



Student Catalog

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**2026-2027 Edition
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HISTORY

Charles and Sue's School of Hair Design was founded in 1971 by Charles and Sue Fikes and was incorporated in 1975. Charles & Sue's moved to its current location in 1979. The facility was built and designed for the express purpose of training students in the theory and practice of cosmetology. Numerous photos of the early days of the School can be found throughout the building.

Charles and Sue's has a proud heritage as a local, family-owned company – serving the people of Bryan, College Station, and the State of Texas. Sue Fikes remains the owner to this day, and her daughter Tracy Gilstrap is the President.

MISSION STATEMENT

Charles & Sue's School of Hair Design's mission is to prepare graduates for careers in cosmetology arts and sciences, and/or related or unrelated fields. The school continuously strives to improve its operation and keep alert of the ever-changing developments and techniques in cosmetology. It abides by all rules and regulations of the Texas Department of Licensing and Regulations and all such codes and regulations established by city, state, and federal authority. Charles & Sue's School of Hair Design purchases only high-grade standard equipment, cosmetics and supplies to be used for instruction and training of its students. The school strives to create and maintain honest and fair relationships with its staff, students, patrons, Texas Department of Licensing and Regulations, the Accrediting Commission, and all others.

ACCREDITATION AND APPROVALS:

Charles and Sue's School of Hair Design is regulated and licensed by the Texas Department of Licensing and Regulations (TDLR). All of the School's instructional personnel are also licensed by TDLR.

The School is nationally accredited by the National Accrediting Commission of Career Arts & Sciences (NACCAS). NACCAS is the premier accrediting body for cosmetology schools nationwide.

Both NACCAS and TDLR hold schools to rigorous standards of excellence to ensure the quality of our programs, faculty, and facilities.

WELCOME

Welcome to the wonderful world of beauty and hair design and the special world of education offered by Charles & Sue's School of Hair Design. The beauty and hair world is bigger than ever and the need for creative, well-trained designers is growing every day. If you love working with people and are willing to devote the time and energy necessary for real success, then this is the field for you!

By choosing beauty and hair as your profession, you have chosen a path to a rewarding, creative and exciting future. But to really reach the top, to make the best possible use of your talents and artistry, you need the training to be successful.

What should you expect from your beauty and hair education? Of course, you'll need the training necessary to earn a professional license, but at Charles & Sue's School of Hair Design we offer you much more! In the constantly changing world of fashion, what you learn today may be out of date in ten years, five, or even sooner. New tools, new techniques, new ideas about beauty and hair are being developed right now. How can you be sure you'll keep up with the pace? At Charles & Sue's School of Hair Design this is made possible because of our association with Pivot Point International, which is a global corporation that is creating and obtaining the latest information worldwide. Pivot Point International's online learning system gives Charles & Sue's School of Hair Design students 24- hour access to their learning materials. They will have access to real-time video modules, eBooks, presentations and much more. The video content is available on computer, iPhone, iPod Touch, and iPad.

At Charles & Sue's School of Hair Design we go beyond the "how" to show you the "why."

THE DESIGNER'S APPROACH

Hair sculpting - hair designing - artistic perming - creative coloring - long hair design will take you into principles of art. The Designer's Approach was developed to bring together the best ideas with a sound educational foundation. When you start out, we will teach you the principles so you can be successful. As your skills and talents mature, there is no limit to the levels of success you can achieve. Knowing the Charles & Sue's School of Hair Design/Pivot Point Designer's Approach is like knowing the basic notes in musical composition. It is these basic "notes" that we teach our students through the Pivot Point Designer's Approach - the principles for you to understand and do hair in the most effective way. Ask your hair designer! Our entire curriculum builds up from these basic concepts to let you in on the creative secrets of the beauty and hair design profession. Through constant staff training, our instructors are always in tune with new educational principles and techniques.

Personalized teaching by our staff of trained professional instructors is combined with Pivot Point's online learning system to give our students the education necessary for success. It is this reputation for education that the top hairdressers and salon owners recognize and, therefore, brings students from all over to our school. We feel proud that an education from Charles & Sue's School of Hair Design offers you one of the most complete, most exciting, and most effective training programs in the beauty and hair industry.

REGISTRATION REQUIREMENTS/ADMISSIONS POLICY

Students seeking admission to Charles & Sue's School of Hair Design must meet the following criteria:

- All applicants must be above the age of compulsory education attendance according to the laws of the State of Texas and must be at least 17 years of age on or before the first day of classes.
- All applicants are required to appear for a personal interview with an admission representative, complete a personal profile, submit a high school transcript (or other appropriate documentation), and complete all necessary admissions and financial aid paperwork.
- All applicants are required to be a high school graduate, or have a G.E.D. certificate, an official transcript showing secondary school completion, or a state certification of home-school completion. Charles & Sue's School of Hair Design does not accept diplomas from on-line schools or programs as acceptable proof of high school completion.
- The School does not admit "Ability-to-Benefit" students (students without a H.S. credential).
- Students who will be 22 years of age or younger (as of the first day of classes) need to provide proof of having received the Bacterial Meningitis Vaccine, or a properly completed exempt form. The vaccination must be administered at least 10 days prior to the start of school.

ENROLLMENT OF STUDENTS WITH DISABILITIES

Charles & Sue's School of Hair Design does not discriminate against applicants with disabilities in admission to our program and our facilities are completely accessible (ADA compliant). However, there are certain physical abilities that are necessary for a person to be able to have a career as a Cosmetology Operator. These abilities are classified as "bona fide occupational qualifications" under federal law. Such disabilities as being legally blind or being unable to raise both arms would make it impossible to succeed in the profession. While we do not discriminate, we believe it would be unethical to enroll people who cannot benefit from our training. If you have a disability and would like us to make a reasonable accommodation, please let us know during the admissions process.

Also, even able-bodied people can find the physical demands of a career as a Cosmetology Operator to be challenging. Please refer to the section "Physical Demands of the Profession" in this catalog to learn more and to help you determine if the profession is a good choice for you.

SET AN APPOINTMENT FOR YOUR PERSONAL VISIT

The first step in your Charles & Sue's School of Hair Design experience is to set up an appointment with one of our admissions representatives. You may do this by going to www.charlesandsues.com and clicking on ***schedule a tour*** - or you can call us at **(979) 776-4375**.

Even if you are not yet sure about your future, we would like to hear from you. Our staff can answer your questions, give you a tour of the school, and give you a chance to get to know us better. You won't receive a "hard sell" presentation, just the facts you will need to make a decision that is right for you – and your future.

FACILITIES

Our Educational Facilities include everything you will need to learn today's salon practices. Our school has a large classroom, equipped with the learning tools needed for each stage of your training, plus two student salons and a facial room for you to perform salon services. Our building is accessible to people with disabilities.

LIBRARY

Charles & Sue's School of Hair Design maintains an extensive library of reference materials. Our reference library includes standard works such as Pivot Point Cosmetology Fundamentals, Pivot Point Design Forums, Milady Standard Textbooks, student textbooks, and teacher manuals on a variety of beauty and hair services and ideas.

CLASS SCHEDULE AND HOLIDAYS

Our 1000-hour Cosmetology Operator program is approximately 8 months in length. The start dates for all courses are approximately seven times per year; January, March, April, June, July, August, and October. Contact the admissions office for specific start dates.

The School is open for instruction Monday through Friday every week throughout the year, except for the Holidays listed below:

- New Year's Day - January 1st
- Memorial Day - Last Monday in May
- Independence Day - July 4th
- Labor Day - First Monday in September
- Thanksgiving Day - Fourth Thursday in November and the following Friday
- Christmas - December 23rd through December 31st

DAILY SCHEDULE

Newly enrolled students begin their training with orientation and basic instruction. The following is an outline of the general way the students spend their time in school. A more comprehensive daily schedule is maintained and posted on the school bulletin board to fully utilize the student's learning process.

Six Week Foundation Schedule (First six weeks of your program):

Monday-Thursday	8:30 A.M. - 2:30 P.M.
Friday	9:00 A.M. - 4:30 P.M.

The remainder of your program is on a "split shift" schedule. The shift is chosen based on what space we have available at the time of enrollment and is disclosed to you in advance of enrollment.

Monday	All students	8:30 A.M. - 2:30 P.M.
Tuesday, Wednesday, Thursday	Schedule A	11:30 A.M. - 5:30 P.M.
Tuesday, Wednesday, Thursday	Schedule B	8:30 A.M. - 2:30 P.M.
Friday	All students	9:00 A.M. - 4:30 P.M.

ACADEMIC INFORMATION

WHAT IS A “COSMETOLOGY OPERATOR”

A licensed cosmetology professional in the State of Texas is referred to as a “Cosmetology Operator”. These professionals are licensed to work in a salon or to own their own business. A cosmetologist may give manicures, scalp and facial treatments, cut and style hair, chemically wave and straighten hair, balayage, highlight/lowlight/color hair, and style wigs and hairpieces.

COURSE DESCRIPTION

A study of the basic principles of cosmetology that include a basic understanding of the skin and hair and the products and procedures used in their care. This is a clock-hour course, and it will run 8 months long.

COURSE GOALS

Upon completion of this course, the student shall have demonstrated competencies required to pass the Texas Department of Licensing and Regulations examination and the ability to:

- Understand the fundamentals of cosmetology.
- Understand and utilize required sterilization & sanitation processes and procedures.
- Understand and properly utilize the chemicals, procedures, and processes associated with permanent waving, hair coloring, highlighting, balayage, relaxers, and recurls.
- Understand & utilize various styles in hairstyling procedures.
- Practice proper comb-out, blow-drying & finishing techniques.
- Shape & thin hair using scissors, thinning shears, razors & electric clippers.
- Analyze various scalp & hair conditions & apply various scalp & hair treatments in accordance with identified conditions.

COURSE CURRICULUM

ORIENTATION (10 HOURS)

- *Student Handbook Rules and Regulations of School
- *Professional & Personal Operator Development
- *Professional Ethics
- *Hygiene & Good Grooming
- *Personality Development
- *Employee & Customer Relationship
- *Employer & Employee Relationship
- *Salesmanship & Product Knowledge
- *Business Administration in Relation to Beauty Salon Operations
- *Sanitation & Sterilization
- *Texas Department of Licensing & Regulations Rules & Regulations

SHAMPOO AND RELATED THEORY (20 HOURS)

- *Shampoo
- *Types of Shampoo
- *Chemistry of Shampoo
- *Practical Procedure for Shampooing
- *Safety & Sanitation

HAIR AND SCALP TREATMENT AND RELATED THEORY (20 HOURS)

- *Scalp Treatments and Manipulations & their Procedures
- *Hair Treatments & their Procedures
- *Related Knowledge, the Skin & Scalp
- *Disorders of the Skin, Scalp & Hair
- *Chemistry of Hair

- *Safety & Sanitation

COLDWAVING AND RELATED THEORY (50 HOURS)

- *Procedure-Normal Hair
- *Procedure-Tinted & Bleached Hair
- *Procedure-Problem Hair
- *Procedure-Recurling
- *Cold Wave Chemistry
- *Product Knowledge of Chemicals
- *Knowledge and Analysis of Hair
- *Safety & Sanitation

CHEMICAL HAIR RELAXING AND RELATED THEORY (40 HOURS)

- *Procedure-Normal Hair
- *Procedure-Tinted Hair
- *Procedure-Problem Hair
- *Knowledge and Analysis of Hair
- *Methods of Chemical Hair Relaxers
 - *Sodium Hydroxide
 - *Thioglycolate
- *Product Knowledge of Chemicals
- *Safety & Sanitation

HAIR COLORING AND RELATED THEORY (200 HOURS)

- *Temporary Color
- *Semi-Permanent Color
- *Permanent Color, Bleaching and Toning
- *Techniques in All Color Applications
- *Corrective Work
- *Chemistry of Color
- *Related Knowledge & Analysis of Hair
- *Safety & Sanitation

MANICURING AND RELATED THEORY (100 HOURS)

- *Implements and Equipment
- *Types of Manicures
- *Artificial Nail Application (State Board Requirement)
- *Related Anatomy
- *Nail Disorders of the Nail
- *Practical Procedure for Manicuring
- *Safety & Sanitation

FACIALS AND RELATED THEORY (100 HOURS)

- *Facials
- *Make-up
- *Eyebrow arches
- *False Eye Lash Application
- *Temporary Hair Removal
- *Skin Disorders
- *Cosmetic Chemistry
- *Related Anatomy
- *Practical Procedures for each
- *Safety & Sanitation

HAIR CUTTING AND HAIR STYLING AND RELATED THEORY (450 HOURS)

- *Finger waving
- *Pin curls

- *Roller curls
- *Style patterns
- *Artistry in Hairstyling
- *Comb-out techniques
- *Thermal iron curling/Flat iron
- *Blow-dry styling
- *Practical Procedure of each
- *Introduction to Hair shaping
- *Types of haircuts
- *Implements used
 - *Scissors
 - *Razor
 - *Thinning shears
 - *Electric clippers
- *Procedures
- *Safety & Sanitation

SALON MANAGEMENT (10 HOURS)

- *The Salon Industry
- *Job Search
- *Professional Relationships
- *Salon Ownership
- *Salon Retailing
- *Resume Writing
- *Code of Ethics

TOTAL HOURS: 1000

COURSE FORMAT

The course will be a combination of lectures, problem-solving, question and answer, role-playing, competitions, student presentations/projects, classroom activities/games, demonstration, and student participation. Students will demonstrate their knowledge of cosmetology theory and application ability through their completion of the required practical and clinic activities. Instruction will be supplemented with guest artists, visual aids, and other instructional techniques.

COURSE EVALUATION/STUDENT NOTEBOOKS

Written exams are given at the end of each unit of study. During the unit of study where practical procedures need to be done, students will be evaluated. Tests and grades can help you become a better student and a better hair designer. Throughout your training, you will take written and practical tests. These tests are designed to sum up the unit of learning you've just completed. A low grade, even a failing mark, doesn't mean you should give up. It tells you that you need to review the last few lessons, and your instructor will always be able to help you accomplish any struggles. Go over the test with your instructor and make sure you understand the ideas and techniques covered.

Students are also evaluated on TDLR cosmetology laws, customer safety precautions, and industry best practices. These tests will help you prepare for the State Board Test and spotlight the essentials of good salon practice. In addition to the written tests, you will receive practical in-salon exams. Here you will work with mannequins to create all the new hairstyles you've been studying. This experience increases your artistic ability and shows where you can improve. The same grading system is used for all tests. Students are assigned a minimum number of lab requirements.

Students are required to complete (4) practical books while they are enrolled at Charles & Sue's School of Hair Design. These books contain practical applications that can be done on a mannequin or on their guests. These practical assignments help the students perfect their skills while they are in our program. The books have time limits, and each one must be finished at the appropriate time: Foundation Book is due at 350 Scheduled Hours; 2nd Notebook is due at 650 Scheduled Hours; 3rd Notebook is due at 950 Scheduled

Hours and State Board Notebook is due at 1000 Scheduled Hours. Failure to complete these notebooks at the required time will result in termination from the program.

GRADING SYSTEM USED FOR ALL TESTS IS AS FOLLOWS:

90-100%.....	EXCELLENT
80-89%.....	GOOD
70-79%.....	SATISFACTORY
BELOW 70%.....	FAILING

ACADEMIC STANDARDS

The Cosmetology Operator Program includes a series of classes/modules that are offered in a sequential pattern, particularly within the six-week foundation schedule. Students are expected to successfully complete each module before progressing to the subsequent module. Student progress is measured qualitatively (grading and examinations) during and at the conclusion of each module. The successful completion of each module requires a passing grade of at least 70%.

Attendance is monitored on a daily basis throughout the student's program. Students who have an attendance rate of less than 80% over any two-week period will be required to meet with the Director of Education (or other appropriate official) to discuss the reasons for the absences and to develop a plan for remediation. Students who fail to meet the agreed expectations for remediation may be academically dismissed.

PROBATIONARY STATUS

Failure to meet the required academic standards as of the conclusion of any module will place the student into probationary status (academic probation) for a period of five class days. During those five class days, the student must make up the deficiency(ies) and return to good academic standing or be subject to academic dismissal from the program.

The School Director may grant an extension to the five-day probationary period at her/his sole discretion based upon exceptional circumstances and/or if the demonstrated effort of the student to correct the deficiencies during the five-day period was substantial but insufficient.

MAXIMUM TIMEFRAME STANDARD

In no circumstances will a student be allowed to continue beyond one-and-one-half times the originally scheduled program length, except for the period of an approved Leave of Absence. However, this scenario is extremely unlikely because of the strictness of the academic standards.

TIME CLOCK AND ATTENDANCE

It is the student's responsibility to clock in and out on the time clock. The School is prohibited by the Texas Department of Licensing and Regulation from adjusting hours from the official time clock either upwards or downwards. Students are completely responsible for their own attendance. More information on the School's policies, including attendance and time clock policies, can be accessed from the "Consumer Information" menu under the heading "Student Handbook" on the School's website. A link to the "Consumer Information" menu is found at the bottom of each page on the website at www.charlesandsues.com.

ADVISING

Advising is readily available if you need it. Whether you are having difficulty with a particular skill or concept or are having personal hassles that are getting in the way of your training, we are happy to talk with you. If you find yourself a bit overwhelmed by it all, give us a chance to help. The administration and staff know the problems you might face. You're a very important person to us, let us prove it to you.

LEAVE OF ABSENCE POLICY

A Leave of Absence (LOA) is a temporary interruption in a student's attendance for a specific period and may be granted for a limited number of reasons deemed reasonable by the School Director.

Examples of reasons for a Leave of Absence include (but are not limited to):

- Medical necessity (including pregnancy),
- Care for family (unexpected childcare issues, death of a family member, family health issues, etc.),
- Military activation/duty,
- Jury duty, and/or
- Other reasons beyond the student's direct control.

The approval of a Leave of Absence is at the sole discretion of the School Director. A Leave of Absence may be granted only under the following conditions:

- The student has the intention of returning to school,
- The LOA is requested in writing by the student no more than seven calendar days after the student's last day of attendance,
- The LOA shall generally be approved for no longer than ninety calendar days, but in rare cases may be allowed for up to 180 calendar days, and
- No more than two LOAs totaling no more than 180 calendar days may be granted for the same student during her/his program.

A student's request for a Leave of Absence must include a detailed reason for the request (and supporting documentation if available), a planned return date, and must be signed and dated by the student. The approval/denial will be signed by an authorized School official. A denied request will be considered an official withdrawal as of the date the request was submitted.

PROCEDURES UPON APPROVAL OF LOA:

If the student is scheduled to return to the same class cohort, an academic plan will be made to make up any missed hours of instruction so as not to impede the student's ability to graduate on time. If the duration of the LOA makes on-time graduation impractical, the student will be scheduled to return in a subsequent class cohort. Students scheduled to return in a subsequent class cohort shall be placed at a point in the program no further ahead than their completed classwork, and no additional charges will be levied for any previously completed hours that must be re-taken to accommodate the duration of LOA.

STUDENT RE-ENTRY

If a student withdraws for a non-disciplinary reason unrelated to the student's academic status, the student will be allowed to re-enroll in the program and complete any remaining portion of their training. A student who is readmitted in this scenario shall be placed in a subsequent class cohort at a point no further in the program than the previously completed coursework.

A student who has been academically dismissed may submit a written request for readmission. The request must detail the changes that have occurred since the dismissal that will enable the student to be successful in the future. Readmission is at the sole discretion of the School Director. A student who is readmitted in this scenario shall be placed in a subsequent class cohort at a point no further in the program than the previously completed coursework.

TRANSFER POLICY

Transfer students should apply for admittance through the Admissions Office. We discourage student transfer unless you have a valid reason for doing so. Each transfer student is considered on an individual basis. If you are accepted for admittance, we will credit you for your previous training in accordance with the regulations of the Texas Department of Licensing and Regulation. Credit will be given for any legally acquired hours of previous training, as certified by the State Board. A transfer student's tuition is based on the total number of hours she/he needs to complete the course she/he is entered. Charles & Sue's does not recruit students from other schools offering similar programs.

Charles & Sue's makes no assurances of transferability of our instruction to other institutions. The acceptance of transfer credit at another institution is affected by a number of factors, primarily the policies of the receiving institution.

GRADUATION

Upon completion of their program, graduates receive a diploma from Charles & Sue's School of Hair Design. Having completed the program successfully, graduates become eligible to take the Texas State Board Examination, and upon receipt of their license become eligible to begin a career as a Cosmetology Operator in the State of Texas.

CAREER PLACEMENT

No school can guarantee career placement for its graduates, but Charles & Sue's School of Hair Design will assist our graduates in obtaining employment in the beauty profession. In most instances, our graduates are successfully employed.

Our placement services begin by preparing students for work as an integral part of their training. The first theory class is Life Skills 101, which gives students an overall view of the job opportunities in the beauty profession. Students also take a Salon Business class where job seeking skills are discussed and practiced, along with such topics as compensation, payroll deductions, rules concerning tip reporting, etc.

Charles and Sue's also routinely invites professionals in the field to do presentations about seeking and securing entry level jobs. Owners and managers also visit frequently to meet and recruit prospects. As employer's call seeking our graduates, we place job opportunity information on the student bulletin boards. We also maintain a list of employers, and their contact information in the office as well as on the student bulletin boards. All staff members are also available to write reference letters for our graduates, which can help immensely with the students' job placement.

TEXAS DEPARTMENT OF LICENSING & REGULATION GRADUATION REQUIREMENTS

To graduate and be eligible to take the Texas State Board exam for a license you must do the following:

- Complete 1000 hours of training,
- pass written and practical exams,
- complete all credits in clinical experiences,
- make satisfactory progress,
- be at least 17 years of age before taking the examination, and
- satisfy all financial obligations to the school.

To take the Texas State Board exam, applicants must also furnish the following:

- Proof of having completed the required training in a licensed school of cosmetology, and
- Proof of identity (valid driver's license or State ID).

POLICIES AND DECLARATIONS

DISCRIMINATION

Discrimination is against the law. Our school does not discriminate based on race, color, creed, age, religion, financial status, sex, gender identity, ethnic origin, country or area of origin, or residence in our admittance, instruction, graduation policies, or any other activities which Charles & Sue's School of Hair Design operates. This practice and requirement of nondiscrimination also extend to employment by the school and the administration of students in programs and activities operated by the school. More detailed information about our procedures for responding to allegations of discrimination can be accessed from the "Consumer Information" menu on the School's website under the heading "Title IX and Non-Discrimination". A link to the "Consumer Information" menu is found at the bottom of each page on the website at www.charlesandsues.com.

PRIVACY POLICY

Charles & Sue's School of Hair Design has a comprehensive privacy policy to protect the personal information of students and parents. Our policy complies with both the Family Educational Rights and Privacy Act of 1974 (FERPA) and the Gramm, Leach, Bliley Act (GLBA). Our Privacy Policy can be accessed from the "Consumer Information" menu under the heading "Privacy Policy (FERPA, GLBA)" on the School's website. A link to the "Consumer Information" menu is found at the bottom of each page on the website at www.charlesandsues.com.

CODE OF ETHICS POLICY

Ethics is defined as the philosophy of dealing with values relating to human conduct, with respect to the rightness and wrongness of certain actions, conforming to accepted professional standards of conduct. Charles & Sue's School of Hair Design will conduct its business honestly and ethically. We will constantly strive to create a reputation for honesty, fairness, respect, responsibility, integrity, and trust. NO illegal or unethical conduct on the part of students is in the school's best interest. Charles & Sue's will not compromise its principles for short-term advantage. The ethical performance of this School is the sum of the ethics of the men and women who attend the School. Thus, we are all expected to adhere to high standards of personal integrity. Students will remain personally balanced so that their personal life will not interfere with their ability to deliver quality service to Charles & Sue's and its clients. Students agree to disclose unethical, dishonest, fraudulent, and illegal behavior or the violation of Schools policies and procedures directly to the Director or management. Violation of this Code of Ethics can result in disciplinary action, including possible termination. Remember that good ethics is good business!!

- Honesty – Truthfulness, sincerity, or frankness. Freedom from deceit or fraud.
- Integrity – Adherence to moral and ethical principles; soundness of moral character; honesty.
- Responsibility – The ability to act or decide ethically on one's own, without supervision.
- Reliability – Consistency of ethical action time after time, dependability.
- Professional Conduct - is the expectation we apply to our staff and our students.

INTERNAL GRIEVANCE PROCEDURE POLICY

A copy of the school's complaint procedure is provided to each student at orientation. Orientation is held the Thursday prior to the first day of class. A student, teacher, or interested party may file a complaint against this school; however, the complaint must be in writing and submitted to the school owner or director and should outline the allegation or nature of the complaint.

A school representative will meet with the complainant (within 10 days of receipt of the written complaint). If after careful evaluation, the problem cannot be resolved through discussion, the complaint will be referred to the school's complaint committee. The school will document the meeting between the school representative

and complainant in writing. The complainant will be provided with a copy of this written record at the time of the meeting.

The institution's complaint committee is comprised of the school owner, director, and one educator. The institution's complaint committee will meet within 21 calendar days of receipt of the complaint and review the allegations.

If more information is needed from the complainant, a letter will be written by the school owner or director outlining additional information. 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 to show that the allegations were not warranted or based on fact.

If the complainant has exhausted the school's internal complaint process and wishes to pursue the matter further, a complaint form is available through the following accrediting agency:

National Accrediting Commission of Career Arts & Sciences
3015 Colvin Street
Alexandria, VA 22314
Phone: 703.600.7600
www.naccas.org

The school will maintain a written record of all complaints filed through two (2) complete accreditation cycles.

THINGS TO THINK ABOUT

PHYSICAL DEMANDS OF THE PROFESSION

You learned how to cut, color, and perm hair in cosmetology school. You learned to properly manicure nails and do facials. There are some things, however, that you won't learn until you have experienced them. Some of these things are sore feet, an aching back, or tired legs. By being aware of these things, you can help to alleviate some of the problems before they begin. Here are some basic things you can do.

BODY BASICS

Men and women have different centers of gravity on their bodies. This affects how they stand comfortably.

For women:

- *Place most of your weight on your right foot and point your toes straight ahead in a straight line
- *Place your left heel close to the heel or instep of your right foot and point the toes slightly outward;
- *Bend your left knee slightly

For men:

- *Place your feet apart, but not wider than your shoulder width
- *Distribute your weight evenly over both feet:
- *Your knees should be neither rigid nor bent;
- *Your toes should point straight ahead, or one or both feet should point slightly outward;
- *For a more relaxed stance, bend on the knee slightly while shifting some of your weight to the opposite foot.

ALWAYS WEAR COMFORTABLE SHOES WITH LOTS OF SUPPORT!

FINANCIAL INFORMATION

TUITION AND OTHER COSTS

The cost of tuition is \$19,000.00, which includes tuition, tools and supplies kit, and all required books. The out of cost fees are \$89.00, this includes \$25.00 TDLR Permit, \$14.00 TDLR Rules and Regulations and \$50.00 for aprons. Price is subject to change without notice.

EXPENDABLE SUPPLIES

The school furnishes all expendable supplies to the student except those items used for personal use. If students are charged for personally used expendable supplies, they are charged at the school's cost price.

PAYMENTS

Each student's Enrollment Agreement reflects her/his individual payment plan, payment dates, and amount. Payments are determined based upon estimated balance after Title IV divided into eight monthly payments. We accept cash, check or credit card.

HOUSING

Charles & Sue's School of Hair Design does not have campus housing.

ADDITIONAL INSTRUCTIONAL CHARGES

Students are allowed ninety (90) hours of absences during the entire length of the Cosmetology Operator program. All missed hours must be completed in order for a student to graduate and be eligible to receive licensure. As stated in the Enrollment Agreement, the student is charged \$19.00 per missed hour beyond the allowed ninety hours. The charge is made at the original expected graduation date. Hours missed during an approved Leave of Absence are not considered absences for this purpose.

FINANCIAL ASSISTANCE

Charles & Sue's School of Hair Design participates in a number of financial assistance programs to help qualified students meet the educational costs of attending school. Federal educational funds are available to qualified students through Pell Grants and Direct Student Loans, and to certain parents under the Direct PLUS Loan Program.

A great deal of information about Financial Assistance is available from the "Financial Aid Information" menu on the School's website. A link to the "Financial Aid Information" menu is found at the bottom of each page on the website at www.charlesandsues.com. Our Financial Aid Department is also available to discuss your needs and determine what financial assistance might be available to you.

ENROLLMENT CANCELLATION POLICY

The following policy will apply to all terminations for any reason, by either party, including student decision, course or program cancellation, or school closure. An applicant not accepted by the school shall be entitled to a refund of all monies paid.

If a student or dependent student's parent/guardian cancels her/his enrollment and requests a full refund in writing within three (3) business days of signing the enrollment agreement, a full refund will be made. A full refund will also be made if the enrollment of the student is procured because of a misrepresentation made in the advertising or promotional materials of the school or a representation by an owner or representative of the school. This policy applies regardless of whether the student has started training.

If a student cancels his/her enrollment after the three (3) business days' cancellation privilege, but prior to entering classes, he/she shall also be entitled to a refund of all monies paid to the school.

REFUNDS UPON WITHDRAWAL

Refunds of tuition and other costs are based on the scheduled hours in the program as of the student's last day of attendance, not on the student's actual hours attended.

Enrollment time is defined as the time elapsed between the actual starting date and student's last day of physical attendance in the school. Cancellation or termination date is determined by the postmark on written notification, or the date notice of cancellation is delivered to the school in person. In cases of leave of absence, regardless of duration, the termination date is the earlier date the student was scheduled to return and did not, or the date the student notified the School she/he will not be returning. Refunds are due within 45 days of that date. If the student fails to notify the school of withdrawal, the school must terminate no later than the 45th day and refunds will be made within 45 days of that termination.

In the case that the student has a prolonged illness or accident, a death occurs in the family, or other circumstances that make it impractical to complete the course, the school shall make a settlement that is reasonable and fair to both parties. If the school is permanently closed and no longer offers instruction after the student enrolled, the student shall be entitled to a pro-rated refund of tuition.

If a course is canceled after a student's enrollment, the school shall provide a full refund of all money paid. If a refund is not made within the period required, the school shall pay interest on the refund for the interval beginning with the first day following the expiration of the refund period and ending with the day immediately preceding the date the refund is made. If the refund is made to a lending institution, the interest shall also be paid to that institution and applied against the student's loan. The Commissioner of Education annually shall establish the level of interest at a level sufficient to provide a deterrent to the retention of student funds. The Commission may exempt a school from payment of interest if the school makes a good faith effort to refund the tuition but is unable to locate the student. The school shall provide to the Commission on request documentation of the effort to locate the student. Except in unusual circumstances, the date of the institution's determination that the student withdrew should be not later than 10 days after the student's last date of attendance as determined by the institution from its attendance records. The institution is not required to administratively withdraw from a student who has been absent for 10 days. However, after 10 days, it is expected to be determined whether the student intends to return to classes or to withdraw. In addition, if the students eventually determined to be a withdrawal, the end of the 10-day period begins the time limit for completing a return calculation.

This requirement does not affect a student's withdrawal date. At an institution that is required to take attendance, a student's withdrawal date is always the last date of attendance as determined by the institution's attendance records.

The school shall record a grade of "incomplete" for a student who withdraws but is not entitled to a refund under provisions of this refund policy, if the student requests the grade at the time the student withdraws and if the student withdraws for an appropriate reason unrelated to the student's academic status. A student who receives a grade of incomplete may re-enroll in the program during the 48-month period following the date the student withdraws and completes those incomplete subjects without payment of additional tuition.

The minimum State of Texas refund of the remaining tuition and fees will be calculated as follows:

PERCENTAGE OF TIME TO TOTAL TIME IN COURSE	AMOUNT OF TOTAL TUITION OWED TO THE SCHOOL
.01-2%	10%
2.01%-6.2%	20%
6.21%-24.9%	25%
25-49.9%	50%
50% AND OVER	100%

Please Note: Any refunds due to the student as a result of the refund policy and/or the Return to Title IV calculation will be sent via U.S. mail to the student address the School has on file.

FEDERAL RETURN TO TITLE IV POLICY

When a student withdraws or his/her enrollment at Charles and Sue's is otherwise terminated, the School will not only calculate the amount of tuition/fees that will be refunded to the student (if any), but also the amount of federal financial aid (aka "Title IV") that must be returned to the Federal Student Aid Programs (if any). This process is referred to as "Return to Title IV" (R2T4). The calculation of R2T4 has no relationship to the tuition and fees that the student may or may not be charged by the School.

A detailed description of the Return to Title IV process is available from the "Financial Aid Information" menu under the heading "Return to Title IV (R2T4) Policy" on the School's website. A link to the "Financial Aid Information" menu is found at the bottom of each page on the website at www.charlesandsues.com.

Charles & Sue's School of Hair Design Staff

Sue Fikes (Retired Cosmetology Educator) Owner
Tracy Gilstrap (Cosmetology Educator) President/Director of School/Title IX Coordinator
Debbie Kelley (B.S. Texas A&M) Admissions Representative/Financial Aid Officer/Title IX Investigator
Adrian Thomas (Cosmetology Educator) Educator/Team Leader
Heather Spikes (Cosmetology Educator) Educator/Team Leader/Title IX Decision Maker
Ariel Rickman (Cosmetology Educator) Educator/Team Leader
Jessica Martinez (Cosmetology Educator) Educator
Brittany Johnson (Cosmetology Educator) Educator
Jennifer Bounds (Cosmetology Educator) Educator
Cassidy Jones (B.S. Texas A&M) Director of Marketing

* All information provided in this document is accurate as of publication but is subject to change.

