



# STUDENT CATALOG

# 2025

VOLUME 10.1

10301 S 1300 E SANDY UT 84047

COLLECTIV ACADEMY is accredited  
by the National Accrediting Commission  
of Career, Arts and Sciences

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# COLLECTIV ACADEMY

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## Welcome

We have assembled a team of highly qualified individuals with a great depth of knowledge and experience in their respected fields, ensuring that each student receive the best possible training program and has a positive experience

Thank you for putting your trust in COLLECTIV Academy and letting us do what we do best, **train individuals beyond today's hairdressing standards** so that we may contribute to the future of this amazing industry that we know and love so well!

## Mission

To raise expectations of the cosmetology school experience so that our word-of-mouth reputation spreads by our satisfied graduates and loyal customers.

## Vision

Our vision is to create a community where training is accessible, easily understood, and re-warding for everyone. Where talented hairdressers serve students to become their best and give them the richest perspective of how the industry can reward them with a successful living.

## Objective

To educate and train highly desirable and employable hairdressers with exceptional skill in all areas of hairdressing.

## Licensing

COLLECTIV Academy is fully licensed as a Cosmetology School in the state of Utah through the Division of Occupational and Professional Licensing. The License number is # 054023 for our Sandy Campus.

The Utah Division of Occupational and Professional Licenses (DOPL) may be contacted at:

Utah Division of Professional Licensing  
(DOPL) PO BOX 146741, Salt Lake City, UT  
84114-6741  
(801)530.6628 [www.dopl.utah.gov](http://www.dopl.utah.gov)

COLLECTIV Academy is fully accredited with The National Accrediting Commission of Career Arts & Sciences (NACCAS). They may be contacted at:

NACCAS:  
3015 Colvin Street, Alexandria, VA 22314  
(703) 600-7600

Utah Division of Professional Licensing (DOPL) Requirements:

1. Complete 1600 hours at an approved school
2. Submit a Verification of Graduation Form
3. Pass your written and practical examinations
4. Complete your DOPL license application and pay required fee

## **Our Story**

COLLECTIV Academy has certified hundreds of Cosmetologists in the Salt Lake City community and created loyal clients. In 2022 COLLECTIV Academy opened a second campus in Dallas, Texas.

In 2015, Kenny and Lenore Gibson moved from California, first bringing their proprietary style of education to Salt Lake City and now to Texas. Kenny and Lenore have come with decades of experience in Advanced and Basic Cosmetology education. Many years were spent taking the opportunity to teach a method of hairdressing that creates quality and consistency in techniques that we all utilize as hairdressers in a modern salon environment.

As the former President of a global company and experienced hairdresser, Kenny brings years of qualifications in the development of cosmetology schools. Lenore, as former VP of Marketing and Education, brings the tools needed to deliver high-quality education with a brand that stands out in the community. COLLECTIV Academy opened, offering future hairdressers an opportunity to study in an environment devoted to outstanding education and cutting-edge style.

We are creating a legacy of excellence and passion for this exciting industry. We look forward to welcoming new students into our family as we continue to grow and enhance our programs.

## **The Culture**

Our Academy is committed to providing outstanding educational experiences for individuals who want to pursue the field of cosmetology. Our goal is to train you in the technical and interpersonal skills that will help you reach your personal and professional goals. Keeping in mind that our students are our number one customer.

During your time with us, we will place you in our focus, ensuring that we offer you a solid foundation for your career and an outstanding educational experience. You will see evidence of our culture in many ways, big and small including:

- Instruction in our methodology and terminology
- On-going lessons in goal-setting and personal and professional development topics, including the interpersonal and non-technical skills required for success as a professional
- Interactive, hands-on classes taught in a supportive, dynamic environment
- Talented, seasoned professional instructors with years of experience behind the chair and in the classroom
- Modern facility
- Professional quality tools in your student kit
- Educational materials to supplement your State Board and basic cosmetology instruction
- Ample experience with clinic floor clients in a supportive, coaching environment
- Free haircuts and reduced chemical services for you and your immediate family members (parents, spouse, and children) while you are enrolled
- Continual enhancements to our programs based on your feedback
- Instruction in our methodology and terminology.
- On-going lessons in goal-setting and personal and professional development topics, including the interpersonal and non-technical skills required for success as a professional

## **Ownership**

COLLECTIV Academy is owned by TMC Utah, LLC. The main campus is located at 10301 S 1300 E, Sandy, Utah 84094 and was opened in 2015. The branch campus is located at 6757 Arapaho Road, Suite 777, Dallas, TX 75248 and was opened in 2022.

## The Facility

Welcome to COLLECTIV Academy, located in Sandy, Utah. Minutes from downtown Salt Lake City, Sandy is conveniently located near ample housing, dining, entertainment, and recreation.

COLLECTIV Academy occupies 6,000 square feet of educational space designed to optimize student learning. As a student, you will attend morning theory classes each Tuesday through Friday in one of our several classrooms. As a freshman and sophomore student you will spend your class time in a dedicated classroom/clinic floor.

COLLECTIV Academy clinic floor looks and runs like a salon, giving you a salon-like experience while in school. The clinic area includes a dispensary for shampoos, conditioners, styling products, hair colors, and developers. You will also have the opportunity to learn valuable retail skills in our retail area, featuring a full line of professional hair care products.

For your comfort, we provide a student break room, equipped with a refrigerator, microwaves and vending machines. The facility also offers restrooms that are ADA accessible, for student, staff, and client use. The facility offers ample parking in front of the building.

## Faculty and Staff

COLLECTIV Academy licensed instructors are talented, seasoned hairdressing professionals. We choose instructors who love the profession and want to help us continue to raise the student experience of the school industry. All of our team members are dedicated to providing outstanding educational experiences to every student. The Academy team includes full and part-time members who play an integral role in the experience for our students, including the following:

Academy Director	Lenore Gibson
Assistant Academy Director	Sara King
Academy Controller	Kenny Gibson
Admissions Coordinator	Calin Stephensen
Financial Aid Coordinator	Alissa Woodhouse
Education Director	Ted Button

### Faculty

Ted Button  
Lindsey Bushman  
Michael Hansen  
Arianna Desjardin  
Scot Hone  
Roxy Morvarid  
Laurence  
Gibson  
Shauna Landa  
Kevin Troung

## **Becoming a Student**

### **Entrance Requirements and Procedures**

COLLECTIV Academy considers applications from students who are at least 16 years of age and who possess a high school diploma or GED. Applicants will not be denied admission on the basis of race, color, sex, age, religion, national or ethnic origin, marital status, or disability. COLLECTIV Academy does not admit ability-to-benefit students.

All prospective students must complete an in person or phone interview and we recommend an in person or virtual tour of the facility with our Admissions. This process allows you to understand our expectations of our students and helps you better understand our program. To complete the registration process, you must present a copy of your high school diploma or GED and a state-issued

I.D. As a part of the admissions process you will be required to submit a non-refundable \$50 registration fee. Your enrollment date will be determined after we receive all required documents and registration fee.

If homeschooled, proof must be provided that the state issuing the diploma/certificate recognizes homeschooling as the equivalent of a high school diploma or GED. Students who present diplomas from foreign schools (outside the United States) will be required to obtain a foreign credential evaluation and translation of the diploma or transcripts from an approved agency. The evaluation must clearly identify the equivalency of your education to be that of a U.S. high school diploma or greater prior to admission. It is the academy's sole discretion to accept foreign transcripts or diplomas. Students are solely responsible for the cost associated with the evaluation or translation fee, even if the diploma or transcript is determined not to meet academy requirements for admission. The Academy does not offer Visa services and does not sponsor students or vouch for students' legal status in the United States. All programs are taught in English.

### **Transfer Students**

COLLECTIV Academy accepts transfer students from other cosmetology schools or programs on a case-by-case basis and any evaluation of transfer hours must be discussed at the time of enrollment.

Students must complete the full enrollment process including a copy of transcripts from the previous institute. The student must also interview with the admissions counselor to determine the amount of hours accepted to ensure proper placement in the course. Tuition will be calculated on the number of hours enrolled in at the current rate per hour plus a registration fee of \$50.

All institutions reserve the right to evaluate transfer hours from other institutions prior to approval. COLLECTIV Academy does not have a transfer agreement with any institution. The acceptance of any transfer hours that you earn at COLLECTIV Academy will be at the sole discretion of the institution you seek to transfer and in some instances, you may not be able to transfer all hours.

### **Orientation**

Once you have completed your enrollment agreement and are accepted for admission, you will be required to attend a new student orientation. Orientation is generally held prior to your class start but from time to time may be held on the first day of class in which we will review the school catalog, curriculum, and daily procedures so that you are prepared for success in the program.



## Financial Aid

COLLECTIV Academy is accredited by the National Accrediting Commission of Career Arts and Sciences, making financial aid funds available to students who qualify. We participate in the Federal Pell Grant Program, the Federal Family Education Loan Programs, the Federal Direct Loan Programs as well as VA and Voc Rehab. If you need more information regarding these programs or have questions about Financial Aid, please contact our Financial Aid Coordinator.

## Distance Education Policy

COLLECTIV Academy offers partial distance education as a method of delivery in compliance with all local, state, and federal laws and regulations and NACCAS Standards and Criteria. Our policy will ensure the following when distance education is offered:

- Distance Education will not be utilized as a method of delivery of clinical instruction in which the student is to perform practical applications on a live model and/or client.
- Interaction with an instructor will be validated by measurable participation (clock hour) in the academic program. Participation will be documented in a log of all student activity comprised of a record of regular and substantive interaction between students and instructors.
- All assessments of student performance used for calculating a student's GPA will be executed while the student is on campus by a qualified instructor at least once monthly with respect to any distance education completed within the preceding month.
- The student participates in learning activities while physically present at the contracted campus at least once every 10 business days for the length of the scheduled class day as outlined in the enrollment contract.
- All transcripts or other documents of academic achievement must identify the distance education component.
- Upon completion of the curriculum requirements, the student must pass a comprehensive Academic (written) and Practical final exam, administered on campus, to include all competencies required by the State Licensing agency prior to graduation.
- Academic achievement earned via distance education may not be accepted for reciprocity or eligible for licensure in other states.
  - Hardware Requirements:
    - An Apple Ipad that is the current generation or up to 3 years prior. Students can purchase an Ipad from the Academy or bring their own. Additional Apple products may be considered on a case-by-case basis.
    - Students must have access to high-speed internet with a connection speed of at least 15mb/s.
- Software Recommendations:
  - iOS 10 or higher for Apple devices.
  - Using the latest browser and operating system versions available.
- VA students are not permitted to enroll in the Cosmetology/Barbering (hybrid) program or use distance education.

## Course Outline

### Cosmetology /Barbering

#### 1600 Clock Hours\* (48 Weeks Full Time | 60 Weeks Part Time)

**Course Description:** This program offers training in the standard areas of cosmetology which include modern hair cutting and styling, hair coloring, hair treatments, nail and skin care. This course focuses on preparing students to complete the Utah State Board written and practical examination required to obtain a cosmetology license.

Students will also be trained in soft skills which include client consultations, retailing, professionalism, building a portfolio, resume, interview skills, and self-marketing.

Cosmetology/Barbering, and Cosmetology/Barbering (hybrid) are separate programs. VA students are not permitted to enroll in the Cosmetology/Barbering (hybrid) program.

This course is taught in English.

#### Course Length: 1600 Clock Hours | 48 weeks Full Time | 62 weeks Part Time

**Instructional Method:** The course will use lectures, demonstrations, participation in discussions, group projects, presentations, and examinations. Students will demonstrate competency in cosmetology theory and practice through mannequin repetitions and completion of practical operations. Practical operations shall include performing a service on a person or on a mannequin. Instruction will be supplemented with visual aids, student exercises, student presentations, and other instructional techniques.

**Educational Objectives:** To educate future hairdressers in the art of hair design and prepare students new to the industry with the skills necessary to become well-rounded licensed hairdressers and to pass the state board written and practical examinations. Students are trained for entry-level positions in the hairdressing industry which include hairstylist, colorist, platform artist, product representative, salon manager, or salon owner.

**Grading Procedures:** Students will be graded on their practical (hands-on) assignments as well as written assignments through the digital learning platform. Students will complete written and practical tests, assignments, and final examinations. Practical assignments may include completing a service or technique on a person or a mannequin head which will be evaluated by an instructor. Students are required to attend class daily and must bring all required tools and supplies needed to complete instruction

GRADING SCALE	
Definition	Percentage
Exemplary Performance	94% to 100%
Very Good Satisfactory	87% to 93%
Satisfactory	80% to 86%
Failing	Less than 80%

## COSMETOLOGY PROGRAM CURRICULUM

<b>Hair Care</b>	<b>Cutting, styling, coloring, chemical textures, and related theory and application; business skills; professional development and salon management; health; safety; and laws</b>	<b>1400 hours (up to 700 via DE)</b>
<b>Nail care</b>	<b>Manicuring and related theory and applications, business skills, professional development, and salon management; health; safety; and laws</b>	<b>100 hours (up to 50 via DE)</b>
<b>Skincare</b>	<b>Facials, hair removal, and related theory and application; business skills; professional development and salon management; health; safety; and laws</b>	<b>100 hours (up to 50 via DE)</b>

### School Calendar

#### School Hours

To excel in the Basic Cosmetology Program, you will need to attend all scheduled classes. Attendance is mandatory for all students.

**Full time** class hours are Tuesday through Saturday, 8:30 am. – 4:00 pm. (35 hours per week).

**Part time** class hours are Tuesday through Friday, 8:30 am. -1:30pm. and Saturday, 8:30am. -4:00pm. (27 hours per week).

You should clock in by 8:15 am. in order to be prepared for class by 8:30 am. You are considered tardy at 8:31 am. Theory class runs every Tuesday through Friday from 8:30 am. to 9:30 am. The Academy administration may adjust program hours and days to allow for holidays or other events warranting schedule adjustment.

***Students are allowed one Saturday to be absent with no extra fees after that there is a \$100.00 fee for each missed Saturday.***

#### Holidays

COLLECTIV Academy observes the following holidays:

- New Year's Day
- Fourth of July
- Pioneer Day
- Thanksgiving Day
- Christmas Day

Any student who is absent the day before or after a designated holiday or break may be suspended. The Academy administration will announce, in advance, any changes in the schedule adjacent to a holiday. The holiday season is always a very busy time in the hairdressing industry. To help you make a smooth transition into a career as a professional hairdresser, we maintain a rigorous schedule throughout the holidays. To help you adapt to the demands of the industry, **COLLECTIV Academy will not approve any extended student vacations or absences during holiday breaks.** The Academy may take corrective action when student absences occur.

#### Daily Schedule

8:00 – 8:15am FT & PT

Prepare for class before you clock in. Show up in professional dress with the proper uniform. Apply make-up before arriving at school and be sure that your hair is groomed. Before you clock in at 8:15 a.m., prepare your station and tools for clients.

8:15 – 8:30am FT & PT	Clock in and be seated in the designated room. Roll call begins at 8:25 a.m. Theory class begins promptly at 8:30 a.m. You will be considered tardy at 8:31 a.m.
9:30 am FT & PT	Junior and senior students go directly to their stations on the clinic floor and begin their assignments.

LUNCH BREAK	Every <b>full-time</b> student is required to take a 30-minute lunch/break, as scheduled by the Academy Administration. If you are servicing a client past your regular lunchtime, you are required to notify your instructor and the front desk to reschedule your lunch break. Part-time students are required to take 15 min breaks as scheduled by the academy.
1:15-1:30 pm PT 3:45 – 4:00 pm FT	Sanitize and clean your station. Complete your assigned duty as requested prior to leaving. All full-time students must clock out by 4:00pm. Part-time students must clock out by 1:30pm. unless servicing a client.

### Program Start Dates

A new Cosmetology course begins the first Tuesday of each month. The maximum enrollment per class is fifteen students. COLLECTIV Academy reserves the right to add or delete any course dates in a calendar year. Prior to beginning class, you will be required to attend a mandatory New Student Orientation. As you progress through the program you will also attend orientation at the beginning of each new level of the program to help you understand what to expect at each level.

### Closure Due to Inclement Weather

The Academy follows the inclement weather closings announced for the local Independent School District. The Academy will close any time the Canyons School district closes due to bad weather.

Students should always use good judgment when traveling in inclement weather.

### Special Events

Each year, COLLECTIV Academy students may participate in special events. These events may require hours of preparation. You may receive field trip hours for your participation only if you meet the following requirements:

- a) Participation throughout the event
- b) Academy attendance the day before the event
- c) Academy attendance the day after the event

## Academic Standards and Policies

### Dress Code

The COLLECTIV Academy dress code helps us set a standard of excellence for our students and gives our clinic floor a degree of professionalism that appeals to our clinic floor clients. When selecting your school wardrobe, remember that your dress should always convey a sense of professionalism. The wardrobe items you choose must always meet the following dress code guidelines:

- Tuesday through Saturday all black dress is required.
- All clothing must be plain: no patterns, logos, emblems, stripes, plaids, or writing may appear on the clothing.

- Socks, pantyhose, leggings, tights, or “booties” must be worn at all times. Leggings, tights, and hose must be in dress code (correct color).
- Armpits and chest must be covered at all times.
- Slippers, house shoes, sweatpants, low cut blouses, tank tops, shorts, lingerie, see-through fabrics and bare feet are not permitted.
- If you choose to wear pants / skirts or skorts with a hemline above the knee, you must wear leggings or tights underneath.
- Hats, scarves, bandanas are not to be worn on the head in the Academy.
- Sunglasses may not be worn in the Academy.

Any student who returns to practice for the State Board must be in proper dress code for that day.

## Attendance Policy

### Tardiness

You should clock in each day by 8:15 a.m. Theory begins each morning, Tuesday through Friday at 8:30. Your attendance at Theory is a state requirement. Should a life circumstance cause you to be tardy, you must contact the Academy Director. The Director may take corrective action toward any student who is tardy two (2) or more times within a month. Attending class on time as scheduled helps you demonstrate your commitment to the program and keeps you in good standing at the Academy.

### Attendance

You must maintain a 95% attendance or better to keep from going over contract during the program at all times. Students falling below 85% attendance are considered for immediate withdrawal. COLLECTIV Academy does not have an excused absence / make-up policy. This strict attendance policy will help you prepare for the demanding schedule you will face as a hairdressing professional. It also prevents you from going over contract, which leads to additional contract fees.

### Leave of Absence Policy

Approval of a LOA is not guaranteed. You may request a Leave of Absence (LOA) for a minimum of ten (10) days and a maximum of sixty (60) days, but only on account of unforeseen circumstances, such as serious medical problems (either of yourself or an immediate family member), military service requirements, or jury duty. A student will not be granted a LOA if the LOA, together with any additional LOAs previously granted, exceeds a total of 180 calendar days in any 12-month period.

All requests for leaves of absence must be submitted in advance in writing 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 the institution the student would not have been able to request the LOA in advance. The institution may grant an LOA to a student who did not provide the request prior to the LOA due to unforeseen circumstances if the institution documents the reason for its decision and collects the request from the student at a later date. In this example, the beginning date of the approved LOA would be determined by the institution to be the first date the student was unable to attend the institution because of the accident. The LOA request must include the student's reason for the LOA, the student's signature, and an anticipated date of return to the program.

There must be reasonable expectation that the student will return from the LOA. The institution will not assess the student any additional institutional charges as a result of the LOA. A student granted an LOA that meets these criteria is not considered to have withdrawn, and no refund calculation is required at that time. The institution will extend the student's contract period by the same number of calendar days taken in the LOA. Changes to the contract period will be included on the LOA form addendum to enrollment agreement to be signed by the student and school official.

All LOA requests are subject to approval by the Academy Director. Students who do not follow procedure will not be granted a LOA and are expected to attend school as scheduled. If a student's LOA is not approved, the student is considered to have withdrawn and the refund requirements are applied.

If the Academy approves the LOA request, the student must return by the date specified. If a student does not return to the institution at the expiration of an approved LOA, the student will be

considered to have withdrawn from the program. For the purpose of calculating a refund, the withdrawal date is the student's last day of attendance in the following instances (1) a student is withdrawn for taking an unapproved LOA and (2) when a student does not return by the expiration date of an approved LOA. Please note the following consequences:

- A. If you are entitled to a refund, the Academy will pay you within forty-five (45) days of the date upon which the Academy learns that you are not returning from the approved LOA period.
- B. If you received any federal student grants and / or loans, the extent of any unearned grant or loan funds that either you and/or the Academy must return to the federal student aid programs and lenders will be determined using the beginning date of your LOA as the last date on which you completed scheduled class hours.
- C. If you received any federal student loans, your six month "grace" period will be deemed to begin the first day of the approved LOA period, and all the time in the "leave" period will count against the six-month grace period.

### Satisfactory Academic Progress Policy

The Satisfactory Academic Progress Policy is consistently applied to all students enrolled at the school. It is printed in the catalog to ensure that all students receive a copy prior to enrollment. The policy complies with the guidelines established by the National Accrediting Commission of Career Arts and Sciences (NACCAS) and the federal regulations established by the United States Department of Education.

The COLLECTIV Academy academic year is defined as 900 hours/26 weeks full time/36 weeks part time. We assess your progress based on your actual hours at the following periods:

Program	Evaluation Period
Cosmetology (1600 hours) Full Time 35 hours a week/ 48 weeks	-450 hours/ 13 weeks -900 hours / 26 weeks -1250 hours/ 38 weeks
Cosmetology (1600 hours) Part Time 27 hours a week/ 62 weeks	-450 hours / 18 weeks -900 hours / 36 weeks -1250 hours/ 50 weeks

Satisfactory Academic Progress (SAP) is evaluated for both attendance percentage and grade point average at the conclusion of each evaluation period within 7 school business days. Transfer Students SAP will be checked midpoint of the contracted hours or the established evaluation periods, whichever comes first.

### Standard for Attendance

To maintain the standards of academic progress and to graduate from the program, you must maintain an 85% or higher in attendance. If your attendance falls below 85% at the time of the monthly evaluation, you will be placed on a warning.

### Standard for Grade Point Average

To maintain the standards of academic progress and to graduate from the program, you must maintain a grade point average of 80% or higher in each level. If your grade point average falls below 80% at the time of the monthly evaluation, you will be placed on a warning. We assess your progress based on your actual hours on a monthly basis starting one month after your contracted start date.

### Maximum Time Frame

The maximum time (which does not exceed 117.65% of the course length) allowed for students to complete each course at satisfactory academic progress is stated below:

## Maximum Time Frame - Course Weeks Scheduled Hours

Cosmetology/Barbering (Full Time, 35 hrs / wk-1600 hours) 54 weeks, or 1882 scheduled hours. Cosmetology/Barbering (Part Time, 27 hrs / wk-1600 hours) 70 weeks, or 1882 scheduled hours. Transfer hours from another institution that are accepted towards the student's educational program are counted as both attempted and completed hours for the purpose of determining

when the allowable maximum time frame has been exhausted. Students who have not completed the course within the maximum time frame will be terminated from the program and thereafter may request to re-enter on a cash pay basis. All requests for re-entry will be evaluated by the Academy Director and must follow the admissions and re-enrollment policies.

## Academic Progress Evaluations

The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic learning. Students are assigned academic learning and a minimum number of practical experiences. Academic learning is evaluated after each unit of study. Practical assignments are evaluated as completed and counted toward course completion only when rated as satisfactory or better (the computer system will reflect completion of practical assignment as 100% rating). If the performance does not meet satisfactory requirements, it is not counted, and the performance must be repeated. At least two comprehensive practical skills evaluations will be conducted during the course of study.

Practical skills are evaluated according to text procedures and set forth in practical skills evaluation criteria adopted by the school. Students must maintain a written grade average of 80 % and pass a final written and practical exam prior to graduation.

Numerical grades are considered according to the following scale:

100% - 94%	Exemplary Performance
93% - 87%	Very Good Performance
86% - 80%	Satisfactory Performance
79% - Below	Not Passing

## Determination of Progress Status

Students meeting the minimum requirements for academics and attendance at the evaluation point are considered to be making satisfactory academic progress until the next scheduled evaluation. Students have the option of receiving a hard copy of their Satisfactory Academic Progress Determination upon request. Students deemed not maintaining Satisfactory Academic Progress may have their Title IV Funding interrupted, unless the student is on warning or has prevailed upon appeal resulting in a status of probation.

## Warning

Students who fail to meet minimum requirements for attendance or academic progress may be placed on warning and considered to be making satisfactory academic progress while during the warning period. The student will be advised in writing on the actions required to attain satisfactory academic progress by the next evaluation. If at the end of the warning period, the student has still not met both the attendance and academic requirements required for satisfactory academic progress or by the academic plan, he/ she will be determined not making satisfactory academic progress and, if applicable, students will not be deemed eligible to receive Title IV funds.

## Probation

Students who fail to meet minimum requirements for attendance or academic progress after the warning period may be placed on probation and considered to be making satisfactory academic progress while during the probationary period, if the student appeals the decision, and prevails upon appeal. Additionally, only students who have the ability to meet the Satisfactory Academic Progress Policy standards by the end of the evaluation period may be placed on probation. Students placed on an academic plan must be able to meet requirements set forth in the academic plan by the end of the next evaluation period.

Students who are progressing according to their specific academic plan will be considered making Satisfactory Academic Progress. The student will be advised in writing of the actions required to attain satisfactory academic progress by the next evaluation. If at the end of the probationary period, the student has still not met both the attendance and academic requirements required for satisfactory academic progress or by the academic plan, he/she will be determined as NOT making satisfactory academic progress and, if applicable, students will not

be deemed eligible to receive Title IV funds.

### **Re-Establishment of Satisfactory Academic Progress**

Students may re-establish satisfactory academic progress and Title IV aid as applicable by meeting the minimum attendance and academic requirements by the end of the warning or probationary period.

A student has the right to appeal a suspension and its effects on his/her Financial Aid if he/ she has extenuating circumstances such as: a death of a relative, an injury or illness, or other allowable special circumstances. To request an appeal:

- Develop an appeal packet including the following supporting documentation:
  - A letter stating the reason(s) you did not make progress in the academic year. Include any goals or other issues that might affect your success while enrolled.
  - Your plan for making satisfactory progress.
  - Other supporting documentation to help with the appeal, i.e., letters from health providers, copies of medical bills showing dates of visits, any other statements or documentation to support extenuating circumstances that prevented you from making satisfactory progress.
  - Include your name on all submitted paperwork.
- Meet with the administration to discuss your goals. We will document the meeting; be sure you receive a signed notice of the meeting.
- Turn in your completed appeal packet to the Academy Director. You will receive a written decision within two (2) weeks of submission. The results of your appeal will be placed in your file and can be reviewed upon your request.

### **Interruptions, Course Incompletes, Withdrawals**

If enrollment is temporarily interrupted for a Leave of Absence, the student will return to school in the same progress status as prior to the leave of absence. Hours elapsed during a leave of absence will extend the student's contract period and maximum time frame by the same number of days taken in the leave of absence and will not be included in the student's cumulative attendance percentage calculation. Students who withdraw prior to completion of the course and wish to re-enroll will return in the same satisfactory academic progress status as at the time of withdrawal.

### **Noncredit, Remedial Courses, Repetitions**

Noncredit, remedial courses, and repetitions do not apply to this institution. Therefore, these items have no effect upon the school's satisfactory academic progress standards.

### **Determination of Progress Status**

With regard to Satisfactory Academic Progress, a student's transfer hours will be counted as both attempted and earned hours for the purpose of determining when the allowable maximum time frame has been exhausted.

### **Re-Enrollment**

If you leave COLLECTIV Academy in good standing and wish to return, you must contact the Academy Director. If you are accepted for re-enrollment, you will need to sign a new contract, pay the re-enrollment fee of \$100 if re-enrolling 30 days after initial termination, meet all state requirements, and payment or payment arrangements must be established for outstanding balances. The tuition rates current at the time of re-entry will apply to the balance of training hours needed for students who re-enroll more than 30 days after the formal withdrawal date unless mitigating circumstances apply. COLLECTIV Academy reserves the right to deny re-entry to any student that has been terminated or withdrawn for any reason and who has not completed the re-enrollment requirements. Students accepted for re-enrollment will be assigned to the first available class.



## Grading Policy

COLLECTIV Academy gives grades for written work, exams, and Senior Test-Out, weighted evenly. We use the following grading scale to evaluate performance:

	100% - 94%	Exemplary Performance
	93% - 87%	Very Good Performance
	86% - 80%	Satisfactory Performance
<b>Incomplete</b>	79% - Below	Not Passing

COLLECTIV Academy will assign a grade of Incomplete (I) to a student who withdraws but who is not entitled to a refund under Section 1602.459(a), if the student:

1. Requests the grade at the time of withdrawal; and
2. Withdraws for an appropriate reason unrelated to the student's academic status.

Students who receive a grade of incomplete may request re-enroll in the program during the forty-eight (48) month period following the date of withdrawal and may complete the subjects without payment of additional tuition if the student has paid in full. (V.A.C.S. Art. 8251a, Section 21(1))

## Make-Up Work

**Absences are not excused for any reason, COLLECTIV Academy does not have a make-up policy. Students who miss class will not be allowed to submit make-up work or take missed exams.**

## Requirements for Graduation

COLLECTIV Academy has set minimum standards for completion of the program. In order to graduate you must meet the following requirements:

1. Satisfy all Utah Division of Occupational and Professional Licenses requirements, consisting of:
  - a) Completion of 1600 hours.
  - b) Completion of exams and course requirements.
  - c) Passing the Senior Test for Basic Cosmetology (You may retake this test if you do not pass the first attempt. If you fail the test a second time, you will incur a \$250 charge to retake the test.)
  - d) Following all rules and regulations included in the general Rules and Regulations of the Utah Division of Occupational and Professional Licenses.
  - e) Fulfill practical operations required by the Academy and Utah Division of Occupational and Professional Licenses.
2. Comply with all policies in the Catalog.
3. Maintain an 80% or higher-grade point average throughout the program.
4. Maintain an 85% attendance rate throughout the program.
5. Complete the program within 117.65% of the max time frame.
6. Arrange to pay all fees owed to the Academy. Final payment must be made in the form of a cashier's check, money order, or credit card. (Personal checks are not accepted. Complete a Financial Aid Exit Interview: if you received financial aid funds, you must complete the Financial Aid interview. You are required to report your most current address and telephone number, as well as the name, telephone number, and address of your employer.
7. Complete the Graduation Checklist: obtain the necessary staff / faculty member signatures and file the checklist with the School Administration.
8. Turn in all Academy property. You will be charged a fee for all property that is not returned

to the Academy. This charge must be paid prior to graduation.

Upon your satisfaction of the above criteria, we will issue a diploma to you, and you will be recognized as a graduate of COLLECTIV Academy. We will report your graduation to the Utah Division of Occupational and Professional Licenses. You can then contact the Utah testing agency (POV) to request a State Board Exam date.

Once you successfully complete the course, pass the board exam, and receive a license from the state, you are a qualified hairdresser in the state of Utah. A licensed cosmetologist may pursue a career as a: salon stylist or chemical technician, salon owner, salon director, salon educator, product company sales representative, platform artist, or cosmetology instructor. (Cosmetology instructors require additional training, as do some of the other positions mentioned.)

## Student Conduct

We want all of our students to be successful and to have an outstanding educational experience. To meet these goals, we have established a set of guidelines for student conduct. Failure to abide by these guidelines could cause disruption to the learning environment or negatively impact the educational experience for you and other students. Proper student conduct keeps our unique culture strong and helps you build a foundation for success. COLLECTIV Academy complies with all local, state, and federal laws that apply. We may take corrective action (see section on Levels of Corrective Action) against students who violate the policies listed within this catalog, who interfere with another student's work, or who exhibit disruptive behavior.

## Non-Smoking Policy

We provide a smoke-free environment for all students, staff, and clients. Students may not congregate or loiter in front of the school or in front of or near surrounding businesses at any time.

## Safety

Campus safety and security are important issues at COLLECTIV Academy. Our goal is to provide students with a safe environment in which to learn and to keep students, parents, and employees well informed about campus security. The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, or Clery Act, requires institutions of higher education to record and report certain information about campus safety, including the number of incidents of certain crimes on or near campus.

Each year the School prepares this report to comply with the Clery Act. The full text of this report can be located on the School's web site at [collectivacademy.com](http://collectivacademy.com). This report is prepared in cooperation with the local law enforcement agencies around our campus. Each year notification is made to all enrolled students and employees that provides the website to access this report.

Copies of the report may also be obtained in person from the Academy Director or by calling (801) 561-5610. All prospective employees may also obtain a copy from the Academy Director.

In an effort to provide a safe environment for all of our students and staff, we have established the following safety guidelines:

- Individuals must walk through the school at all times. Running can lead to slips and falls.
- Keep aisles and work areas free from clutter and obstruction.
- Seek assistance from another person when lifting heavy items: do not lift alone.
- Immediately report any incident that results in an injury.
- Report anything that could cause an injury or place someone in a dangerous situation, such as chipped glass, broken equipment, sharp or rough edges, electrical problems, or water seepage or spills.
- Report any situation which may be suspicious or out of the ordinary.
- Use the fire escape routes in case of fire. Each classroom or area of the building has a designated escape route that must be followed in case of fire. These routes are posted throughout the building. Please inspect each area for the fire escape plan, as

you will be working in various areas of the Academy.

Policy. Inquiries about the application of Title IX may be referred to the School's Title IX coordinator, the U.S. Department of Education Office for Civil Rights, or both.

The School also prohibits other forms of discrimination and harassment, including discrimination and harassment on the basis of race, color, national or ethnic origin, disability, or age in its programs and activities. The following person has been designated to handle inquiries regarding the non-discrimination policies, including Title IX:

### **Notice of Non-Discrimination & Sexual Harassment Policies & Procedures**

#### I. Policy

It is the policy of COLLECTIV Academy (the "School") to maintain an environment for students, faculty, administrators, staff, and visitors that is free of all forms of discrimination and harassment, including sexual harassment. The School has enacted the Sexual Harassment Policies & Grievance Procedures (the "Policy") to reflect and maintain its institutional values, to provide for fair and equitable procedures for determining when this Policy has been violated, and to provide recourse for individuals and the community in response to violations of this Policy.

The Policy can be found at the School's website at [www.collectivacademy.com](http://www.collectivacademy.com) or obtained in person from the Title IX Coordinator (see below).

The School does not discriminate on the basis of sex in its educational, extracurricular, or other programs or in the context of employment. Sex discrimination is prohibited by Title IX of the Education Amendments of 1972, a federal law that provides:

*No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance.*

This Policy prohibits all forms of sex discrimination, harassment, and misconduct, including sexual assault, domestic violence, dating violence, and stalking. The requirement not to discriminate in the School's education programs or activities extends to admission. This Policy also prohibits retaliation against a person who has made a report or complaint, testified, assisted, or participated or refused to participate in any manner in an investigation, proceeding, or hearing under this

Alissa Woodhouse, Financial Aid Director  
10301 S 1300 E  
Sandy, UT 84094  
Phone: (801) 561-5610

Email: [awoodhouse@collectivacademy.com](mailto:awoodhouse@collectivacademy.com)

Inquiries or complaints concerning the school's compliance with Title IX or other federal civil rights laws may be referred to the U.S. Department of Education's Office for Civil Rights.

Office for Civil Rights, Denver Office  
U.S. Department of Education  
Cesar E. Chavez Memorial Building  
1244 Speer Boulevard, Suite 310  
Denver, CO 80204-3582  
Phone: (303) 844-5695  
Facsimile: (303) 844-4303  
Email: [OCR.Denver@ed.gov](mailto:OCR.Denver@ed.gov)

COLLECTIV Academy desires to create and sustain an anti-discriminatory environment and will not tolerate discrimination of any kind. The School will achieve this through education, orientation, and training for all students, staff, and faculty for the purpose of creating awareness of both the issues surrounding discrimination as well as accountability, sensitivity training, and anti-discrimination training in their classrooms, at least once while the student is in School.

## II. Sexual Harassment Grievance Procedure

Reports of sexual harassment should be made to the School's Title IX Coordinator or a designated School official. As set forth in the Policy, the School's designated School officials include the Academy Director. The School will respond promptly when it has actual knowledge of sexual harassment in its education programs or activities. The Title IX Coordinator will promptly contact the complainant to discuss the availability of supportive measures, consider the complainant's wishes with respect to supportive measures, inform the complainant of the availability of supportive measures with or without the filing of a formal complaint, and explain to the complainant the process for filing a formal complaint.

The School will investigate all formal complaints of sexual harassment. A formal complaint must be in writing, filed by a complainant or signed by the Title IX Coordinator alleging sexual harassment against a respondent, and request that the School investigate the allegation of sexual harassment. A formal complaint form may be obtained from the Title IX Coordinator, although no particular form is required to submit a formal complaint so long as the complaint is in writing, signed by a complainant, alleges sexual harassment against a respondent, and requests an investigation. The School's Title IX Coordinator oversees the School's investigation, response to, and resolution of all reports of prohibited sexual harassment, and of related retaliation, involving students, faculty, and staff.

If all parties voluntarily agree to participate in an informal resolution that does not involve a full investigation and adjudication after receiving notice of a formal complaint and if the School determines that the particular formal complaint is appropriate for such a process, the School will facilitate an informal resolution to assist the parties in reaching a voluntary resolution. The School retains the discretion to determine which cases are appropriate for voluntary resolution.

The School will convene a hearing panel following the end of an investigation. The hearing panel determines whether the respondent is responsible or not responsible for a violation of the Policy. If the respondent is determined to be responsible, the hearing panel's written determination will include any disciplinary sanctions the School imposes on the respondent. The Policy provides that the parties have the right to appeal the hearing panel's determination under certain circumstances.

## Professionalism

We are focused on graduating individuals as professional hairdressers; thus we work hard to maintain the highest standards of professionalism throughout the building. Gossiping and engaging in inappropriate topics of conversation have no place in our professional environment. You should work to consistently maintain a professional demeanor with faculty, staff, fellow students, and clients. Keep conversations with clients positive and avoid sensitive topics such as religion, personal business, or gossip. Use of vulgar or profane language is not permitted. Treat your clients, instructors, fellow students, and administration with respect at all times.

## Daily Duties

Per state regulations, the break room, classrooms, and clinic floor (shampoo area, dryer area, styling stations, etc.) should be properly maintained. All students will be assigned daily duties to help keep the Academy clean and well-maintained. When performing your daily duties, please be thorough and take pride in your work. Your duty should be completed thoroughly by 1:30p.m. or 4:00 p.m., before you clock out. Before you leave each day, clean and sanitize your styling station

and mirror. Remove all personal belongings from the Academy. COLLECTIV Academy cannot be held responsible for lost, damaged, or stolen items that remain in the building after hours. We provide you access to a locked trolley and locker which may be used for storing items. Bear in mind that the safest place for your belongings is with you.

### **Eating / Drinking**

Eating and drinking are not permitted on the clinic floor. You may enjoy refreshments and meals in one of our Student Break Room.

### **Telephones**

Cell phones and mobile communication devices are permitted in the building in Student Break Room only unless permission is granted by an instructor. Students who violate this policy may receive corrective action, up to and including suspension or termination. The lobby phone is for the exclusive use of our clinic floor clients and may not be used by students. Emergency phone messages may be routed to the Academy receptionists.

### **Reception Desk**

The heart of our clinic floor operations lies at the reception desk. Our receptionists work very hard to keep the clinic floor running smoothly. Please help them provide excellent customer service experience to our clinic floor clients by allowing them space to work.

Students are not permitted behind the receptionist desk at any time unless directed by an instructor. You will need to work in the reception area when you greet your clients and when assisting them in making product purchases and checking out. At all other times, you should stay out of the reception area.

### **Client Services**

In order to build your proficiency with the new skills and techniques you will be learning in class, you will need to perform practical applications on clients. Our clients expect and deserve your best customer service experience. Greet every client in a timely manner and deliver outstanding customer service experience until you have assisted them with checking-out. Refusing service to a client or trading tickets with another student will result in corrective action, up to and including termination. When you finish every client service, an instructor should sign off before you take the client ticket to the front desk.

### **Gratuities**

Once you begin working with clients on the clinic floor, you may receive tips from your clients. Tips are a wonderful affirmation of your hard work; however, clients are not required to leave tips.

Never solicit tips from your clients. Your primary focus should be on polishing your technique and honing your customer service skills, not on how much money a client might tip you. Concentrate on doing your best work with each client and you will be rewarded, whether with a tip, a compliment, or repeat business.

### **Copyright Policy**

All COLLECTIV Academy students, faculty and staff must comply with copyright laws and the provisions of licensing agreements that apply to software. Unauthorized distribution of copyrighted material, including unauthorized peer-to-peer file sharing, may subject the student, faculty and/or staff member to civil and criminal liabilities. The Academy will cooperate fully with any investigation by public authorities related to the unauthorized distribution of copyrighted material. Students, faculty and/or staff found guilty will be subject to the full extent of fines and penalties imposed, as well as facing disciplinary action from the Academy. Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement.

Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or “statutory” damages affixed at not less than \$750 and not more than \$30,000 per work infringed. For “willful” infringement, a court may award up to \$150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys’ fees. For details, see Title 17, United States Code, Sections 504, 505.

Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to \$250,000 per offense. For more information, please see the website of the U.S. Copyright Office at [www.copyright.gov](http://www.copyright.gov).

### **Confidentiality Policy**

As your contract is made solely between you and COLLECTIV Academy, the information and details of the transaction are not to be shared with other parties. Additionally, any and all student advisement or conversation between any student and the administration is confidential and private. Do not discuss your contract or interaction with other parties among fellow students. Violation of this policy may lead to corrective action, up to and including termination.

### **Social Media Policy**

This policy provides guidance concerning the use of social media through the Academy’s network, systems or equipment and/or the use of social media to represent or discuss matters related to Academy and/or members of the Academy community. This policy is intended to supplement, not replace, other policies of the Academy, which remain in full force and effect and apply to the use of or participation in social media. This policy applies to all use of social media by Academy students, faculty and staff to represent or discuss matters concerning the Academy and/or members of the Academy community, whether or not such use involves the Academy’s network or other computer resources.

### **Definition of Social Media**

“Social media” is a term used to describe tools and platforms that enable individuals to share ideas and content quickly and easily. Examples of popular social media include, without limitation, texting, blogs and propriety platforms such as Twitter, Facebook, Instagram, Snapchat, Tumblr, LinkedIn, YouTube, Tik Tok, and Reddit. This Policy applies to social media that is currently available or emerging as well as all other online tools and/or platforms that may become available after the adoption of this Policy by the Academy.

### **Introduction**

Within the last few years, the growing popularity of social media has fundamentally changed the way we communicate as individuals and as an institution. The Academy recognizes and embraces the power of social media, and the opportunity those tools provide to communicate with the Academy community, including students, faculty, staff, parents, alumni, and other interested parties.

It is important to recognize, however, that laws and Academy policies governing inappropriate conduct such as sexual (or other) harassment, bullying, discrimination, defamation, infringement of copyright and trademark rights, and unauthorized disclosure of student records and other confidential and private information apply to communications by Academy students, faculty, and staff through social media. Even activities of a private nature conducted away from the Academy can subject you to disciplinary action if they reflect poorly on the Academy or interfere with the conduct of Academy business.

## Usage Guidelines for Posting to Social Media Sites

- Be careful what you post. Consider the clarity, length, and tone of your comments before posting them. You are responsible for what you post. Remember, your post may last forever, even if you later try to modify or remove it.
- Get the facts straight before posting them on social media. Review content for grammatical and spelling errors. This is especially important if posting on behalf of the Academy in any capacity.
- On personal sites, identify your views as your own. If you identify yourself as an Academy student, faculty, or staff member online, it should be clear that the views expressed are not necessarily those of the Academy.
- Sign your post with your real name and indicate your relationship to the Academy. Do not use pseudonyms or post anonymously.
- Respect the views of others, even if you disagree. Do not use profane, obscene, or threatening language.
- Be truthful, accurate and complete in describing the Academy's programs and services.
- Obey the Terms of Service of any social media site or platform in which you participate.
- Review the privacy settings of each social media site accessed or used to understand how the site uses the information that its users provide. Be careful about revealing excessive personal information.
- Whenever appropriate, link back to information posted on the Academy website instead of duplicating content. For assistance, please contact the Academy Director.
- Whenever, as a member of the Academy faculty, you utilize social media as a means of student participation in course work, be sure to also provide a practical and appropriate alternative for students who may be unable or reluctant to utilize that social medium. For example, some students may not be comfortable with opening a Facebook account.

## Prohibited Social Media Activity

To the full extent permitted by law, the following conduct is specifically prohibited while participating in social media and constitutes a violation of this Policy. This applies with respect to posting to any Academy social media site, communicating with members of the Academy community, or discussing the Academy on any site, even through your own personal account or using your own device without using the Academy's network or equipment.

- Using social media to harass, threaten, insult, defame or bully another person or entity; to violate any Academy policy; or to engage in any unlawful act, including but not limited to gambling, identity theft or other types of fraud.
- Posting copyrighted content (such as text, video, graphics or sound files) without permission from the holder of the copyright. Information that is widely available to the public and posted on the Internet may be subject to copyright restrictions that prohibit unauthorized duplication or dissemination. For more information, please review the Academy's Copyright Policy.
- Using the Academy name, logo or trademarks for promotional announcements, advertising, product-related press releases or other commercial use, or to promote a product, cause, or political party or candidate.
- Disclosing confidential Academy information, non-public strategies, student records, or personal information concerning (past or present) members of the Academy community without proper authorization.
- Posting content in violation of applicable laws, including without limitation posting content that includes education records in violation of the Federal Education Records Protection Act (FERPA).
- Posting content that is false, misleading, obscene, defamatory, libelous, tortious, threatening, harassing, abusive, hateful, racially, or ethnically disparaging, inflammatory, offensive, fraudulent, discriminatory, invasive of the privacy or publicity rights of other, or otherwise injurious, unlawful or illegal.
- Insulting, disparaging, disrespecting, or defaming the Academy or members of the Academy community

## Policy Violations

The Academy reserves the right, under circumstances it deems appropriate and subject to applicable laws and regulations, to impose disciplinary measures, up to and including dismissal from the Academy or termination of employment, upon students, faculty, or staff who use private social media sites or communications resources in violation of this Policy. In appropriate cases, such conduct may also be reported to law enforcement authorities.

Note: In accordance with applicable laws and regulations, subject to other applicable Academy policies, this Policy does not prohibit employees from using social media to discuss among themselves, even in terms that may be critical of the Academy, matters relating to the terms and conditions of their employment.

## Levels of Corrective Action

You will be thoroughly informed of our expectations of you as a student during your New Student Orientation. Your commitment to upholding the standards of conduct set forth by the Academy helps us maintain the culture at the Academy and ensures that every student has a positive educational experience. Should your conduct, attendance, or academic performance require attention, the Academy Administration may intervene with corrective action.

The levels of corrective action could include the following:

### Suspension

Students who violate Academy policies may be immediately suspended or withdrawn from COLLECTIV Academy. Out-of-school suspension may last for a period of not less than one (1) day but no longer than two (2) years.

### Termination

The COLLECTIV Academy may terminate students who no longer clock hours due to voluntary withdrawal by the student. You may also be terminated by the Academy for any one or more of the following actions:

1. Possession or obvious use of drugs and/or alcohol during Academy hours, including being under the influence after breaks.
2. Bringing firearms or weapons onto campus grounds.
3. Any act of violence or verbal abuse to other students, instructors, administrators, or clients.
4. Refusal to provide assigned client services.
5. Disruptive behavior.
6. Refusal to wear assigned apparel, use assigned equipment, or perform assigned tasks.
7. Stealing from the Academy, a client, a member of the faculty or staff, or a fellow student. Clocking in or out for another student, which violates Utah Division of Occupational and Professional Licenses standards.
8. Failure to pay tuition as outlined in your contract.
9. Failure to maintain an 80% grade point average or better.
10. Misrepresentation of personal information on contracts or documents.
11. Violation of school policies as outlined in this catalog or any written supplemental notices provided to you.
12. Exceeding more than 117.65% of the program length without completing the program.
13. Violation of state regulations applicable to students.
14. Failure to pass the Mock State Board written and practical exams, with an 80% or better, before graduation.
15. Failure to correct behavior as outlined in terms of written probation.
16. Discussing confidential information with other parties (i.e., contract details, disciplinary action, private administration advisement sessions.)
17. Failure to maintain a minimum 85% attendance rate.



You may voluntarily withdraw from the Academy by providing written or verbal notice of your intent to withdraw, as of a particular date, to the Director of the Academy. If you do not provide such notice, the date of determination of your withdrawal is ten (10) consecutive school days from the last date attended, unless you have received an approved leave of absence. The tuition refund policy will apply to withdrawn students.

### **Student Complaint / Grievance Policy**

We value your feedback about ways that we can continue to improve the education experience for you and your fellow students. We conduct monthly student evaluations in which we request your feedback about your experiences at the Academy. Any party may file a complaint against the Academy; however, the complaint must be presented in writing to the Academy owner/director with the allegation fully outlined. Within ten (10) days of receipt of a complaint, an Academy representative will arrange to meet with the complainant to try to resolve the issue. If the problem cannot be resolved with the representative, it will be referred to the Academy's Complaint Committee. The Complaint Committee will review the allegation within twenty-one (21) calendar days of receipt of the complaint and will act on the matter within fifteen (15) days after their review.

The Committee will notify the complainant, in writing, of their findings, along with any steps taken to correct the problem or any reasons they have for finding that the allegations are not warranted or based on fact. The Committee findings are final and no further action will be taken.

Should the complainant be dissatisfied with the Committee's response and wish to take their complaint further, they can request a complaint form from the National Accrediting Commission of Career Arts & Sciences, 3015 Colvin Street, Alexandria, VA. 22314

Federal Law requires that students in unlawful manufacture, distribution, possession, or use of a controlled substance during their enrollment in school, will be immediately terminated.

### **Notice of Arbitration & Class Action Waiver**

As a condition for enrollment in the COLLECTIV Academy (the "Academy"), students enter into an agreement which provides that all disputes between a student and the Academy will be resolved by binding arbitration.

Students thus give up their right to go to court to assert or defend their rights under their enrollment agreement (except for matters that may be taken to small claims court).

- A student's rights will be determined by a neutral arbitrator and not a judge or jury.
- Students are entitled to a fair hearing, but the arbitration procedures are simpler and more limited than rules applicable in court.
- Arbitrator decisions are as enforceable as any court order and are subject to very limited review by a court.

As a further condition for enrollment, students also agree that any dispute or claim that they may bring will be brought solely in the student's individual capacity, and not as a plaintiff or class member in any purported class action, representative proceeding, mass action or consolidated action.

Notwithstanding the student's agreement to resolve any disputes with the Academy by binding arbitration:

- The Academy does not require a Federal student loan borrower to participate in arbitration or any internal dispute resolution process offered by the institution prior to filing a borrower defense to repayment application with the U.S. Department of Education pursuant to 34 CFR § 685.206(e);
- The Academy does not, in any way, require students to limit, relinquish, or waive their ability to pursue filing a borrower defense claim, pursuant to 34 CFR § 685.206(e) at any time; and

- Any arbitration required by the pre-dispute arbitration agreement with the Academy tolls the limitations period for filing a borrower defense to repayment application pursuant to 34 CFR § 685.206(e)(6)(ii).

Binding arbitration with the Academy will be conducted by the American Arbitration Association (the “AAA”), under its Consumer Arbitration Rules.

You may begin the arbitration process by getting together the following documents:

- Notice of Arbitration and/or a Statement of Claim explaining the nature of the dispute and the relief requested
- The arbitration agreement that refers to the AAA
- Any supporting documents or exhibits
- Appropriate filing fee

When you have all the above documents ready, you can file your case in any one of the following ways:

- Online: <https://apps.adr.org/webfile>
- Email box: [casefiling@adr.org](mailto:casefiling@adr.org)
- Facsimile: 1 877-304-8457 or +1 212-484-4178 (fax number outside the US)
- Mail: American Arbitration Association—Case Filing Services, 1101 Laurel Oak Road, Suite 100, Voorhees, NJ 08043, USA

More information about the AAA arbitration process and the AAA Consumer Arbitration Rules can be obtained at [www.adr.org](http://www.adr.org) or 1-800-778-7879.

For more information about the Academy’s arbitration process please contact:

Ms. Lenore Gibson  
10301 S. 1300 E., Sandy, UT 84094  
Phone: (801) 561-5610  
Email: [lgibson@collectivacademy.com](mailto:lgibson@collectivacademy.com)

## Student Services

As part of our student experience, we provide a range of student services to support you in your education and to benefit you during your coursework.

## Student Advisement

Our administrators maintain an Open Door policy. Student Services and advisement is generally handled by the school Director or Assistant Director, but several other departments or individuals may be involved including but not limited to Admissions and Financial Aid. You are always welcome and encouraged to seek out the advice of the school administrators. We want to support you in your program and in reaching your educational goals. Where possible, we will assist you with issues that relate to your success in the program. COLLECTIV Academy does not provide psychological assessment or counseling to students in any manner or capacity. If you are in need of advice on personal issues, faculty or administrators may refer you to a licensed counselor. In such cases, we will provide you with a list of counselors published by the local school district to help you seek out the professional of your choice. The Resource Directory we provide is for informational purposes and serves only as a guide to you. We do not endorse, sponsor, or promote any of the resources/facilities provided.

## Library/Resources

The bulk of academic material required for each course is covered during regular theory hours. We also maintain library resources to enhance your education. These resources consist of teaching, trade magazines, specialty books and content from the internet. You may review the resources available at designated areas in the school, upon request.

## Section 504/ Americans with Disabilities Act Policy

COLLECTIV Academy (the Academy) does not discriminate in admission or access to our programs on the basis of age, race, color, sex, disability, religion, sexual orientation, gender identity, financial status, veteran status or national origin.

If you would like to request academic adjustment or auxiliary aids, please contact the Academy's Section 504 Compliance Coordinator, Lenore Gibson. You may contact Ms. Gibson at 10301 S 1300 E, Sandy, UT 84094, Phone: (801) 561-5610, Email: [lgibson@collectivacademy.com](mailto:lgibson@collectivacademy.com). You may request academic adjustments or auxiliary aids at any time.

Applicants who are persons with disabilities, as defined in paragraph 104.3(j)(1)(i) of the regulation under Section 504 of the Rehabilitation Act of 1973, may apply for admittance into the program.

The Academy will work with the applicant or student to provide necessary academic adjustments and auxiliary aids and services unless a particular adjustment would alter or waive essential academic requirements; fundamentally alter the nature of a service, program or activity; or result in undue financial or administrative burdens considering the Academy's resources as a whole.

Any qualified individual with a disability requesting an accommodation or auxiliary aid or service should follow this procedure:

1. Notify Ms. Gibson, the Academy's Section 504 Compliance Coordinator, of the type of accommodation needed, date needed, documentation of the nature and extent of the disability, and of the need for the accommodation or auxiliary aid. Requests should be submitted in writing unless you cannot provide the request in writing, in which case the Academy would accept a verbal request. You may contact Ms. Gibson at 10301 S 1300 E, Sandy, UT 84094, Phone: (801) 561-5610, Email: [lgibson@collectivacademy.com](mailto:lgibson@collectivacademy.com).
2. Ms. Gibson will schedule a time to meet with you after receiving your request for accommodation. The purpose of this meeting is to help ensure that the Academy is obtaining adequate information and understanding of your individual needs.
3. Ms. Gibson will review the request and provide you with a written determination as soon as practically possible but in no event more than two weeks after receiving the request.
4. If you would like to request reconsideration of the decision regarding your request, please contact Alexsys Campbell, Academy Director of COLLECTIV Academy, within 15 days of the date of the response. Please provide a statement of why and how you think the response should be modified. Statements may be submitted to Sara King by email at [sking@collectivacademy.com](mailto:sking@collectivacademy.com) or by mail to Sara King, 10301 S 1300 E, Sandy, UT 84094, Phone: (801) 561-5610.

## Discrimination Grievance Procedure

COLLECTIV Academy has adopted the following Grievance Procedure for addressing complaints of discrimination under Section 504 of the Rehabilitation Act of 1973. A person is not required to use this procedure and may instead file a complaint directly with the U.S. Department of Education's Office for Civil Rights, Cesar E. Chavez Memorial Building, 1244 Speer Boulevard, Suite 310, Denver, CO 80204-3582, Telephone: (303) 844-5695, Email: [OCR.Denver@ed.gov](mailto:OCR.Denver@ed.gov).

Step 1: A person who believes that he/she has been discriminated against by the Academy is encouraged, but is not required, to discuss the matter informally with the Section 504 Coordinator, Ms. Lenore Gibson at 10301 S 1300 E, Sandy, UT 84094, Phone: (801) 561-5610, Email: [lgibson@collectivacademy.com](mailto:lgibson@collectivacademy.com). If the 504 Coordinator is the subject of the complaint, the grievant may, instead, contact the Academy Director, who will appoint another administrator to discuss the matter. The person receiving the complaint shall verbally convey his/her findings to both the person who alleged the violation and the person who is the subject of the complaint within 10 business days.

Step 2: If the informal Step 1 process does not resolve the matter, or if the grievant does not wish to use the informal procedures set forth in Step 1, a written complaint may be submitted to the Academy's Section 504 Coordinator who will investigate the complaint. [NOTE: if the Section 504 Coordinator is the subject of the complaint, the complaint should be submitted to

the Academy Director who will appoint another administrator to conduct the investigation]. The complaint shall be signed by the grievant and include 1) the grievant's name and contact information; 2) the facts

of the incident or action complained about; 3) the date of the incident or action giving rise to the complaint; 4) the type of discrimination alleged to have occurred; and 5) the specific relief sought. Names of witnesses and other evidence as deemed appropriate by the grievant may also be submitted. An investigation of the complaint will be conducted within 10 business days following the submission of the written complaint. The investigation shall include an interview of the parties and witnesses, a review of the relevant evidence, and any other steps necessary to ensure a prompt and thorough investigation of the complaint. A written disposition of the complaint shall be issued within 10 business days of completion of the investigation unless a specific written extension of time is provided to the parties. Copies of the disposition will be given to both the grievant and the person who is the subject of the complaint. If discrimination or harassment was found to have occurred, the disposition will include the steps that the Academy will take to prevent recurrence of any discrimination or harassment and to correct its discriminatory effects on the grievant and others, if appropriate.

Step 3: If the grievant wishes to appeal the decision in Step 2 above, he/she may submit a signed, written appeal to the Academy Director within 10 business days after receipt of the written disposition. The Academy Director or her designee shall respond to the complaint, in writing, within 10 business days of the date of the appeal. Copies of the response shall be provided to both the grievant and the person who is the subject of the complaint.

The Academy hereby provides assurance that it strictly prohibits any form of retaliation against persons who utilize this Grievance Procedure. If you have questions regarding these procedures or desire to file a complaint, please contact the Academy's Section 504 Coordinator: Ms. Lenore Gibson at 10301 S 1300 E, Sandy, UT 84094, Phone: (801) 561-5610, Email: [lgibson@collectivacademy.com](mailto:lgibson@collectivacademy.com).

Students who have a complaint relating to unfair and/or deceptive business practices may file a complaint with the Division of Consumer Protection found at <https://consumerprotection.utah.gov/complaints.html>."

## **Student Benefits**

### **Personal Services**

We offer free haircuts and a reduced cost for technical services while you are enrolled at the Academy. You may receive services only upon approval from the Education Director. We service clients before we approve any student services. You are required to pay product costs which will be collected the same day the service is performed. Technical services require a minimal fee to cover the cost of the chemicals used. Refusal to make payment on the day services are performed will result in revocation of this privilege.

### **Family Services**

Haircutting services for immediate family members (spouse, children, parents) are available at no charge (technical services require a minimal fee) when you perform the services for your family members. All other family members are charged regular prices for all services.

### **Career Coaching**

COLLECTIV Academy will spend significant time preparing you for a career as a successful hairdresser, but we do not guarantee employment. To help prepare you for success in the hairdressing industry, we provide the following services:

### **Personal and Professional Development**

Our curriculum materials include a focus on the non-technical skills required for you to excel in the industry. You will receive training and information to help you develop the habits, attitudes, and beliefs that will help you reach your career goals after you leave the Academy. This material will also provide helpful information about the industry including knowing your job options, comparing salons, interviewing salons, choosing the best position, and more.

### **Interview Training and Resume Development**

We make recommendations for preparing your professional resume and offer interview training as part of our curriculum.

### **Career Representatives**

We encourage you to seek employment in the industry with the salons and companies of your choice. COLLECTIV Academy does not guarantee employment to any student. Academy students will undergo the same scrutiny for employment as any other candidate. We also invite other area salon representatives to speak with students regarding employment opportunities on a regular basis.

### **Tuition**

1600 Hour Cosmetology / Barbering - \$17,400.00  
Student Kit-\$2,500 (plus 7.25% sales tax -\$181.25)  
Registration Fee-\$50.00  
Total: \$20,081.25

Tuition and fees are your responsibility as a student. All tuition is due on the selected/ agreed upon day of each month, with the exception of the first payment, which is made on or before the first day of school. Any late payments will be assessed a late fee of \$25. Thereafter, a daily \$5 late fee (excluding holidays) will accrue until you make full payment of tuition and all late fees. Failure to pay tuition as agreed upon in your contract may result in corrective action up to and including termination.

Payments may be made by cash, check, money order, credit card or through non-federal agencies or loan programs. The final payment must be made by cashier's check money order, or credit card. COLLECTIV Academy reserves the right to change tuition and fees for each course as needed.

### **Exceeding Your Contract**

Your contract is written to cover a specific time period. You must complete the course within this time frame. If you do not graduate within the time frame agreed upon in your contract, you will be charged additional daily training fees of \$100 per day. These fees are charged regardless of your absences or attendance. You will be charged these fees until you reach the number of hours required to graduate.

### **Books, Equipment, and Supplies**

You must purchase the COLLECTIV Academy Student Kit or the equivalent, which includes the required books, equipment, and supplies, as required by your contract. Your Student Kit contains the necessary professional hairdressing tools needed to complement the instruction you receive at the Academy. The items in the kit may change from time to time, at the discretion of COLLECTIV Academy and without notice to students. You may purchase your kit through the Academy; other sources for the student kits may be considered, we require all kits to contain the same items, with equal value and quality.

You may also be required to purchase equipment and supplies as outlined by the Utah Division of Occupational and Professional Licenses. The Academy has done its best to outline itemized costs in your contract; however, we do not claim that the costs listed will be the only expenses that you incur as a student at the Academy.

### **Other Costs**

You will need to pay other fees and costs for program requirements including State Registration fees and State Board exam fees. You will pay these fees directly to the state and the testing agencies and not to the Academy.

## **Tuition Discounts**

COLLECTIV Academy may provide tuition discounts to employees, spouses of employees, and children of employees, after a minimum employment of one year with a COLLECTIV Academy.

## **Scholarship Policy**

At COLLECTIV Academy we expect our scholarship recipients to set a high standard for the entire student body. Therefore, adherence to the Academy's rules and policies is required to maintain this scholarship. Any infraction of the Academy rules and/or policies will void the scholarship. If voided, the cost of the program will be based on the full amount of tuition.

## **Cancellation and Settlement Policy Tuition Refund Policy**

For applicants who cancel enrollment or students who withdraw from enrollment a fair and equitable settlement will apply. The following policy will apply to all terminations for any reason, by either party, including student decision, course or program cancellation or withdrawal shall occur on the earlier of the dates that:

- a. An applicant not accepted by the school shall be entitled to a full refund of all monies paid.
- b. A student (or in the case of a student underage, his/her parent or guardian) cancels the contracts and demands his/her money back, in writing, within three business days of the signing of the enrollment agreement or contract, all monies collected by the school shall be re-funded (see item "h" below). The cancellation date will be determined by the postmark of the written notification, or the date said information is delivered to the school administrator in person. This policy applies regardless of whether or not the student has actually started the training.
- c. If a student cancels his/her contract after three business days after the signing, but prior to entering classes, he/she shall be entitled to a refund of all monies paid to the school less a non-refundable registration fee.
- d. For students who enroll and begin classes, and notifies the institution of his/her withdrawal, the following schedule of tuition adjustment is authorized: Enrollment time is defined as the elapsed time between the actual starting date and the date of the student's last day of physical attendance in training. Any monies due the applicant, student, or Department of Education shall be refunded within 45 days of formal termination by the school, which shall occur not more than 45 days from the last day of physical attendance, or, in the case of a leave of absence, earlier the scheduled date of return or the date of notification of withdrawal.
- e. In case of an illness or disabling accident, death in the immediate family, or other circumstance beyond the control of the student, the school shall make a settlement which is reasonable and fair to both parties.
- f. A student is expelled by the school. (Unofficial withdrawals will be determined by the institution by monitoring attendance at least every 30 days. Any refund due to the student or Department of Education will be calculated based on the student's last date of attendance).
- g. In type a, b, c, or d, official cancellations or withdrawals, the cancellation date will be determined by the postmark on the written notification, or the date said notification is delivered to the school administrator or owner in person.
- h. After use, the cost of equipment, books, and supplies are non-refundable.
- i. For students who enroll in and begin classes, the following schedule of tuition adjustment is authorized:

**Percent time = Scheduled Hours not Attended Hours**

<b>%Hours Contracted</b>	<b>#Hours Contracted</b>	<b>School will Receive/Retain</b>
<b>0.01% to 4.9%</b>	<b>1-79</b>	<b>20%</b>
<b>5% to 9.9%</b>	<b>80-159</b>	<b>30%</b>
<b>10% to 14.9%</b>	<b>160-239</b>	<b>40%</b>
<b>15% to 24.9%</b>	<b>240-399</b>	<b>45%</b>
<b>25% to 49.9%</b>	<b>400-799</b>	<b>70%</b>
<b>50% and over</b>	<b>800</b>	<b>100%</b>

The above percentages are based on tuition alone. Books, tools, late fees, schedule change fees, suspension fees, and registration fees will be added to the tuition charge. A termination/withdrawal fee of \$150.00 will be added to the student's charges.

### **Program Cancellation Policy**

- a. If a program is canceled subsequent to a student's enrollment, and before instruction in the program has begun, the school shall at its option:
  - i. Provide a full refund of all monies paid; or
  - ii. Provide completion of the program.
- b. If the school cancels a program and ceases to offer instruction after students have enrolled and instruction has begun; the school shall at its option:
  - i. Provide a pro-rata refund for all students transferring to another school based on the hours accepted by the receiving school, or;
  - ii. Participate in a Teach-Out Agreement, or;
  - iii. Provide a full refund of all monies paid.
- c. If the school closes permanently and ceases to offer instruction after students have enrolled, and instruction has begun, the school must make arrangements for students. The School shall at its option:
  - i. Provide a pro-rata refund, or;
  - ii. Participate in a Teach-Out Agreement

### **Student Obligation:**

If the amount to be returned is GREATER than the amount of unearned institutional charges then the student is required to payback/return the difference between these amounts.

### **Over Contract Hour Calculation**

Students failing to complete their contracted courses of study on or before the scheduled graduation date stated on the first page of this agreement must pay \$100 per day for each additional day of attendance required for graduation. Saturdays are a must day to attend school. Students will receive one free pass for missing a Saturday after that students are charged \$100.00 for each missed Saturday.

## Student Records

COLLECTIV Academy respects each student's right to privacy, and acts in accordance with the Family Educational Rights and Privacy Act (FERPA) of 1974. FERPA provides students certain rights with respect to the student access to and amendment of educational records and governs when the Academy can disclose educational records without student consent. FERPA also provides students with the right to complain to the U.S. Department of Education if the student believes the Academy is not in compliance with the statute and governs when the Academy can disclose directory information about students. A notice to students outlining these rights and topics is available to students on the Academy's website at: [www.collectivacademy.com/consumer-information/](http://www.collectivacademy.com/consumer-information/).

Students seeking access to their records should submit a written request that identifies the record or records they wish to inspect to COLLECTIV Academy, Attn: Academy Director, 10301 S 1300 E, Sandy, UT 84094. The Academy will arrange for access and notify the student of the time and place where the records may be inspected.

In accordance with FERPA, the Academy will disclose information from the academic records of a student to authorized persons, provided the Academy has on file written consent of the student. The form is available from the Academy Director. Except to the extent that FERPA authorizes disclosure without consent, a student must submit a written consent for each third-party request for information. The Academy discloses education records without a student's prior written consent under the FERPA exception for disclosures to school officials with legitimate educational interests. The Academy may also disclose information to federal and/or state government officials, as well as to its accrediting agency, as allowed under FERPA.

All rights given to students regarding the Student Records would also be extended to parents or guardians of students who are dependent minors. Questions about your records may be addressed to the Utah Division of Occupational and Professional Licenses.

## Thank You

Choosing the right school is the first step in your new career, and we are privileged that you have chosen us to be your partner in success. We have worked hard to develop and maintain our student experience, and to build a program that offers the right individuals an outstanding experience from start to finish. We continually strive to enhance our program and always welcome your feedback. Please make use of our Open Door Policy to give us your thoughts.

We wish you the very best in your school career and look forward to seeing where your dreams and hard work will take you.

**Effective date 1.23.2025**