



---

COLLECTIV  
ACADEMY

---

**2026**  
**Student**  
**Catalog**

6 PARK AVENUE, WORCESTER, MA 01605 | PHONE: (508) 756-6060  
727A GRANITE STREET, BRAINTREE, MA 02184 | PHONE: (781) 428-3099  
[WWW.COLLECTIVACADEMY.COM](http://WWW.COLLECTIVACADEMY.COM)

# TABLE OF CONTENTS

Welcome.....	4
Mission.....	4
Objective.....	4
Licensing .....	4
Our Story .....	4
Academy Locations .....	5
Ownership .....	5
The Facility .....	5
Faculty and Staff.....	5
Becoming a Student.....	6
Admission Information, Requirements and Procedures.....	6
Admissions Information.....	7
Transfer Students.....	7
Pre-Enrollment Orientation .....	8
Financial Aid.....	8
Course Outline - Cosmetology Program.....	8
Objective.....	8
Cosmetology Course .....	8
Cosmetology Requirements .....	8
What to Expect .....	9
Normal Time to Complete .....	12
Instructional Methods.....	12
Evaluation Periods .....	12
Academic Progress.....	12
Practical and Theory .....	12
Elite Program .....	12
School Calendar.....	13
Academy Hours .....	13
Daily Schedule .....	13
Holidays.....	13
Program Start Dates.....	13
Closure Due to Inclement Weather.....	14
Special Events .....	14
Academic Standards and Policies.....	14
Dress Code .....	14
Attendance Policy .....	14
Tardiness .....	15
Absenteeism.....	15
Leave of Absence Policy.....	15
Satisfactory Academic Progress Policy (SAP).....	16
Evaluation Periods.....	17
Student Report Cards .....	17
Attendance Progress.....	17
Maximum Time Frame .....	17
Academic Progress Evaluations .....	18
Practical and Theory .....	18
Determination of Progress Status.....	18
Warning .....	18
Probation.....	18
Re-establishment of Satisfactory Academic Progress.....	19
Reinstatement of Financial Aid .....	19
Re-entry of Students/Interruptions.....	19
Program Incompletes, Repetitions and Non-Credit Remedial Courses.....	19
Reinstate .....	19
Re-Enroll.....	19
Transfer Students.....	19
Appeal Process.....	19

Make-up Work.....	20
Requirements for Graduation .....	20
Student Transcripts .....	20
Student Culture, Conduct and Clinic Participation .....	20
Non-Smoking Policy.....	22
Safety .....	22
Reporting of Crimes & Annual Security Report .....	22
Professionalism.....	23
Daily Duties .....	23
Eating/Drinking.....	23
Telephones.....	23
Reception Desk.....	23
Client Services .....	23
Confidentiality Policy.....	24
Levels of Corrective Action .....	24
Verbal Alert .....	24
Written Alert .....	24
Suspension .....	24
Termination .....	24
Withdrawal .....	25
Student Complaint/Grievance Policy .....	25
Arbitration.....	26
Student Advisement .....	26
Library/Resources .....	26
Student Benefits .....	26
Personal Services and Salon Services Store .....	26
Career Coaching and Disclaimer of Employment Guarantee.....	26
Personal and Professional Development.....	27
Career Paths .....	27
Trolley/Portable Locker .....	27
Gratuities .....	27
Tuition .....	27
Requirements and Fees.....	27
Exceeding Your Contract.....	28
Books, Equipment and Supplies .....	28
Other Costs .....	28
Cancellation and Settlement .....	28
Commonwealth of Massachusetts Refund Policy .....	29
Commonwealth of Massachusetts State Board Exam .....	29
Student Records.....	29
Right to Privacy – Student Release of Information (FERPA) .....	30
Safeguarding Customer Information (GLBA) (“Cyber Security”).....	30
Academy Flexibility.....	31
Notes .....	32
Class Dates & Staff (Insert A).....	33
Current Tuition Charges (Insert B) .....	34
2026 Observed Holidays (Insert C).....	35
Annual Report Data (Insert D).....	36
Licensure Requirements for MA (Insert E).....	37
940 CMR 31.05 Required State Disclosures (Insert F) .....	38
Mandatory Pre-Enrollment Attendance (Insert G).....	40
Pre-Enrollment Information Checklist .....	41

Date of Publication: April 9, 2026

This catalogue is a guideline of what COLLECTIV Academy expects of its students. COLLECTIV Academy reserves the right to modify its policies based on changes in accreditation requirements, state or federal laws, or for any other reason at the discretion of COLLECTIV Academy. Changes will be made with the approval of the appropriate state regulatory agency.

# WELCOME

We have assembled a team of highly qualified individuals with a great depth of knowledge and experience in their respective fields, ensuring that each student receives 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 beauty profession standards so that we may contribute to the future of this amazing industry that we know and love so well!

# MISSION

The mission of COLLECTIV Academy is to offer education that equips students with the necessary skills and knowledge to secure employment in their desired profession, thereby fostering growth within the industry.

# OBJECTIVE

The objective of the COLLECTIV Academy program is to surpass the criteria necessary for students to meet state guidelines and pass the state exam required to obtain a cosmetology license.

Programs at COLLECTIV Academy are designed to teach current theory and practical applications that will have relevance in the beauty industry.

Thank you for selecting COLLECTIV Academy as the first step in your new profession.

# LICENSING

COLLECTIV Academy is approved and regulated by the Massachusetts Board of Registration of Cosmetology and Barbering, Division of Professional Licensure, 1000 Washington Street, Suite 710, Boston, MA 02118, Telephone 617.727.9940, Fax: 617.727.1944. <http://www.mass.gov/dpl>

COLLECTIV Academy is accredited by the National Accrediting Commission of Career Arts & Sciences, Inc (NACCAS). Located at 3015 Colvin St, Alexandria, VA 22314. Phone 703.600.7600.

COLLECTIV Academy is approved and regulated by the US Department of Education, 400 Maryland Ave SW, Washington, DC 20202. Phone 800-872-5327.

Copies of documents describing the school's accreditation and licensing may be reviewed by current or prospective students by contacting the COLLECTIV Academy Director.

# OUR STORY

COLLECTIV Academy has certified hundreds of Cosmetologists in the Salt Lake City community and created loyal clients. COLLECTIV Academy opened campuses in Dallas and Ft. Worth, Texas offering courses in cosmetology and esthetics.

In 2015, Kenny and Lenore Gibson moved from California, first bringing their proprietary style of education to Salt Lake City and now to Texas, Rhode Island and Massachusetts. 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.

## ACADEMY LOCATIONS

### **Worcester (Headquarters)**

6 Park Avenue  
Worcester, MA 01605  
508.756.6060  
Website: [www.collectivacademy.com](http://www.collectivacademy.com)

### **Braintree**

727A Granite Street  
Braintree, MA 02184  
781.428.3099  
Website: [www.collectivacademy.com](http://www.collectivacademy.com)

## OWNERSHIP

Worcester and Braintree COLLECTIV Academy are commonly owned and operated by New England Beauty Academy LLC.

## THE FACILITY

Upon entering our large educational space, you are greeted by our Front Desk Coordinator. Our retail center showcases some of the industry's leading hair care products.

The facility occupies over 11,000 square feet (in Worcester) and over 10,000 square feet (in Braintree) of educational space that is designed to optimize student learning. The space contains an educational classroom as well as a large clinic floor and sound systems throughout.

The COLLECTIV Academy clinic floor looks and runs like a real salon, giving you a salon-like experience while in school. The clinic area includes a large dispensary for shampoos, conditioners, styling products, hair colours and developers. For your comfort, we provide a student break room equipped with a refrigerator, soda and snack machines and microwaves. COLLECTIV Academy is handicapped equipped (wheelchair access).

## FACULTY AND STAFF

COLLECTIV Academy instructors are licensed cosmetology professionals. We choose instructors who love the profession and want to help us continue to raise the standards of the industry. COLLECTIV Academy team includes many full and part-time members who play an integral role for our students, including the following:

### **WORCESTER (Headquarters)**

Mindy Mosca\*                      Executive Director  
Dana Bray                              Academy Director

Sarah Tantinarawat	Bursar
Alisha Magnuson	Financial Aid Coordinator
Christy Baker*	Director of Admissions
Stephanie Gomez-Torres (*also Administration in Braintree)	Admissions Coordinator
April Montigny	Director of Education
Alyssa McDonald	Instructor
Peyton Chandler	Instructor
Nicole Lambert	Instructor
Chyloe West	Instructor
Aimee Baillargeon	Instructor
Sofia Beaumont	Instructor

## **BRAINTREE**

Mindy Mosca	Executive Director
Brittany Brown	Academy Director
Sarah Tantinarawat	Bursar
Christy Baker	Director of Admissions
Carol Dunnett	Administrative Coordinator
Colleen Capeless	Admissions Coordinator
Ashley Hardiman	Director of Education
Alisha Magnuson	Student Service Coordinator
Brianna Cooper	Instructor
Dean Streeper	Instructor
Denise Ferrara	Instructor
Jaycee Crowley	Instructor
Nathania Smith	Instructor
Paddy Doble	Instructor

We would also like to acknowledge the valuable contributions of all full and part-time faculty and staff members who are not listed.

# **BECOMING A STUDENT**

## **ADMISSIONS INFORMATION, REQUIREMENTS AND PROCEDURES**

All prospective students are required to interview and tour with an Admissions Coordinator or Academy team member\*. The interview is a great way to understand COLLECTIV Academy's expectations of its students and the prospective student's expectations of COLLECTIV Academy. After a brief interview has been given, a tour of the facility is conducted. (\*Prospective students who arrive 10 minutes late will be asked to reschedule.) COLLECTIV Academy does not offer Ability to Benefit.

Students must be a minimum of 17 years of age and hold a high school diploma or equivalent to enroll. Financial Aid results must be reported before an enrollment agreement can be signed. Openings will not be reserved without a signed enrollment agreement. Upon acceptance of a student, an enrollment date is agreed upon, the enrollment agreement is signed, and the registration fee of \$50 is paid.

A parent or legal guardian must be present to co-sign an enrollment agreement and all other enrollment documents for all students under 18. A driver's license or government issued photo I.D.; high school diploma or equivalent; birth certificate or social security card; and 940 CMR State Disclosure form are mandatory for the admissions process.

All foreign diplomas or high school equivalents must be translated into the English language and English equivalent grading by an outside agency that is qualified to translate documents into English and confirm the academic equivalence to a U.S. high school diploma.

The admissions office will confirm all students' diplomas and transcripts presented from a high school have a high school seal and/or signature. If the document lacks a seal or signature, the admissions office will investigate to confirm the school is recognized by the state department of education or home school association. In the case of a GED or equivalent, the state in which it was obtained from will be contacted to verify validity.

If any of the documents are determined to be invalid, a high school diploma or equivalent will be required for admission consideration. Providing false information for the purpose of gaining admissions or financial assistance is a violation of the law and could result in criminal prosecution as well as denial of admission or termination from school.

Upon meeting admissions requirements, applicants may enroll in the COLLECTIV Academy program.

## **ADMISSIONS INFORMATION**

All courses, textbooks and materials are only offered in the English language.

COLLECTIV Academy makes no guarantee that a criminal record will not be an impediment to the applicant's ability to obtain employment, license, and pursue a successful career. The Commonwealth of Massachusetts Division of Professional Licensure requires a CORI check as part of the application process.

COLLECTIV Academy is committed to equal educational opportunity and does not discriminate on the basis of race, ethnic origin / national origin, color, sex, age, religion, sexual orientation, disability, gender, perceived gender, or gender identity in admissions, career services or any other activity. Applicants will not be denied admission on the basis of any of the foregoing factors, but applicants must meet all requirements specified for admission.

You may request academic accommodations. Please contact the COLLECTIV Academy Director. The COLLECTIV Academy Director is responsible for coordinating compliance with Section 504 of the Rehabilitation Act of 1973 and Title III of the Americans with Disabilities Act of 1990. Applicants who are persons with disabilities, as defined in paragraph 104.3(j) of the regulation under Section 504 of the Rehabilitation Act of 1973, may apply for admittance into the program. The COLLECTIV Academy will work with the applicant or student to determine whether reasonable accommodations can be effective and/or are available.

Any qualified individual requesting an accommodation should follow this procedure:

Notify the COLLECTIV Academy Director in writing of the type of accommodation needed, date needed, documentation of the nature and extent of the disability, and of the need for the accommodation. The request should be made at least four weeks in advance of the date needed and can be emailed to Ms. Dana Bray at: [dbray@tg-ne.com](mailto:dbray@tg-ne.com) (for Worcester Academy) or Ms. Brittany Brown at: [Bbrown@tg-ne.com](mailto:Bbrown@tg-ne.com). (for Braintree Academy). The COLLECTIV Academy Director will respond within two weeks of receiving the request.

If an appeal is necessary regarding special requests, the appeal must be submitted within one week of the date of the COLLECTIV Academy Director's response.

## **TRANSFER STUDENTS**

COLLECTIV Academy currently accepts transfer students from other cosmetology schools and will accept up to 500 hours toward the 1000 hours necessary to achieve a COLLECTIV Academy diploma contingent upon the Commonwealth of Massachusetts' approval process. 500 hours must be completed at the COLLECTIV Academy and the required standards must be met. Transfer hours will only be accepted upon enrollment.

Reciprocity of all transfer hours will be considered from another COLLECTIV Academy franchise. This only applies to COLLECTIV Academy students.

Transfer hours from all cosmetology schools will be accepted based upon educational equivalents.

## **PRE-ENROLLMENT ORIENTATION**

Prior to beginning class, you will be required to attend a mandatory pre-enrollment orientation. As you progress through the program, in efforts to help you acquire a full understanding of what to expect at each level, you will attend an orientation at the beginning of each new phase.

## **FINANCIAL AID**

COLLECTIV Academy is accredited by the National Accrediting Commission of Career Arts & Sciences (NACCAS). The Department of Education makes Title IV Aid, and the Department of Veterans Affairs makes GI Bill® educational benefits available to students who qualify. COLLECTIV Academy participates in both the Federal Pell Grant and Federal Direct Loan Programs. VA benefits are available for the Cosmetology program but not available for the Cosmetology (Hybrid Distance Ed) program. If you need more information regarding these programs or have questions about financial aid, please contact our Financial Aid Coordinator.

## **COURSE OUTLINE – COSMETOLOGY PROGRAM**

### **OBJECTIVE**

The objective of the COLLECTIV Academy program is to surpass the criteria necessary for students to meet state guidelines and pass the state exam required to obtain a cosmetology license. Training is provided to prepare graduates for entry-level positions in cosmetology.

### **COSMETOLOGY COURSE**

Full-time is Monday - Friday, 9:00 a.m. – 4:30 p.m. minus 30-minute lunch equaling 35 hours per week, 32 weeks (8 months). 1,000 hours total. Consideration has been made for inclement weather.

Half day schedule is Monday - Friday, 9:00 a.m. – 2:30 p.m. minus 30-minute lunch equaling 25 hours per week, 45 weeks (11 months). 1,000 hours total. Consideration has been made for inclement weather.

All courses, textbooks and materials are only offered in the English language. COLLECTIV Academy offers a cosmetology program to individuals seeking to become licensed within the field of cosmetology. COLLECTIV Academy recognizes and develops an individual's potential, thus producing qualified cosmetologists.

The cosmetology course is designed to introduce and guide beginner students in the areas of modern haircutting, colouring, and hairdressing, as well as esthetics and manicuring. These techniques are taught to meet the state required level of cosmetology and exceed the expectations of the industry. The program is broken into phases:

Phase One:	Freshman	Phase Four:	Senior
Phase Two:	Sophomore	Phase Five:	Salon Professional
Phase Three:	Junior		

Theory and practical sessions will entail a great deal of cosmetology education. All in-school “book work” must be done on a tablet or laptop, not a cell phone. All graded DNA work (including but not limited to tests or pretests during theory) must be submitted to phase instructor prior to taking break. Students are required to complete state board applications in addition to the COLLECTIV Academy methodology and terminology, as well as the COLLECTIV Academy classic haircutting and colouring techniques.

### **COSMETOLOGY REQUIREMENTS**

The following requirements are in accordance with the Commonwealth of Massachusetts' outline of study for cosmetology.

Each state board establishes its own regulations (subject to applicable State law) governing whether hours received through Distance Education will be accepted for licensure eligibility purposes. Academic achievement earned via distance education may or may not be accepted for reciprocity or eligible for licensure in other states.

<b>Unit of Instruction</b>	<b>Hours*</b>
Orientation: Ethics, Salesmanship, Courtesy and Conduct, Instruction and Lecture on Sanitation	50 hours
Shampoo and Related Theory	25 hours
Hair and Scalp Treatment with Related Theory	50 hours
Hair Straightening and Permanent Waving	250 hours
Hair Colouring and Related Theory	150 hours
Manicuring and Related Theory	50 hours
Skincare and Facial Grooming	80 hours
Haircutting, Styling and Related Theory	220 hours
Oral, Written and Practical Tests, Sterilization, Hygiene and Anatomy	125 hours
<b>TOTAL</b>	<b>1000 hours</b>

\*One hour is defined as 50 to 60 minutes of class, lecture, and/or hands on.

## **WHAT TO EXPECT**

The daily lesson plans and student calendar are provided as a general guide to your educational journey. Please note that schedules, planned activities, and assignments may be adjusted at any time due to unforeseen circumstances, including but not limited to delays in student kit delivery, availability of equipment, or other instructional needs. COLLECTIV Academy reserves the right to modify the order, timing, or content of lessons as necessary to ensure the best possible learning experience.

We will cover the following topics in each area of the curriculum:

### **Orientation: Ethics, Salesmanship, Courtesy and Conduct, Instruction and Lecture on Sanitation – 50 Hours**

You will begin each class with an orientation in which we will introduce you to the requirements of each level.

- The history of cosmetology and COLLECTIV Academy
- How to use the tools and supplies needed during the Cosmetology Program
- Introduction to the curriculum
- Floor operations
- Chemical applications
- Cutting
- Texturizing
- Individual performance
- Learning to think conceptually with accountability, confidence, and competency
- Ethics, salesmanship, courtesy and conduct
- Sanitation
- The beauty industry
- "What you need to know"
- Personal goals
- Job search
- Resumes
- Job interviews
- Evaluating a salon
- Professional relationships
- Networking
- Building a clientele
- Stylist-client relationship
- Stylist-staff relationship
- Performance review
- Salon ownership
- Self-appraisal
- Types of salon ownership
- Requirements of a salon
- Getting the right advice
- Space requirements and floor plans
- Borrowing money
- Retail agreements
- Types of insurance
- Taxes
- Expenses and income
- Salon philosophy
- Policies and procedures
- Salon retailing/selling
- Professional products
- Closing the sale
- Buyer tips
- Follow-up
- Effective displays

## **Shampoo and Related Theory– 25 Hours**

- Basic draping
- Shampooing and conditioning
- Scalp massage theory
- Scalp massage essentials
- Infection control and safety
- Diseases and disorders

## **Hair and Scalp Treatment with Related Theory – 50 Hours**

- Hair theory and the breakdown of the hair shaft (hair structure and behavior)
- Hair growth
- Bulk formation and natural hair color
- Hair care
- Evaluation
- Common hair conditions
- Scalp conditions
- Hair loss
- Diseases and disorders
- Wigs

## **Hair Straightening and Permanent Waving – 250 Hours**

- History of perming and theory
- Perming essentials
- Infection control and safety
- Client consultation
- Perm wrap overview
- Rectangle perm wrap
- Brick lay perm wrap
- Spiral perm wrap
- Oblong perm wrap
- Perm problems and solutions
- Chemical relaxing theory
- Chemical relaxing essentials
- Infection control and safety
- Client consultation
- Product and application overview
- Virgin sodium hydroxide relaxer
- Virgin thio relaxer
- Relaxer retouch
- Curl reforming
- Matter
- Elements
- Chemical bonds
- pH Scale
- Chemistry of cosmetics
- Cosmetic classifications
- Shampoos, rinses, and conditioners
- Perms
- Relaxers
- Curl reformation
- Hair color and production information

## **Hair Colouring and Related Theory – 150 Hours**

- Color theory
- What is color
- Law of color
- Identifying existing hair color
- Melanin
- Grey hair
- Identifying natural level and tone
- Identifying artificial tone and intensity
- Changing existing hair color
- Hair color chemistry
- Hair color techniques
- Infection control and safety
- Client consultation
- Product and application overview
- Temporary color
- Semi-permanent color
- Oxidative color lighter results
- Oxidative color darker results
- Surface painting
- Partial highlight slicing
- Full highlight weaving
- Double-process blonde
- Tint Back
- Hair color removal techniques
- Hair color problems and solutions
- Packets
- Rinses
- Reconditioning

## **Manicuring and Related Theory– 50 Hours**

- Nail theory
- Nail structure
- Growth
- Diseases
- Disorders and conditions
- Natural nail care
- Shapes
- Infection control and safety
- Client consultation
- Basic manicure
- Male manicure
- Basic pedicure
- Pedicure essentials
- Special nail services
- Artificial nails
- Nail tips
- Tips with acrylic overlay
- Sculptured nails
- Artificial nail services
- Practical applications of manicuring

## **Skincare and Facial Grooming – 80 Hours**

- Theory
- Functions of the skin
- Composition of the skin
- Types of skin
- Skin diseases and disorders
- Skin care & essentials
- Infection control and safety
- Client consultation
- Massage
- Basic facials
- Facial masks
- Hair removal
- Hair removal essentials
- Infection control and safety
- Client consultation
- Basic waxing
- Temporary hair removal
- Permanent hair removal
- Eyelash & Eyebrow Extensions & Tinting
- Eyelash Perming

### **The make-up curriculum covers:**

- Facial shapes
- Color theory
- Make-up essentials
- Infection control and safety
- Client consultation
- Make-up techniques and products
- Basic make-up and application
- Practical applications of facials

## **Haircutting, Styling and Related Theory – 220 Hours**

- Haircutting theory
- Form
- Haircutting fundamentals
- Essentials of Haircutting
- Infection control and safety
- Client consultation
- Haircutting procedures
- Solid form haircut
- Solid form variation
- Increased layered front hairline
- Increased layered form haircut
- Graduated form haircut
- Uniformly layered form haircut
- Combination form haircut
- Square form haircut
- Over-comb techniques
- Fade haircut

### **The styling section covers:**

- Hairstyling theory
- Primary hairstyling considerations
- Hairstyling fundamentals
- Hairstyling essentials
- Infection control and safety
- Client consultation

### **The thermal styling section focuses on:**

- Thermal styling theory
  - Infection control and safety
  - Thermal styling procedure
  - Air forming solid form
  - Air forming graduated form-round brush
  - Air forming layered form-round brush
  - Air forming combination form-round brush/curling iron
  - Air forming combination form-nine row brush
- \*We do not cover press and curl variation in the pressing and curling section

### **The wet styling section includes:**

- Pin curls (flat, volume)
- Skip waves with flat pin curls
- Rollers
- Wet styling procedures
- Finger waves
- Flat pin curls
- Straight volume rollers and pin curls
- Curvature volume rollers and pin curls

### **The long hairstyling section covers:**

- Long hair fundamentals
- Long hair styling procedures
- Three-strand overbraid
- Three-strand underbraid
- French twist

## **Oral, Written and Practical Tests, Sterilization, Hygiene and Anatomy – 125 Hours**

- Theory
- Tests, inclusive of Anatomy and Physiology
- Hygiene
- Sanitation and Sterilization

## **NORMAL TIME TO COMPLETE**

Students should have a reasonable expectation of the time it should take to complete the program in order to plan and budget accordingly. Program length schedules are stated in months and include estimated days when COLLECTIV Academy is closed for holidays, educator training, special events or inclement weather. A limited number of days are scheduled to allow students to make-up missed work as necessary for state licensing purposes. Students are allowed to complete make-up work and time, if in compliance with COLLECTIV Academy's policy, as long as they do not exceed the maximum time frame or accelerate the allowed time frame

## **INSTRUCTIONAL METHODS**

The course is presented through comprehensive lesson plans that reflect effective education methods. Subjects are presented in several different modalities including some of the following: interactive lecture, demonstration, discovery-oriented methods, and student participation. Internet (Zoom lectures, Facebook Live meetings) Audiovisual aids, guest speakers, field work, field trips, projects, activities, and other related learning methods are also used for program delivery.

## **EVALUATION PERIODS**

Attendance and academic progress are evaluated based on the hours completed. The frequency ensures that students have had at least one evaluation by midpoint in the course. A student's Satisfactory Academic Progress status will remain the same until the next evaluation period. A student must meet the academic requirements (80% cumulative grade average) and the attendance requirements (80%) to make or re-establish Satisfactory Academic Progress.

## **ACADEMIC PROGRESS**

A student's academic progress is determined by a reasonable system of grades as determined by assigned academic learning. Students are assigned academic learning and a minimum number of practical experiences. Practical skills are evaluated according to test procedures and set forth in practical skills evaluation criteria adopted by the Academy. A student must maintain an 80% grade average to be maintaining Satisfactory Academic Progress. A student will receive a numeric grade in theory and on practical work. Tests are taken electronically. Tablets or laptops must be brought to the instructor upon completion. If test is not taken, a zero will be given. If student is absent, the make-up work policy will apply.

The following represents the equivalencies for the grade assigned:

### **Practical and Theory:**

100% - 95%	Exemplary performance
94% - 90%	Excellent mastery of program content and excellent ability to apply program content concepts. The work displays initiative, independence and application. In some courses, originality may be required.
89% - 80%	Good mastery of program content and an ability to apply program content concepts. Work reflects a thorough understanding of the application and inter-relationships of material covered.
79% and below	Unsatisfactory academic progress using the principles within the program content.

## **ELITE PROGRAM**

COLLECTIV Academy recognizes students who demonstrate a high level of consistency, professionalism, and performance through its COLLECTIV Elite Program.

Students may be evaluated for Elite designation upon reaching 800 clock hours. At that time, the institution reviews attendance, academic performance, and clinic experience, including service and retail performance.

To be considered for COLLECTIV Elite, students must meet established benchmarks, including:

- Attendance within program guidelines

- A minimum academic average of 90%
- A combined clinic and retail performance threshold as defined by program standards

Students who meet these criteria may be designated as COLLECTIV Elite. This designation reflects a student’s commitment to their training, reliability, and readiness to enter the professional environment.

Participation in the COLLECTIVE Elite Program is not automatic and must be earned through consistent performance.

COLLECTIV Academy maintains that Elite status represents a standard of accountability and preparation aligned with industry expectations.

# SCHOOL CALENDAR

## ACADEMY HOURS

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

Full-time schedule: Monday - Friday, 9:00 a.m. – 4:30 p.m.

Half Day schedule: Monday - Friday, 9:00 a.m. – 2:30 p.m.

## DAILY SCHEDULE

	<u>Full-Time</u>	<u>Half Day</u>
<b>Class Start Time</b>	9:00 a.m.	9:00 a.m.
<b>Theory</b>	One hour per day	One hour per day
<b>Meal Break – actual time varies according to schedule</b>	30 minutes	30 minutes
<b>Practical Applications</b>	Mon-Fri	Mon-Fri
<b>Cleaning/Disinfecting/Debrief/Dismissal</b>	Last ½ hour of schedule.	Last ½ hour of schedule.

**It is mandatory for students to scan QR code whenever leaving the building for any reason at any time. Time clock adjustments (including but not limited to scan error, event hours and make-up hours) could take up to a week to show on attendance records.**

## HOLIDAYS

COLLECTIV Academy is closed on the following holidays:

- |   |                  |
|---|------------------|
| New Year’s Day                                | Labor Day        |
| Martin Luther King Jr Day (only for students) | Columbus Day     |
| Patriot’s Day                                 | Veterans Day     |
| Memorial Day                                  | Thanksgiving Day |
| Juneteenth Day                                | Christmas Day    |
| Fourth of July                                |                  |

Any student absent the day before or the day after a designated holiday or break during their schedule may be suspended. COLLECTIV Academy administration will announce, in advance, any changes in the holiday schedule.

## PROGRAM START DATES

A new cosmetology course begins on the first Monday of each month for full-time and half day. The maximum enrollment per schedule, within a new class, is 20 students. COLLECTIV Academy reserves

the right to add or delete any start dates in a calendar year.

### **CLOSURE DUE TO INCLEMENT WEATHER**

Closure/delays for the Massachusetts COLLECTIV Academy will be posted on the COLLECTIV app and social media networks.

### **SPECIAL EVENTS**

COLLECTIV Academy students have the opportunity to participate in fashion shows, community events and fundraisers. Special events require many hours of preparation. Students must meet the following requirements:

- Participation throughout the entire event
- Attendance the day before and the day after the event, if it occurs during your schedule
- Student must be in good standing in order to participate

## **ACADEMIC STANDARDS and POLICIES**

### **DRESS CODE**

The COLLECTIV Academy dress code helps us set a standard of excellence for our students. Good hygiene is always a must. Hair must be styled and clean. Make-up, if applicable, must remain consistent. Clothing must be neat, stain free and clean. Apron must be worn over clothing. Stomach, chest and armpits must be covered at all times.

#### **Say yes to the dress code:**

- All black attire
- Black, blue, or gray denim
- Black, clear or denim apron
- Jewelry can be any color
- Shoes may be any color but must have a closed toe and closed heel to protect from hair splinters
- Leggings, tights and hose must be all black
- Skirts, shorts, dresses must be knee length
- Logos no more than 1" diameter
- Ties, hats, headbands, hair wraps and scarves must be all black
- Academy logo may be any size or color

#### **What not to wear:**

- No patterns, stripes, plaids or florals
- Slippers, flip flops, house shoes or bare feet
- Backless low-cut tops, or low-cut sides-anything too revealing
- Crop tops (must have shirt underneath)
- Pajamas
- Lingerie
- Nudity
- Visible undergarments
- Tank tops, strapless or spaghetti strap tops
- Sunglasses may not be worn or used as a hair accessory
- No jewelry that can cause a safety hazard
- Listening devices
- Outerwear

### **ATTENDANCE POLICY**

Students must arrive in proper dress code 15 minutes prior to the start of class. Roll calls are taken at the scheduled start time. Students will be considered tardy one (1) minute after the scheduled start time. Lunch break is not included in the educational hours.

COLLECTIV Academy may adjust program hours and days due to holidays, inclement weather, or other necessary schedule changes.

Students are required to maintain a minimum of 80% attendance of scheduled hours to meet Satisfactory

Attendance Progress (SAP) and complete the program within the maximum time allowed. Students who arrive late or leave early more than two (2) times within a calendar month will have their attendance percentage affected in accordance with the Tardiness Policy.

Absences are not excused. Students who fail to meet attendance requirements will be placed on a Corrective Action Plan. Continued failure to improve may result in progressive discipline, up to and including suspension or termination

## **TARDINESS**

Should a life circumstance cause you to be tardy, you must contact the Administration. Corrective action will be taken toward any student who is tardy two or more times within a month. Attending class on time demonstrates your commitment to the program and ensures the work ethic necessary for success in your career. Excessive tardiness could result in possible suspension and termination from the program.

## **ABSENTEEISM**

Absences are not excused for any reason. Students must notify the Academy if they are going to be late or absent by calling the Administration at 508.756.6060 for Worcester or 781.428.3099 for Braintree. Students who do not comply with the attendance policy will receive a corrective action plan to help improve their attendance percentage. COLLECTIV Academy may take corrective action when excessive absences occur. Students who do not improve will be subject to termination.

## **LEAVE OF ABSENCE POLICY**

An authorized leave of absence (LOA) is a temporary interruption in a student's program of study. LOA refers to the specific time period during a program when a student is not in attendance. A LOA is not required if a student is not in attendance for an institutionally scheduled break; however, a scheduled break may occur during a LOA. A LOA must meet certain conditions to be counted as a temporary interruption in a student's education instead of being counted as a withdrawal. A student granted a LOA that meets the criteria described in this Policy is not considered to have withdrawn, and no refund calculation is required at that time.

A student may request an authorized leave of absence for a minimum of five days and a maximum of 90 days for reasons such as: medical which affects the student or an immediate family member, military service requirements, or jury duty. A LOA must be requested in advance in writing by the student providing reason, anticipated date of return and signed by the student, unless the 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 Academy, the student would not have been able to request the LOA in advance. The Academy may grant an LOA to a student who did not provide the request prior to the LOA due to unforeseen circumstances, if the Academy 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 Academy to be the first date the student was unable to attend the Academy. (\*Effective date 6/28/22)***

An administrative LOA due to non-payment to the Academy may occur for the following reasons:: the student has failed to meet tuition payment deadlines outlined in their enrollment agreement; the student has not responded to written payment reminders or requests for communication; or the Academy determines that granting an LOA (instead of withdrawal) is in the student's best interest to resolve payment issues and continue their education.

In the case of an unforeseen circumstance or emergency, a LOA request must be in writing and can be emailed to the Director and approved without supporting documentation and/or form completed. Documentation must be received, if applicable\*, prior to the committed return date for a LOA less than 14 days. A LOA of 14 days or more must have supporting documentation submitted before the 14th calendar day. If documentation is deemed necessary and not received, the student will be dropped, and the refund

policy will be applied. Director or designee should notify student in writing (text, email, mail) when the student will be terminated. Copies of communication should be put in the student's file and in Freedom notes. (\*documentation will be required; examples are, but not limited to the following: unexpected illness, hospitalization, car accident, child care, military service, jury duty). If documentation cannot be provided, the student must put in writing as to why they haven't provided documentation.

If student receives financial aid funds (PPL or DL) before notifying the Academy, time missed will be considered as absent hours. The Academy will be unable to approve the day financial aid funds were received and any day prior to that day as part of the LOA. Approval of a LOA is not guaranteed and will not be considered without documentation under any circumstances. Proof of these situations will be required, as well as written request for the leave, and an anticipated date of return to the program. There must be a reasonable expectation that the student will return from the LOA. If the COLLECTIV Academy approves the LOA requested, the student must return by the date specified.

Any authorized LOA will extend the student's contracted graduation date for the same amount of calendar days taken in the leave. Changes to the contract period on the enrollment agreement must be initialed by all parties or an addendum must be signed and dated by all parties. Regardless of any circumstances, no student can be granted more than 180 days of leave time in any 12-month period. Student will not be assessed any additional charges as a result of the LOA.

If you do not return by the date specified for your LOA or you take an unapproved LOA, you will be considered to have withdrawn from the program, and the date for the purposes of calculating a refund will be the last day of attendance (see COLLECTIV Academy's Refund Policy), with the following consequences:

- Any unearned Title IV funds and GI Bill® educational benefits must be returned to the appropriate program within 45 days of the date of determination.
- If you are entitled to a refund from COLLECTIV Academy, COLLECTIV Academy will pay you within 30 days of the date upon which COLLECTIV Academy learns that you are not returning from the approved LOA period.
- If you received any federal student loans, payments will begin six months after your last day of attendance at the COLLECTIV Academy.

### **SATISFACTORY ACADEMIC PROGRESS POLICY (SAP)**

COLLECTIV Academy complies with S.2248-Veterans Benefits and Transition Act of 2018 section 103. COLLECTIV Academy will not assess or implement any late fees for at least 90 days from the date of certification, for any covered individuals who are using Chapter 33 or Chapter 31 VA Educational Benefits. Covered individuals must provide the school with the following:

- A Certificate of Eligible (COE)
- Enrollment agreement submitted to the FAC so that proper certification can be submitted to the VA.

The Satisfactory Academic Progress Policy is consistently applied to all COLLECTIV Academy students. It is printed in the Catalogue to ensure that all students receive a copy prior to enrollment. All enrolled students must graduate within the maximum timeframe. All Title IV and GI Bill® educational benefits recipients must maintain Satisfactory Academic Progress as defined, to maintain Title IV Aid and GI Bill® educational benefits eligibility. Non-Title IV and non-GI Bill® educational benefits recipients will not be subject to loss of Title IV Aid or GI Bill® educational benefits but are required to graduate within the maximum time frame and maintain Satisfactory Academic Progress. Written notice of Satisfactory Academic Progress standing will be provided to students at the time of evaluation.

**(GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government website at <https://www.benefits.va.gov/gibill>.)**

## EVALUATION PERIODS

Students are evaluated for Satisfactory Academic Progress as follows:

Programs: Cosmetology

Completed Hours: 450 (13 weeks), 900 (26 weeks)

\*Reinstated and transfer students – Midpoint of contracted hours or the established evaluation period, whichever comes first.

Total length of program is 1,000 clock hours. An academic year consists of 900 clock hours over a period of not less than 26 weeks. The subsequent academic year is less than 450 hours and is considered one evaluation period. Attendance and academic progress are evaluated based on actual hours completed. The frequency ensures that students have had at least one evaluation by midpoint in the course. A student's Satisfactory Academic Progress status will remain the same until the next evaluation period. A student must meet the academic requirements (80% cumulative grade average) and the attendance requirements (80%) to make or re-establish Satisfactory Academic Progress.

## STUDENT REPORT CARDS

Each student will receive two report cards/progress reports. Students will receive at least one by the midpoint of their training program.

## ATTENDANCE PROGRESS

Students are required to attend a minimum of 80% of the hours scheduled in order to be considered maintaining Satisfactory Attendance Progress. A student must complete the program within the maximum time allowed. The attendance percentage is determined by dividing the total hours attended by the total hours scheduled.

Note: Students must be aware that if they require additional training to meet state mandated hours due to absences, as stated in their enrollment agreement, they may be subject to overtime fees\*. (\*Overtime fees are applied once allotted 49 life circumstance hours have been exhausted). A student may be achieving Satisfactory Academic Progress and be within their anticipated graduation date\* and still be subject to overtime fees or be terminated from the program. (\*State mandated hours plus inclement weather, professional development days, unexpected academy closures and 49 life circumstance hours will equal your contracted graduation date). (See Additional Training/Overtime Fees)

FULL-TIME		HALF DAY	
Hours	Max. Weeks	Hours	Max. Weeks
450	17	450	23
900	33	900	45
1000	36	1000	50

## MAXIMUM TIME FRAME

Students must complete their program within a maximum time frame of 125% of their scheduled course lengths as detailed below. A student who reaches their maximum time frame will become ineligible for Title IV Funding and GI Bill® educational benefits. They will have to transition to a self-pay plan or explore alternative funding options outside of the Academy. Failure to make payments will result in COLLECTIV Academy taking corrective action from denying student personal services up to and including termination.

## COURSE WEEKS SCHEDULED

	MAXIMUM TIME ALLOWED	
	WEEKS	SCHEDULED HOURS
Cosmetology (Full time) 32 weeks/1000 Hours	36 Weeks	1250
Cosmetology (Half Day) 45 weeks/1000 Hours	50 Weeks	1250

## **ACADEMIC PROGRESS EVALUATIONS**

A student's academic progress is determined by a reasonable system of grades as determined by assigned academic learning. Students are assigned academic learning and a minimum number of practical experiences. Practical skills are evaluated according to test procedures and set forth in practical skills evaluation criteria adopted by the Academy. A student must maintain an 80% grade average to be maintaining Satisfactory Academic Progress. A student will receive a numeric grade in theory and on practical work. Tests are taken electronically. Tablets or laptops must be brought to the instructor upon completion. If test is not taken, a zero will be given. If student is absent, the make-up work policy will apply. The following represents the equivalencies for the grade assigned:

### **Practical and Theory:**

- 100% - 95% Exemplary performance
- 94% - 90% Excellent mastery of program content and excellent ability to apply program content concepts. The work displays initiative, independence and application. In some courses, originality may be required.
- 89% - 80% Good mastery of program content and an ability to apply program content concepts. Work reflects a thorough understanding of the application and inter-relationships of material covered.
- 79% and below Unsatisfactory academic progress using the principles within the program content.

## **DETERMINATION OF PROGRESS STATUS**

Students meeting the minimum requirements for academic and attendance at the evaluation point are considered to be making Satisfactory Academic Progress until the next scheduled evaluation. Students deemed not maintaining Satisfactory Academic Progress may have their Title IV funding and GI Bill<sup>®</sup> educational benefits interrupted unless the student is on a warning or has prevailed upon appeal resulting in a status of probation.

## **WARNING**

Students who are evaluated at the end of an evaluation period and fail to meet Satisfactory Academic Progress for their first time are automatically placed on warning status and considered to be making Satisfactory Academic Progress during the warning period. A student may continue to receive Title IV Aid and GI Bill<sup>®</sup> educational benefits while on warning status. If the student does not achieve Satisfactory Academic Progress by the end of the next evaluation period, eligibility for Title IV Aid and GI Bill<sup>®</sup> educational benefits may cease. A student may appeal, and if successful, be placed on financial aid probation. Students are notified of any Satisfactory Academic Progress evaluations that impact the student's Title IV Aid and GI Bill<sup>®</sup> educational benefits eligibility.

## **PROBATION**

Students who fail to meet minimum requirements for attendance or academic progress after the warning period will be placed on probation and considered to be making Satisfactory Academic Progress 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 the 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, the student will be determined as NOT making Satisfactory Academic Progress and, if applicable, student will be deemed ineligible to receive Title IV funds or GI Bill<sup>®</sup> educational benefits.

## **RE-ESTABLISHMENT OF SATISFACTORY ACADEMIC PROGRESS (SAP)**

Students may re-establish Satisfactory Academic Progress and Title IV Aid and GI Bill® educational benefits, as applicable, by meeting minimum attendance and academic requirements by the end of the warning or probationary period.

## **REINSTATEMENT OF FINANCIAL AID**

Title IV Aid and GI Bill® educational benefits will be reinstated to students who have prevailed upon appeal regarding the status of Satisfactory Academic Progress or who have re-established SAP.

## **RE-ENTRY OF STUDENTS/INTERRUPTIONS**

If enrollment is temporarily interrupted for a leave of absence, the student will return to COLLECTIV Academy in the same Satisfactory Academic Progress status as prior to the leave of absence. Elapsed time during a leave of absence does not affect Satisfactory Academic Progress and will extend the contract period and maximum time frame by the same number of days taken in the leave of absence. 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.

## **PROGRAM INCOMPLETES, REPETITIONS AND NON-CREDIT REMEDIAL COURSES**

COLLECTIV Academy does not recognize course incompletes, repetitions and non-credit remedial courses. As a result, these events will have no effect on COLLECTIV Academy's Satisfactory Academic Progress.

## **REINSTATE**

Students who withdraw prior to completion of the course and wish to reinstate within six months from their last date of attendance will return to the same Satisfactory Academic Progress status as the last date of attendance. Any student who withdraws more than one time will be ineligible for reinstatement.

## **RE-ENROLL**

Students who withdraw prior to completion of the course and wish to re-enroll six months after their last date of attendance will return to the same Satisfactory Academic Progress status as the last date of attendance.

## **TRANSFER STUDENTS**

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. SAP evaluation periods are based on actual contracted hours at the Academy.

## **APPEAL PROCESS**

A student deemed financial aid ineligible may appeal the status based on extenuating circumstances. The student must submit a written appeal to the Academy Director or designee. The appeal must include why the student failed to meet Satisfactory Academic Progress, what has changed in the student's situation that will allow the student to demonstrate Satisfactory Academic Progress, along with supporting documentation including why the status should be reversed. The documentation accompanying the written appeal should verify the extenuating circumstances. For example: the death of a relative, an injury or an illness, or other special circumstance. The student should also include how Satisfactory Academic Progress will be re-established and maintained. The appeal will be reviewed and the student will be notified of the decision.

If an appeal is granted, the business office will be notified to change the student's status to financial aid probation and the student will be eligible for Title IV Aid and GI Bill® educational benefits.

If student appeal is denied, and they lose assistance, they will be placed on a self-pay plan. Failure to make payments will result in COLLECTIV Academy taking corrective action from denying student personal services up to and including termination.

All appeal documentation is kept in the student's Title IV and GI Bill® educational benefits file.

### **MAKE-UP WORK**

Absences are not excused for any reason. Students are encouraged to take missed tests or quizzes and are allowed a one-week time frame to do so. There is no charge for make-up work. Students are only allowed to make-up the hours that would create additional hours of instruction time/overtime fees. Students are not allowed to make-up hours that would accelerate their program. Make-up schedules are managed and approved by the faculty. Students are not allowed to attend make-up hours in place of their regular scheduled days and are not allowed make-up hours on days they are tardy.

### **REQUIREMENTS FOR GRADUATION**

COLLECTIV Academy has set forth minimum standards for completion requirements for graduation. Satisfactory requirements include:

1. Completing necessary 1000 clock hours in a licensed program.
2. Following all policies in the Student Catalogue and Consumer Information Disclosures.
3. Completing all requirements of the course.
4. Following all rules and regulations included in the Massachusetts Board of Registration of Cosmetology and Barbering.
5. Completion of the program within 1.25 times the normal length of the program.
6. An exit interview must be completed by the student. If student had financial aid, they also meet with the Financial Aid Coordinator for Title IV and GI Bill® educational benefits exit counseling. The student is required to report their most current address and telephone number, as well as the name, address and telephone number of their employer if employed.

Upon meeting the above criteria, a student will be recognized as a graduate and receive a diploma.

### **STUDENT TRANSCRIPTS**

Students will receive a copy of their official final transcript upon meeting the following requirements:

- Complete the course hours and requirements of the Cosmetology Program.

### **STUDENT CULTURE, CONDUCT and CLINIC PARTICIPATION**

We want all of our students to be successful and to have an outstanding educational experience. To meet these goals, we have established this student conduct policy. Failure to abide by this policy could cause disruption to the learning environment or negatively impact the educational experience for you and other students. If the student's behavior interferes with instruction, disrupts others or compromises a respectful and safe learning environment, faculty or administration may require the student to punch out and leave for the day. Proper student conduct keeps our Academy strong and helps you build a foundation for success.

We are committed to creating a learning environment where every student, staff member, and client feels respected, valued, and safe. Discrimination, harassment, or exclusion of any kind will not be tolerated. All members of our community are expected to contribute to a culture of dignity, equity, and inclusion.

COLLECTIV Academy complies with all local, state and federal laws that apply.

We maintain a culture rooted in:

- Respect
- Professionalism
- Accountability

- Emotional regulation
- Safety and compliance
- Inclusivity and belonging

We do not accept...

- Disrespectful, lewd or inappropriate language or actions toward or about others.
- Vandalism of any kind to the academy or another's property.
- Bullying, harassing, or embarrassing another.
- Disregard in respecting those who have a responsibility to educate, enforce fair and consistent policies, or provide and promote a safe and healthy learning environment.
- Inappropriate misuse of communication technology and social media
- Disregard of school expectations, rules, policies or procedures
- Making excuses at the expense of taking personal responsibility
- Unwillingness to accept consequences for inappropriate behavior or poor choices

Students are expected to:

- Communicate respectfully with staff, students, and clients
- Follow instructor and administrative direction
- Always maintain professional behavior
- Regulate emotional responses and handle disagreements appropriately
- Uphold safety, sanitation, and clinic floor standards
- Maintain proper hygiene and professional appearance in alignment with school standards
- Protect and represent their personal brand in a way that reflects professionalism, maturity, and the values of the school (in person and on social media when representing the academy)
- Attend all scheduled classes and clinical hours
- Arrive on time and prepared for class, clinic, and all school activities

Professionalism includes showing up — consistently and on time. Students are expected to:

- Maintain regular attendance
- Communicate absences appropriately and in advance when possible
- Understand that excessive tardiness or absenteeism impacts learning outcomes, client experience, and professional readiness

Students are expected to actively participate in clinic services as part of their professional training. This includes:

- Accepting assigned clinic clients as part of required coursework and clinical hours
- Actively bringing in family members, friends, and personal models to receive services in order to gain hands-on experience and build technical skills
- Treating all clients with professionalism, respect, and care
- Understanding that consistent hands-on practice is essential to building confidence and professional-level skills

Failure to actively participate in clinic services, including refusing clients or not bringing in models, will hinder the student's overall learning experience and may result in a lower skill level upon program completion, which can impact career readiness and job placement opportunities.

Unacceptable conduct includes, but is not limited to:

- Displaying or embracing attitudes, actions or values that are contrary to the school mission.
- Putting down, making fun of or intentionally excluding another person.
- Stealing or taking something that belongs to another without that person's permission.
- Possession, distribution or use of weapons, illegal substances or inappropriate material.
  - Inappropriate or unwarranted physical contact with another.
  - Lying, cheating, or plagiarizing.
  - Disregard of school policies as outlined in the school handbook.

- Making inappropriate choices because of poor peer influence.
- Disrespectful, dismissive, or aggressive behavior
- Verbal abuse, intimidation, or threats
- Profanity directed at others
- Disruptive or reactive outbursts
- Refusal to follow staff direction
- Discriminatory, harassing, or exclusionary behavior
- Conduct that compromises safety, learning, inclusivity, or client experience
- Poor hygiene or unprofessional presentation that impacts the clinic environment
- Patterns of tardiness or absenteeism that disrupt learning or clinic operations

Failure to meet these expectations may result in progressive disciplinary action, including:

- Verbal warning
- Written warning
- Suspension
- Termination from the program

Failure to comply with this policy may result in the Academy contacting local authorities to assist in the student's removal from the premises. Repeated incidents of disrespect, emotional outbursts, refusal to follow direction, safety violations, or conduct that undermines inclusivity may result in immediate suspension or termination depending on severity.

## **NON-SMOKING POLICY**

We provide a smoke-free environment. Students, staff and clients are prohibited from smoking, vaporizing, using electronic cigarettes or similar products in the building. Students may not congregate or loiter in front of COLLECTIV Academy or in front of or near surrounding businesses at any time. Students, staff and clients are allowed to smoke in designated smoking areas at appointed times.

## **SAFETY**

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

- Walk through COLLECTIV Academy at all times. Running can lead to slips and falls.
- Keep aisles and work areas free from bags, kits, 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. An "Event Report" form must be filled out immediately following the occurrence with all parties involved, if applicable.
- 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 evacuation plan in case of emergency.
- To avoid damage to equipment or tools and to prevent spillage and accidents, food and beverages are not allowed at workstations.

## **REPORTING OF CRIMES & ANNUAL SECURITY REPORT**

Campus safety and security are important issues at the 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 Academy prepares this report to comply with the Clery Act. The full text of this report can be located on the Academy's website at:

**Worcester:**

[https://collectivacademy.com/wp-content/uploads/2026/01/Annual-Campus-Security-Report-WORC-rev-9\\_11\\_25-1.pdf](https://collectivacademy.com/wp-content/uploads/2026/01/Annual-Campus-Security-Report-WORC-rev-9_11_25-1.pdf)

**Braintree:**

[https://collectivacademy.com/wp-content/uploads/2026/01/Annual-Campus-Security-BT-rev-9\\_11\\_25-1.pdf](https://collectivacademy.com/wp-content/uploads/2026/01/Annual-Campus-Security-BT-rev-9_11_25-1.pdf)

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 (508) 756-6060. All prospective employees may obtain a copy from the Academy Director of Education or by calling (508) 756-6060.

## **PROFESSIONALISM**

We are focused on graduating professional cosmetologists; 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 politics, 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**

All students will be assigned daily chores as well as working in a rotation as a salon/clinic floor assistant. Please be thorough and take pride in fulfilling these tasks, as they will be expected of you in your career and participation in salon life. Students will not clock out until all duties have been completed. Styling stations and mirrors need to be cleaned and sanitized each day. Items should not be left out or left overnight. The break room, classrooms, and the clinic floor should be cleaned daily. All areas where clients are serviced must be maintained properly per state regulations.

## **EATING / DRINKING**

Eating or drinking is not permitted on the clinic floor or in the classroom. Please refrain from doing so. The break room is the proper place for these activities.

## **TELEPHONES**

Cell phones are not permitted except with the permission of the staff for Academy related purposes. Students who violate this policy may receive corrective action, up to and including suspension or termination. Emergency phone calls may be directed to the Front Desk Coordinators.

## **RECEPTION DESK**

The operations of our clinic floor are managed through our reception desk. Our Front Desk Coordinators work very hard to keep the clinic floor running smoothly. Please help them provide excellent service to our clinic floor clients by allowing them space to work. Students are not permitted behind the front desk at any time. Students who are aware of scheduled clinic floor clients should go to the front of the Academy around the appointment time to expedite service to their client.

## **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 service. Greet every client in a timely manner and deliver outstanding service until you have assisted him or her 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 will sign off before you take the client to the retail wall and then front desk to rebook a future service.

## **CONFIDENTIALITY POLICY**

As the contract for every student is made solely between the student 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 conversations between the administration and a student are confidential and private. Students are not to discuss their contracts or interactions with other parties.

## **LEVELS OF CORRECTIVE ACTION**

A student may be addressed by the COLLECTIV Academy administration regarding a violation of policy including, but not limited to: non-payment of tuition, attendance, academic grades or conduct. Any student not current with tuition payments will not be allowed to receive any personal services or receive products at a discounted rate.

**Verbal Alert:** A student will be verbally informed of the violation they have committed. Discontinuance of the action will be discussed. The student will be briefed about further repercussions should the behavior continue. An improvement plan of action will be discussed.

**Written Alert:** A written alert occurs for continued policy non-compliance. A written alert includes an improvement plan of action. Written alerts may also include suspension or termination from the program.

**Suspension:** A suspension may be assigned based on poor performance of standards or violations of policies. In-house suspensions may include tasks issued by the faculty that would not be part of the daily schedule. Out-of-house suspensions may be for a period of time not less than one day but no longer than two weeks. An out-of-house suspension will impact the student's grade point average and attendance percentage.

**Termination:** Termination of a student is defined as no longer clocking hours, whether by the student's voluntary withdrawal, dismissal by COLLECTIV Academy as disciplinary action, or failure to meet COLLECTIV Academy standards and financial requirements.

### **A student will be considered terminated under the following circumstances\*:**

- A student in non-attendance who has not notified COLLECTIV Academy, verbally or in writing, of their intent to drop shall be terminated from their program 14 calendar days after the last day of physical attendance.
- Misrepresentation of personal information.
- Theft from COLLECTIV Academy, a client, a staff member, or a fellow student.
- Violation of the COLLECTIV Academy Drug Free policy.

### **A student shall be subject to disciplinary action, up to and including termination, under the following circumstances\*:**

- Refusal to provide assigned client services.
- Disruptive behavior.
- Refusal to perform assigned tasks.
- Non-payment of tuition according to the tuition schedule in the enrollment agreement.
- Unsatisfactory attendance preceded by reprimand, probation and suspension.
- Failure to maintain an 80% grade average, encompassing both written exams & practical applications.
- Violation of COLLECTIV Academy policies.

- Non-completion of the program within 1.25 times the maximum time frame of the program.
- Failure to correct behavior as outlined.
- Discussing confidential information with other parties (i.e., contract details, disciplinary action and private administration advisement sessions).
- Failure to maintain a minimum 80% attendance.

**\*The above provide examples but are not all inclusive.**

## **WITHDRAWAL**

To officially withdraw from COLLECTIV Academy, the student must initiate the withdrawal process with a member of the Administration. The tuition refund policy will apply to withdrawn students.

## **STUDENT COMPLAINT / GRIEVANCE POLICY**

Any student, staff or interested party may file a complaint with COLLECTIV Academy. All formal complaints must be filed in writing and given to the Academy Director or designee.

The school will make every attempt to resolve any student complaint that is not frivolous or without merit. The complaint must outline the allegation or nature of the grievance on the designated form provided by the Academy within 60 days of the date the act that is the subject of the grievance occurred.

In all cases, the first response should be for students, staff and any interested party to first speak *directly* with the person(s) involved to communicate any concerns. This will eliminate any misconstrued or inaccurate information that may have been presented or interpreted and gives all parties a fair chance to hear and respond to concerns.

If after a first response with the person(s) directly involved or in an extraordinary situation where a first response is not possible, the following protocol is followed:

A COLLECTIV Academy representative will contact the complainant within 10 days of receiving the written complaint/grievance form to see if it can be resolved to the satisfaction of the complainant. If the complaint cannot be resolved, it will be referred to the COLLECTIV Academy's complaint committee. The COLLECTIV Academy's legal counsel is also contacted to review and advise.

It is expected that concerns with an individual or individuals be addressed directly with the party/parties connected to the concern. It is considered a breakdown in partnership and professionally inappropriate to discuss matters with those unrelated to the concern as it leads to gossip, rumors and false assumptions.

A selection of three complaint committee members is selected from the following categories: CEO, Regional Director, Academy Director, Instructor, administration member, or member of the public interest. The complaint committee will meet within 21 calendar days of the COLLECTIV Academy receiving the complaint to review the allegations. Depending on the extent and nature of the complaint, interviews with appropriate staff and other students may be necessary to reach a final resolution of the complaint.

If the complaint committee, after reviewing the allegation, needs more information, a letter will be written outlining the additional information needed from the complainant. If the additional information is not received by the complaint committee within 15 calendar days, the complaint committee can take any action, including dismissing the complaint. If no further information is needed, the complaint committee will act on the allegation and a letter will be sent to the complainant within 15 calendar days stating the steps taken to correct the problem, or information showing that the allegations were not warranted or based on fact. Evidence of final resolution of all complaints will be retained in school files in order to determine the frequency, nature, and patterns of complaints for the Academy.

Unresolved complaints may be directed to the following agency:

National Accrediting Commission of Career Arts & Sciences, 3015 Colvin St., Alexandria, VA 22314.  
Telephone: 703-600-7600; Fax: 703-379-2200; Website: [www.naccas.org](http://www.naccas.org)

## **ARBITRATION**

**Any disputes, claims, or controversies between the School and the Student arising out of or relating to (i) the Enrollment Agreement; (ii) the Student's recruitment, enrollment, attendance, or education; (iii) financial aid or career service assistance by the School; (iv) any claim, no matter how described, pleaded or styled, relating, in any manner, to any act or omission regarding the Student's relationship with the School, its faculty and staff; or (v) any objection to arbitrability or the existence, scope, validity, construction, or enforceability of the Arbitration Agreement shall be resolved by arbitration pursuant to the Arbitration Agreement.**

## **STUDENT ADVISEMENT**

Our administrators maintain an open door policy. Student services and advisement is generally handled by the COLLECTIV Academy 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 COLLECTIV Academy staff. 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.

Progress reports are distributed at the time of SAP evaluations. You are also able to monitor your grades and attendance 24/7 through the COLLECTIV Academy app. You will receive your previous month's attendance history report and are given an opportunity to review and discuss any academic or time issues that may arise. If you are approaching lower averages, an instructor or designee will meet with you to create a plan of action to help assist you in reaching your highest potential.

COLLECTIV Academy does not provide psychological assessment or counseling to students in any manner or capacity. If you need 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 town 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 or facilities provided. Local police are called when deemed necessary.

## **LIBRARY / RESOURCES**

Academic materials required for each course are covered during regular theory hours. We also maintain library resources to enhance your education. You may review the resources available virtually in the COLLECTIV Academy app.

# **STUDENT BENEFITS**

As part of our Academy experience, we provide a range of student services to support you in your education and to benefit you during your coursework. We make the following benefits available:

## **PERSONAL SERVICES and SALON SERVICES STORE**

Currently attending students can purchase retail and back bar products at a special discounted price. Students are able to have up to two personal services and one cosmo service each month.

A student ID will be issued to every student for the purpose of identification, particularly for making purchases at professional beauty supply stores, including Masello. This ID will identify the dates of enrollment. It is mandatory that the ID be presented to the store receptionist at the time of purchase.

## **CAREER COACHING & DISCLAIMER OF EMPLOYMENT GUARANTEE**

COLLECTIV Academy considers the success of its programs as they relate to the individual student. We

do not guarantee employment. COLLECTIV Academy provides personal and professional development, interview training and resume development as part of the curriculum to assist our students in finding a job.

## **PERSONAL AND PROFESSIONAL DEVELOPMENT**

Our curriculum includes 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 COLLECTIV 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.

## **CAREER PATHS**

Career paths for a licensed cosmetologist, although not guaranteed, can include the following areas: Salon Stylist or Chemical Technician, Salon Manager, Salon Owner, Salon Director, Salon Educator, Product Company Representative, Platform Artist. For additional information on the types of employment that a cosmetology program can lead to, check the Bureau of Labor Statistics under the SOC code for Cosmetology programs 39.5012.00 Hairdressers, Hairstylists and Cosmetologists.

## **TROLLEY / PORTABLE LOCKER**

COLLECTIV Academy cannot be held responsible for lost, damaged or stolen items. We provide access to a locked trolley/portable locker which may be used for storing personal items. Each student is assigned a trolley, which is the property of the school and subject to trolley checks. Students at the Braintree Academy are required to provide their own lock to secure their assigned trolley. The school assumes no liability or responsibility and will not reimburse students for any personal article, equipment or money that is lost or stolen from any trolley or that was left behind. Each student is to use only the trolley that was assigned; no student should allow another person to use their trolley or leave it unlocked. Trolleys must be kept clean and orderly. Lost trolley keys in Worcester are \$35 as the lock needs to be changed.

## **GRATUITIES**

Once you begin working with clients on the clinic floor, you may receive a gratuity. 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, and not on how much money a client might give you. Concentrate on doing your best work with each client and you will be rewarded, whether with a tip, a compliment, or repeat business. Charging clients any additional money will result in corrective action, up to and including termination.

# **TUITION**

## **REQUIREMENTS AND FEES**

Books and supplies are distributed to students on the first day of class. Tuition, books, supplies, student kits and kit sales tax are the responsibility of the student and are billed by payment period. There are 3 payment periods per year: 1– 450 hours; 451 – 900 hours; 901– 1000 hours. Tuition is due on the 15<sup>th</sup> of every month. The amount due will be considered late on the 25th and a late fee in the amount of \$30 will be assessed. Tuition payments can be made in person at the school at the front desk, mailed in (it must be received by us before the 25th day of the month) or phoned in.

**Worcester:** mail to COLLECTIV Academy 6 Park Ave, Worcester, MA 01605, or phone: 508-756-6060.

**Braintree:** mail to COLLECTIV Academy, 727A Granite St, Braintree, MA 02184 or phone: 781-428-3099.

You can also sign up for automatic credit card deductions. (ACH withdrawals are not available). The

accepted methods of payment are Credit Card (Visa, MasterCard, American Express), Check or, money orders. Returned or failed payments will result in a \$25 fee for the first returned payment and \$35 for each subsequent returned payment, in accordance with Massachusetts General Laws Chapter 93, Section 40A. We are not allowed to accept cash for tuition payments. Should tuition not be paid\* as agreed upon, COLLECTIV Academy may take corrective action from denying student personal services up to and including termination. The preferred method of final tuition or overtime payment should be in the form of a cashier check, credit card or money order. Please refer to **page 34** for current tuition cost.

A non-refundable re-registration fee of \$50 (not considered tuition) will be required for any student requesting re-entry into the COLLECTIV Academy.

\* COLLECTIV Academy reserves the right to change tuition and fees for each course as needed.

## **EXCEEDING YOUR CONTRACT**

Your program is written to cover a specific time period. You must complete the course within this timeframe. Both inclement weather and 49 life circumstance hours are accounted for within the timeframe. You may still be subject to overtime fees and be within your contracted graduation date. Contracted graduation date is established as follows: state mandated hours plus inclement weather, professional development days, unexpected academy closures and 49 life circumstance hours. Overtime fees are incurred after life circumstance hours are exceeded. Fees of \$10 per hour will be charged for each hour needed to complete the state mandated hours. Student's stations and trolleys are guaranteed only for the agreed upon timeframe. Under no circumstance can any student exceed 1.25 times its normal length.

## **BOOKS, EQUIPMENT AND SUPPLIES**

Books, equipment and supplies shall be purchased by the student and are required as part of the Student Enrollment agreement, which includes the student kit. The items in the kit may be changed at any time, without notice to the student. Items for the kit may be purchased through COLLECTIV Academy. Other sources for the kit will not be considered, as all student kits are required to contain the same items, with equal value and quality. Students are responsible for the content of their own kit. If any item is lost or stolen, it is the responsibility of the student to replace the item with an approved item of like kind and quality at the student's expense.

## **OTHER COSTS**

Other costs associated with the program include but are not limited to \$150.00 for the state board application fee and a \$70.00 licensing fee. Additionally, students are required to purchase equipment and supplies for their state board exam mandated by the Massachusetts Board of Cosmetology. COLLECTIV Academy has made every effort to itemize every cost associated with the program. However, COLLECTIV Academy does not claim that the items listed will be the only expenses incurred by the student. Students may also wish to purchase additional mannequins which are available at the Academy (prices may vary).

## **CANCELLATION and SETTLEMENT**

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 Academy closure.

Massachusetts Refund Law, MGL Chapter 255, Section 13K.

1. You may terminate this agreement at any time.
2. If you terminate this agreement within five days you will receive a refund of all monies paid, provided that you have not commenced the program.
3. If you subsequently terminate this agreement prior to the commencement of the program, you will receive a refund of all monies paid, less the actual reasonable administrative costs described in paragraph 7.
4. If you terminate this agreement during the first quarter of the program, you will receive a refund of

at least seventy-five per cent of the tuition, less the actual reasonable administrative costs described in paragraph 7.

5. If you terminate this agreement during the second quarter of the program, you will receive a refund of at least fifty per cent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
6. If you terminate this agreement during the third quarter of the program, you will receive a refund of at least twenty-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
7. If you terminate this agreement after the initial five day period, you will be responsible for actual reasonable administrative costs incurred by the school to enroll you and to process your application, which administrative costs shall not exceed fifty dollars or five per cent of the contract price, whichever is less. A list of such administrative costs is attached hereto and made a part of this agreement.
8. If you wish to terminate this agreement, you must inform the school in writing of your termination, which will become effective on the day such writing is mailed.
9. The school is not obligated to provide any refund if you terminate this agreement during the fourth quarter of the program.

The COLLECTIV Academy refund policy is calculated based on scheduled hours.

### **COMMONWEALTH OF MASSACHUSETTS REFUND POLICY**

<b><u>PERCENTAGE SCHEDULED</u></b>	<b><u>PERCENTAGE OF TUITION OWED TO THE SCHOOL</u></b>
0.01% - 25%	25% plus administrative fee
25.01% - 50%	50% plus administrative fee
50.01% - 75%	75% plus administrative fee
75.01% - 100%	100% plus administrative fee

The Academy is committed to using ethical business practices in connection with any collection efforts. Collection correspondence shall reference the Academy's cancellation and refund policies set forth above. In the event that the student's enrollment agreement is sold or discounted to a third party, such third party shall be required to comply with the cancellation and refund policy set forth herein. In certain situations, where mitigating circumstances are in evidence, the Academy may, in its sole discretion, provide a refund that exceeds this refund policy.

### **COMMONWEALTH OF MASSACHUSETTS STATE BOARD EXAM**

Graduates must meet all the requirements set forth by the state for graduation. Graduates must make reservations with the Commonwealth of Massachusetts to take their exam. The COLLECTIV Academy will certify the exam application once a student is recognized as a graduate of the program and all financial obligations have been met. The Commonwealth of Massachusetts requires a minimum passing grade of 75% on the written exam. Upon meeting these requirements, the state issues a cosmetology license.

## **STUDENT RECORDS**

All student records will be maintained by the administration. Only administration will have access to these files. If a student wishes to review their file, they may do so in the presence of an administrative staff member. If the student is a dependent minor, the parents may have access to the student's file. In this event, the administrator will assist the parent while interpreting the contents of the file. No information will be released to any party without written consent of the student, except under subpoena or in accordance with state and federal laws or as a requirement of the accrediting agency (NACCAS) or funding programs if the situation occurs. The Massachusetts Board of Registration of Cosmetology and Barbering has the right to review records at any time as allowed by law.

## **RIGHT TO PRIVACY – STUDENT RELEASE OF INFORMATION (FERPA)**

The Family Educational Rights and Privacy Act (FERPA) affords eligible students certain rights with respect to their education records. (An “eligible student” under FERPA is a student who is 18 years of age or older or who attends a postsecondary institution at any age.) These rights include:

1. The right to inspect and review the student's education records within 45 days after the day the COLLECTIV Academy (“Academy”) receives a request for access. A student should submit to the Academy Director a written request that identifies the record(s) the student wishes to inspect. The Director will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the Director, the Director shall advise the student of the correct official to whom the request should be addressed.
2. The right to request the amendment of the student’s education records that the student believes is inaccurate, misleading, or otherwise in violation of the student’s privacy rights under FERPA.

A student who wishes to ask the Academy to amend a record should write the Academy Director, clearly identify the part of the record the student wants changed and specify why it should be changed.

If the Academy decides not to amend the record as requested, the Academy will notify the student in writing of the decision and the student’s right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

3. The right to provide written consent before the Academy discloses personally identifiable information (PII) from the student's education records, except to the extent that FERPA authorizes disclosure without consent.

The Academy discloses education records without a student’s prior written consent under the FERPA exception for disclosure to school officials with legitimate educational interests. An Academy official is typically a person employed by the Academy in an administrative, supervisory, academic, research, or support staff position; a person serving on an Academy committee, such as a disciplinary or grievance committee. A school official also may include a volunteer or contractor outside of the Academy who performs an institutional service or function for which the Academy would otherwise use its own employees and who is under the direct control of the Academy with respect to the use and maintenance of PII from education records, such as an attorney, auditor, or collection agent. An Academy official typically has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibilities for the Academy.

4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by the Academy to comply with the requirements of FERPA. The name and address of the office that administers FERPA is: Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue, SW, Washington, DC 20202 or their website: <https://studentprivacy.ed.gov>.

## **SAFEGUARDING CUSTOMER INFORMATION (CYBER SECURITY)**

In order to continue to protect private information and data and to comply with the provisions of the Federal Trade Commission’s safeguard rules implementing applicable provisions of the Gramm-Leach-Bliley Act (GLBA), the COLLECTIV Academy has adopted this Information Security Program for certain highly critical and private financial and related information. This security program applies to customer financial information (covered data) the Academy receives in the course of business as required by GLBA as well as other confidential financial information the Academy has voluntarily chosen as a matter of policy to include within its scope. This document describes many of the activities the Academy currently undertakes, and will undertake, to maintain covered data according to legal and Academy requirements. This Information

Security Program document is designed to provide an outline of the safeguards that apply to this information, specifically in compliance with GLBA. The practices set forth in this document will be carried out by and impact diverse areas of the Academy.

For the purpose of this Program, covered data and information includes non-public personal information of customers required to be protected under GLBA. In addition to this required coverage, the Academy chooses as a matter of policy to also define covered data and information to include any bank and credit card account numbers, income and credit information, tax returns, asset statements, and social security numbers received in the course of business by the Academy, whether or not such financial information is covered by GLBA. Covered data and information includes both paper and electronic records.

This program is designed to set standards for developing, implementing and maintaining reasonable administrative, technical and physical safeguards to protect the security, confidentiality and integrity of customer information.

Purposes:

- To ensure the security and confidentiality of customer information;
- To protect against anticipated threats to the security and/or integrity of customer information;
- To guard against unauthorized access to, or use of, customer information that could result in harm or inconvenience to any customer; and
- To comply with the Gramm-Leach-Bliley Act and the related rules put forth by the Federal Trade Commission.

Requests for customer information will be responded to in accordance with FERPA guidelines.

Appropriate security policies will be developed and followed to ensure the protection of customer information.

Fraudulent attempts to obtain customer information are to be reported to management who will then report the attempt to the appropriate law enforcement agencies.

While this plan is intended to promote the security of information, it does not create any consumer, customer, or other third-party rights or remedies, or establish or increase any standards of care that would otherwise not be applicable.

## ACADEMY FLEXIBILITY

The COLLECTIV Academy reserves the right to alter or amend any portion of this catalogue at any time without prior notice. The Academy reserves the right to alter or modify this catalogue in a given situation depending on the totality of the circumstances. Time periods stated herein for the performance of any act or provision of any notice by the Academy are for guidance only and failure of the COLLECTIV Academy to strictly meet any time frame provided herein shall not preclude the Academy from taking any action provided herein. Under no circumstances shall failure to perform any act within the time frames herein excuse or relieve any student from his or her obligations.

## Notes:



## 2026 CLASS DATES

### Full-Time Program (Mon- Fri, 9:00am – 4:30pm. Duration 32 weeks (8 months))

Start Date	End Date	Orientation Date
1/5/26	8/25/26	1/2/26
2/2/26	9/22/26	1/30/26
3/2/26	10/21/26	2/27/26
4/6/26	11/30/26	4/3/26
5/4/26	12/24/26	5/1/26
6/1/26	1/27/27	5/29/26
7/7/26	3/1/27	7/1/26
8/3/26	3/26/27	7/31/26
9/8/26	5/4/27	9/4/26
10/5/26	6/1/27	10/2/26
11/2/26	6/29/27	10/30/26
12/7/26	8/2/27	12/4/26

### Half Day Program (Mon - Fri, 9:00am – 2:30pm. Duration 45 weeks (11 months))

Start Date	End Date	Orientation Date
1/5/26	11/30/26	1/2/26
2/2/26	12/29/26	1/30/26
3/2/26	1/29/27	2/27/26
4/6/26	3/5/27	4/3/26
5/4/26	3/31/27	5/1/26
6/1/26	4/29/27	5/29/26
7/7/26	6/2/27	7/1/26
8/3/26	6/30/27	7/31/26
9/8/26	8/6/27	9/4/26
10/5/26	9/2/27	10/2/26
11/2/26	9/29/27	10/30/26
12/7/26	11/1/27	12/4/26

NOTE: Class start and end dates may vary from month to month. This is an estimated chart; therefore, dates might differ for each student.

#### **WORCESTER FACULTY**

April Montigny	Director of Ed
Alyssa McDonald	Instructor
Peyton Chandler	Instructor
Nicole Lambert	Instructor
Aimee Baillargeon	Instructor
Chyloe West	Instructor
Sofia Beaumont	Instructor

#### **BRAINTREE FACULTY**

Ashley Hardiman	Director of Ed
Brianna Cooper	Instructor
Dean Streeper	Instructor
Denise Ferrara	Instructor
Jaycee Crowley	Instructor
Nathania Smith	Instructor
Paddy Doble	Instructor

Additionally, the Academy team includes other members who, although not listed, are acknowledged as playing an integral part in the education of our students.



## REQUIREMENTS AND FEES

### ADMISSIONS REQUIREMENTS

- ✓ Applicants must hold a high school diploma or equivalent.
- ✓ Applicants must be at least 17 years of age.
- ✓ An interview and tour will be conducted.
- ✓ Financial Aid results must be reported before an enrollment agreement can be signed.
- ✓ Openings will not be reserved without a signed enrollment agreement.

Additional information is available from the COLLECTIV Academy regarding the complete enrollment agreement and refund policy.

### IDENTIFICATION AND OTHER REQUIRED ITEMS

- ✓ Valid driver's license or government issued photo I.D
- ✓ Birth certificate or Social Security card
- ✓ Copy of high school diploma or equivalent
- ✓ 940 CMR State Disclosure form

### COSMETOLOGY PROGRAM FEES

Registration Fee	\$50.00 – Due on the day of the enrollment agreement (non-refundable)
Tuition	\$15,000.00 *
Books, Supplies & Student Kit	\$3,325.00 ** (student kit non-refundable)
Kit Sales Tax	6.25% (non-refundable)

\*Please Note: The cost of tuition does not include the state board examination fee or license fee. Tuition costs are subject to change.



# 2026 OBSERVED HOLIDAYS

## MASSACHUSETTS

**Observed Holidays:** New Year’s Day, Martin Luther King Jr Day, Patriot’s Day, Memorial Day, Juneteenth Day, 4<sup>th</sup> of July, Labor Day, Columbus Day, Veterans Day, Thanksgiving, Christmas Day

**Scheduled Closings:**

Thursday	January 1, 2026	New Year’s Day
Monday	January 19, 2026	Martin Luther King Day (students only)
Monday	April 20, 2026	Patriot’s Day
Monday	April 27, 2026	Professional Development Day
Monday	May 25, 2026	Memorial Day
Friday	June 19, 2026	Juneteenth Day
Friday	July 3, 2026	4 <sup>th</sup> of July break
Monday	July 6, 2026	4 <sup>th</sup> of July break
Monday	September 7, 2026	Labor Day
Monday	October 12, 2026	Columbus Day
Wednesday	November 11, 2026	Veterans Day
Thursday	November 26, 2026	Thanksgiving Day
Friday	November 27, 2026	Thanksgiving Break
Thursday	December 24, 2026	Christmas Eve (close at 1pm)
Friday	December 25, 2026	Christmas Day
Monday	December 28, 2026	Christmas Break
Thursday	December 31, 2026	New Year’s Eve (close at 1pm)

**Students are required to be in school the day before and the day after a holiday, if student has classes scheduled either day.** Any student absent the day before or the day after a designated holiday or break may be suspended, if student has classes scheduled either day. COLLECTIV Academy administration will announce, in advance, any changes in the holiday schedule.



# MASSACHUSETTS ANNUAL REPORT DATA

## GRADUATION, PLACEMENT AND LICENSURE RATES FOR 2024

The institution's accrediting agency requires that any adjustments made to its student outcomes rates due to the COVID-19 Pandemic must be disclosed. As student achievement at this institution has not been significantly impacted by the Pandemic, the outcome rates reported do not reflect any such adjustments related to COVID19.

### FORMULAS:

#### Graduation Rate Formula:

S = students scheduled to graduate during 2024

G = students from Group S who did graduate

$G \div S = \text{Graduation Rate}$

**95.65% (92.27% in 2023)**

#### Placement Rate Formula:

GG = students who graduated in 2024, no matter what year they were scheduled to graduate

J = number from GG who had jobs in the field for which they trained\*

U = exceptions (Acceptable exceptions: deceased, disabled, military service, continuing ed., and visa)

$J \div (GG - U) = \text{Placement Rate}$

**87.22% (82.48% in 2023)**

#### Licensure Rate Formula:

T = graduates, no matter what year they graduated, who sat for the first time, during 2024, for the final portion of the examination required for licensure.

L = number from Group T who passed all parts of the licensure examination by the end of 2024

$L \div T = \text{Licensure Rate}$

**97.81% (97.86% in 2023)**

\*Placement documentation is obtained through various means including but not limited to: student exit interviews, employer surveys, salon websites, emails, social networking correspondence and text messages.

### SPECIFIC ACADEMY RATES:

#### Worcester Academy

Graduation Rate: 93.02%

Placement Rate: 88.68%

Licensure Rate: 94.64%

#### Braintree Academy

Graduation Rate: 97.96%

Placement Rate: 86.25%

Licensure Rate: 100%

### Graduate Placement Rate:

This statistic is verifying the graduate is working 32+ hours per week. We are unable to obtain and certify how many hours a graduate works per week as some may be independent contractors who work in a salon, may work in a mobile salon or work a variety of hours on different weeks. Therefore, based on the definition of verifying 32 hours per week for employment, our Placement Rate is: 0%

### Employment Statistics:

Employment statistics substantiating these placement rates are available for inspection upon request. Please feel free to ask questions. We have done our best to provide you with information the Commonwealth of Massachusetts would like you to know. If we have not provided you information, we will do our best to obtain the information for you. Remember to do all of this before you enroll.



## LICENSE REQUIREMENTS FOR THE COMMONWEALTH OF MASSACHUSETTS

(1) Cosmetologist. A person who has successfully completed a course of at least 1,000 hours of professional training in a cosmetology school approved by the Board may apply to the Board for examination and licensure as a cosmetologist. The applicant must file an application with the Board accompanied by required fees and achieve a passing score on an examination satisfactory to the Board. The license must be renewed on the date determined by the Board.



# STATE GRADUATION, PLACEMENT AND OTHER DISCLOSURES

6 Park Ave. Worcester, MA 01605

727A Granite St. Braintree, MA 02184

## 940 CMR 31.05 REQUIRED DISCLOSURES FOR PROSPECTIVE STUDENTS

- 31.05(2)(a) Program Cost. The total cost of the COLLECTIV Academy is as follows:

<u>Program</u>	<u>Reg &amp; Fees</u>	<u>Kit &amp; Tax</u>	<u>Tuition</u>	<u>Total Program Cost</u>
Cosmetology	\$70	\$3,532.81	\$15,000	\$18,602.81

### GRADUATE RATE AND TIME

- 31.05(2)(b) Graduation Rate. The graduation rate for students who graduated from the COLLECTIV Academy program, from January 1, 2023 to December 31, 2024. Graduation Rate is defined as the number of students who received diplomas in the program during the latest two calendar years, divided by the number of students who enrolled in the program during the latest two calendar years. The graduation rate shall be determined within 180 days from the end of each calendar year.
- 31.05(2)(c) Graduation Time. The average student graduates in the following median completion time based on their schedule. Median Completion Time is defined as the median duration of attendance in months, rounded to the nearest month, of all students who obtained a diploma from a program during the latest two calendar years.

<b>Worcester Location</b>	<b>Based on All Enrolled 1/1/2023- 12/31/2024</b>			
<b>Program</b>	<b>Grads</b>	<b>Total Enrolled</b>	<b>Graduation Rate based on MA AGO formula</b>	<b>Median Months</b>
Cosmetology	169*	282*	59.9%*	8*

<b>Braintree Location</b>	<b>Based on All Enrolled 1/1/2023- 12/31/2024</b>			
<b>Program</b>	<b>Grads</b>	<b>Total Enrolled</b>	<b>Graduation Rate based on MA AGO formula</b>	<b>Median Months</b>
Cosmetology	189*	299*	63%*	8*

\*Done by manual calculations as our software is configured according to our accreditor and the US Department of Education regulations.

### GRADUATE PLACEMENT RATE

Per the Office of the Attorney General for the Commonwealth of Massachusetts 940 CMR 31.05(4)(b)(1) this rate is defined by the number of students who obtained full-time (at least 32 hours per week) and non-temporary employment in the field of study during the latest two calendar years for which the school has obtained verification, divided by the number of all students graduating from the program during the latest two calendar years. This rate is determined within 180 days from the end of the calendar year.

Please note, this rate is calculated differently than the placement rates that are required to be disclosed by our accrediting agency (NACCAS) or by the Federal Gainful Employment calculation. NACCAS recognizes that the cosmetology occupations are not typical 40 hours a week professions. Therefore, the NACCAS calculation produces a different result than a calculation that only recognizes workers in jobs that exceed 32 hours a week.

Per the Department of Labor, most cosmetologists work full-time but part-time positions are also common. Because cosmetologists work by appointment in most cases, their schedules and the number of hours worked each week vary considerably. Additional information may be found at the U.S. Bureau of Labor Statistics website:

<http://www.bls.gov/ooh/personal-care-and-service/barbers-hairstylists-and-cosmetologists.htm>

Cosmetology is a non-traditional profession. Graduates may work part-time in multiple settings or may be independent contractors and self-employed. Most professionals in this field may not meet the qualification as full-time, continually employed as defined in 940 CMR 31.05, and due to the difficulty in accurately tracking employment due to the transient nature of the profession, the school is unable to determine with certainty statistics for graduates over this timeframe. There is no mandate for the graduates to respond to surveys as part of their licensing, student loans or any other legal requirements for them to be responsive to requests for employment information, so past survey

results beyond initial employment and over a 2-year period makes any data collected sparse and relatively inaccurate. Therefore, the school is unable to track or report this metric with any degree of accuracy and to avoid reporting inaccurate information based on the state requirements, the school reports that 0% of our students meet the 32 hours per week standard for inclusion in the report.

Students or prospective students may request the data substantiating the school’s graduation and total placement rates.

**2-Year Graduation Rate, Full-Time 32 Hours/Week Placement and Total Based on MA AGO Formula for Calendar Years (2023/2024)**

Worcester Location	Based on All Enrolled 1/1/2023- 12/31/2024			
Program	Grads	Total Enrolled	Graduation Rate based on MA AGO formula	Full-Time (32 Hours/Wk) Placement Rate
Cosmetology	169*	282*	59.9%*	0%*

Braintree Location	Based on All Enrolled 1/1/2023- 12/31/2024			
Program	Grads	Total Enrolled	Graduation Rate based on MA AGO formula	Full-Time (32 Hours/Wk) Placement Rate
Cosmetology	189*	299*	63%*	0%*

For comparison, the NACCAS completion and placement rates are for a one-year period based on the number of students who were expected to graduate during that time and of those students who graduated, how many of them are working either full or part time. This methodology has been approved by the U.S. Department of Education as a valid measurement of completion and placement in the cosmetology industry.

• 31.05(4)(b)(2) Employment Statistics. Employment statistics substantiating these placement rates are available for inspection on request. Also see our accrediting agency graduation and placement disclosures available upon request.

**LOAN REPAYMENT**

• 31.05(3)(a) Your Loan Debt. You must repay money that you borrow as student loans to pay for this program, including interest and any late fees. You must repay any portion of the money you borrow to pay for this program, even if you fail to complete or drop out of the program. Failure to repay student loans is likely to have a serious negative effect on your credit, future earnings, and your ability to obtain future student loans.

• 31.05(3)(b) Loan Nonpayment Statistics. The Loan Nonpayment Percentage is the sum of the following:  
 a) The most recent cohort default rate as calculated by the Department of Education.  
 b) The COLLECTIV Academy students who defaulted on, or failed to repay, their loans during the period, 2020 to 2022, which are the years covered in the federal cohort default rate used to calculate the loan nonpayment rate.

Category	Denominator	Numerator	Percent
Default	0	0	0%
Forbearance and Deferred	0	0	0%
<b>MA AGO Formula Non-repayment rate total</b>			0%

**Student Loan Default Rate**

The data in this table includes students from both Worcester and Braintree academies.

COLLECTIV Academy’s Federal 3 Year cohort default rate for the most recent reporting year is 0%. This student default rate is calculated by the US Department of Education cohort using their default rate formulas.

To find the most up to date information, go to the following link and search for OPE-ID 032403 and then click on the COLLECTIV Academy name when it appears - <https://nslsdfap.ed.gov/cdr-searchable-database/school/search>

Signature of prospective student: \_\_\_\_\_ Date: \_\_\_\_\_

Parent/Guardian Signature (if student is under 18): \_\_\_\_\_ Date: \_\_\_\_\_



## MANDATORY PRE-ENROLLMENT ATTENDANCE

In order to be considered enrolled, due to mandatory regulations put forth upon the academy, all prospective students must attend a pre-enrollment orientation in its entirety.

A pre-enrollment orientation must occur prior to the beginning of class. Once enrolled, you will also partake in orientations prior to the start of each new phase.

Due to the mandatory regulation, we will be unable to enroll any student - for any reason – who arrives more than 15 minutes late to their pre-enrollment orientation. If, for whatever reason, you arrive late 15 minutes or more, you will be asked to start the program the following month.

## MANDATORY FIRST DAY ATTENDANCE

Due to our attendance policy, if you miss the first hour on the first day (as your attendance is percentage based), for your best interest we will require you to start the following month. In order to maintain your attendance percentage, pre-enrollment orientation will not be required.

**Print Legal Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_



# PRE-ENROLLMENT INFORMATION CHECKLIST

Legal Name: \_\_\_\_\_

Date of Tour: \_\_\_\_\_

On the day of my tour, I received the information listed below:

- Student Catalogue
- Consumer Information Disclosures, Annual Notice of Required Disclosures of Student Consumer Information
- Annual Report Data (Graduation/Placement/Licensure Rates)
- 940 CMR 31.05 Required Disclosures for Prospective Students
- US Bureau of Labor Statistics for Barbers, Hairdressers and Cosmetologists
- Licensure Requirements for Massachusetts
- Notice of Annual Security Report & Sexual Misconduct Policy
- Mandatory Pre-Enrollment Attendance

\_\_\_\_\_  
**Legal Name (Print)**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Name (Sign)**