



creative images
Institute of Cosmetology

STUDENT INFORMATION & GUIDELINES

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WELCOME: You made a great decision choosing our institute, and we would like to officially welcome you and thank you for choosing our institute. We look forward to working with you to give you the best education possible.

GOLDEN RULE: Our institute operates under the principle of the Golden Rule; which is to treat others how you want others to treat you. "Others" is defined as all students, employees, clients and guests of the institute; which means we expect you to treat everyone fairly, respectfully and professionally at all times and under all circumstances. We strive to operate our institute predicated upon Christian principles of moral conduct; so the Golden Rule is the primary guideline to follow for ensuring your conduct is in compliance with our requirements.

TRIBUTE: We acknowledge and pay tribute to our exceptional students who meet higher standards (as noted later in this document). The date used to determine Tribute eligibility will be two weeks prior to your graduation date so whatever your attendance and GPA are at that time will be the rates used. We apologize, but no exceptions will be made as extending the date will procrastinate your paperwork submittal to the Ohio State Cosmetology and Barber Board and delay your ability to enter your career.

- Paying for your initial work permit by the Ohio State Cosmetology and Barber Board.
 - Paying for your initial licensing examination by the Ohio State Cosmetology and Barber Board.
 - Paying for your initial license from the Ohio State Cosmetology and Barber Board.
- Creative Images Institute of Cosmetology will recognize and pay tribute to our graduates due to achieving high levels of academic excellence based upon meeting the following:
- Achieved all requirements to be considered a graduate
 - AND
 - A cumulative Grade Point Average (CGPA) of 94% (or higher) rounded to the nearest whole number
 - An Attendance Rate (AR) of 94% (or higher) rounded to the nearest whole number
 - Meeting the approved and documented LOA stipulations not to exceed one (1) during their program
 - Schedule and take their scheduled licensure examination within ninety (90) days of their official graduation date from CIIC
 - Pass ALL parts of the examination, including written, practical, and advanced.
- Re-tests of the licensure examination for any reason other than those of CIIC will not be included in CIIC's Tribute opportunity
- **Cosmoprof:** While enrolled, students are permitted to take a copy of their enrollment contract to Cosmoprof to receive a student discount.
 - **Schedule Changes:** You may request a schedule change from part-time to full-time or full-time to part-time. Begin your request by speaking with your Educator. Some restrictions may apply.
 - **Permission:** All students must attend their required schedule which is your contracted schedule. You must have written approval for a schedule change from the Campus Manager. Until you have written permission, you will still be enrolled per your original schedule.
 - **Approved Reasons for Changing Your Schedule:**
 - All approved reasons must be documented in advance by an education evaluation provided by your Educator, Education Coordinator, or Campus Manager. The institute reserves the right to deny schedule change requests.

- **Additional Hours of Education:** Students can attend extra educational hours with written permission from their Educator and the Campus Manager. If you come in early, you still need to stay until your regularly scheduled time to leave (in other words, this is not meant for you to come in earlier so you can leave earlier). Field trips can also be a great source of making up missed education.
- **Saturdays:** Students must attend their scheduled Saturdays.

RE-TAKE POLICY: In order to encourage students to be well prepared and really study before taking an exam, there will be deductions for each subsequent time a student re-takes an exam. The table below shows how much of a “penalty” is taken off your passed exam score and for each subsequent exam you have to take on each subject.

• Second time retaking an exam	• 5 point deduction from final score
• Third time retaking an exam	• 10 point deduction from final score
• Fourth time retaking an exam	• 15 point deduction from final score
• Fifth or more time taking an exam	• 20 point deduction from final score

- **Below are some examples of how retakes are scored:**
- A student is retaking a test for the 2nd time. They receive an 80%. Their final score after their 5 point penalty is a 75%
- A student is retaking a test for the 3rd time. They receive an 80%. Their final score after their 10 point penalty is a 70%. This student must take the test again and will receive a 15% deduction the next time.
- A student is retaking the exam for a 4th time. Due to the penalty deduction of 15 points, the student must receive a 90% on their own to have the final passing score of 75%.
- A student is retaking their test for the 5th time and receives an 82%. Their final score after their penalty is a 62%. This student must take the test again and will receive a 20 point deduction again the next time. At this point the student will have to receive a 95% on their own; then they will receive a 75% after their 20 point penalty deduction.
- Using this policy, educators have more time for teaching, rather than students constantly asking for exams and not really caring if they are going to pass or fail it.
- If a student does not have a reasonable accommodation, they will not be administered the same exam each time they have to retake an exam. Educators will utilize the Pivot Point Knowledge Builder to create a new exam each time a student has to retake the exam.
- If a student has a reasonable accommodation, relating to education, they may retake the same exam they have been given before the accommodation.

LEAVE OF ABSENCES (LOA):

- A LOA is defined as a temporary interruption in a student’s program of study where the student is not in attendance during the LOA. An LOA is not required if a student is not in attendance only for an institutionally scheduled break. However, a scheduled break may occur during an LOA.
- A LOA will extend the estimated, required and expulsion dates (if applicable) (which includes the student’s contract period and maximum time frame) in direct proportion to the duration of the leave, and the leave duration is not factored into satisfactory academic progress calculations. The student returns from the leave in the same satisfactory academic progress status as when the leave began.
- LOAs are intended for emergency situations, such as medical, legal and/or military conditions, deaths in the immediate family, natural disasters or mitigating circumstances beyond the control of the student. LOAs are not intended for vacations, ordinary sickness (like a common cold), or other non-emergency situations - CIIC’s attendance policy provides ample leeway for student to miss for these types of reasons. CIIC reserves the sole and absolute right to deny any requested LOA.
- If the student does not return from a personal leave on the specified return date, the student will be withdrawn from CIIC. Even if the student shows up the day after, it will be too late unless the student notified CIIC in advance of the original specified date of return, provided a new return date, and received management approval for the extension. If withdrawn, the student may have

the option to re-enroll with a new contract and pay termination, registration and application fees, and be subject to any tuition increases.

- Upon return from a LOA, the student will need to initial updated graduation dates on his/her contract; after which, the student will receive a copy of the updated contract.
- Financial aid and veteran benefits will be interrupted during the leave.
- If the student is on a monthly payment to CIIC, the monthly payment will NOT be interrupted during the leave unless the student has paid all balances due by the leave date.
- A LOA must meet certain conditions to be counted as a temporary interruption in a student's education instead of being counted as a withdrawal and requiring CIIC to perform a refund calculation. 1. All LOA requests must be submitted in advance in writing on a LOA request form and this form must be approved by a CIIC official. The request (at a minimum) must include the reason for the student's request and the student's signature.

- a. The student is required to apply in advance for an LOA unless unforeseen circumstances prevent the student from doing so. For example, if a student were injured in a car accident and needed a few weeks to recover before returning to CIIC, the student would not have been able to request the LOA in advance.
- b. CIIC may grant an LOA to a student who did not provide the request prior to the LOA due to unforeseen circumstances, if the reason for the decision is documented and the request from the student is collected at a later date. Using the same example, the beginning date of the approved LOA would be determined by CIIC to be the first date the student was unable to attend the institution because of the accident.
- c. LOA requests for less than two weeks will not be considered. For necessary absences less than two weeks, the student will need to coordinate an action of additional education with educator.
- d. All LOA supporting documentation must be turned into the Education Coordinator no later than one week from the date of the LOA request.
- e. The student must follow CIIC's policy in requesting the LOA.
- f. There must be a reasonable expectation that the student will return from the LOA.
- g. Approval of the student's request for an LOA is in accordance with CIIC's policy.
- h. CIIC will not assess the student any additional institutional charges as a result of the LOA.
- i. The LOA together with any additional leaves of absence must not exceed a total of 180 days in any 12-month period.
- j. A student granted an LOA that meets these criteria is not considered to have withdrawn, and no refund calculation is required at that time.
- k. CIIC will extend the student's contract period by the same number of days taken in the LOA. Changes to the contract period on the enrollment agreement must be initialed by all parties or an addendum must be signed and dated by all parties.
- l. The student will be withdrawn if the student takes an unapproved LOA or does not return by the expiration of an approved LOA; and the withdrawal date for the purpose of calculating a refund is always the student's last day of attendance.

DRESS CODE:

- **Guidelines:**

- **Professionalism:** It is our goal to assist you in your professional development. Appearance, particularly how you dress and groom yourself, is one of the most important aspects of professionalism. Our dress code is to be clean and contemporary, so it helps to promote an overall appearance and a successful career. By following the dress code, you are taking a step in your own professional development.
- **No Deviations:** The following dress code must be followed every day without exception. When choosing an item to wear, make sure it is permissible. If in doubt, do not wear it. We do not want the dress code to be a cause of friction between our staff and you, so cooperate and wear items you know for certain are in compliance to avoid complications. We are more than happy to answer your questions about the dress code, so you can be in compliance.
- **Progressive Communications:** Adherence to the dress code falls under the guidelines of our Progressive Communications process. If what you are wearing does not comply with the dress code, you will be sent home to change and be able to return back to the school. However, this will still count as a deviation and, according to our Progressive Communications process; repeat offenses of not adhering to the dress code will lead to further disciplinary action, up to and including withdrawal from CIIC.
- **Institute Discretion:** The institute has 100% discretion as to whether or not an item meets the dress code.

- **Apron or Smock:** Students must be wearing their uniform apron or smock at all times. The apron or smock must be black, clean, and in good condition or you will be considered out of uniform. If you do not have an acceptable uniform (one that is not worn, frayed, torn or otherwise disheveled), you will be required to purchase another one.
- **Client Capes-**All capes used for client services must be CIIC provided.
- **Arrive Looking Professional:**
 - **Women:** Your hair must be clean and styled prior to arriving. If you wear makeup, it must be applied prior to arriving. You are to show up already groomed and looking professional.
 - **Men:** Your hair must be clean and styled prior to arriving. Facial hair must be kept groomed. You are to show up already groomed and looking professional.
- **Tops that are in Compliance:**
 - All tops must be solid black or CIIC T-Shirts may be worn. (No other colors are permitted).
 - All tops must be devoid of pictures, lettering, images, etc. of any kind. Emblems, such as a Polo emblem, are permissible granted they are not offensive.
 - Tops must be professional; no t-shirts (except for the CIIC t-shirt), tank tops, sweatshirts, jackets, coats, cutoffs, mid-drifts, low v-line or revealing tops.
 - No tops that allow mid to lower exposure of any kind (if you raise your arms and see skin you may not wear it). All Tops will cover the shoulder and the armpit with arms raised.
 - Professional black sweaters and blazers are permissible and may be worn underneath your apron or smock.
- **Bottoms that are in Compliance:**
 - Black professional slacks are recommended.
 - Bottoms must be professional. No shorts of any kind. No low-cut pants (no undergarments are to be visible).
 - All bottoms must be solid black; they cannot be faded, frayed, have tears, holes, or ride the ground. They cannot have pictures, images, writing, etc.
 - Leggings may be worn if an outer garment (top) is long enough to reach the end of the student's longest fingertip. No "yoga" or other forms of exercise-style bottoms are permitted.
 - No jeans in any form, unless approved through and for educational circumstances.
 - Skirts are permissible granted they are professional and are at least knee length, covering the knee when standing. (No mini-skirts of any kind).
 - Capri slacks that come to mid-calf are permissible.
- **Shoes that are in Compliance:**
 - All shoes must be solid black (no other colors are permissible) and be clean at all times. All logos must be blacked out.
 - No open-toed shoes of any kind (this is a safety requirement) and must have a solid back.
 - All shoes must be clean and in good condition. Worn, torn, dirty, marked or otherwise unkempt shoes are not in compliance.
- **Accessories that are in Compliance:**
 - **Head Attire:** No hats, sweatbands or "rags" of any kind. Hair bows, headbands, clips and other items used to hold up your hair are acceptable.
 - **Jewelry:** Nothing containing offensive, perverse or lewd words, phrases or images, nor jewelry that inhibits your performance in any way.
 - **Other Accessories:** If you are wearing any accessory your Educator feels is inappropriate or not professional, you will be required to remove it.

Dress Code Changes: CIIC reserves the right to change the dress code at its discretion without the consent of the students. In the event the institute changes the dress code, it will do its best to provide students with reasonable advance notice of the change.

PROGRESSIVE COMMUNICATIONS

- Progressive communications provide a process to resolve student academic and behavioral activities that may impede their career and professional achievement
- There may be student occurrences of behavior, depending on severity, that may require established steps and practices to be bypassed for the well-being and safety of students, guests and institute personnel. CIIC is under no obligation to use all steps in this process and may use any means at its discretion.
- Progressive communications may call for any of four steps: verbal counseling, written warning, probation and the result of probation, which include either successful resolution or withdrawal from CIIC - depending on the severity of the problem and the number of occurrences.
- Verbal Communication - the most common occurrence and opportunity for a CIIC employee to resolve unacceptable behaviors observed of a student. At this level when a behavior is observed outside of CIIC standards that may lead to a student's lack of success, a verbal discussion will be held with the student at the first opportunity.
- CIIC staff will explain why the counseling is being held with a focus on the future to help insure the student's future successes in life.
- Written Warning Communications - If a similar level of unacceptable behavior by a student is observed by a CIIC employee, a more formal level of progressive communications will take place in a written manner. The event, depending on timing and severity, will be of importance to insure that CIIC's corrective actions are designed to resolve the problem and provide the student with the clarity required insuring the student's future success. This level of communication will be provided by the CIIC employee and documented through the use of the Student Counseling Form.
- The form will note the behavior-related issues as well as the earlier verbal counseling dates to support the progressive nature of the event.
- The student and CIIC employee will address and sign the form as appropriate. The student is provided with a copy. The form will be included in the student's file.
- Probation - If similar and significant level(s) of unacceptable student behavior follows, within a timed manner of importance, a probationary status will be developed for the student through the use of the Student Counseling Form.
- The probationary period will not exceed one-month duration and a specific start and end date will be noted.
- Documentation will note that during this period if further similar actions related to the unacceptable behavior occur the probationary period will end and the student's withdrawal from CIIC enrollment may occur.
- An action plan for corrective actions will be stipulated and agreed to achieve the student's success.
- The student and CIIC employees will sign and document on the form in the required spaces. If a student refuses to acknowledge by signature the senior CIIC employee will sign their name stating that the student was present and refused to acknowledge by signature as requested. A copy is provided to the student.
- The form will be included in the student's file.
- Resolution - At the conclusion of a probationary period, one of two outcomes may occur:
 - Success - The problem is resolved during the period. A Student Counseling Form is generated and success is noted. It is noted that the behavior is not expected to re-occur. If so, further progressive counseling may occur including the student's withdrawal from CIIC.
 - Failure -The problem was not resolved and withdrawal of the student unfortunately, will take place.

STUDENT SERVICE GUIDELINES:

We pride ourselves at CIIC in graduating the most professional students who are sought after by top salons & spas. This process requires us to make the environment as much like a salon and or spa as possible. Services that involve product have a cost that

must be accounted for. Students are not permitted to do complementary services on each other unless it's an approved educational assignment by their respective Educator.

Students may only receive services Tuesday through Thursday. The Student Salon & Spa products of CIIC are not to be misused. Students are only permitted to receive services with their Educator's approval and have a minimum 85% attendance rate & 85% GPA. Students must also be current on all assignments, tests and practicals. Student services will not be performed on the clock. The student approved to perform the service must be clocked in and the student receiving the service must be clocked out. Student services may be performed during their non-scheduled days/hours if they have met CIIC's conditions with respect to attendance rate & GPA. Students will be charged 50% of the menu cost for all services received and must pay in advance for all services. Any additional tubes of color will be charged and added appropriately. Payment is to be submitted to the Guest Relations Desk prior to receiving any services.

The designated Educator with input from the Guest Relations Coordinator will determine which student is to provide the service. All student services are subject to product availability and may require booking in advance for proper accommodation. Client services are of priority and will be accommodated first in all instances. Students will obtain written approval from their respective Educator on the Student Service Journal at the Guest Relations Desk with a service ticket. Students are not allowed to bring in their own product; but rather, must use product within the school's inventory.

Educational assignments, such as demos or model calls, in which a student participates will not incur chemical or service charges.

Clients are not permitted to supply their own product(s).

SANITATION & CARE OF FACILITY & EQUIPMENT:

- We require you to treat our facility and equipment with care and consideration. Any damage you cause will be your responsibility to replace or repair. Likewise, if you check out equipment and do not return it (such as you let another student use it), you will be responsible for replacing that item in the event it does not get returned or if it gets returned in dis- repair. Any costs we incur to collect these expenses from you (such as attorney costs or court costs) shall be passed on to you as well. This same policy applies to students who steal institute property. In the event of intentional vandalism or theft, our institute enforces withdrawal and prosecutes to the full extent of the law.

PARKING:

- Parking areas may be designated for student parking. Check with your Educator where the proper area is located. Our institute does not accept liability for the towing or damage related expenses that may occur to your vehicle in the event it is towed, nor do we accept liability for damage to your vehicle while it is parked in our lot. Parking lots are lighted and if you notice it is not lighted; please inform us so we can resolve this matter. Students are encouraged to follow good safety practices while entering and exiting your vehicle and the building.

BREAK TIMES:

- Students: You are given specified break times. Lunch break is off the clock, where you need to clock out and then clock back in once you return. Interval breaks occur between subjects and only last a brief time span are not off the clock, but you are NOT allowed to leave the building. If you leave the building, you must clock out, and you are only allowed to leave the building during lunch break or when you have specific permission from your Educator for special circumstances. However, whenever you leave the building, you are off the clock (even if you forget to clock out, the institute will clock you out and you will NOT receive credit for the time you were out of the building). Any time you exit the building for any reason (such as to go to your car) and for any amount of time, no matter how short, you are off the clock. **The institute assumes no liability or responsibility for you when you are off the clock and/or out of the building.**

PERSONAL & EMERGENCY CALLS:

- Personal Calls: Students are not allowed to make or receive personal calls on our phones. If a personal call comes in for a student, we will take a message. It is the responsibility of students to check at the Guest Service Desk for personal messages.

- Students are encouraged to provide the institute’s primary telephone numbers for emergency occasions. If a student receives an emergency phone call our Guest Service desk will notify the student in such cases. It is recommended that students anticipating an emergency, notify the Educator as well as CIIC’s Guest Service desk.

SMOKING:

- No smoking, electronic cigarettes, or vapor devices are to be used inside the building. Smoking is only allowed during designated break times. Smoking outside is only permitted in the designated area. No smoking out front or behind the break room. You are responsible for not littering and for keeping the smoking area clean. Violators will be banned from being allowed to use the designated area for smoking. Our institute also reserves the right to terminate all smoking privileges and to eliminate the smoking area if students abuse the area and do not keep it clean.

BUILDING YOUR CLIENTELE:

- A significant part of your education provides you with the opportunity to establish your client base at CIIC. Having a minimum client base of 50 individuals who will follow you to your first place of employment increases your employability and an opportunity for financial and professional success.

FIELDTRIPS:

- We arrange fieldtrips to support your educational goals. Fieldtrips may be optional depending on your educational circumstances. When you participate in a fieldtrip you are responsible for yourself (legally, financially, etc.), not the institute. You are expected to adhere to CIIC’s Dress Code and Rules & Regulations. You must sign in and out with your Educator to receive clocked hours. If you are under the age of 18, you will need to have a signed consent form from your parent or legal guardian prior to attending the fieldtrip. Before participating in fieldtrips, you may be required to sign an agreement with stipulations for attendance in school, before and after the event; to receive hours for the event.

CHARITIES:

- CIIC believes in giving back to you and our local community. The money and services we provide to these charities adds to our stated values and is part of our culture. As such, we provide monthly contributions to local charities as listed below:

Monthly Charity*

Month	Charity	Donation
January	Crayons to Classrooms	New school supplies
February	Shoes 4 The Shoeless	New children’s shoes/socks
March	Leukemia and Lymphoma Society	money
April	AutismOne	Monetary donations
May	Artemis Domestic Violence Center	Personal hygiene items/makeup
June	National Multiple Sclerosis Society	Monetary donations
July	Volunteers of America (Veterans)	personal care items, household items/cleaning supplies/clothing
August	Humane Society	dog/cat food, toys, blankets, beds, balls, leashes, collars, etc.
September	Ronald McDonald House	Monetary donations/household and kitchen itemsp
October	Needy Basket (food pantry)	canned goods/non-perishable food
November	Toys 4 Tots	toys/children’s accessories
December	St. Vincent	new blankets/winter gear/packs of bottled waters

*Charities are subject to change without notice, due to community needs