrose Academy, including vehicles and while conducting company business. Legally prescribed and over-the-counter drugs are permitted if used as prescribed and do not impair safe performance of duties or training.

Reporting and Accommodation:
Employees should inform their department heads if prescribed medication may impair job performance or safety. Students should report similar concerns to Student Services. Reasonable accommodations will be considered to support safety and compliance.

Enforcement and Disciplinary Actions:
Penrose Academy has a zero-tolerance policy towards substance abuse. Employees and students found to be impaired by drugs or alcohol while at work or school are subject to disciplinary actions, up to and including termination of employment or enrollment. Reports of substance abuse should be made to the department head, the President, or Student Services. Immediate reporting is required if substance use poses an imminent safety threat, with failure to report also resulting in disciplinary action.

Health Risks and Legal Consequences:
Substance abuse can lead to serious health issues, including respiratory failure, heart attack, and overdose, and increases the risk of transmittable diseases. Legally obtained drugs can also impair judgment and coordination. Penrose Academy prohibits any use that affects safety and compliance, both on and off campus, and will enforce this policy up to legal prosecution under Arizona law.

Testing and Inspections:
To enforce this policy, Penrose Academy reserves the right to conduct drug and alcohol testing and to inspect property on school premises where there is reasonable suspicion of policy violation. This may include the use of drug-detection dogs.

Resources and Prevention:
This policy does not alter the at-will employment relationship between Penrose Academy and its employees. Violations may lead to criminal prosecution consistent with local, state, and federal laws.
General Provisions:

This policy does not alter the at-will employment relationship between Penrose Academy and its employees. Violations may lead to criminal prosecution consistent with local, state, and federal laws.

- **Dangerous Drugs** - §13-3407, possessing or using dangerous drugs is a Class 4 felony. In Arizona, a "dangerous drug" is generally defined as any narcotic that is not marijuana. Including the possession of cocaine, methamphetamine, amphetamines, anabolic steroids, hallucinogenic drugs, and certain prescription medications.
- **Narcotics** - § 13-3408 makes it a felony offense to possess narcotic drugs in Arizona. Cocaine, heroin, and oxycodone are all classified as narcotic drugs in Arizona. If a person is caught in possession of narcotic drugs, they may face either probation or prison time, depending on their criminal history.
- **Marijuana** - Voters in Arizona passed Prop 207, a statewide ballot initiative legalizing the possession, use, and commercial sale of marijuana for adults. The Act permits those age 21 or older to possess up to one ounce of cannabis and directs revenue from retail cannabis sales to fund various public education and safety programs. In addition, adults may cultivate up to six plants for non-commercial purposes in a private residence. The law took effect on November 30, 2020.

- Possession by those under the age of 21 is a civil penalty for a first offense, a petty offense for a second offense, and a class 1 misdemeanor for a third offense.
- Use in public is classified as a petty offense.
- Possession for the personal use of more than one ounce but less than 2.5 ounces of marijuana Is a petty offense punishable by a maximum fine of $300.
- Possession for the personal use of fewer than 2 pounds of marijuana is a Class 6 felony, punishable by a minimum sentence of 6 months, a maximum sentence of 1.5 years, and a minimum fine of $1000 or a fine to exhaust the proceeds of the drug offense. In addition, if probation is granted after conviction for this offense, the offender will face a mandatory sentence of 24 hours of community service.
- Possession for the personal use of 2-4 pounds of marijuana is a Class 5 felony, punishable by a minimum sentence of 9 months, a maximum sentence of 2 years, and a minimum fine of $1000 or a fine to exhaust the proceeds of the drug offense. In addition, if probation is granted after conviction for this offense, the offender will face a mandatory sentence of 24 hours of community service.
- Possession for the personal use of more than 4 pounds of marijuana is a Class 4 felony, punishable by a minimum sentence of 1.5 years, a maximum sentence of 3 years, and a minimum fine of $1000 or a fine to exhaust the proceeds of the drug offense. In addition, if probation is granted after conviction for this offense, the offender will face a mandatory sentence of 24 hours of community service.

DUI - In Arizona, Driving Under the Influence of drugs or alcohol is illegal for adults and minors. Arizona has strong penalties for DUI.

- **First offense:** You will be jailed for ten consecutive days and fined no less than $1,250. You will also be required to undergo alcohol screening/education/treatment, equip any vehicle you operate with a certified ignition interlock device, and be ordered to perform community service.
- **Second and subsequent offenses:** You will be jailed for not less than 90 days, fined at less than $3,000, and your license will be revoked for 12 months. You will also be required to undergo alcohol screening/education/treatment, equip any vehicle you operate with a certified ignition interlock device, and be ordered to perform community service.

- **Extreme DUI** - This category of DUI applies to a person with an alcohol concentration of 0.15 or higher.
  - **First offense:** You will be jailed for under 30 consecutive days with no probation or suspended sentence eligibility and fined not less than $2,500. You will also be required to undergo alcohol screening/education/treatment and be ordered to perform community service and equip any vehicle you operate with a certified ignition interlock device.
  - **Second and subsequent offenses:** You will be jailed for not less than 120 days, fined not less than $3,250, and your license will be revoked for 12 months. You will also be required to undergo alcohol screening, education, and treatment, equip any vehicle you operate with a certified ignition interlock device, and be ordered to perform community service.

If you or someone you know is struggling with drug or alcohol abuse, please call 1-877-335-HOPE (4673)for a referral or one of the treatment centers provided in the table below.

Please note: Penrose Academy does not have a professional relationship with or endorse any treatment centers.

Drug and Alcohol Treatment Facilities

Solari Crisis & Human Services	1-844-534-HOPE	https://crisis.solari-inc.org/get-help/crisis-line/
211 Arizona	211 (602)263-8856	https://211arizona.org/
U.S. Substance Abuse & Mental Health Services Administration	1-800-487-4889	www.samhsa.gov

Any student who violates this policy is subject to expulsion from the program. In addition, any staff or faculty member who violates this policy is subject to sanctions leading up to or including termination.

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.

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.

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 system. 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 students missing more than **30 cumulative hours** and/or **three consecutive school days** in Zone 1, and Cosmetology Hybrid and Hair Hybrid students missing more than **35 cumulative hours** and/or **four consecutive school days** in Zone 1, are considered in violation of the **Zone 1 Attendance Policy**. All students in Zone 1 are required to complete a **test-out** to assess their technical progress. Students must pass with an **80% or higher** to continue in their program. If a student **fails the test-out**, they will be required to **repeat Zone 1**. This may result in a **mandatory Leave of Absence** and a delayed re-entry, subject to availability in a future start date. Repeating Zone 1 may also lead to **re-enrollment fees** and **over-contract charges** at the end of the revised contract date, if applicable.

LATE POLICY
Students must clock in upon entering the school and clock out when leaving each day in order to receive credit for hours accumulated. Students arriving more than five (5) minutes after their scheduled start time are not permitted to clock in and will not receive credit for that day. Students should be ready for class and taking clients at start time.

Exceptions may be made for documented incidents—such as a doctor's note or a verifiable speeding ticket—that can be confirmed by staff. In such cases, the student may be allowed to attend and receive credit despite the tardiness. All exceptions must be approved by Student Services. No other staff members are authorized to grant approval.

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, 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
Cosmetology Hybrid	✓	✓	✓	✓	✓	✓
Esthetics	✓	✓	✓	✓		
Esthetics 2-Day | Esthetics Nights	✓	✓	✓			
Hair Hybrid (four-day schedule)	✓	✓	✓	✓		
Hair Hybrid (two-day schedule)	✓	✓	✓	✓	✓	
Laser (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 strive 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 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 HYBRID 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.

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 AZBCB regulations and grounds for termination. In addition, all students should become familiar with the AZBCB 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 AZBCB 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.

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 10% discount during Penrose Academy's regular business hours. 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 October 1, 2021, 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** 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** 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 Director of Student Services.

SECTION NINE: CAMPUS SAFETY

ANNUAL SECURITY REPORTING

The Clery Act, or The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (20 USC § 1092(f)), is a federal law that requires colleges and universities across the United States to disclose an Annual Security Report (ASR). This report includes information about crime on and around campus.

The ASR provides crime statistics for the prior three years and includes policy statements regarding various safety and security measures. These measures cover topics such as alcohol and drug use, campus crime prevention, crime reporting procedures, missing students, emergency notifications, and procedures for preventing and reporting sexual assault and investigating and prosecuting alleged sex offenses.

VAWA

On March 7, 2013, the Violence Against Women Act (VAWA) was signed into law.
The VAWA included amendments to the Clery Act, requiring institutions to disclose statistics, policies, and programs related to dating violence, domestic violence, sexual assault, and stalking.

DISCLOSURE & PUBLICATION OF ANNUAL SAFETY REPORT

At Penrose Academy, transparency and safety are of the utmost importance. Our Annual Security Report is compiled and disclosed to ensure that currently enrolled and prospective students and employees are informed of crime statistics and campus safety. The Report is published no later than October 1 each year and is available on the Penrose Academy website, penrose.edu, and the Penrose app.

The Campus Safety Survey Administrator (CSSA) obtains crime statistics from the Phoenix Police Department for the Penrose Academy areas. In addition, crime and fire statistics for the prior three years are disclosed in the ASR. Additionally, crime statistics are reported to the U.S. Department of Education via the online data collection portal at surveys.ope.ed.gov/campussafety.

NON-DISCRIMINATION STATEMENT

Penrose Academy does not discriminate on the basis of sex and prohibits sex discrimination in any education program or activity that it operates. Individuals may report concerns or questions to the Title IX Coordinator. The notice of nondiscrimination is located at penrose.edu.

NOTICE OF NONDISCRIMINATION

Penrose Academy does not discriminate on the basis of sex and prohibits sex discrimination in any education program or activity that it operates, as required by Title IX and its regulations, including in admissions and employment.

Inquiries about Title IX may be referred to Penrose Academy's Title IX Coordinator, the U.S. Department of Education's, Office for Civil Rights, or both. The Title IX Coordinator at Penrose Academy is Andria Young, Director of Student Services. Penrose Academy's Deputy Title IX Coordinators are Haleigh Trout, Assistant Director of Education, and Steffi Toth, Esthetics Manager, located at 13402 N Scottsdale Road, Suite B-160. They can be contacted via email at Penrose Compliance or by phone at (480) 222-9540 ext. 204.

Penrose Academy's nondiscrimination policy and grievance procedures can be located at penrose.edu/consumer-disclosures.

To report information about conduct that may constitute sex discrimination or make a complaint of sex discrimination under Title IX, please refer to The Title IX Coordinator located at 13402 N Scottsdale Road, Suite B-160. They can be contacted via email at Penrose Compliance or by phone at (480) 222-9540 ext. 204.

TITLE IX SEX-BASED DISCRIMINATION POLICY
NONDISCRIMINATION STATEMENT

Penrose Academy does not discriminate on the basis of sex and prohibits sex discrimination in any education program or activity that it operates. Individuals may report concerns or questions to the Title IX Coordinator. The notice of nondiscrimination is located at penrose.edu.

NOTICE OF NONDISCRIMINATION

Penrose Academy complies with Title IX of the Education Amendments of 1972 and its implementing regulations, which prohibit discrimination based on sex, gender identity, and sexual orientation in any education program or activity receiving federal financial assistance. This includes admissions and employment.

Inquiries about Title IX may be referred to Penrose Academy's Title IX Coordinator, the U.S. Department of Education's Office for Civil Rights, or both.

TITLE IX COORDINATOR AND CONTACT INFORMATION

Title IX Coordinator: Andria Young, Director of Student Services
Deputy Coordinators: Haleigh Trout, Steffi Toth
Location: 13402 N Scottsdale Road, Suite B-160
Email: Penrose Compliance
Phone: (480) 222-9540 ext. 208
Contact details are also located at penrose.edu/consumer-disclosures.

PURPOSE

This policy outlines Penrose Academy's procedures to prevent and respond to sex-based discrimination, including sexual harassment, sexual violence, dating and domestic violence, and stalking, in compliance with Title IX regulations.

SCOPE

This policy applies to all members of the Penrose Academy community—students, faculty, staff, vendors, and visitors—within the United States, in connection with any Academy program or activity.

DEFINITIONS

- Complainant: An individual who is alleged to be the victim of conduct that could constitute sex discrimination.
- Respondent: An individual who is reported to be the perpetrator of conduct that could constitute sex discrimination.
- Formal Complaint: A document filed by a complainant or signed by the Title IX Coordinator alleging sex discrimination and requesting an investigation.
- Supportive Measures: Non-disciplinary, non-punitive services offered to the complainant or respondent to ensure equal access to education.
- Consent: A knowing, voluntary, and mutual agreement to engage in sexual activity. Consent must be clear, ongoing, and cannot be obtained by force, coercion, or incapacitation.

PROHIBITED CONDUCT

- Quid Pro Quo Harassment: When an employee conditions the provision of an educational benefit or service on an individual's participation in unwelcome sexual conduct.
- Hostile Environment: Unwelcome conduct that is so severe, pervasive, and objectively offensive that it denies a person equal access to an education program or activity.
- Sexual Assault, Dating Violence, Domestic Violence, and Stalking** as defined in the Violence Against Women Act (VAWA).
- Sexual Misconduct: Includes inappropriate or unwanted sexual behavior, including nonconsensual sexual contact or intercourse.
- Retaliation: Intimidation, threats, coercion, or discrimination against any person for the purpose of interfering with any right or privilege under Title IX.
- Hazing: Conduct that endangers the health or safety of a student for initiation or membership in a group. When sex-based, this may constitute discrimination under Title IX.

FALSE REPORTS

Knowingly making a false report or providing false information in a Title IX matter is a violation of Penrose Academy policy and may lead to disciplinary action.

CONFIDENTIAL RESOURCES
Confidential resources are available and are not required to report disclosures to the Title IX Coordinator. These may include counselors, health service providers, and certain designated staff. See penrose.edu for contacts.

SUPPORTIVE MEASURES
Supportive measures may include academic adjustments, schedule changes, counseling referrals, and mutual no-contact orders. These are available to either party and provided regardless of whether a formal complaint is filed, to preserve equal access without unreasonably burdening the other party.

EMERGENCY REMOVAL
A respondent may be removed on an emergency basis after an individualized safety and risk analysis determines an immediate threat to health or safety. The respondent will be notified and given an opportunity to challenge the removal immediately afterward.

MANDATORY & DISCRETIONARY DISMISSAL
Mandatory dismissal:
- The alleged conduct, even if proven, does not constitute sexual harassment.
- The conduct did not occur in the Academy's program or activity.
- The conduct occurred outside the United States.

Discretionary dismissal:
- The complainant withdraws the complaint in writing.
- The respondent is no longer enrolled or employed.
- Circumstances prevent sufficient evidence collection.

Dismissals will be communicated to all parties, who will be given the opportunity to appeal.

GRIEVANCE PROCEDURES
- Written notice of allegations to both parties.
- Presumption of non-responsibility.
- Opportunity to present evidence and identify witnesses.
- Equal access to evidence and findings.
- Impartial decisionmaker, separate from investigator or Coordinator.
- Rape shield protections limiting irrelevant sexual history evidence.
- Protection of privileged records unless written consent is provided.
- Written outcome determination and rationale.
- Right to appeal based on procedural error, new evidence, or bias.

HEARING PROCEDURES AND REQUIREMENTS
1. Hearing Format
   - A live hearing is held after the investigation.
   - May occur in person or via video.
   - Overseen by a neutral decisionmaker.
2. Notice of Hearing
   - Parties will receive date, time, location, and participant info.
   - May object to conflict of interest.
3. Advisors
   - Each party may bring an advisor (including attorney).
   - If no advisor, one will be provided for cross-examination.
4. Cross-Examination
   - Conducted only by advisors.
   - Irrelevant questions excluded by decisionmaker with rationale.
   - Refusal to answer will not imply guilt.
5. Evidence and Records
   - Only relevant, permissible evidence considered.
   - Hearing recordings or transcripts maintained.

STANDARD OF EVIDENCE
Penrose Academy uses the **clear and convincing evidence** standard for all Title IX complaints and applies this standard consistently across all comparable proceedings.

APPEALS
Appeals may be submitted based on:

- Procedural irregularity
- New evidence
- Conflict of interest or bias

INFORMAL RESOLUTION
Informal resolution may be offered if both parties voluntarily agree in writing. Not available where the respondent is an employee and the complainant is a student.

DISCIPLINARY SANCTIONS AND REMEDIES
Sanctions may include:
- Warning
- Schedule modifications
- Suspension or expulsion
- Termination of enrollment or employment

Remedies for complainants may include:
- Academic or housing adjustments
- Counseling or medical services
- No-contact orders or schedule changes

RECORDKEEPING
Records related to complaints, investigations, outcomes, supportive measures, and training are kept for a minimum of seven years.

TRAINING
All Title IX personnel receive training on:
- Sexual harassment definitions
- Grievance procedures, including investigations, hearings, and appeals
- Impartiality, avoiding bias or conflicts of interest

Training materials are publicly posted at penrose.edu or available upon request.

HEARING RULES OF DECORUM
- Advisors may not speak outside of cross-examination.
- All participants must act professionally.
- The decisionmaker may remove or mute disruptive participants.

These standards apply equally to all participants, including parents or guardians.

RETALIATION
Retaliation against individuals who report concerns or participate in Title IX processes is strictly prohibited and may result in disciplinary action.

TITLE IV CIVIL RIGHTS ACT OF 1964

Title IV 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 IV 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 IV 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 IV 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 IV complaint.
Complaints may be filed directly with the Director of Education. Complaints must be filed within 180 days of the date of the alleged discriminatory act.

TITLE IV COMPLAINT PROCEDURE
Notify the President as soon as possible after the incident.

Nancy Meduna, President
13402 North Scottsdale Road, Suite B-160
Scottsdale, AZ 85254

480.222.9450 Ext 202
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.

SECTION TEN: MISCELLANEOUS

JOB PLACEMENT AND INDUSTRY NETWORKING EVENTS

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 Industry Networking Events 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 Industry Networking Events, which are held approximately two times annually, usually on Wednesdays. Local salons, spas, medspas and nail salons/spas are invited to attend. Students are encouraged to participate in these Industry Networking Events and are prepared with a Career Prep class prior to graduation. Students also prepare, create, update and maintain a professional resume as they progress through the curriculum. If Industry Networking Events 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 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
Student Services*	**MONDAY-THURSDAY** 3:00PM – 6:00PM **FRIDAY** 3:00PM – 5:00PM **SATURDAY** 1:00PM – 3:00PM
Medical Services	**MONDAY-FRIDAY** 8:00AM – 9:00AM
Financial Aid	**M:** 3:00 – 6:00 **T: 3:00 – 6:30 W:** 2:00 – 5:30 **Th:** 3:00 – 6:30 **F:** 3:00 – 5:00 **S:** 1:00 – 3:30
Admissions & Enrollment Services	**MONDAY & FRIDAY** 3:30PM – 5:00PM
Operations	**MONDAY-FRIDAY** 1:00PM – 3:00PM
Esthetics Faculty	**MONDAY-THURSDAY** 8:00AM – 8:30AM **FRIDAY** 4:30PM – 5:00PM
Cosmetology & Hair Faculty	**MONDAY-FRIDAY** 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

Breaks
Summer Break: One week prior to or after Independence Day
Fall Break: Wednesday before Thanksgiving through Saturday (November 26-29, 2025)

Independence Day
Labor Day
Thanksgiving Day
Christmas Day

One week (+/-) between Christmas and New Years

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

Hair Hybrid Four Day 1000 hours

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

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

Hair Hybrid Two Day 1000 hours

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

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

Esthetics Four Day 600 hours

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

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

Esthetics Two Day 600 hours

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

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

Esthetics Nights 600 hours

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

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

Laser

88 clock hours | 4 weeks | 26 hours per week

Monday	9:00 AM-4:00 PM, with one 30-minute break
Tuesday	9:00 AM-4:00 PM, with one 30-minute break
Wednesday	9:00 AM-4:00 PM, with one 30-minute break
Thursday	9:00 AM-4:00 PM, with one 30-minute break

Laser Nights

88 clock hours | 5.5 weeks | 16 hours per week

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

PENROSE ACADEMY STUDENT CATALOG ACKNOWLEDGEMENT (JULY 2025)

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.

Print Student Name

Student Signature **Date**

Penrose Academy Representative Signature **Date**

Parent/Legal Guardian (student under 18)