WE ARE **PAUL MITCHELL SCHOOLS**

2026 CATALOG







Paul Mitchell The School Roanoke
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Roanoke, VA 24015
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MISSION STATEMENT

Our school's mission is to provide a quality educational system to prepare students to pass the state board examination and gain entry level employment within their chosen field of study. We are passionately committed to providing a solid educational foundation to empower our team in the pursuit of excellence and we strongly believe that when people come first, success will follow.

SCHOOL FACILITIES

Training is conducted in a 9,949-square-foot facility which consists of a student lounge area, staff lounge area, five offices, three classrooms, and a storage closet. The classrooms are equipped with tables, chairs, erasable white boards, TV's and DVD players. The school is fully equipped to meet the demands of modern hair design. The facility includes dispensary, wash house, reception area and retail store. The school offers a full time day program, a three day program, and a part time night program. The school rotates the students on the clinic floor and in the classroom. While the adaptive students are on the clinic floor, the creative students are in class, then vice versa. By rotating class time and clinic floor time, as well as offering a day, three day and night program, the institution's space is equipped to handle the number of students enrolled.

All entrances at Paul Mitchell The School Roanoke have handicap ramp access point located by the entrance of the school. There is a sidewalk to all entrances at the school, so all entrances are accessible by wheelchair.

HOURS OF OPERATION

Monday - Friday: 9:00 am to 4:30 pm

Tuesday - Thursday: 9:00 am to 6:30 pm

Monday - Thursday: 5:30 pm to 10:00 pm

Closed Saturday and Sunday

The Campus Leader is Natasha Greene, they can be reached in person or by calling 540-343-0153, or by mail at 658 Brandon Ave. SW, Ste.210, Roanoke , VA 24015.

PARKING AND AMENITIES

Students must abide by local (city and/or landlord) parking rules, which are announced during orientation. Paul Mitchell The School Roanoke will not be responsible for parking violations and/or towing fees. Reserved parking is available, adequate and clearly marked for student and staff use. The parking area is well lit at night.

SCHOOL ADMINISTRATION

Owners: E412, LLC
Governing Board Members:
Turnage Family Holdings, LP
John Turnage
Janet Turnage
Conor Turnage

EXECUTIVE DIRECTOR

Ms. Audra Turner

CAMPUS LEADER

Ms. Natasha Greene
Manage day-to-day operations and Oversee Curriculum

Licensed Cosmetologist, Licensed Cosmetologist Instructor, Licensed Master Barber Instructor
License Number: 1204018659
Barber License Number: 1301094469
Bar Palma Beauty Careers Academy, 2004
An educator and stylist, Natasha teaches in the Core Classroom as well as Protege and in our Clinic Classroom at Paul Mitchell the School Roanoke as part of the Basic Cosmetology and Barbering program.

ADMISSIONS LEADER

Ms. Lisa Agnes
Graduate of Paul Mitchell The School Roanoke

SUCCESS COACH

Mr. Michael Wolfe
Graduate of Paul Mitchell The School Roanoke

EXECUTIVE DIRECTOR OF FINANCIAL AID AND COMPLIANCE

Mrs. Chandra Couch
Master's in Business Management
University of Phoenix
Record Keeping

SERVICE DESK

Jordan Falk
Naklyah Hardy

BASIC COSMETOLOGY FULL TIME INSTRUCTORS

Michael Wolfe - Full Time
Licensed Cosmetologist, Licensed Cosmetologist Instructor
License Number: 1204020559
Paul Mitchell The School Roanoke, 2017
An educator and stylist, Michael teaches in the Clinic Classroom at Paul Mitchell The School Roanoke as part of the Basic Cosmetology program. He is the Color Specialist and Clinic Classroom Mentor.

Dawn Childress- Full Time
Licensed Cosmetologist, Licensed Cosmetologist Instructor
License Number: 1204018654
Virginia Hair Academy, 1991
An educator and stylist, Dawn teaches in the Core Classroom at Paul Mitchell The School Roanoke as part of the Basic Cosmetology program.

DuJuwan Franklin- Full Time
Licensed Barber, Licensed Barber Instructor
License Number: 1301093820
Choppers Barbershop, 2014
An educator and stylist, DuJuwan teaches in the Core Classroom and the Clinic Classroom at Paul Mitchell The School Roanoke as part of the Barber 1100 and Master Barber 400 programs.

Lauren Simms- Full Time
Licensed Cosmetologist, Licensed Cosmetologist Instructor
License Number: 1204021189

Paul Mitchell the School Roanoke
An educator and stylist, Lauren teaches in the Clinic Classroom at Paul Mitchell The School Roanoke as part of the Basic Cosmetology program.

Allison Purcell- Full Time
Licensed Cosmetologist, Licensed Cosmetologist Instructor
License Number: 1204021209
Paul Mitchell the School Roanoke
An educator and stylist, Allison teaches in the Clinic Classroom.

Michelle (Shelly) Jackson - Full Time
Licensed Cosmetologist, Licensed Cosmetologist Instructor
License Number: 1204021303
Paul Mitchell the School Roanoke
An educator and stylist, Michelle teaches in the Clinic Classroom.

Emily Naff - Full Time
Licensed Cosmetologist, Licensed Cosmetologist Instructor
License Number: 1204021301
Paul Mitchell the School Roanoke
An educator and stylist, Emily teaches in the Clinic Classroom.

BASIC COSMETOLOGY PART TIME INSTRUCTORS

Donna St. Clair - Part Time
Licensed Cosmetologist, Licensed Cosmetologist Instructor
License Number: 1204017573
American School of Beauty Culture, 1979
A theory educator and spa educator, Donna is the Theory Specialist at Paul Mitchell The School Roanoke. She teaches theory, Core, spa specialty, and is an educator in our clinic classroom as part of the Basic Cosmetology program.

Ashley McDaniel- Part Time
Licensed Cosmetologist, Licensed Cosmetologist Instructor
License Number: 1204021031
Paul Mitchell the School Roanoke, 2022
An educator and stylist, Ashley is a substitute teacher in the Core Classroom at Paul Mitchell The School Roanoke as part of the Basic Cosmetology program.

Markayla Wright- Part Time
Licensed Cosmetologist, Licensed Cosmetologist Instructor
License Number: 1204020943
Regency Beauty Academy
An educator and stylist, Markayla teaches in the Clinic Classroom.

BASIC COSMETOLOGY SUBSTITUTE INSTRUCTORS

Destini Easley - Substitute
Licensed Cosmetologist, Licensed Cosmetologist Instructor
License Number: 1204019320
Regency Beauty Institute, 2010
Destini is the Makeup Specialist at Paul Mitchell The School Roanoke. She is also an educator in our clinic classroom as part of the Basic Cosmetology program. She teaches Theory and is our Design Team Leader.

BARBER FULL TIME INSTRUCTORS

DuJuwan Franklin- Full Time

Licensed Barber, Licensed Barber Instructor
License Number: 1301093820
Choppers Barbershop, 2014
An educator and stylist, DuJuwan teaches in the Core Classroom and the Clinic Classroom at Paul Mitchell The School Roanoke as part of the Barber 1100 program.

SCHOOL HISTORY

E412, LLC., DBA, Paul Mitchell The School Roanoke, is an independently owned and operated franchisee of Paul Mitchell Advanced Education, LLC, located at 658 Brandon Ave.SW, Suite 210, Roanoke, VA 24015. E412, LLC was chartered on March 14, 2013.E412, LLC purchased BarPalma Beauty Careers Academy on November 1, 2014. Initial Approval for reinstatement of accreditation following a change in ownership from the Council on Occupational Education (COE) as Paul Mitchell the School Roanoke was granted on June 12, 2015. PMTS Roanoke received permission to participate in Title IV programs under the Higher Education Act of 1965, by the determination of the Philadelphia School Participation Team of the United States Department of Education on July 21, 2015. E412, LLC is owned and operated by John Turnage, Janet Turnage and Conor Turnage and Steve and Lisa Pollak.

ADMISSIONS

ADMISSION REQUIREMENTS - HIGH SCHOOL EDUCATION AND EQUIVALENTS

To qualify for admission to Paul Mitchell The School Roanoke, a prospective student must demonstrate that they are academically prepared to be successful. A prospective student must be able to provide verifiable documentation to support that they have a high school diploma, recognized equivalency and/ or those who are beyond the age of compulsory school attendance in the State where the institution is located prior to being accepted. To meet that requirement, prospective students must:

i. Have a high school diploma (this can be from a foreign school if it is equivalent to a U.S. high school diploma); or
ii. Have a recognized equivalent of a high school diploma, such as a general educational development (GED) certificate or other state sanctioned test or diploma-equivalency certificate like HiSet; or
iii. Have completed homeschooling at the secondary level as defined by state law; or
iv. Have completed secondary school education in a homeschool setting which qualifies for an exemption from compulsory attendance requirements under state law, if state law does not require a homeschooled student to receive a credential for their education; or
v. Have successfully completed at least a 60 semester or trimester credit hours or 72 quarter credit hours that does not result in the awarding of an associate's degree, but that is acceptable for full credit toward a bachelor's degree at any institution.

The school does not accept ability to benefit (ATB) students.

VERIFICATION AND VALIDATION PROCEDURES

If the school or the Department of Education has any reason to believe that the diploma is not valid or was not obtained from an entity that provides secondary school education, the school will proceed with the two-step validity process. The validity process requires:

i. The school will check with the high school to confirm the validity of the student's diploma by collecting documentation from the high school that confirms the validity of the high school diploma, including transcripts or other written descriptions of course requirements, or written and signed statements by principals or executive officers at the high school attesting to the rigor and quality of the coursework at the high school;

ii. If the high school is regulated or overseen by a state agency, Tribal agency, or Bureau of Indian Education, confirm with the relevant department or agency in the state in which the secondary school is located or obtain documentation from that agency that the secondary school is recognized or meets requirements established by that agency;

iii. If the Secretary has published a list of high schools that issued invalid high school diplomas, the school will confirm that the high school does not appear on that list.

A high school diploma is not valid if it:

i. Does not meet the applicable requirements established by the appropriate state agency, Tribal Agency, or Bureau of Indian Education in the state where the high school is located;

ii. Has been determined to be invalid by the Department of Education, the appropriate state agency in the state where the high school was located, or through a court proceeding; or

iii. Was obtained from an entity that requires little or no secondary instruction or coursework to obtain a high school diploma, including through a test that does not meet the requirements for a recognized equivalent of a high school diploma.

If the School is unable to determine validity of the high school diploma, state-recognized equivalency, or any other submitted documentation to fulfill the schools admissions high school education and equivalents requirement, then the prospective student will not be accepted to the school.

ADMISSION PROCEDURES

1. **Complete an Application for Admission:** Complete and submit the application for admission. The application for admission may be obtained from an admissions advisor.
2. **Pay the Application Fee:** Action will not be taken on admission or any student loan application until a registration fee of $100.00 is received. Please submit the fee, payable to Paul Mitchell The School Roanoke, in the form of cash, check, money order, or credit card. This is a refundable fee and is not included in the cost of tuition. The school may opt to waive the application fee for students who transfer from a school that has closed without notice.
3. **Interview:** All applicants must complete an interview with an admission's advisor.
4. **Provide Proof of Identity:** Applicants are required to provide proof of identification as part of the application of admission process. The school will maintain a copy of the identification presented as part of the student's admission file.
   Acceptable forms of photo identification include:
   - Government-issued driver's license
   - Government-issued non-driver ID card
   - Government-issued passport
   - National identification card (Consulate, Permanent Resident Card, Immigrant Visa Card, Employment Authorization Card)
   - Tribal Photo ID (no photocopies accepted)
   - Government-issued military ID – Acceptable military IDs:
     - The Veteran Health Identification Card (VHIC)
     - Veteran Identification Card (VIC)
     - Personal Identity Verification Card (PIV)

     **Photocopying of military identification cards for the purpose of receiving federal benefits other than military-related benefits is not authorized and therefore is unacceptable proof of identification. For this reason, any other form of military ID cards is unacceptable.*

   Photo IDs must contain:
   i. Applicant Students Full Name
   ii. Contain a photograph of the applicant
   iii. Be an original document
   iv. Be Current and valid: *expired documents are not acceptable*
   v. Match the name used in the application
      a. If the name has changed, supporting documentation including but not limited to a marriage certificate, court approval documentation, or related documents are required.
5. **High School or Equivalent Verification Documents:** Applicants must demonstrate that they meet the High School requirements. The school considers a high school diploma, high school transcripts, GED certificate, GED transcript or high school equivalency certificate valid if granted by a high school or agency/program accredited or recognized by a state department of education (e.g. The State of Virginia Department of Education).

   A student's self-certification is not sufficient to validate a high school diploma or high school equivalency certificate or that they have completed secondary school through homeschooling as defined by state law.

   If we determine that your diploma or high school equivalency diploma is not valid you will be denied admission to the school.

Applicants who have completed their high school requirements early, but the high school does not formally issue the high school diploma until a later time must submit a signed and dated statement by an official from the high school attesting that the student has completed all of the required coursework and has successfully passed any required proficiency examinations for the high school diploma. The statement must include the date when the actual high school diploma will be issued.

Students who are homeschooled must be able to demonstrate and document that they meet their states high school graduation requirements. Secondary school education at a homeschool is valid if their secondary school education was in a homeschool that state law treats as a home or private school (see https://hslda.org/legal for requirements for each state). Applicants who completed homeschooling must submit their high school transcripts for review and evaluation.

Applicants who received their high school diploma in another country are required to submit their high school transcripts to a foreign credentialing evaluation service.

Please note the document must be translated into English by a certified translator and accompanied by an evaluation of a credentialed evaluation service certifying it is equivalent to a U.S. high school diploma. We can accept credentials translated and evaluated by any agency under NACES. A list of approved agencies is located at NACES (National Association of Credential Evaluation Services) under: https://www.naces.org/ members. We must receive a credential report directly from the evaluation services. Copies will not be accepted. Applicants are responsible for paying the costs of the translation and evaluation.

Applicants who have successfully completed at least a two-year college-level program that did not result in the awarding of an associate degree must submit college transcripts demonstrating successful completion of at least 60 semester or trimester credits hours or 72 quarter credit hours that is acceptable for full credit towards a bachelor's degree at an institution.

Applicants who have successfully completed an associate degree or bachelor's degree may show completion of the degree by providing the degree or transcripts.

Note that merely possessing a certificate of attendance and/or high school completion is not sufficient for a student to be Title IV aid eligible.

Paul Mitchell The School Roanoke does not recruit students who are already enrolled in a similar program at another institution.

Admitted students who would like to request a reasonable accommodation under the Americans with Disabilities Act should contact the ADA Compliance Coordinator.

Paul Mitchell The School Roanoke accepts re-entry students if they qualify. Please review the re-entry policy for specific requirements.

Once an applicant has completed the process to apply to the school, the admissions team and director reviews each applicant and their required application materials to determine if the applicant will be admitted.

The applicant will be notified of the decision in writing.

If the applicant is admitted, they will be notified of the next steps to enroll in their academic program.

If an applicant is not admitted and wishes to appeal the decision, they must write a letter/email to the School Director.

Once the Director has evaluated the reasons for denial, the Director may either redo the personal interview for a second opinion or provide a response to the student. Appeals will not be considered if an applicant is not admitted because they do not meet the minimum education requirements to be admitted or if they have provided false information during the admission process.

Anyone who applies for admission into the school that has been convicted of a Class 1, Class 2, Class 3, Class 4, Class 5 or Class 6 felony must notify the school in writing and provide a copy of the court order. We are required to notify you that the state of Virginia regulations may deny licensure to someone who has been convicted of such a felony, and as such may not be able to practice in the state. The state will not issue a ruling on whether they will license an individual convicted of a Class 1 thru Class 6 felony until the student has graduated from the program and applied to become licensed by the state.

APPLICANTS WITH NON-IMMIGRANT VISAS AND INTERNATIONAL STUDENTS

Applicants with non-immigrant visas should be aware of the following:

- Federal financial aid is not available to an applicant with a non-immigrant visa.
- An individual must be authorized to work in the United States to take the state licensure exam.

If an applicant needs assistance in understanding how their visa status impacts their ability to receive federal financial aid or take the state licensure exam after completing their program, they should contact an admissions advisor.

Paul Mitchell The School Roanoke is not eligible to enroll international students studying under an 1-20 student visa.

ENGLISH PROFICIENCY POLICY

English is the language of instruction and examination at the School. Minimum standards of English proficiency are required to ensure that students can understand and communicate clearly to be successful in the programs. Students who have successfully completed their High School Diploma or GED or a higher degree in the United States are exempt from this requirement.

Applicants for whom English is not a first/native language must demonstrate English Proficiency regardless of English language studies, academic history, residence in the United States or other English-speaking countries, or immigration status.

Applicants who have completed their education outside of the United States, may have the English Proficiency requirement waived if their transcript does not include any ESL course work, had completed their High School education with English as the primary language of instruction and have successfully completed four years of English language/literature with an average of 2.5 or higher on a 4.0 scale.

Applicants must meet the minimum test scores listed below, regardless of whether previous scores are higher. Only the most recent English Proficiency scores will be accepted. Tests must have been taken in the last 5 years.

Requests for testing waivers will not be considered.

Test	Minimum Score
TOEFL	80 iBT
IELTS	6-7
Duolingo	110
PTE	53

To know more about the tests, testing dates, location and the costs associated with taking the test, visit the following websites:

TOEFL: https://www.ets.org/toefl/test-takers

IELTS: https://www.ielts.org/for-test-takers/ielts-online

Duolingo: https://englishtest.duolingo.com/applicants

PTE: https://www.pearsonpte.com/

For additional information on the requirements, please contact the admissions team.

RE-ENTRY STUDENT POLICY

Students who are withdrawn from the school (officially or unofficially) and wish to re-enter, must follow these steps:

1. Outstanding tuition, fee(s) must be paid in advance or the student must make satisfactory arrangements with the Financial Aid Leader. The student must have their financial plan in place prior to starting classes.
2. Previous tuition payments will be credited to the student's balance if applicable.
3. Because tuition fees and costs are subject to change, students who reenter after 180 days will be contracted according to the current tuition costs at the location they are enrolling in and will be required to pay any additional fees, if applicable.
4. Pay a $200.00 in fees and sign a new contract to complete remaining hours.
5. Depending on the circumstances surrounding a student's withdrawal, he/she may be required to attend an orientation prior to re-starting the program.

The school does not deny re-entry to any service member of the uniformed services for reasons relating to that service.

Re-entry is reserved to the sole discretion of Paul Mitchell The School Roanoke and may require special conditions.

If a student is transferring more than 100 clock hours they will be required to take a written and practical test overseen by an Education Leader. If a student is transferring 100 clock hours or less, all hours will be transferred without the need of a written or practical test.

Re-entering students will be placed on 30-day probation, during which time they must meet the school's Institutional Attendance Policy regarding minimum attendance. Students will also be evaluated for satisfactory Institutional Attendance progress at the next scheduled evaluation period to determine their new status. Students who fail to meet the minimum attendance and academic requirements for the 30-day probationary period may be terminated.

Students who re-enter the program are placed in the same Satisfactory Academic Progress standing as when they left. Re-entering students who have previously used all the excused absences provided under their original contract will not receive any additional excused absences under the new re-entry enrollment agreement.

All students who wish to re-enter after 180 days from the last day of attendance may be contracted and re-entered as a transfer student as outlined in the catalog.

TRANSFER OF CREDIT POLICIES

TRANSFER OF CREDIT POLICY - STUDENTS ENTERING THE SCHOOL

Paul Mitchell The School Roanoke will accept transfer hours from other schools based on an evaluation of the student's comprehension of the course material and the applicability of the courses to the student's intended academic program at the school. Veterans are encouraged to submit their Joint Service Transcripts to be evaluated by the school.

Transfer students are assessed tuition at the current per hour rate. Current tuition rate information is located in the "Costs of Tuition and Supplies" section of the catalog.

At the school's sole discretion, a student may be permitted to transfer in more hours from a non-Paul Mitchell School than is described in the policy below, if the student is transferring from a school that has closed without notice and the student can demonstrate the appropriate course knowledge.

Paul Mitchell The School Roanoke does not award clock hour credits for service in the armed forces, paid or unpaid employment, or other demonstrated competency.

A complete approved program may be composed of transferred hours under the following conditions:

1. Both the new and former school must be licensed by the appropriate state licensing entity while the student is enrolled. The schools' current curriculum must be approved by that entity;
2. The hours earned at the originating school must have been earned no more than two years prior to enrolling in the new school;
3. Both the new and former school must be accredited by an accrediting agency recognized by the U.S.Department of Education;
4. The new school may only credit completed content, and must substantiate, based on the student's transcript, how hours were awarded towards each content area.

Please note that students transferring to another school may not be able to transfer all the hours they earned at Paul Mitchell The School Roanoke; the number of transferable hours depends on the policy of the receiving school. Transfer hours accepted by the school are applied to the total number of hours necessary to complete the program and are considered both attempted and completed hours for the purpose of determining when the allowable maximum time frame has been exhausted. Satisfactory academic progress (SAP) evaluation periods are based on actual contracted hours at the institution.

TRANSFER OF CREDIT POLICY

Cosmetology

Cosmetology students transferring from a non-Paul Mitchell School and/or Paul Mitchell School. To determine how many transfer hours the school accepts is based on passing a practical and written test and what is allowed by state board.

1. Pass a practical test with a minimum of 75% on three of the following criterias:
    - Demonstrate State Board Sanitation and Disinfection
    - Finger Wave with 6 pin-curls
    - Color and Lightener Applications (Must perform four)
    - Permanent Wave (10 rods)
    - Chemical relaxer applications (virgin, re-touch)
    - Marcel iron work demonstrating the three base curl placements.
    - Haircut, style and finish of your choice (to complete on a doll head or model)
2. Pass a written exam with a minimum of 75% passing

Basic Barber

Basic Barber students transferring from a non-Paul Mitchell School and/or Paul Mitchell School. To determine how many transfer hours the school accepts is based on passing a practical and written test and what is allowed by state board.

1. Pass a practical test with a minimum of 75% on three of the following criteria:
    - Demonstrate State Board Sanitation and Disinfection
    - Haircutting, tapering, and blending using clippers, shears, and/or razor
    - Straight razor shaving on the face and neck (to complete on a doll head or model)
    - Beard design and shaping
    - Hair coloring application (basic tint or semi-permanent color)
    - Basic facial service (cleansing, massage, and treatment)
2. Pass a written exam with a minimum of 75% passing

Dual Barber/Master Barber

Dual Barber/Master Barber students transferring from a non-Paul Mitchell School and/or Paul Mitchell School. To determine how many transfer hours the school accepts is based on passing a practical and written test and what is allowed by state board.

1. Pass a practical test with a minimum of 75% on three of the following criterias

- State Board Sanitation and Disinfection Procedures
- Haircutting, tapering, and blending using clippers, shears, and razor (to complete on a doll head or model)
- Straight razor shaving on the face and neck
- Beard design and shaping
- Hair coloring and lightening applications (including tint and bleaching/frosting)
- Chemical texture services (cold permanent waving and/or chemical relaxing)
- Styling techniques, including thermal styling (e.g., thermal waving or iron work) and non-thermal methods (e.g., finger waving)
- Basic facial service (cleansing, massage, and treatment)
- Wig care, styling, or placement
- Waxing services limited to the scalp

2. Pass a written exam with a minimum of 75% passing.

Master Barber

Master Barber students transferring from a non-Paul Mitchell School and/or Paul Mitchell School. To determine how many transfer hours the school accepts is based on passing a practical and written test and what is allowed by state board.

1. Pass a practical test with a minimum of 75% on three of the following criterias
    - State Board Sanitation and Disinfection Procedures
    - Hair coloring and lightening applications (including tint and bleaching/frosting)
    - Chemical texture services (cold permanent waving and/or chemical relaxing)
    - Wig care, styling, or placement
    - Styling techniques, including thermal styling (e.g., thermal waving or iron work) and non-thermal methods (e.g., finger waving)
    - Waxing services limited to the scalp
2. Pass a written exam with a minimum of 75% passing.

TRANSFERRING FROM A PROGRAM AND RE-ENROLLING IN A NEW PROGRAM

A student that withdraws from one program within the school and wishes to enroll in another program within the school, a determination of the state laws will determine the amount of hours that will be transferred into the new program, the student will need to meet the quantitative and qualitative components of SAP for the new program.

TRANSFER OF CREDIT - CREDIT EARNED AT ANOTHER INSTITUTION

Paul Mitchell The School Roanoke may accept transfer clock hours or credits for courses completed at another institution.

A student must notify the Admissions team at the time of beginning the admissions process if requesting such credit. A transcript is required for each school a student attended. The school will review course descriptions and any transcripts provided by the student to arrive at a final decision.

Courses taken at another institution must must be accredited by an agency recognized by either the U.S. Department of Education or Council for Higher Education Accreditation (CHEA).

To transfer credit, the student must do the following:

1. Inform the Admissions Leader during the application process requesting to transfer credit
2. Provide transcripts from previous attended school 7 days prior to signing the enrollment agreement (exceptions may be granted for extenuating circumstances)

Acceptance of transfer credit is at the sole discretion of the school. In addition, the institution does not have articulation agreements and does not give credit for experiential learning.

TRANSFERABILITY OF CREDIT - CREDIT EARNED AT THE SCHOOL

The transferability of hours you earn at Paul Mitchell The School Roanoke is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the diploma you earn in Cosmetology and/ or Basic Barber is also at the complete discretion of the institution to which you may seek to transfer.

If the hours or diploma that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Paul Mitchell Schools to determine if your hours or diploma will transfer.

The school will provide an Official Transcript and School Catalog to any student requesting to transfer credit to another school. The up-to-date catalog is also available online for public access. The school catalog contains course descriptions for each program at our school.

STATE LICENSING DISCLAIMER

The state may refuse to grant a license if a student has been convicted of a crime; committed any act involving dishonesty, fraud, or deceit; or committed any act that, if committed by a licentiate of the business or profession in question, would be grounds for the Virginia Department of Professional and Occupational Regulations (DPOR) to deny licensure. The Virginia Department of Professional and Occupational Regulations (DPOR) denies licensure on the grounds that the applicant knowingly made a false statement of fact required to be revealed in the application for such license. Paul Mitchell The School Roanoke is not responsible for students denied licensure.

STATE BOARD EXAMINATION POLICY

The cost of the initial State Board written and practical examinations is included in the total tuition and fees. The school will cover the first attempt only for both the written and practical portions of the State Board examination.

If a student is required to retake either portion of the exam, any additional fees for subsequent attempts are the responsibility of the student. Students are encouraged to adequately prepare for both examinations to avoid additional testing costs.

All students must meet the eligibility requirements set forth by their respective state licensing agency in order to sit for the State Board examinations. These requirements may include, but are not limited to, age, education, documentation, training hours, moral character, and compliance with state laws and regulations. It is the student's responsibility to remain informed and compliant with the rules and regulations of the applicable state agency.

The school provides guidance and support in preparing for licensure; however, it does not guarantee a student's eligibility or approval by the state board. Requirements and approval processes vary by state and are subject to change without notice.

DISCLOSURE FOR PROGRAMS LEADING TO LICENSURE

The following programs offered at Paul Mitchell The School Roanoke lead to licensure in the state of Virginia: Cosmetology and Basic Barber. We have compiled a list of all states that require licensure for the program you are interested in enrolling. We have identified whether the institution's program curriculum meets, does not meet, or a determination has not been made yet, for other state's individual state educational requirements for professional licensure. This information can be located on the school's paulmitchell.edu website, as well as you will receive a copy in the school's admissions packet, prior to touring the school.

Please note that the school you are planning on attending has only had their curriculum evaluated by the state that you are attending school in, which meets the state's requirements for licensure and practice. In determining whether your program of study is acceptable in another state, each state board reviews the number of clock hours you attended in your home state, the subject areas and practical experiences you completed, as a part of the process of

determining what, if any, additional requirements you may have to meet in order to be licensed in their state. We encourage all graduates who are considering becoming licensed in another state to first take the licensure exam in their home state, which will make it easier to transfer into another state. If you are not licensed by your home state, the state you are considering getting licensed in may require you to take additional training to meet their state minimum hour requirements and/or take their state licensure exam. State boards do not evaluate the curriculum of schools located in other states, but do, in most cases, recognize training from other states in order to transfer their license.

If, at any time, the program you are enrolled in, ceases to meet the educational requirements for licensure in the state where the student is located, the school will provide written notice directly to the student in writing within 14 calendar days of making that determination.

FUTURE PROFESSIONAL INFORMATION

CONSTITUTION DAY

Constitution Day was established by Congress in an effort to increase knowledge about the United States Constitution. The amendment, proposed by Senator Robert C. Byrd, was passed in December 2004, and requires all educational institutions to commemorate Constitution Day by offering education and programs each year on September 17 (or in the preceding or following week if the date falls on a Saturday, Sunday, or holiday).

Constitution Day commemorates September 17, 1787, the signing of the United States Constitution. The Constitution established America's national government and fundamental laws and guaranteed certain basic rights for its citizens.

Constitution Day also serves as a reminder to participate in the political process by exercising our right to vote.

The school celebrates Constitution Day with an event and promotes awareness of the U.S. Constitution and voter registration information to all present.

This year's Constitution Day will be celebrated Thursday, September 17, 2026.

To view an interactive version of the U.S. Constitution, go to the National Constitution Center at https://constitutioncenter.org/.

For more information about voting, go to voter resources at https://www.eac.gov/.

EDUCATIONAL GOALS

Paul Mitchell The School Roanoke strives to provide a quality educational system that prepares students to pass the state board examination and gain employment within their chosen field of study. Our quality education system includes an outstanding facility, experienced and competent instructors, and a curriculum developed through years of experience and expertise. Our education goals are:

1. To educate students to be professional, knowledgeable, and skilled in their field for marketability within the industry.
2. To maintain an updated program that provides students with the knowledge to compete in their field of study.
3. To promote the continuing educational growth of our faculty and students, using current teaching methods and techniques.
4. To teach courtesy and professionalism as the foundation for a successful career in their chosen field of study.
5. To prepare students to successfully pass the state licensing exam for entry-level employment.
6. To train and graduate students while empowering them to become confident and excited to enter a successful career within the salon and beauty industry.

INDUSTRY REQUIREMENTS

Students interested in pursuing a career in the beauty industry should:

1. Develop finger dexterity and a sense of form and artistry.
2. Enjoy dealing with the public.
3. Keep aware of the latest fashions and beauty techniques.
4. Make a strong commitment to your education.
5. Be aware that the work can be arduous and physically demanding because of long hours standing and using your hands at shoulder level.

LOCKER POLICY

Purpose — Paul Mitchell The School Roanoke makes lockers available to students to facilitate the daily storage of their learning materials and items related to their studies. Paul Mitchell The School Roanoke manages lockers to ensure responsible use of property and for the health and safety of individuals.

Agreement — Paul Mitchell The School Roanoke establishes rules, guidelines and procedures to ensure responsible use and to control the contents of its lockers. By utilizing Paul Mitchell The School Roanoke's lockers, students acknowledge and agree that locker use is a privilege and subject to immediate termination without notice and to such rules, guidelines and procedures established by Paul Mitchell The School Roanoke from time to time, at its discretion.

GUIDELINES

1. Lockers will be issued to all students during Core. A locker number will be provided during Core. Assigned lockers may not be traded or changed unless approved by the school's administration.
2. Locker assignments are valid from the beginning of enrollment until the day of graduation or withdrawal. At that time, all locker contents must be removed. After that time, any lockers that have not yet been vacated will be emptied, and the contents stored for 30 days, at which time they become the property of the school.
3. Lockers are for individual use only and are not to be shared. Locker content is the sole responsibility of the registered occupant of the locker. To reduce the risk of theft, students are encouraged to keep their lockers locked. Students should not store money, wallets, jewelry, credit or debit cards, or any other personal item of high value.
4. Paul Mitchell The School Roanoke is not in any way responsible for a locker's contents or liable for the loss of or damage to items stored in lockers. Students are required to maintain their locker's interior and exterior in a clean, neat and undamaged condition. Marking, defacing or graffiti on lockers is not acceptable.
5. No person shall store in a locker: weapons of any kind, explosives, prohibited drugs, illegal or illicit items or substances or other items deemed by Paul Mitchell The School Roanoke to be harmful, offensive or inappropriate.
6. Paul Mitchell The School Roanoke may in its sole discretion carry out or authorize searches/inspections for any reason. The following is a partial listing of examples of when Paul Mitchell The School Roanoke will exercise its discretion without notice:
    a. Locker abandonment.
    b. Suspected contents that may be illegal, illicit or deemed by the school to be harmful, offensive or inappropriate.
    c. At the request of or generally in cooperation with law enforcement authorities.
    d. Investigative purposes related to suspected or alleged criminal, illegal, or inappropriate activities.
    e. Risk to the general good of the school.
    f. Risk to the general good of the student or student population.
    g. Unregistered locker.
    h. Physical damage to or defacing of the locker.
    i. Odors (spoiled/rancid food, garbage or smelly contents).
    j. Locker maintenance.
7. Paul Mitchell The School Roanoke works with the local law enforcement authorities and maintains the right in the school's sole discretion to allow law enforcement to carry out specific and random searches/inspections of locker contents. Such searches/inspections may be carried out with or without notice to or in the presence of the locker's occupant. Such police activity may include but is not limited to: random drug or weapon searches of lockers, backpacks, book bags, brief cases, containers, jackets and winter coats.

MAKE-UP HOURS

Students are allowed to make up a maximum of 5 hours per week of previously missed hours. Students can makeup hours during course times the student is not normally scheduled for attendance. (For example, night school Tuesday-Thursday, or Saturday) Students may not make up hours until the student has completed the Core program. Make-up time will only be allowed for students until a cumulative attendance percentage 100% is achieved. All make up hours must be pre-approved by the school director. Students must complete a Future Professional Make-Up Request Form indicating the date, time, activity completed, and the name of the Learning Leader who supervised the make-up time.

MAKE-UP ASSIGNMENTS AND TUTORING HOURS

Makeup work can be assigned to students giving each student the opportunity to maintain satisfactory academic progress. Each student is responsible to request makeup work from his or her Learning Leader. Credit cannot be given for incomplete work. The letter “I” is recorded for that day and the incomplete status remains until work is made up. The “I” will change to a “0” if the work is not made up by the last Friday of the month. If a student is present and refuses to do assigned work, the Future Professional will automatically be dismissed for the day and will receive a “0” for the day. This grade will not be allowed to be made up.

Instructional faculty will be accessible for academic advising to students throughout the length of the program. For day program students, instructors will be available during night program hours. For night program students, instructors will be available during day program hours. Faculty are also accessible via email outside regularly scheduled class hours. A list of faculty email addresses is posted on the school bulletin board.

MEASURABLE PERFORMANCE OBJECTIVES

1. Complete the required number of clock hours of training.
2. Achieve and receive passing grades on all practical graduation requirements and projects, including practical and theoretical examinations.
3. Satisfactorily pass final written and practical exams.
4. Upon completion, receive a graduation certificate.
5. Pass state board exam.

SAFETY PRECAUTIONS FOR THE BEAUTY INDUSTRY

By following safety precautions you contribute to the health, welfare, and safety of the community.Always have good hygiene and be professionally dressed.Keep a first aid kit on hand, follow safety regulations, and keep equipment properly sanitized.The following precautions should always be taken with each client:

1. Protect clients’ clothing by appropriately draping them.
2. Ask clients to remove any jewelry, hair accessories, glasses, etc.
3. Keep any and all chemicals away from the eyes.In case of eye contact with chemicals, thoroughly rinse eyes with cold water.
4. Wear gloves when dealing with chemicals.
5. Remember that anything containing chemically active ingredients must be used carefully to avoid injury to you and your client.

FUTURE PROFESSIONAL DEVELOPMENT GUIDELINES

All Future Professionals must commit to and follow the Future Professional Development Guidelines during their enrollment in school. These guidelines were established to assist in creating a safe, focused, and enjoyable learning experience. Failure to follow these guidelines may result in a coaching under the Future Professional Advisory Policy and may result in termination without prior warning.

SANITATION REQUIREMENTS

1. Future Professionals must keep themselves, workstations and classroom areas clean, sanitary, and clutter free at all times.
2. Future Professionals must clean their stations, including the floor, after each service.
3. Hair must be swept up immediately after a service is completed, before blow drying.
4. Clinic stations must be cleaned at the end of the day, prior to clocking out for the day.
5. Future Professionals must maintain.

GUEST AND PERSONAL SALON SERVICES

1. Future Professionals must follow the procedures outlined on their Skill Cards when performing a guest service.
2. Day Future Professionals may receive services on the last Wednesday every other month. To receive a service, Future Professionals must do the following prior to starting the service:
a. Request the service from a Learning Leader
b. Be scheduled off the service books by a Learning Leader.
c. Complete required pre-service consultation with a Learning Leader.
d. Pay for service supplies including perms, color, lightener, rinses, conditioning, etc.
e. Personal services are considered rewards and scheduled for Future Professionals who are up to date with all projects, tests, and practical skill assessments. School assignments and successful learning are the priority.
3. Future Professionals may not receive personal services outside of their program scope of practice during scheduled hours.
4. Future Professionals may not start Future Professional

COMMUNICATION GUIDELINES AND PROFESSIONAL CONDUCT

1. Future Professionals are to maintain a professional demeanor at all times when they are on the school premises.
    a. BE NICE: Be kind, considerate and courteous to others.
    b. BE ACCOUNTABLE: Take responsibility for your actions and learn from your mistakes.
    c. BE RELIABLE: Consistently complete the required skills to get your education to the best of your ability.
    d. BE COMMUNICATIVE: Use clear and appropriate language (no profanity) to get your point across,. Do not raise your voice or yell.
    e. BE ENGAGED: Be an active participant in your education and seek out information to better your skills to advance your career goals.
2. Visitors are allowed in the service reception area only. Visitors are not allowed in the classrooms, Future Professional lounge, or clinic classroom area.
3. Cell phones are permitted in assigned areas of the school. Phone calls are not permitted during class time or learning environments such as classrooms or learning zones at any time. Calls while clocked in should remain in the assigned area, quiet in tone, and no longer than 3 minutes.
4. Future Professionals may not visit with another Future Professional who is working with a clinic classroom guest.
5. Future Professional may not gather around the service desk, the service reception area, or the offices.
6. Food, drinks, and water bottles are allowed only in the Future Professional lounge.
7. The school is a smoke-free campus. Future Professionals may not smoke or vape any substance on school premises.
8. Stealing or taking school property or another's personal property is unacceptable and grounds for termination.
9. School administration has has the right to access and inspect a Future Professionals locker at any time, refer to the locker policy.

LEARNING PARTICIPATION GUIDELINES

1. Future Professionals must bring their required school tools to participate in their education for scheduled hours and makeup hours. Required school tools include:

• Student Technical Kit
• iPad with program education kit apps (cutting system app, make-up systems app, plugged in app, etc)
• Program textbooks
2. Peer teaching and tutoring are encouraged.
3. Future Professionals are responsible for their own technical kit and equipment. All kit, equipment, tools, and personal items must be secured in a locker or kept within view and control of the Future Professional. The school is not responsible for any lost or stolen articles.
4. Future Professionals are required to work under the direction of a licensed professional. Therefore, Future Professionals must comply with school personnel and Learning Leader's assignments, directions, and requests as required by the curriculum and Future Professional guidelines and rules.
5. Future Professionals must have a signed service ticket before beginning any service on the clinic classroom.
6. Future Professionals may not perform hair, skin, barber or nail services outside of school unless authorized, in advance, in writing, to do so by school administration. Conducting unauthorized hair, skin, barber or nail services outside of school may be reported to the state board and may result in your inability to receive a professional license.
7. Taking credit for another's work (e.g. submitting the photos of another's work as your own) or cheating during exams is unacceptable and is grounds for termination.
8. Future Professionals will be expected to maintain an average of 75% on all academic exams and practical skill assignments.
9. Only service desk personnel may schedule or change clinic classroom guest appointments.
10. All practical skill services must be graded and the service ticket initialed by a Learning Leader.
11. Future Professionals are expected to be continuously working on school-related projects, assignments, clinic practical skills, reading theory, or test preparation during school hours.
12. When Future Professionals are not scheduled with guest service appointments or are not scheduled to attend theory or a specialty class, they must be actively engaged in their education at all times, and may focus on the following:

a. Completion of practical skill assessments through the Edular App.

b. Completion of theory review assignments.

c. Performing a service on another Future Professional. Please note that the service must be within the scope of practice for the program for both Future Professionals.

d. Listening to or reading school resource center materials, including educational videos, audiotapes, Plugged In, and school related textbooks.

13. Parking is allowed in assigned parking areas only or cars may be towed at the owner's expense.
14. If a Future Professional fails to complete the practical skill assessments or required academic theory exams they will be placed on the Back on Track List. Future Professionals have one week to get caught up before they receive a coaching advisory.
15. If a Future Professionals fails to pass the Core written and/or practical exam on their second attempt, they may be asked to withdraw from the program and may be allowed to re-start in the next Core class start date.

ATTENDANCE AND DOCUMENTATION OF TIME

1. The school records attendance in clock hours and gives appropriately earned attendance credit for all hours attended and does not add or deduct attendance hours as a penalty. Attendance is calculated using an attendance tracking app called Edular. It is the responsibility of the Future Professional to record their hours by checking in and out through the app. If a Future Professional fails to clock in or out for their schedule, the Future Professional will not receive hours.

It is the responsibility of the Future Professional to ensure that they are properly clocking in and out as required. If a Future Professional fails to clock in or out for their schedule on the Future Professional time-clock, the Future Professional will not receive hours for the time with missed time punches. To ensure proper credit for clock hours, Future Professionals are required to clock in or out at the following times:

- When they arrive at school,
- When they leave for lunch,
- When they return from lunch,
- When they leave at the end of the day;
- If a Future Professional leaves the premises for any reason, and
- If a Future Professional is taking a break over 10 minutes, they are required to clock out.

If the Future Professional wishes to dispute any hours they feel earned, the Future Professional must provide documentation to verify attendance on the missing time form. The documentation could include the Future Professional sign in sheet, the specialty class attendance role, and/or the guest service summary.
If a Future Professional is experiencing timeclock challenges and are unable to clock in or out, they must report the challenge to the Future Professional Advisor within 24 hours.
2. The school is open Monday - Friday from 9:00 AM to 4:30 PM for day Future Professionals, 9:00 AM-6:30 PM for Future Professionals on a 3-day schedule; and Monday through Thursday 5:00 PM-10:00PM for night Future Professionals.
3. The Future Professional must attend school according to the schedule in the Future Professional's enrollment agreement. All programs require continuous attendance.
4. The following are mandatory attendance days: Night Future Professionals may not miss Mondays; day Future Professionals may not miss Monday and Friday. Failure to attend mandatory days may result in an advisory. If a Future Professional is unable to attend a mandatory day they may find a substitute and submit the Substitution Request Form to the Future Professional Advisor for approval.
5. Future Professionals must be on time, as tardiness inhibits the learning process. Future Professionals who are late for any class must be accompanied into the classroom by a Learning Leader. Future Professionals are never excused from mandatory theory classes to work in the clinic classroom.
6. Attendance Expectation Generally: Future Professionals must maintain a 100% attendance average each month in order to complete the program by the expected/calculated completion date. The school attendance policy requires 80% to maintain satisfactory progress. Falling below this number means that the Future Professional may receive a coaching on the advisory form for their attendance.
7. CORE/Protege Attendance Expectation: Future Professionals attend Core/Protege during their first weeks of enrollment. If a Future Professional misses any time in Core, they are responsible for coordinating with their Learning Leader to obtain handouts, notes and assignments. During the period of Core a maximum of 21 unexcused absence hours may be missed. If the Future Professional missed more than 21 hours of Core, the Future Professional may be withdrawn from the program and may be required to re-enroll into the next Core start date they qualify for.
8. Extra Instructional Charges: During the contracted enrollment period, the Future Professional is required to maintain an average monthly attendance of at least 80% in order to complete the program by the expected or calculated completion date. The Future Professional is allowed up to 20% of their scheduled hours as absent time, which may be used for personal needs such as illness or doctor appointments. However, if the Future Professional is absent for 14 consecutive calendar days, they may be subject to termination. If additional program hours are required beyond the expected or calculated completion date—due to falling below the 80% attendance requirement or if training extends past the contracted end date—extra instructional charges will apply. These charges will be assessed based on the hourly rate stated in the student's enrollment agreement.
9. Future Professionals are required to be in attendance and actively participating in their education. When a Future Professional is scheduled for attendance but not present, these will be reflected as absent hours. If a Future Professional does not clock in or out properly resulting in the hours not being counted, these will be reflected in the absent hours unless the missing time form and necessary documentation is provided as outlined in the catalog.
If a Future Professional is absent refer to the school make-up hour policy on how to make-up those hours. Please keep in mind make-up hours and policies are optional for the school to provide and may be changed.
Future Professionals will receive clock hours during the times they fully participate in their learning experience.
10. Vacation and Planned Time Away (e.g. medical appointments, outside commitments): Future Professionals must request planned time off from school from the Future Professional Advisor and the Financial Services Leader. The

approval of any request does not mean that the Future Professional will continue to meet the attendance requirements.
11. Unplanned Absences or Tardiness: Future Professionals who are late or cannot attend school must contact the school and talk to the school service desk team immediately. Day Future Professionals must call in by 8:30 AM. Night Future Professionals must call in by 4:30 PM.
12. Lunches and breaks are scheduled for all Future Professionals. All full-time Future Professionals are required to take a 30-minute lunch break. Future Professionals should communicate with their Learning Leader if they have not had lunch by 1:30 p.m. Part-time Future Professionals will take a 10-minute break as scheduled by school administration.

Observe the appropriate breaks for your school schedule. Breaks are as follows:

Future Professional Schedule	Breaks	Lunch	Dinner
10 hr/day	10 min. in the morning & 10 min in the afternoon	30 min.	30 min.
8 or 7 1/2 hr/day	10 min. in the morning & 10 min in the afternoon	30 min.	n/a
6 hr/day	10 min. in the morning & 10 min in afternoon	n/a	n/a
4 or 5 hr/day	10 min at mid-point of schedule	n/a	n/a

13. Documentation of time: Future Professionals may not leave the school premises during regular hours without a Learning Leader's permission.

a. Future Professionals who leave the school premises for more than 10 minutes or those who leave early must document their time by clocking out on the time clock, signing the sign-out sheet, and having a Learning Leader book them out.
b. Future Professionals who leave the school premises for less than 10 minutes must sign the sign-out break sheet.
c. Day Future Professionals must clock out on the time clock for lunch for 30 minutes every day. Future Professionals will not receive credit for the hour if they fail to clock in/out for lunch.

14. Future Professionals can not clock in or out for another Future Professional.
15. Future Professionals can not ask others to clock them in or out.
16. Future Professionals must keep a record of all services performed each day digitally via the Edular app.

SCHOOL HOLIDAYS AND CLOSURES

2026	Date
New Years Day	January 1, 2026
Martin Luther King Day	January 19, 2026
Spring Break	April 2-3, 2026
Memorial Day	May 23-25, 2026
Juneteenth	June 19, 2026
Independence Day	July 4, 2026
Labor Day	September 5-7, 2026
Halloween	October 31, 2026 - night school only
Thanksgiving	November 26-29, 2026
Winter Break	December 24-31, 2026
Staff Training	January 12, February 9, March 9, April 13, May 11, June 8, July 13, August 10, September 14, October 12, November 9, December 14

The school reserves the right to amend the calendar.
The weather will play a major role in actual class schedule. Classes cancelled due to weather are not counted against the students.
For unexpected closures and snow days will be announced on the schools website, voice mail system, eblast, social media, and WDBJ7.

PROFESSIONAL IMAGE (DRESS CODE)

All Future Professionals must adhere to the following professional dress code while in attendance:

1. All Future Professionals must adhere to the following professionals dress code while in attendance:
2. Clothing
    a. Clothing should be clean, professional and in good repair.
    b. Future Professionals may wear color in any combination.
    c. Appropriate undergarments must be worn and covered appropriately.
    d. Here is a list of acceptable clothing:
        i. Jeans or clothing made of denim.
        ii. Sweatshirts, printed T-shirts, hooded sweatshirts, and or jackets with or without print.
        iii. Leggings/tights worn with skirts, dresses, or tops must fall below the fingertips when standing.
        iv. Dresses and skirts must fall below the fingertips when standing.
        v. Scrubs
    e. Here is a list of Unacceptable Clothing for All Future Professionals
        i. (Hoods may NOT be worn pulled up in the building.)
        ii. Leggings/tights are not to be worn as pants.
        iii. Tank tops, spaghetti string tops, sleeveless tops, and crop tops may not be worn.
        iv. Sweat pants, spandex, yoga pants, and biking shorts are not allowed.
        v. Dresses and skirts must fall below the fingertips when standing may not be worn.
        vi. No shorts or short rompers.
        vii. No rips in your jeans or sagging pants.
        viii. No graphics or logos with nudity, weapons or obscenity of any kind.
3. Shoes
    a. Shoes must be practical, clean, professional, comfortable, and in good repair.
    b. Shoes may be any color.
    c. Shoes must be closed toe and closed heel.
        i. Here is a list of acceptable shoes.
            1. Fashionable sneakers can be worn.
        ii. Here is a list of Unacceptable Shoes for All Future Professionals
            1. Flip flops, sandals, slippers and backless shoes may not be worn.
            2. No Uggs, Birkenstock slides or crocs.
4. Hair and/or hats
    a. Hats must be clean, professional and in good repair.
    b. Hair should be styled prior to arriving at school.
    c. Stylish hats and scarves can be worn.

d. Logos and/or graphics must be school appropriate

5. Cosmetics
    a. Any cosmetics should be applied prior to arrival at school.
6. Nails
    a. Nails should be applied prior to arrival at school.
7. Accessories
    a. Accessories of any color may be worn.
        i. Here is a list of Unacceptable Accessories for All Future Professionals
            1. Head phones, head gear, ear buds and/or earphones are not permitted in the classroom or with a guest in the clinic classroom.
                1. One bud etc. can be used when working on a doll etc.
                2. Always keep one ear open.
        ii. May listen to music while working
        iii. Only Educational content may be watched.

Future Professionals who fail to comply with the Future Professional dress code may be coached and may receive an advisory.

STUDENT SERVICES

1. **Housing:** Paul Mitchell The School Roanoke keeps a file of information about housing in the surrounding areas.
2. **Academic Advising:** Students are provided with academic advising and additional assistance as necessary. Information and advice on any financial assistance are accessible to students. Paul Mitchell The School Roanoke also gives advice and information to students on these subjects:
    a. Regulations governing licensure to practice, including reciprocity among jurisdictions.
    b. Assistance with resume and job search.
    c. Opportunities for continuing education following graduation.
    d. Assistance with the financial aid process
3. **Mental Health Counseling:** If referral to professional assistance is necessary, the school maintains a record of such referral.
    a. Referrals to mental health counseling.
    b. Assistance for students with disabilities.

VOTER REGISTRATION

Students are encouraged to register to vote in State and Federal Elections. Voter Registration and Election Date information for the state of Virginia can be found at http://www.sbe.virginia.gov.

For information on Voter Registration and Election Dates for Federal Elections visit www.eac.gov/voter_ resources.

SUSPENSION AND TERMINATION

Students may be suspended or terminated from enrollment in the School, at the School's discretion, for reasons which include, but are not limited, to failing to comply with School rules or general policies, leaving the School without permission during the scheduled hours of a Students' Program, failing to attend for 14 consecutive calendar days, failing to complete practical worksheets, failing to attend theory classes or take theory tests, failing to meet the

School's policies regarding Satisfactory Academic Progress, failure to pay tuition and charges when due, and/or otherwise acting in a manner detrimental to the classroom environment, the well-being of fellow students, faculty, staff, visitors, or institutional facilities.

As outlined in the Catalog, Students may be required to receive coaching sessions for noncompliance with certain policies. Once a Student has received five (5) coaching sessions, the Student may be suspended from the School. If a Student receives two (2) additional coaching sessions after re-admission from a suspension, the Student's enrollment may be permanently terminated by the School. A Student may be terminated by the School without prior coaching sessions for violating the Future Professional Advisory Policy.

SUSPENSION POLICY

PURPOSE

The purpose of this policy is to establish a framework for the suspension of students in order to maintain a safe and secure learning environment for all students and staff members.

This policy applies to all students enrolled at our school.

POLICY STATEMENT

Our school has a zero-tolerance policy for certain behaviors that threaten the safety and well-being of our students and staff.If a student engages in any of the following behaviors, they will be subject to suspension/termination. The suspension can be up to 30 days. A suspension can also be used pending an investigation.

- Physical assault or threat of physical assault
- Possession or use of weapons or illegal drugs
- Harassment or bullying
- Vandalism or destruction of school property
- Repeated and serious violation of school rules and policies
- Failure to follow dress code
- Malicious gossip
- Attendance
- Academics
- Parking violation
- Smoking on campus
- Vaping on campus
- Violation of internet/social media policy including the use of technology for noneducational purposes.
- Violation of the Future Professional Advisory Policy or School Standards on-campus, at a school-sponsored event, externship, off-campus event, and/or field trip.
- Disruptive behavior, which is defined as any behavior that a reasonable instructor believes substantially interferes with the teaching or learning process, whether in a classroom or other learning environment (such as an online platform, clinic classroom, field experience, in an office, or other setting whether it is an on-campus or off-campus location) and continues after an instructor or other school employee's request to cease.Examples of disruptive behavior include, but are not limited to:
    a. verbal abuse of or threatening the instructor or other students;
    b. damaging classroom furniture or property;
    c. damaging the property of another Future Professional or instructor;
    d. creating excessive noise;
    e. refusal to comply with instructor direction;
    f. persistently speaking without being recognized or called upon;
    g. refusing to be seated;

h. unauthorized use of cell phones, laptops, or other relevant technology; and disrupting the class by repeatedly leaving and entering the room without authorization.

- The expression of disagreement with the instructor or classmates is not in itself disruptive behavior.Disruptive behavior also does not include appropriate demonstration of disagreements or differences of opinion, cultural differences, differing values or beliefs, or needing extra time or attention based on reasonable accommodation for disabilities.
- Sleeping in class is prohibited.
- Unprofessional communication
- Lying/Cheating/Stealing
- Failure to be actively engaged in school-related activities
- Time Clock Violations: Clocking in and out another student, Requesting another student clock you in and out. Leaving the school facility and/or premises without notifying a Learning Leader and/or signing out for a break and remaining clocked in on the time clock and receiving unearned hours; the school parking lot and surrounding businesses are not included as part of the school facility for educational time; this includes exceeding allotted break or lunch times.
- Tampering is the attempt to alter school records, grades, assignments, or other documents without authorization.
- Plagiarism
- Other academic misconduct

**In addition, there may be other behaviors or actions that warrant suspension based on the individual circumstances of each case. If a student is suspended, they will not be allowed to attend classes or participate in school activities for the duration of the suspension.*

SUSPENSION PROCEDURES

1. When a student engages in behavior that warrants suspension, the Advisor/Director or designee will conduct an investigation to determine the facts of the situation.
2. The student will be given the opportunity to present their side of the story during the investigation.
3. If the investigation confirms that the student engaged in the behavior in question, the advisor or designee will notify the student and their parents or guardians of the decision to suspend.
4. The student will be given the opportunity to appeal the decision to the school board.
5. We may suspend all parties pending investigation

WRITTEN APPEALS

Student may appeal a school determination imposed on Student to the Appeal Committee.A student may initiate an appeal within fourteen (14) days of receipt of the school's decision.
The results of the appeal to the Appeal Committee shall be final.
An appeal shall be limited to review of the record for one or more of the following purposes:

1. To determine whether the decision reached regarding the student was based on reasonable evidence.
2. To determine whether the sanction(s) imposed were reasonably appropriate for the violation of the student was found to have committed.
3. To consider new evidence sufficient to alter the decision or sanction which was not previously considered because such evidence was not known or available. The student is required to submit a written appeal to the Appeal Committee, which includes the following:
    - A full description of the student's basis for appeal;
    - A statement of the remedy the student is seeking; and
    - Any supporting documentation.

    Written appeals can be submitted in-person, via mail or email at appeals@pmtssanantonio.com.

    Certain Terminations Are Final and Are Not Appealable.

If a student is terminated for violations of the Protected Class Nondiscrimination Policy and Procedures; Anti-Bullying Policy; physical violence; physical altercations and threats of violence or threats of physical altercations; drug or alcohol violations; or weapons violations, if terminated after reinstatement from a termination appeal, such termination is final and may not be appealed separately pursuant to this section.

RETURN AFTER TERMINATION APPEAL

A student returning after a termination appeal shall be on probation for thirty (30) days, during which an additional violation may result in termination.After returning from a termination appeal, if a student is terminated, this termination is not appealable.

ADVISORY PROCESS RETURN AFTER SUSPENSION

Additional violations in the first thirty (30) days back from suspension may result in termination.

After the thirty-day (30) probationary period, the Future Professional will have two additional coaching sessions before being terminated again.

POLICY REVIEW

This policy will be reviewed annually by the school to ensure that it remains relevant and effective.

PROGRAM OBJECTIVES

The objective of this program is to prepare students to manage a successful basic cosmetology career and/ or business, while preparing them to successfully pass the Virginia State Board of basic cosmetology.

TRANSCRIPT REQUEST PROCEDURE

You may request a transcript be sent electronically or by mail by the school's Success Coach. The request must be in written form and will be responded to within three business days. The transcript that is electronically produced contains the identical information as a paper transcript. Paul Mitchell The School Roanoke do not release transcripts if a student has a financial hold.

COSMETOLOGY PROGRAM

COSMETOLOGY COURSE INFORMATION

COSMETOLOGY COURSE DESCRIPTION

Cosmetology: *Standard Occupational Classification (SOC) 39-5012.00*
Classification of Instructional Programs (CIP) Code 12.0401

The curriculum involves 1000 clock hours to satisfy Virginia state requirements. This program provides students with the knowledge and technical skills required to become licensed cosmetologists in Virginia. Instruction blends theory with hands-on practice and prepares students to perform services in hair care, basic facial treatments, hair removal, nail care, and related cosmetology procedures. Students will develop proficiency in cleansing and basic facial techniques; manicuring and pedicuring; and arranging, dressing, curling, waving, cutting, shaping, relaxing, coloring, and similar work on human hair, wigs, or hairpieces in accordance with Virginia's scope of practice.

**Graduates are prepared to be entry level cosmetologist.*

This course is taught in English. Textbooks and course materials are only offered in the English Language.
The basic cosmetology course is an approved program through DPOR, COE, SCHEV, and USDE.

COSMETOLOGY COURSE OVERVIEW

The objective of this program is to prepare students for a successful cosmetology career and to meet the requirements needed to pass the state licensing exam. Upon completion of the program, students will be able to:

- Master the fundamentals of cosmetology theory and required safety protocols.
- Develop practical skills in hair cutting, styling, coloring, perming, and chemical relaxing for all hair types, including textured hair.
- Apply principles of anatomy, physiology, and skin and scalp analysis.
- Perform basic skincare techniques, including facial procedures, lash and brow services.
- Demonstrate proficiency in nail care, including manicures, pedicures, and artificial nail applications.
- Perform proper procedures for fitting, styling, and maintaining hairpieces and wigs.
- Apply approved hair removal techniques safely and effectively.
- Communicate with clients effectively and conduct thorough consultations.
- Meet the standards required to sit for and successfully complete the state licensing exam.

Program Hours: 1000 clock hours

The program is divided into pre-clinical classroom instruction and clinical service learning experiences.

1. **Pre-clinical Classroom Instruction:** Students receive instruction through classroom lessons and workshops covering fundamental theory, safety, and professional practices.
2. **Clinic Classroom Learning Experience:** Students develop practical skills through supervised hands-on training performed in the clinic classroom setting on clients, models, and mannequins.
3. **Distance Education Learning Experience:** Students approved for distance education may complete a portion of their theory instruction online. Only theory hours may be completed through distance education; all practical and lab instruction is delivered in person on campus.

COSMETOLOGY COURSE OUTLINE

Instruction in the Cosmetology program at Paul Mitchell The School Roanoke is delivered through structured phases designed to support student progression from foundational learning to advanced practical skills.

1. **Core Curriculum:** A multi-week pre-clinical phase focused on fundamental theory, safety, and basic technical skills. Students are evaluated through written, oral, and practical assessments.

2. **Protégé Learning Experience:** This phase provides a structured transition from Core into hands-on work. Students begin applying fundamental skills while preparing for the clinic classroom environment.
3. **Adaptive Curriculum:** Students participate in specialty classroom workshops and increasing levels of practical services to build technical proficiency and service readiness.
4. **Creative Curriculum:** Students refine their skills through advanced practical work, professionalism, and real-world application. Emphasis is placed on speed, accuracy, communication, and preparing for entry-level employment.
5. **Classroom Learning Experience:** Instruction covers seven primary areas of study: styling, cutting, coloring, texture, skin care, nail care, and theory. Classes are taught by licensed instructors and may include additional topics such as retail, professional development, motivation, and attendance expectations.
6. **Clinic Classroom Learning Experience:** Students receive supervised practical training through individual and group learning experiences. Workshops, skills tracking, and periodic evaluations monitor progress. Students perform services on clients in the clinic classroom under instructor supervision.

COSMETOLOGY COURSE SUBJECTS

The instructional program at Paul Mitchell The School Roanoke meets or exceeds state requirements. The following subjects are delivered through on-campus instruction and, where approved, through distance education for theory components only:

Curriculum Requirements	Minimum Hours of Instruction
Orientation & Business Topics a. School policies b. Management c. Sales, inventory, and retailing d. Taxes and payroll e. Insurance f. Client records and confidentiality g. Professional ethics and practices	45
Laws and Regulations	10
General Sciences a. Principles and practices of infection control b. Safety Data Sheet (SDS) c. Chemical usages and safety	55
Applied Sciences a. Anatomy, physiology, and histology	40
Shampooing, rinsing, and scalp treatments for all hair types, including textured hair a. Client consultation and analysis b. Procedures, manipulations, and treatments	25
Hair Styling for all hair types, including textured hair a. Finger waving, molding, and pin curling b. Roller curling, combing, and brushing c. Heat curling, waving, and pressing	65
Haircutting for all hair types, including textured hair a. Fundamentals, materials, and equipment b. Procedures	125
Permanent Waving and Chemical Relaxing for all hair types, including textured hair	135

Curriculum Requirements	Minimum Hours of Instruction
a. Chemistry b. Supplies and equipment c. Procedures and practical application	
Hair Coloring and Bleaching for all hair types, including textured hair a. Basic color theory b. Supplies and equipment c. Procedure and practical application	190
Wigs, hair pieces, and related theory a. Types b. Procedures	15
Manicuring and Pedicuring a. Nail theory, nail structure, and composition b. Nail procedures, including manicuring, pedicuring, and nail extensions c. Electric filing	75
Skin Care a. Client skin analysis and Consultation b. Effleurage and related movements and manipulations of the face c. Cleansing Procedures d. Masks e. Extraction techniques f. Machines avoiding direct contact with the skin g. Equipment avoiding direct contact with the skin h. Electricity avoiding direct contact with the skin i. Manual facials and treatments j. General procedures and safety measures	150
Lashes and Brows a. Setup, supplies, and implements b. Consultation c. Application of false lashes and lash extensions d. Lash and brow tinting e. Lash perming f. Lightening of the hair on the body except scalp g. General procedures and safety measures.	35
Hair removal a. Client consultation and analysis b. Waxing c. Mechanical hair removal d. Tweezing and threading e. Chemical hair removal	35
TOTAL MINIMUM HOURS OF INSTRUCTION	**1000**

Cosmetology students must complete the minimum number of practical performances required by the Virginia Board for Barbers and Cosmetology. All services are performed under the supervision of a licensed instructor in the clinic classroom.

The Cosmetology curriculum requires the completion of:

Practical Performance Requirements	Minimum Performance Requirements
Shampooing, rinsing, and scalp treatments, for all hair types, including textured hair	20
Hair styling, for all hair types, including textured hair	60
Hair cutting, for all hair types, including textured hair	60
Permanent waving-chemical relaxing, for all hair types, including textured hair	60
Hair coloring and bleaching, for all hair types, including textured hair	65
Wigs, hair pieces, and related theory	10
Manicuring and Pedicuring	15 procedures
Individual sculptured nails and nail tips	30
Lashes and Brows	20
Skin care	15
Hair removal	10
TOTAL PRACTICAL PERFORMANCES	**365**

The institution offers employment assistance to help graduates' efforts to secure education-related employment that includes, but is not limited to training in professionalism, resume' development, job interview preparation and job search skills.

COSMETOLOGY PROGRAM TESTING AND GRADING PROCEDURE

Paul Mitchell The School Roanoke offers Future Professionals the option to enroll in a traditional on-campus program or, when available, a hybrid program that includes distance education. In the hybrid schedule, a portion of theory instruction is completed through distance education, while all practical and lab instruction is delivered in person at the school.

1. **Academic theory exams:** Students must achieve a grade of 75% or higher on each assigned theory exam. These exams are administered at the conclusion of each assigned online theory module. Theory exams may occur weekly or bi-monthly depending on module length. Additionally, students must demonstrate competency through an exam based on the information taught via distance education, which must be completed within the school facility.
2. **Core written and practical skills evaluation:** Students must earn a minimum score of 75% on both the Core written examination and Core practical skill evaluation to successfully complete the Core phase. These assessments evaluate instruction delivered during the Core schedule and determine eligibility to advance to the Clinic Classroom. All Core written and practical assessments must be completed in person at the school facility and are not permitted through distance education. Students who do not achieve a passing score after two attempts may be required to withdraw and re-enroll in a subsequent Core class.
3. **Clinic Practical Skill Assessments:** Students are required to complete all assigned practical skill assessments during the Clinic phase. These assessments are performed in person under instructor supervision and must be completed to satisfy program requirements.
4. **Distance Education Assessments:** Students enrolled in a hybrid program must complete a monthly distance education theory assessment on campus. These assessments evaluate comprehension of theory content delivered online.

The following grading scale is used for theory progress:
A = 90 – 100% B = 80 – 89% C = 75 – 79% Failing = Below 75%

COSMETOLOGY INSTRUCTIONAL TECHNIQUES AND METHODS

The Cosmetology 1000 clock hour course is provided through a sequential set of learning steps which address specific tasks necessary for State Board preparation, graduation and job entry level skills. Clinic equipment, implements and products are comparable to those used in the industry. Each student will receive instruction that relates to the performance of useful, creative and productive career-oriented activities. The course is presented through well-developed lesson plans that reflect the latest educational methods. Subjects are presented by means of lecture, demonstration, and student participation. Audio-visual aids, guest speakers, field trips, and other related learning methods are used in the course.

COSMETOLOGY CLASS START DATES

2026 5 - DAY SCHEDULE

START DATE	**ANTICIPATED COMPLETION DATE***
January 13, 2026	September 29, 2026
February 17, 2026	November 2, 2026
March 24, 2026	December 9, 2026
April 28, 2026	January 22, 2027
June 2, 2026	February 25, 2027
August 4, 2026	April 28, 2027
September 8, 2026	June 2, 2027
October 13, 2026	July 6, 2027
November 17, 2026	August 11, 2027

2026 3 - DAY SCHEDULE

START DATE	**ANTICIPATED COMPLETION DATE***
January 13, 2026	November 19, 2026
February 17, 2026	January 6, 2027
March 24, 2026	February 10, 2027
April 28, 2026	March 16, 2027
June 2, 2026	April 20, 2027
August 4, 2026	June 22, 2027
September 8, 2026	July 27, 2027
October 13, 2026	August 31, 2027
November 17, 2026	October 5, 2027

2026 NIGHT SCHOOL

START DATE	**ANTICIPATED COMPLETION DATE***
January 26, 2026	May 3, 2027
March 23, 2026	July 29, 2027
May 18, 2026	August 23, 2027

START DATE	ANTICIPATED COMPLETION DATE*
August 3, 2026	November 9, 2027
September 28, 2026	January 11, 2028
November 30, 2026	March 14, 2028

***Completion dates may change depending on clocked time by student.**

***** A student may enroll at any time prior to the start of a new class. A new class starts approximately every nine (9) weeks for 5-day full-time students, approximately every fifteen (15) weeks for part-time students, and approximately every ten (10) weeks for 3-day full-time students.***

COSMETOLOGY PROGRAM SCHEDULES

Students may choose from the following schedules:

Option	Days	Times	Location
Full-time weekly scheduled hours (35)	Monday - Friday	9:00 AM to 4:30 PM	On Campus
3-Day weekly scheduled hours (27)	Tuesday - Thursday	9:00 AM to 6:30 PM	On Campus
Part-time weekly scheduled hours (20)	Monday - Thursday	5:00 PM to 10:00 PM	On Campus

COSMETOLOGY COST OF TUITION AND SUPPLIES

Our current tuition, fees, and supply costs are detailed below.

Prospective students are encouraged to use the Net Price Calculator available on our website to receive a personalized estimate of the cost of attending Paul Mitchell The School Roanoke.

Transfer students and students who are approved to re-enter their program are assessed a per clock hour rate for the remainder of their program.

TUITION - Cosmetology	COST
Tuition	$14,000.00
Registration Fee	100.00
Technical Kit*	2,276.88
Textbooks *(non-refundable)*	447.12
Sales Tax *(non-refundable)*	144.37
TOTAL COSTS	**$16,968.37**

Students have the option to purchase the iPad for an additional $336.18 + $17.82 sales tax, for a total of $354.00.

PROGRAM	PER HOUR CLOCK RATE (Transfer and Re-Entry Students Only)
Cosmetology	$14.00

TUITION COSTS EFFECTIVE AUGUST 1, 2026

TUITION - Cosmetology	COST
Tuition	$14,350.00
Registration Fee	100.00
Technical Kit*	2,276.88
Textbooks *(non-refundable)*	447.12
Sales Tax *(non-refundable)*	144.37

TUITION - Cosmetology	COST
TOTAL COSTS	$17,318.37

Students have the option to purchase the iPad for an additional $336.18 + $17.82 sales tax, for a total of $354.00.

PROGRAM	PER HOUR CLOCK RATE (Transfer and Re-Entry Students Only)
Cosmetology	$14.35

Any used and/or opened items in the Paul Mitchell Technical Kit purchased from the school are considered unreturnable equipment. Returnable equipment must be returned within 20 days of withdrawal in their original state, no exceptions. All returned equipment will be assessed a 25% restocking fee. Unopened items from the kit can only be returned to the school if they were purchased directly from the school.

Note: The total charges for a period of attendance are equivalent to the cost of the entire program, due to the length of the program.

Please contact the school's Bursar for payment options. The school accepts cash, credit card, and personal check payments. Financial aid recipients understand that monies received on their behalf are applied first to tuition costs.

Be advised that a 4.5% fee will be applied to each credit or debit card transaction conducted with our organization. This fee is necessary to cover processing costs associated with card payments. However, please note that the 4.5% fee is waived for ACH payments. By proceeding with a credit or debit card transaction, you acknowledge and agree to the imposition of this fee.

Financial aid available to those who qualify.

Per VA regulation, only mandatory fees may be billed to the VA. The cost of our Kit and Textbooks are not mandatory fees and as such cannot be charged to the VA. Students utilizing VA benefits will be responsible for arranging alternate payments for these costs.

At its sole discretion, the school may adjust tuition and kit fees for students that transfer from a school that has closed without notice.

At its sole discretion, the school may adjust tuition and kit fees for certain class start dates. Contact the Admissions Leader for more information.

COSMETOLOGY KIT AND TEXTBOOKS

COSMETOLOGY STUDENT TEXTBOOK AND KITS

Students will only be allowed to use Paul Mitchell technical kits and equipment while enrolled at the School. Students may purchase the Paul Mitchell Technical kit in its entirety from the School, or the individual contents may be purchased independently. Students are responsible to purchase a Paul Mitchell Technical Kit at an additional cost apart from the tuition. Please note that Students are responsible for the purchase of personal stationery supplies.

If purchased independently, the items must meet the criteria listed on the School's Technical Kit List. The most recent Technical Kit list can be requested from the School. If the student needs to replace a technical kit or equipment item at any time during his or her enrollment in the school, these items may be purchased through the School or independently. Technical kit contents and/or textbooks are subject to change.

Students are advised to refrain from loaning any part of their technical kit or textbooks. The School is not responsible for items that are lost or stolen.

All education apps will work on a compatible IOS device. If a Student has access to a compatible IOS device, an iPad purchase may not be necessary.

Right to Independent Purchase of iPad and Technical Kit: Any Student who desires to independently purchase their iPad or technical kit from a source other than the School has the right to do so. A Student who chooses to do this should notify the School prior to signing the enrollment agreement.

Per VA regulation, only mandatory fees may be billed to the VA. The cost of our Technical Kit, Textbooks and Digital Kit are not mandatory fees and as such cannot be charged to the VA. Students utilizing VA benefits will be responsible for arranging alternate payments for these costs.

TEXTBOOK

Pivot Point Cosmetology eBook & Digital App Two-Year Subscription $371.88
Qnity $98.94
Qnity is a digital curriculum that is a financial literacy program specifically designed for students in the beauty industry.

COSMETOLOGY EDUCATION KIT

The Cosmetology Education Kit is included in the cost of tuition, for students who pay for the full program. Transfer students are responsible to purchase the education kit at an additional cost from the published tuition.

THE CUTTING SYSTEM APP

A revolutionary learning tool that combines 3D technology and legendary Paul Mitchell artistry ideal for new and seasoned stylists and barbers alike.

Filmed in HD from a hairdresser's perspective, features nine foundation haircutting exercises that demonstrate proper sectioning, elevation, over-direction, finger and cutting angles as well as men's haircutting using scissor-over- comb and clipper-over- comb techniques.

Each exercise includes cutting-edge 3D diagrams to enhance the learning experience. By mastering the nine foundation haircuts, you can create any other combination cut as demonstrated by Scott Cole, Takashi Kitamura, and DJ Muldoon.

Features Include:

- Complete instructional activities and take notes directly in the digital The Cutting workbook which is available in English or Spanish.
- Watch all videos from The Cutting System on your iPad.
- All videos available with English and Spanish subtitles.
- Create and share Headsheet Diagrams.

THE COLOR SYSTEM APP

Designed to reach the multiple intelligences of all viewers. THE COLOR SYSTEM is all you need to learn the true foundation of coloring hair. Once you master the content, you will easily be able to apply advanced color techniques to complement any haircut. Features include; 2 Ways to Color Hair, Placement and Effect, Color Theory, Light, Tone, and Depth, Single Process, Double Process and Platinum Card Weaving and Slicing for Horizontal, Diagonal, and Vertical Placements, 3-Dimensional Diagrams, proper preparation, rinsing and shampooing of color, interactive diagramming and a Interactive Color Map.

THE STYLE AND TEXTURE SYSTEM APP

Enhance your styling expertise with the Style and Texture System App by Paul Mitchell. This essential digital resource offers beauty professionals and students comprehensive techniques and knowledge for all hair types and textures.

Features:

- Hair Analysis: Use the DEPTHS method—Density, Elasticity, Porosity, Texture and Formation, Hair History, and Scalp condition—to understand your client's hair.
- Formation and Texture Identification: Identify and work with straight, wavy, curly, and coily hair, and fine, medium, and coarse textures.

- Techniques and Guidance: Access step-by-step instructions for pre-drying, finishing, wet and dry styling, chemical relaxing, and more.
- Product Selection: Learn to choose the right products for each hair type and style.
- Visual Tools: Utilize diagrams and skill cards to master professional techniques and achieve optimal results.

Whether you're a seasoned stylist or a student, the Style and Texture System App is your go-to guide for mastering hair styling.

THE BARBER AND SHORT HAIR SYSTEM APP

The Short Haircutting System is a revolutionary learning tool that combines three-dimensional technology and legendary Paul Mitchell artistry, ideal for new and seasoned barbers and cosmetologists alike.

Filmed in high definition (HD) from a barber's perspective, these videos teach short haircutting theory and scissor-over-comb and clipper-over-comb techniques. Learn how to execute fades, tapers, and layered shapes on various hair textures and formations; how the head shape affects the approach to cutting and blending shorter hair; and which tools will create the final desired end result for the service guests. The learners will also discover five short hair-coloring techniques to enhance the look or cover unwanted grays.

The Short Haircutting System includes over 20 videos and a fundamental workbook designed to teach how to master the full grooming experience to include face shaving, beard and mustache grooming, and how to perfect cutting and coloring short hair with the best methods and techniques.

Both barbers and cosmetologists benefit from offering the expertise of short haircutting and coloring.

The features include:

- All videos are available with English and Spanish subtitles.
- Complete the instructional activities and note-take directly in the Barbering Fundamentals digital workbook, available in English and Spanish.
- Create and share the short haircutting diagrams.
- View all videos on an iPad or mobile device.

THE SKILL CARDS APP

The Skill Cards App is a comprehensive, digital technical reference that supports Future Professionals across all core disciplines, including cutting, color, barbering, short hair, style and texture, makeup, skin, and nails. Designed to build strong habits, reinforce practical theory, and develop confident hands-on skills, the Skill Cards provide step-by-step technical procedures, diagrams, key points, technical adaptations, formulas, product guidance, and subject-specific fundamentals in one unified system. Used in both the classroom and clinic classroom, the Skill Cards serve as a quick-reference learning tool, guided practice support, and ongoing study resource throughout a learner's education and beyond.

The Skill Cards are also available as an app in English and Spanish.

THE MAKEUP SYSTEM APP

This app has all you need to draw and create any makeup design, including high-fashion, runway, avant-garde, photo shoot, or everyday looks. The Makeup System app is a must for all who love makeup, including new makeup artists and seasoned professionals.

Special features of the app include:

- View video tutorials on cheek, eye, and lip application.
- Build your own face chart by selecting from various face sizes, skin tones, eye shapes, and lip shapes.
- Utilize the large color palette to include pastel, neutral, bold, and shimmer shade; all colors can be layered, blended, and smudged.
- The seven makeup brushes include a thin liner, lip, fan, angled liner, blush, and two shadow brushes.

- Utilize various tools, including a pencil eraser to erase or clean unwanted lines; two different sponges for blending; and a pencil to be used as an eye, lip, or brow liner.
- A special “layer” option allows you to better “draw within the lines” in the foreground or background of the face chart.
- A zoom feature allows drawing details on the eyes, lips, or any area of the face chart.
- Create and label multiple collections of face charts that can be saved and e-mailed to others.

PLUGGED IN APP

Plugged In is an enhanced educational and resource tool, exclusive to Paul Mitchell Schools, that enables our Future Professionals to stay connected with their education inside and outside of the classroom.

Features and Access Includes:

- Paul Mitchell Schools System Apps – Future Professionals will have access to The Color System, The Cutting System, and The Makeup System apps from within the Plugged In app.
- My Profile Access – Future Professionals will have access to view and update their profile information within the Plugged In app.
- Plugged In – Future Professionals will have access to all content found on our Plugged In educational and resource website. This content includes:
- Multiple Intelligence, MASTERS, Careers, Professional Development, Mentors, Education, Giving Back, Caper, Media, Contests, Product, and The Buzz.
- Messages – Future Professionals will have the ability to view and receive individual or group messages from their school leaders.

CONNECTING TO MY FUTURE APP

Connecting to My Future is a professional development app designed to help transform yourself into your new role as a successful, confident, and knowledgeable salon, spa, or barbering professional. Having this strong foundation is key to success in the beauty and barbering industries.

This book focuses on the following:

- Essential skills — Also known as “soft skills,” and include communication, empathy, mindfulness, social and emotional IQ, the Be Nice culture, being a team player, and more.
- Career services — Teaches professional career preparedness skills and provides the hiring opportunity connections for school graduates with salon, spa, and barbershop owners and managers.
- Financial literacy — This is how students gain a financial education and the confidence to properly manage and understand their money.

Each chapter of the app connects the reader with inspirational and experienced mentors, along with activities, videos, and MASTERS Podcast interviews.

BE NICE OR ELSE IBOOK

MAKEUP PORTFOLIO

The Makeup Portfolio is a comprehensive workbook designed for students and professionals in the makeup industry. It guides users through various makeup techniques, from foundational skills to advanced applications, while also emphasizing the importance of building a professional portfolio.

THE MINI-COLOR SWATCH BOOK

This Mini Swatch Book includes hair color swatch references, color education and usage guidelines for Paul Mitchell color brands.

EDULAR

Edular is the student success platform used by the school to support education programs. Its student-driven, mobile-first design enhances the student experience, helping Future Professionals stay organized and on track from enrollment through graduation.

Edular provides a centralized hub where students can:

• Access and complete required documents – Enrollment forms and other school documents are sent and stored within the Edular app for convenient and secure submission.

• Track academic progress – Through the Edular Skills Tracker, students can record completed skills, upload supporting materials such as photos, PDFs, and short videos, and submit skills for instructor review. Instructors can approve, reject, or grade submissions according to program requirements.

• Monitor program details – Students can view real-time information from the school's Student Information System (Freedom), including Attendance Percentage, GPA, Program Details, Last Date of Attendance (LDA), Start Date, End Date, and additional information related to their enrollment.

• Engage in streamlined financial processes – Edular integrates with the school's payment portal system to provide efficient workflows and greater transparency for student financial accounts.

Edular is a required tool for all students and supports accountability, communication, and success throughout the program.

Transfer students are responsible to purchase the education kit at an additional cost from the tuition. The cost of the education kit is $837.14, which includes sales tax.

GRADUATION INFORMATION

GRADUATION REQUIREMENTS IN COURSES

The Student must complete the following graduation requirements:

1. Complete the required number of Program clock hours.
2. For a student to meet state requirements, all practical worksheets must be completed in their entirety.
3. Pass written and practical exams.
4. Complete the required theory hours.
5. Tuition has been paid in full or payment arrangements of all monies owed to the school have been made.

Once the student has met all graduation requirements, including completion of all required academic work and financial obligations—such as tuition, fees, and any applicable extra instructional charges— he/she will receive a CERTIFICATE of COMPLETION.

The school will not release an official transcript until all graduation requirements are fulfilled. A certified transcript will be provided to any student who withdraws, which will reflect only the hours for which the school has been compensated. For the purposes of graduation or transfer, hours will not be released until all monies owed to the school—including extra instructional charges—have been paid in full or satisfactory payment arrangements have been made, and all academic requirements for those hours have been successfully completed.

Students must pay all tuition cost and extra instructional charges in full or establish a payment plan with the Financial Aid Bursar prior to graduation.

Students may obtain a copy official transcript from the Financial Aid Leader within 48 hours of their request.

CAREER SERVICES

Career opportunities include, but are not limited to, Hair Stylist, Color Stylist, Makeup Artist, Nail Technician, Educator, Barber, Salon Owner or Manager, Product Trainer, Platform Artist, Esthetician, and many more.

Although Paul Mitchell The School Roanoke does not guarantee employment upon graduation, Paul Mitchell The School Roanoke does maintain an aggressive job placement program and will inform students of job openings and opportunities. Paul Mitchell The School Roanoke coordinates placement programs with local and national salons by sending out surveys and inviting salon owners and guest artists to teach and speak there.

Paul Mitchell The School Roanoke has placed students in the beauty industry as Hair Stylists, Color Stylists, Makeup Artists, Nail Technicians, Barbers, Educators, Salon Owners and Managers.

BASIC COSMETOLOGY (1500)

BASIC COSMETOLOGY COURSE INFORMATION (1500)

BASIC COSMETOLOGY COURSE DESCRIPTION

Basic Cosmetology: *Standard Occupational Classification (SOC) 39-5012.00*
Classification of Instructional Programs (CIP) Code 12.0401

The curriculum involves 1500 hours to satisfy Virginia state requirements. The course includes extensive instruction and practical experience in cutting, hair coloring, perming, customer service, personal appearance and hygiene, personal motivation and development, retail skills, client record keeping, business ethics, sanitation, state laws and regulations, salon-type administration, and job interviewing.

**Graduates are prepared to be entry level cosmetologist.*

This course is taught in English. Textbooks and course materials are only offered in the English Language.
The basic cosmetology course is an approved program through DPOR, COE, SCHEV, and USDE.

THE SCHOOL IS NOT CURRENTLY ENROLLING IN THIS PROGRAM.

BASIC COSMETOLOGY COURSE OVERVIEW

The objective of this program is to prepare students for a successful cosmetology career and to meet the requirements needed to pass the state licensing exam. Upon completion of the program, students will be able to:

- Master the fundamentals of cosmetology theory and required safety protocols.
- Develop practical skills in hair cutting, styling, coloring, perming, and chemical relaxing for all hair types, including textured hair.
- Apply principles of anatomy, physiology, and skin and scalp analysis.
- Perform basic skincare techniques, including facial procedures, lash and brow services.
- Demonstrate proficiency in nail care, including manicures, pedicures, and artificial nail applications.
- Perform proper procedures for fitting, styling, and maintaining hairpieces and wigs.
- Apply approved hair removal techniques safely and effectively.
- Communicate with clients effectively and conduct thorough consultations.
- Meet the standards required to sit for and successfully complete the state licensing exam.

Program Hours: 1500 clock hours

The program is divided into pre-clinical classroom instruction and clinical service learning experiences.

1. **Pre-clinical Classroom Instruction:** Students receive instruction through classroom lessons and workshops covering fundamental theory, safety, and professional practices.
2. **Clinic Classroom Learning Experience:** Students develop practical skills through supervised hands-on training performed in the clinic classroom setting on clients, models, and mannequins.

BASIC COSMETOLOGY COURSE OUTLINE

Instruction in the Basic Cosmetology program at Paul Mitchell The School Roanoke is delivered through structured phases designed to support student progression from foundational learning to advanced practical skills.

1. **Core Curriculum:** A multi-week pre-clinical phase focused on fundamental theory, safety, and basic technical skills. Students are evaluated through written, oral, and practical assessments.
2. **Protégé Learning Experience:** This phase provides a structured transition from Core into hands-on work. Students begin applying fundamental skills while preparing for the clinic classroom environment.

3. **Adaptive Curriculum:** Students participate in specialty classroom workshops and increasing levels of practical services to build technical proficiency and service readiness.
4. **Creative Curriculum:** Students refine their skills through advanced practical work, professionalism, and real-world application. Emphasis is placed on speed, accuracy, communication, and preparing for entry-level employment.
5. **Classroom Learning Experience:** Instruction covers seven primary areas of study: styling, cutting, coloring, texture, skin care, nail care, and theory. Classes are taught by licensed instructors and may include additional topics such as retail, professional development, motivation, and attendance expectations.
6. **Clinic Classroom Learning Experience:** Students receive supervised practical training through individual and group learning experiences. Workshops, skills tracking, and periodic evaluations monitor progress. Students perform services on clients in the clinic classroom under instructor supervision.

BASIC COSMETOLOGY COURSE SUBJECTS

The instructional program at Paul Mitchell The School Roanoke meets or exceeds state requirements.

Subject	Minimum Hours of Theory Instruction	Minimum Hours of Practical Instruction
I. Orientation **1.** School Policies 2. State Laws, Regulations, Professional Ethics 3. Personal Hygiene 4. Bacteriology, Sterilization, Sanitation	60	
II. Manicuring and Pedicuring 1. Anatomy and Physiology 2. Diseases and Disorders 3. Natural and Artificial Application Procedures 4. Sterilization	60	15 20
III. Shampooing and Rinsing 1. Fundamentals 2. Safety Rules 3. Procedures 4. Chemistry, anatomy, and physiology	65	
IV. Scalp Treatment 1. Analysis 2. Disorders and Diseases 3. Manipulations 4. Treatments	50	10
V. Hairstyling 1. Anatomy and Facial Shapes 2. Finger Waving, Molding, and Pin Curling 3. Roller Curling, Combing, and Brushing 4. Heat Curling, Waving, Braiding, and Pressing	155	320 15 15
VI. Haircutting / Hair Shaping 1. Anatomy and Physiology 2. Fundamentals, Materials, Equipment 3. Procedures 4. Safety Practices	105	50
VII. Permanent Waving and Chemical Relaxing 1. Analysis 2. Supplies and Equipment 3. Procedures and Practical Application	75	25

Subject	Minimum Hours of Theory Instruction	Minimum Hours of Practical Instruction
4. Chemistry 5. Record keeping 6. Safety		
VIII. Hair Coloring and Bleaching 1. Analysis and Basic Color Theory 2. Supplies and Equipment 3. Procedures and Practical Application 4. Chemistry and Classification 5. Record keeping 6. Safety	105	45
IX. Skin Care and Make-up 1. Analysis 2. Anatomy 3. Health, Safety, and Sanitary Rules 4. Procedures 5. Chemistry and Light Therapy 6. Temporary Removal of Hair 7. Lash and Brow Tinting	70	5
X. Wigs, Hairpieces, and Related Theory 1. Sanitation and Sterilization 2. Types 3. Procedures	25	5
XI. Salon Management 1. Business and Professional ethics 2. Care of equipment 3. Compensation Package and Payroll Deductions 4. Licensing Requirements and Regulations 5. Fundamentals of Business Management	55	
TOTAL MINIMUM HOURS OF INSTRUCTION	**975**	**525**

The institution offers employment assistance to help graduates' efforts to secure education-related employment that includes, but is not limited to training in professionalism, resume' development, job interview preparation and job search skills.

BASIC COSMETOLOGY PROGRAM TESTING AND GRADING PROCEDURE

The following tests and grading procedures are incorporated during the student's 1500-hour course:

1. **Academic theory exams:** Students must achieve a grade of 75% or higher on each assigned theory exam. These exams are administered at the conclusion of each assigned online theory module. Theory exams may occur weekly or bi-monthly depending on module length.
2. **Core written and practical skills evaluation:** Students must earn a minimum score of 75% on both the Core written examination and Core practical skill evaluation to successfully complete the Core phase. These assessments evaluate instruction delivered during the Core schedule and determine eligibility to advance to the Clinic Classroom. Students who do not achieve a passing score after two attempts may be required to withdraw and re-enroll in a subsequent Core class.
3. **Clinic Practical Skill Assessments:** Students are required to complete all assigned practical skill assessments during the Clinic phase. These assessments are performed in person under instructor supervision and must be completed to satisfy program requirements.

The following grading scale is used for theory progress:
A = 90 – 100% B = 80 – 89% C = 75 – 79% Failing = Below 75%

BASIC COSMETOLOGY INSTRUCTIONAL TECHNIQUES AND METHODS

The Basic Cosmetology 1500 clock hour course is provided through a sequential set of learning steps which address specific tasks necessary for State Board preparation, graduation and job entry level skills. Clinic equipment, implements and products are comparable to those used in the industry. Each student will receive instruction that relates to the performance of useful, creative and productive career-oriented activities. The course is presented through well-developed lesson plans that reflect the latest educational methods. Subjects are presented by means of lecture, demonstration, and student participation. Audio-visual aids, guest speakers, field trips, and other related learning methods are used in the course.

BASIC BARBER PROGRAM

BASIC BARBER COURSE INFORMATION

BASIC BARBER COURSE DESCRIPTIONS

Basic Barber: *Standard Occupational Classification (SOC) 39-5011.00*
Classification of Instructional Programs (CIP) Code 12.0402

The Basic Barber course is 750 clock hours and meets the requirements of the Virginia State Board for Barbers and Cosmetology. This program provides students with the knowledge and technical skills required to become licensed barbers in Virginia. Instruction blends theory with hands-on practice and prepares students to perform services in haircutting, shaving, beard design, hair coloring, basic facial treatments, scalp care, and related barbering procedures. Students will develop proficiency in cutting and tapering the hair with clippers, shears, and razors; shaping and trimming the beard; performing facial massage and basic skincare; applying hair color; and providing shaving and grooming services in accordance with Virginia's scope of practice for barbering.

**Students are prepared to be an entry level barber.*

This course is taught in English. Textbooks and course materials are only offered in the English Language.
The barber programs is an approved program through DPOR, COE, SCHEV, and USDE.

BASIC BARBER COURSE OVERVIEW

The objective of this program is to prepare students for a successful career in barbering and to meet the requirements needed to pass the state licensing exam.

Upon completion of the program, students will be able to:

- Learn Barber techniques, including cutting, tapering, shaving, and styling using clippers, razors, and shears.
- Develop skills in client consultation, haircut design, and grooming services for hair and facial hair.
- Apply standards of sanitation, disinfection, and safety in compliance with state regulations and industry best practices.
- Learn the principles of anatomy, physiology, and skin and scalp analysis
- Understand the fundamentals of hair coloring, scalp treatments, and facial care services.
- Demonstrate professionalism through knowledge of shop management and ethical practices.
- Prepare for and successfully pass the state licensing exam

Program Hours: 750 clock hours

The program is divided into pre-clinical classroom instruction and clinical service learning experiences.

1. **Pre-clinical Classroom Instruction:** Students receive instruction through classroom lessons and workshops covering fundamental theory, safety, and professional practices.
2. **Clinic Classroom Learning Experience:** Students develop practical skills through supervised hands-on training performed in the clinic classroom setting on clients, models, and mannequins.
3. **Distance Education Learning Experience: *(if applicable):*** Students approved for the hybrid option may complete a portion of their theory instruction online through Pivot Point LAB. Only theory hours may be completed through distance education; all practical and lab instruction is delivered in person on campus.

BASIC BARBER COURSE OUTLINE

Instruction in the Basic Barber program at Paul Mitchell The School Roanoke is delivered through structured phases designed to support student progression from foundational learning to advanced practical skills.

1. **Core Curriculum:** A pre-clinical phase focused on foundational theory, safety, sanitation, and basic technical skills using barbering tools. Students are evaluated through written, oral, and practical assessments.

2. **Protégé Learning Experience:** This phase bridges the transition from Core to the clinic floor. Students begin applying basic skills while preparing for guest services.
3. **Adaptive Curriculum:** Students participate in specialty workshops and hands-on training that strengthens technical ability, timing, and service confidence.
4. **Creative Curriculum:** Students refine their barbering skills through advanced practical work, leadership habits, communication, and the behaviors required of an entry-level professional
5. **Classroom Learning Experience:** Instruction covers the primary areas of barbering: haircutting, shaving, facial massage and skincare, hair coloring, scalp treatments, shop safety, sanitation, business skills, and theory. Classes are led by licensed instructors and may include topics such as retailing, communication, motivation, and professional development.
6. **Clinic Classroom Learning Experience:** Students receive supervised practical training through individual and group learning experiences. Workshops, skills tracking, and periodic evaluations monitor progress. Students perform services on clients in the clinic classroom under instructor supervision.

BASIC BARBER COURSE REQUIREMENTS

Curriculum Requirements	Minimum Hours of Instruction
Orientation and Business Topics a. School Policies b. Business and Shop Management c. Professional Ethics and Personal Hygiene	25
State Laws and Regulations	10
Shampooing, cutting, thinning, tapering the hair with razor, clippers, and shears a. Client consultation b. Styling hair with a hand hair dryer	270
Shaving and trimming a moustache or beard to include client consultation	100
Applying hair color to include client consultation	50
Applied sciences a. Anatomy and physiology b. Skin structure and function c. Skin types d. Skin conditions e. Diseases and disorders of the skin f. Analyzing skin or scalp conditions g. Giving scalp treatments	100
General sciences a. Bacteriology b. Microorganisms c. Infection control, sanitation, disinfection, and sterilization d. Occupational Safety and Health Administration (OSHA) requirements e. Safety Data Sheet (SDS) f. General procedures and safety measures g. Cosmetic chemistry h. Products and ingredients	80
Facial hair and skin care services a. Client skin analysis and consultation b. Effleurage and related movements and manipulations of the face c. Cleansing procedures d. Masks	100

Curriculum Requirements	Minimum Hours of Instruction
e. Extraction techniques f. Machines, equipment, and electricity g. Manual facials and treatments h. General procedures and safety measures	
Understanding and maintaining implements and equipment (e.g. tools)	15
TOTAL MINIMUM HOURS OF INSTRUCTION	750

Basic Barber students must complete the minimum number of practical performances required by the Virginia Board for Barbers and Cosmetology. All services are performed under the supervision of a licensed instructor in the clinic classroom.

The Basic Barber curriculum requires the completion of:

Practical Performance Requirements	Minimum Performance Requirements
Hair and Scalp Treatments	10
Straight Razor Shaving on Face and Neck	12
Hair Services	285
Hair Coloring (including tinting, temporary rinses, and semi-permanent color)	20
Basic Facials	5
TOTAL PRACTICAL PERFORMANCES	**332**

The institution offers employment assistance to help graduates' efforts to secure education-related employment that includes, but is not limited to training in professionalism, resume' development, job interview preparation and job search skills.

BASIC BARBER PROGRAM TESTING AND GRADING PROCEDURE

Paul Mitchell The School Roanoke offers both on-campus and hybrid program options. Students in the hybrid program complete a portion of their theory instruction through distance education, while all practical and lab instruction is delivered in person.

1. **Academic Theory Exams:** Students must earn a minimum score of 75% on each theory exam. These exams are administered at the conclusion of each assigned online theory module. Theory exams may occur weekly or bi-monthly depending on module length.
2. **Core Written and Practical Evaluations:** During the Core phase, students must pass all written and practical skill assessments with a minimum score of 75%. These evaluations review the material taught during the Core schedule. All Core exams are completed on campus; no Core assessments may be completed through distance education.
3. **Clinic Practical Skill Assessments:** Students are required to complete all assigned practical skill assessments during the Clinic phase. These assessments are performed in person under instructor supervision and must be completed to satisfy program requirements.
4. **Distance Education Assessments:** Students enrolled in a hybrid program must complete a monthly distance education theory assessment on campus. These assessments evaluate comprehension of theory content delivered online.

The following grading scale is used for theory progress:
A = 90 – 100% B = 80 – 89% C = 75 – 79% Failing = Below 75%

BASIC BARBER INSTRUCTIONAL TECHNIQUES AND METHODS

The Basic Barber 750 clock hour course is provided through a sequential set of learning steps which address specific tasks necessary for State Board preparation, graduation and job entry level skills. Clinic equipment, implements and products are comparable to those used in the industry. Each student will receive instruction that relates to the performance of useful, creative and productive career-oriented activities. The course is presented through well-developed lesson plans that reflect the latest educational methods. Subjects are presented by means of lecture, demonstration, and student participation. Audio-visual aids, guest speakers, field trips, and other related learning methods are used in the course.

BASIC BARBER CLASS START DATES

2026 NIGHT SCHOOL

START DATE	ANTICIPATED COMPLETION DATE*
February 16, 2026	February 1, 2027
March 23, 2026	March 9, 2027
April 27, 2026	April 8, 2027
May 18, 2026	April 29, 2027
June 15, 2026	May 26, 2027
August 3, 2026	July 19, 2027
August 24, 2026	August 5, 2027
September 15, 2026	August 26, 2027
September 28, 2026	September 9, 2027
October 19, 2026	September 30, 2027
November 30, 2026	November 11, 2027

***Completion dates may change depending on clocked time by student.**

***** A student may enroll at any time prior to the start of a new class. New classes for the evening part-time schedule begin on designated start dates throughout the year, generally ranging between five (5) and eleven (11) weeks apart, as outlined in the school's published academic calendar.***

BASIC BARBER PROGRAM SCHEDULES

Option	Delivery	Days	Times
Part-time (20 hours)	Traditional	Monday - Thursday	5:00 PM to 10:00 PM
Part-time (20 hours)	Hybrid	Monday - Thursday Friday (Distance Education)	5:30 PM to 10:00 PM 2:00 PM to 4:00 PM

BASIC BARBER COST OF TUITION AND SUPPLIES

Our current tuition, fees, and supply costs are detailed below.

Prospective students are encouraged to use the Net Price Calculator available on our website to receive a personalized estimate of the cost of attending Paul Mitchell The School Roanoke.

Transfer students and students who are approved to re-enter their program are assessed a per clock hour rate for the remainder of their program.

TUITION - Basic Barber	COST
Tuition	$10,500.00
Registration Fee	100.00
Technical Kit*	1,862.67
Textbooks *(non-refundable)*	414.00
Sales Tax *(non-refundable)*	120.66
TOTAL COSTS	**$12,997.33**

Students have the option to purchase the iPad for an additional $336.18 + $17.82 sales tax, for a total of $354.00.

PROGRAM	PER HOUR CLOCK RATE (Transfer and Re-Entry Students Only)
Basic Barber	$14.00

TUITION COSTS EFFECTIVE AUGUST 1, 2026

TUITION - Basic Barber	COST
Tuition	$10,875.00
Registration Fee	100.00
Technical Kit*	1,891.30
Textbooks *(non-refundable)*	414.00
Sales Tax *(non-refundable)*	122.18
TOTAL COSTS	**$13,402.48**

Students have the option to purchase the iPad for an additional $336.18 + $17.82 sales tax, for a total of $354.00.

PROGRAM	PER HOUR CLOCK RATE (Transfer and Re-Entry Students Only)
Basic Barber	$14.50

Any used and/or opened items in the Paul Mitchell Technical Kit purchased from the school are considered unreturnable equipment. Returnable equipment must be returned within 20 days of withdrawal in their original state, no exceptions. All returned equipment will be assessed a 25% restocking fee. Unopened items from the kit can only be returned to the school if they were purchased directly from the school.

Note: The total charges for a period of attendance are equivalent to the cost of the entire program, due to the length of the program.

Please contact the school's Bursar for payment options. The school accepts cash, credit card, and personal check payments. Financial aid recipients understand that monies received on their behalf are applied first to tuition costs.

Be advised that a 4.5% fee will be applied to each credit or debit card transaction conducted with our organization. This fee is necessary to cover processing costs associated with card payments. However, please note that the 4.5% fee is waived for ACH payments. By proceeding with a credit or debit card transaction, you acknowledge and agree to the imposition of this fee.

Financial aid available to those who qualify.

Per VA regulation, only mandatory fees may be billed to the VA. The cost of our Kit and Textbooks are not mandatory fees and as such cannot be charged to the VA. Students utilizing VA benefits will be responsible for arranging alternate payments for these costs.

At its sole discretion, the school may adjust tuition and kit fees for students that transfer from a school that has closed without notice.

At its sole discretion, the school may adjust tuition and kit fees for certain class start dates. Contact the Admissions Leader for more information.

BASIC BARBER KIT AND TEXTBOOKS

BASIC BARBER STUDENT TEXTBOOK AND KITS

Students will only be allowed to use Paul Mitchell technical kits and equipment while enrolled at the School. Students may purchase the Paul Mitchell Technical kit in its entirety from the School, or the individual contents may be purchased independently. Students are responsible to purchase a Paul Mitchell Technical Kit at an additional cost apart from the tuition. Please note that Students are responsible for the purchase of personal stationery supplies.

If purchased independently, the items must meet the criteria listed on the School's Technical Kit List. The most recent Technical Kit list can be requested from the School. If the student needs to replace a technical kit or equipment item at any time during his or her enrollment in the school, these items may be purchased through the School or independently. Technical kit contents and/or textbooks are subject to change.

Students are advised to refrain from loaning any part of their technical kit or textbooks. The School is not responsible for items that are lost or stolen.

All education apps will work on a compatible IOS device. If a Student has access to a compatible IOS device, an iPad purchase may not be necessary.

Right to Independent Purchase of iPad and Technical Kit: Any Student who desires to independently purchase their iPad or technical kit from a source other than the School has the right to do so. A Student who chooses to do this should notify the School prior to signing the enrollment agreement.

Per VA regulation, only mandatory fees may be billed to the VA. The cost of our Technical Kit, Textbooks and Digital Kit are not mandatory fees and as such cannot be charged to the VA. Students utilizing VA benefits will be responsible for arranging alternate payments for these costs.

TEXTBOOK

Pivot Point Barber eBook & Digital App Two-Year Subscription $344.33
Qnity $91.61
Qnity is a digital curriculum that is a financial literacy program specifically designed for students in the beauty industry.

BASIC BARBER EDUCATION KIT

The Basic Barber Education Kit is included in the cost of tuition, for students who pay for the full program. Transfer students are responsible to purchase the education kit at an additional cost from the published tuition.

THE CUTTING SYSTEM APP

A revolutionary learning tool that combines 3D technology and legendary Paul Mitchell artistry ideal for new and seasoned stylists and barbers alike.

Filmed in HD from a hairdresser's perspective, features nine foundation haircutting exercises that demonstrate proper sectioning, elevation, over-direction, finger and cutting angles as well as men's haircutting using scissor-over- comb and clipper-over- comb techniques.

Each exercise includes cutting-edge 3D diagrams to enhance the learning experience. By mastering the nine foundation haircuts, you can create any other combination cut as demonstrated by Scott Cole, Takashi Kitamura, and DJ Muldoon.

Features Include:

- Complete instructional activities and take notes directly in the digital The Cutting workbook which is available in English or Spanish.
- Watch all videos from The Cutting System on your iPad.
- All videos available with English and Spanish subtitles.

- Create and share Headsheet Diagrams.

THE BARBER AND SHORT HAIR SYSTEM APP

The Short Haircutting System is a revolutionary learning tool that combines three-dimensional technology and legendary Paul Mitchell artistry, ideal for new and seasoned barbers and cosmetologists alike.

Filmed in high definition (HD) from a barber's perspective, these videos teach short haircutting theory and scissor-over-comb and clipper-over-comb techniques. Learn how to execute fades, tapers, and layered shapes on various hair textures and formations; how the head shape affects the approach to cutting and blending shorter hair; and which tools will create the final desired end result for the service guests. The learners will also discover five short hair-coloring techniques to enhance the look or cover unwanted grays.

The Short Haircutting System includes over 20 videos and a fundamental workbook designed to teach how to master the full grooming experience to include face shaving, beard and mustache grooming, and how to perfect cutting and coloring short hair with the best methods and techniques.

Both barbers and cosmetologists benefit from offering the expertise of short haircutting and coloring.

The features include:

- All videos are available with English and Spanish subtitles.
- Complete the instructional activities and note-take directly in the Barbering Fundamentals digital workbook, available in English and Spanish.
- Create and share the short haircutting diagrams.
- View all videos on an iPad or mobile device.

THE SKILL CARDS APP

The Skill Cards App is a comprehensive, digital technical reference that supports Future Professionals across all core disciplines, including cutting, color, barbering, short hair, style and texture, makeup, skin, and nails. Designed to build strong habits, reinforce practical theory, and develop confident hands-on skills, the Skill Cards provide step-by-step technical procedures, diagrams, key points, technical adaptations, formulas, product guidance, and subject-specific fundamentals in one unified system. Used in both the classroom and clinic classroom, the Skill Cards serve as a quick-reference learning tool, guided practice support, and ongoing study resource throughout a learner's education and beyond.

The Skill Cards are also available as an app in English and Spanish.

PLUGGED IN APP

Plugged In is an enhanced educational and resource tool, exclusive to Paul Mitchell Schools, that enables our Future Professionals to stay connected with their education inside and outside of the classroom.

Features and Access Includes:

- Paul Mitchell Schools System Apps – Future Professionals will have access to The Color System, The Cutting System, and The Makeup System apps from within the Plugged In app.
- My Profile Access – Future Professionals will have access to view and update their profile information within the Plugged In app.
- Plugged In – Future Professionals will have access to all content found on our Plugged In educational and resource website. This content includes:
- Multiple Intelligence, MASTERS, Careers, Professional Development, Mentors, Education, Giving Back, Caper, Media, Contests, Product, and The Buzz.
- Messages – Future Professionals will have the ability to view and receive individual or group messages from their school leaders.

CONNECTING TO MY FUTURE APP

Connecting to My Future is a professional development app designed to help transform yourself into your new role as a successful, confident, and knowledgeable salon, spa, or barbering professional. Having this strong foundation is key to success in the beauty and barbering industries.

This book focuses on the following:

- Essential skills — Also known as "soft skills," and include communication, empathy, mindfulness, social and emotional IQ, the Be Nice culture, being a team player, and more.
- Career services — Teaches professional career preparedness skills and provides the hiring opportunity connections for school graduates with salon, spa, and barbershop owners and managers.
- Financial literacy — This is how students gain a financial education and the confidence to properly manage and understand their money.

Each chapter of the app connects the reader with inspirational and experienced mentors, along with activities, videos, and MASTERS Podcast interviews.

BE NICE OR ELSE IBOOK

EDULAR

Edular is the student success platform used by the school to support education programs. Its student-driven, mobile-first design enhances the student experience, helping Future Professionals stay organized and on track from enrollment through graduation.

Edular provides a centralized hub where students can:

• Access and complete required documents – Enrollment forms and other school documents are sent and stored within the Edular app for convenient and secure submission.

• Track academic progress – Through the Edular Skills Tracker, students can record completed skills, upload supporting materials such as photos, PDFs, and short videos, and submit skills for instructor review. Instructors can approve, reject, or grade submissions according to program requirements.

• Monitor program details – Students can view real-time information from the school's Student Information System (Freedom), including Attendance Percentage, GPA, Program Details, Last Date of Attendance (LDA), Start Date, End Date, and additional information related to their enrollment.

• Engage in streamlined financial processes – Edular integrates with the school's payment portal system to provide efficient workflows and greater transparency for student financial accounts.

Edular is a required tool for all students and supports accountability, communication, and success throughout the program.

Transfer students are responsible to purchase the education kit at an additional cost from the tuition. The cost of the education kit is $581.24, which includes sales tax.

GRADUATION INFORMATION

GRADUATION REQUIREMENTS IN COURSES

The Student must complete the following graduation requirements:

1. Complete the required number of Program clock hours.
2. For a student to meet state requirements, all practical worksheets must be completed in their entirety.
3. Pass written and practical exams.
4. Complete the required theory hours.
5. Tuition has been paid in full or payment arrangements of all monies owed to the school have been made.

Once the student has met all graduation requirements, including completion of all required academic work and financial obligations—such as tuition, fees, and any applicable extra instructional charges— he/she will receive a CERTIFICATE of COMPLETION.

The school will not release an official transcript until all graduation requirements are fulfilled. A certified transcript will be provided to any student who withdraws, which will reflect only the hours for which the school has been compensated. For the purposes of graduation or transfer, hours will not be released until all monies owed to the school—including extra instructional charges—have been paid in full or satisfactory payment arrangements have been made, and all academic requirements for those hours have been successfully completed.

Students must pay all tuition cost and extra instructional charges in full or establish a payment plan with the Financial Aid Bursar prior to graduation.

Students may obtain a copy official transcript from the Financial Aid Leader within 48 hours of their request.

CAREER SERVICES

Career opportunities include, but are not limited to, Hair Stylist, Color Stylist, Makeup Artist, Nail Technician, Educator, Barber, Salon Owner or Manager, Product Trainer, Platform Artist, Esthetician, and many more.

Although Paul Mitchell The School Roanoke does not guarantee employment upon graduation, Paul Mitchell The School Roanoke does maintain an aggressive job placement program and will inform students of job openings and opportunities. Paul Mitchell The School Roanoke coordinates placement programs with local and national salons by sending out surveys and inviting salon owners and guest artists to teach and speak there.

Paul Mitchell The School Roanoke has placed students in the beauty industry as Hair Stylists, Color Stylists, Makeup Artists, Nail Technicians, Barbers, Educators, Salon Owners and Managers.

MASTER BARBER PROGRAM

MASTER BARBER COURSE INFORMATION

MASTER BARBER COURSE DESCRIPTION

Barbers: *Standard Occupational Classification (SOC) 39-5011.00*
Classification of Instructional Programs (CIP) Code 12.0402

The Master Barber course is 250 clock hours and meets the requirements of the Virginia Board for Barbers and Cosmetology. This program is designed for individuals who wish to expand their scope of practice through advanced barbering education. Through a combination of theory and supervised hands-on practical instruction, students gain experience in master barber services, including advanced chemical services, thermal styling, hair lightening and toning, wig care, and waxing limited to the scalp. The program prepares graduates to qualify for licensure as a Master Barber in Virginia.

**Students are prepared for entry-level employment as barbers with a broader scope of practice.*

*****Enrollment in this course is limited to individuals who hold a current professional license and are pursuing additional training to expand their scope of practice as permitted by the Virginia Department of Professional and Occupational Regulation***

This course is taught in English. Textbooks and course materials are only offered in the English Language.
The Master Barber program is an approved program through DPOR, COE, SCHEV, and USDE.

MASTER BARBER COURSE OVERVIEW

The objective of this program is to prepare licensed barbers for advanced practice and to meet the educational requirements needed to pass the Virginia state licensing examination.

Upon completion of the program, students will be able to:

- Safely perform thermal waving techniques.
- Develop proficiency in chemical hair treatments, including permanent waving, chemical relaxing, lightening, and toning.
- Learn and demonstrate proper procedures for fitting, styling, and maintaining hairpieces and wigs.
- Apply waxing techniques limited to the scalp, in accordance with Virginia scope of practice.
- Prepare for and successfully pass the Virginia Master Barber state licensing examination.

Program Hours: 250 clock hours

The program is divided into pre-clinical classroom instruction and clinical service learning experiences.

- **Pre-clinical Classroom Instruction:** Students receive instruction through classroom lessons and workshops covering fundamental theory, safety, and professional practices.
- **Clinic Classroom Learning Experience:** Students develop practical skills through supervised hands-on training performed in the clinic classroom setting on clients, models, and mannequins.

MASTER BARBER COURSE OUTLINE

Instruction in the Master Barber program at Paul Mitchell The School Roanoke is delivered through structured phases designed to support student progression from foundational learning to advanced practical skills.

- **Core Curriculum:** A pre-clinical phase focused on reinforcing foundational theory, safety, sanitation, chemistry, and professional practices as they apply to master barber services. Students are evaluated through written and practical assessments.

- **Adaptive Curriculum:** Students participate in specialty workshops and hands-on training focused on advanced barbering services, including chemical services, thermal styling, wig care, and specialty techniques that expand scope of practice.
- **Classroom Learning Experience:** Instruction covers advanced barbering theory, including chemical services, thermal waving, hair analysis, safety, sanitation, and professional practices. Classes are led by licensed instructors and delivered through structured lessons and workshops.
- **Clinic Classroom Learning Experience:** Students receive supervised practical training through individual and group learning experiences. Workshops, skills tracking, and periodic evaluations monitor progress. Students perform services on clients in the clinic classroom under instructor supervision.

MASTER BARBER COURSE REQUIREMENTS

Curriculum Requirements	**Minimum Hours of Instruction**
Thermal Waving	20
Permanent Waving & Chemical Relaxing	110
Hair Lightening or Toning	100
Hairpieces & Wigs	15
Waxing Limited to the Scalp	5
TOTAL MINIMUM HOURS OF INSTRUCTION	**250**

Master Barber students must complete the minimum number of practical performances required by the Virginia Board for Barbers and Cosmetology. All services are performed under the supervision of a licensed instructor in the clinic classroom.

The Master Barber curriculum requires the completion of:

Practical Performance Requirements	**Minimum Performance Requirements**
Bleaching & Frosting	20
Cold Permanent Waving or Chemical Relaxing	30
Wig Care, Styling & Placement on Model	15
Finger Waving & Thermal Waving	30
Waxing Limited to the Scalp	5
TOTAL MINIMUM HOURS OF INSTRUCTION	**100**

The institution offers employment assistance to help graduates' efforts to secure education-related employment that includes, but is not limited to training in professionalism, resume' development, job interview preparation and job search skills.

MASTER BARBER PROGRAM TESTING AND GRADING PROCEDURE

Paul Mitchell The School Roanoke offers both on-campus and hybrid program options. Students in the hybrid program complete a portion of their theory instruction through distance education, while all practical and lab instruction is delivered in person.

1. Academic Theory Exams: Students must earn a minimum score of 75% on each theory exam. These exams are administered at the conclusion of each assigned online theory module. Theory exams may occur weekly or bi-monthly depending on module length.
2. Core Written and Practical Evaluations: During the Core phase, students must pass all written and practical skill assessments with a minimum score of 75%. These evaluations review the material taught during the Core schedule. All Core exams are completed on campus; no Core assessments may be completed through distance education.

3. Clinic Practical Skill Assessments: Students are required to complete all assigned practical skill assessments during the Clinic phase. These assessments are performed in person under instructor supervision and must be completed to satisfy program requirements.

The following grading scale is used for theory progress:
A = 90 – 100% B = 80 – 89% C = 75 – 79% Failing = Below 75%

MASTER BARBER INSTRUCTIONAL TECHNIQUES AND METHODS

The Master Barber 250 clock hour course is provided through a sequential set of learning steps which address specific tasks necessary for State Board preparation, graduation and job entry level skills. Clinic equipment, implements and products are comparable to those used in the industry. Each student will receive instruction that relates to the performance of useful, creative and productive career-oriented activities. The course is presented through well-developed lesson plans that reflect the latest educational methods. Subjects are presented by means of lecture, demonstration, and student participation. Audio-visual aids, guest speakers, field trips, and other related learning methods are used in the course.

MASTER BARBER CLASS START DATES

2026

START DATE	ANTICIPATED COMPLETION DATE*
May 18, 2026	August 11, 2026
June 15, 2026	September 8, 2026
August 3, 2026	October 27, 2026
August 24, 2026	November 17, 2026
September 15, 2026	December 9, 2026
September 28, 2026	December 22, 2026
October 19, 2026	January 12, 2027
November 30, 2026	February 23, 2027

***Completion dates may change depending on clocked time by student.**

***** A student may enroll at any time prior to the start of a new class. New classes for the evening part-time schedule begin on designated start dates throughout the year, generally ranging between five (5) and eleven (11) weeks apart, as outlined in the school's published academic calendar.***

MASTER BARBER PROGRAM SCHEDULES

Option	Delivery	Days	Times
Part-time (20 hours)	Traditional	Monday - Thursday	5:00 PM to 10:00 PM

MASTER BARBER COST OF TUITION AND SUPPLIES

Our current tuition, fees, and supply costs are detailed below.

Prospective students are encouraged to use the Net Price Calculator available on our website to receive a personalized estimate of the cost of attending Paul Mitchell The School Roanoke.

Transfer students and students who are approved to re-enter their program are assessed a per clock hour rate for the remainder of their program.

TUITION - Master Barber	COST
Tuition	$3,500.00

TUITION - Master Barber	COST
Registration Fee	100.00
Technical Kit*	00.00
Textbooks *(non-refundable)*	414.00
Sales Tax *(non-refundable)*	122.18
TOTAL COSTS	$4,136.18

Students have the option to purchase the iPad for an additional $336.18 + $17.82 sales tax, for a total of $354.00.

PROGRAM	PER HOUR CLOCK RATE (Transfer and Re-Entry Students Only)
Master Barber	$14.00

Any used and/or opened items in the Paul Mitchell Technical Kit purchased from the school are considered unreturnable equipment. Returnable equipment must be returned within 20 days of withdrawal in their original state, no exceptions. All returned equipment will be assessed a 25% restocking fee. Unopened items from the kit can only be returned to the school if they were purchased directly from the school.

Note: The total charges for a period of attendance are equivalent to the cost of the entire program, due to the length of the program.

Note: Alumni students who possess required textbooks and/or kit items from prior enrollment may not be required to repurchase those materials, provided they meet current program requirements. Tuition and fees will be adjusted accordingly.

Please contact the school's Bursar for payment options. The school accepts cash, credit card, and personal check payments. Financial aid recipients understand that monies received on their behalf are applied first to tuition costs.

Be advised that a 4.5% fee will be applied to each credit or debit card transaction conducted with our organization. This fee is necessary to cover processing costs associated with card payments. However, please note that the 4.5% fee is waived for ACH payments. By proceeding with a credit or debit card transaction, you acknowledge and agree to the imposition of this fee.

This program is not eligible for Title IV financial aid.

Per VA regulation, only mandatory fees may be billed to the VA. The cost of our Kit and Textbooks are not mandatory fees and as such cannot be charged to the VA. Students utilizing VA benefits will be responsible for arranging alternate payments for these costs.

At its sole discretion, the school may adjust tuition and kit fees for students that transfer from a school that has closed without notice.

At its sole discretion, the school may adjust tuition and kit fees for certain class start dates. Contact the Admissions Leader for more information.

MASTER BARBER KIT AND TEXTBOOKS

MASTER BARBER TEXTBOOKS AND KIT

Students will only be allowed to use Paul Mitchell technical kits and equipment while enrolled at the School. Students may purchase the Paul Mitchell Technical kit in its entirety from the School, or the individual contents may be purchased independently. Students are responsible to purchase a Paul Mitchell Technical Kit at an additional cost apart from the tuition. Please note that Students are responsible for the purchase of personal stationery supplies.

If purchased independently, the items must meet the criteria listed on the School's Technical Kit List. The most recent Technical Kit list can be requested from the School. If the student needs to replace a technical kit or equipment item at any time during his or her enrollment in the school, these items may be purchased through the School or independently. Technical kit contents and/or textbooks are subject to change.

Students are advised to refrain from loaning any part of their technical kit or textbooks. The School is not responsible for items that are lost or stolen.

All education apps will work on a compatible IOS device. If a Student has access to a compatible IOS device, an iPad purchase may not be necessary.

Right to Independent Purchase of iPad and Technical Kit: Any Student who desires to independently purchase their iPad or technical kit from a source other than the School has the right to do so. A Student who chooses to do this should notify the School prior to signing the enrollment agreement.

Per VA regulation, only mandatory fees may be billed to the VA. The cost of our Technical Kit, Textbooks and Digital Kit are not mandatory fees and as such cannot be charged to the VA. Students utilizing VA benefits will be responsible for arranging alternate payments for these costs.

TEXTBOOKS

Pivot Point Barber eBook & Digital App Two-Year Subscription $344.33 (tax included)

Qnity $91.61 (tax included)

Qnity is a digital curriculum that is a financial literacy program specifically designed for students in the beauty industry.

MASTER BARBER EDUCATION KIT

Master Barber Education Kit is included in the cost of tuition, for students who pay for the full program. Transfer students are responsible to purchase the education kit at an additional cost from the published tuition.

THE CUTTING SYSTEM APP

A revolutionary learning tool that combines 3D technology and legendary Paul Mitchell artistry ideal for new and seasoned stylists and barbers alike.

Filmed in HD from a hairdresser's perspective, features nine foundation haircutting exercises that demonstrate proper sectioning, elevation, over-direction, finger and cutting angles as well as men's haircutting using scissor-over- comb and clipper-over- comb techniques.

Each exercise includes cutting-edge 3D diagrams to enhance the learning experience. By mastering the nine foundation haircuts, you can create any other combination cut as demonstrated by Scott Cole, Takashi Kitamura, and DJ Muldoon.

Features Include:

- Complete instructional activities and take notes directly in the digital The Cutting workbook which is available in English or Spanish.
- Watch all videos from The Cutting System on your iPad.
- Watch all videos from The Cutting System on your iPad.
- Create and share Headsheet Diagrams.

THE COLOR SYSTEM APP

Designed to reach the multiple intelligences of all viewers. THE COLOR SYSTEM is all you need to learn the true foundation of coloring hair. Once you master the content, you will easily be able to apply advanced color techniques to complement any haircut. Features include; 2 Ways to Color Hair, Placement and Effect, Color Theory, Light, Tone, and Depth, Single Process, Double Process and Platinum Card Weaving and Slicing for Horizontal, Diagonal, and Vertical Placements, 3-Dimensional Diagrams, proper preparation, rinsing and shampooing of color, interactive diagramming and an Interactive Color Map.

THE STYLE AND TEXTURE SYSTEM APP

Enhance your styling expertise with the Style and Texture System App by Paul Mitchell. This essential digital resource offers beauty professionals and students comprehensive techniques and knowledge for all hair types and textures.

Features Include:

- Hair Analysis: Use the DEPTHS method—Density, Elasticity, Porosity, Texture and Formation, Hair History, and Scalp condition—to understand your client's hair.
- Formation and Texture Identification: Identify and work with straight, wavy, curly, and coily hair, and fine, medium, and coarse textures.
- Formation and Texture Identification: Identify and work with straight, wavy, curly, and coily hair, and fine, medium, and coarse textures.
- Product Selection: Learn to choose the right products for each hair type and style.
- Visual Tools: Utilize diagrams and skill cards to master professional techniques and achieve optimal results.

Whether you're a seasoned stylist or a student, the Style and Texture System App is your go-to guide for mastering hair styling.

THE BARBER AND SHORT HAIR SYSTEM APP

The Short Haircutting System is a revolutionary learning tool that combines three-dimensional technology and legendary Paul Mitchell artistry, ideal for new and seasoned barbers and cosmetologists alike

Filmed in high definition (HD) from a barber's perspective, these videos teach short haircutting theory and scissorover-comb and clipper-over-comb techniques. Learn how to execute fades, tapers, and layered shapes on various hair textures and formations; how the head shape affects the approach to cutting and blending shorter hair; and which tools will create the final desired end result for the service guests. The learners will also discover five short haircoloring techniques to enhance the look or cover unwanted grays.

Filmed in high definition (HD) from a barber's perspective, these videos teach short haircutting theory and scissorover-comb and clipper-over-comb techniques. Learn how to execute fades, tapers, and layered shapes on various hair textures and formations; how the head shape affects the approach to cutting and blending shorter hair; and which tools will create the final desired end result for the service guests. The learners will also discover five short haircoloring techniques to enhance the look or cover unwanted grays.

Both barbers and cosmetologists benefit from offering the expertise of short haircutting and coloring.

Features Include:

- All videos are available with English and Spanish subtitles.
- Complete the instructional activities and note-take directly in the Barbering Fundamentals digital workbook, available in English and Spanish.
- Create and share the short haircutting diagrams.
- View all videos on an iPad or mobile device.

THE SKILL CARDS APP

The Cutting System, The Men's Cutting System, The Color System, and The Texture System skill cards are designed to help the learner build good habits, a clear understanding of practical theories, and a strong foundation of kinesthetic skills.

These skill cards are a quick reference for reviewing the fundamental principles of technical skills. Included are valuable key points, diagrams, step-by-step directions, technical adaptations, color formulas, product information, details on texture and formation, and much, much more. For practical work, these skill cards may be used in the classroom and the clinic classroom and as a study guide.

These skill cards are a quick reference for reviewing the fundamental principles of technical skills. Included are valuable key points, diagrams, step-by-step directions, technical adaptations, color formulas, product information, details on texture and formation, and much, much more. For practical work, these skill cards may be used in the classroom and the clinic classroom and as a study guide.

The Skill Cards are also available as an app in English and Spanish.

PLUGGED IN APP

Plugged In is an enhanced educational and resource tool, exclusive to Paul Mitchell Schools, that enables our Future Professionals to stay connected with their education inside and outside of the classroom.

Features and Access Includes:

- Paul Mitchell Schools System Apps – Future Professionals will have access to The Color System, The Cutting System, and The Makeup System apps from within the Plugged In app.
- Paul Mitchell Schools System Apps – Future Professionals will have access to The Color System, The Cutting System, and The Makeup System apps from within the Plugged In app.
- Paul Mitchell Schools System Apps – Future Professionals will have access to The Color System, The Cutting System, and The Makeup System apps from within the Plugged In app.
- Multiple Intelligence, MASTERS, Careers, Professional Development, Mentors, Education, Giving Back, Caper, Media, Contests, Product, and The Buzz.
- Messages – Future Professionals will have the ability to view and receive individual or group messages from their school leaders.

CONNECTING TO MY FUTURE APP

Connecting to My Future is a professional development app designed to help transform yourself into your new role as a successful, confident, and knowledgeable salon, spa, or barbering professional. Having this strong foundation is key to success in the beauty and barbering industries.

This book focuses on the following:

- Essential skills — Also known as “soft skills,” and include communication, empathy, mindfulness, social and emotional IQ, the Be Nice culture, being a team player, and more.
- Career services — Teaches professional career preparedness skills and provides the hiring opportunity connections for school graduates with salon, spa, and barbershop owners and managers.
- Financial literacy — This is how students gain a financial education and the confidence to properly manage and understand their money.

Each chapter of the app connects the reader with inspirational and experienced mentors, along with activities, videos, and MASTERS Podcast interviews.

BE NICE OR ELSE IBOOK

ISBN-13: 978-0-974-993-99-7

THE MINI-COLOR SWATCH BOOK

This Mini Swatch Book includes hair color swatch references, color education and usage guidelines for Paul Mitchell color brands.

EDULAR

Edular is the student success platform used by the school to support education programs. Its student-driven, mobilefirst design enhances the student experience, helping Future Professionals stay organized and on track from enrollment through graduation.

Edular provides a centralized hub where students can:

- Access and complete required documents – Enrollment forms and other school documents are sent and stored within the Edular app for convenient and secure submission.
- Track academic progress – Through the Edular Skills Tracker, students can record completed skills, upload supporting materials such as photos, PDFs, and short videos, and submit skills for instructor review. Instructors can approve, reject, or grade submissions according to program requirements.
- Monitor program details – Students can view real-time information from the school's Student Information System (Advantage), including Attendance Percentage, GPA, Program Details, Last Date of Attendance (LDA), Start Date, End Date, and additional information related to their enrollment.
- Engage in streamlined financial processes – Edular integrates with the school's payment portal system to provide efficient workflows and greater transparency for student financial accounts.

Edular is a required tool for all students and supports accountability, communication, and success throughout the program.

Transfer students are responsible to purchase the education kit at an additional cost from the tuition. The cost of the education kit is $697.33, which includes sales tax.

GRADUATION INFORMATION

GRADUATION REQUIREMENTS IN COURSES

The Student must complete the following graduation requirements:

1. Complete the required number of Program clock hours.
2. For a student to meet state requirements, all practical worksheets must be completed in their entirety.
3. Pass written and practical exams.
4. Complete the required theory hours.
5. Tuition has been paid in full or payment arrangements of all monies owed to the school have been made.

Once the student has met all graduation requirements, including completion of all required academic work and financial obligations—such as tuition, fees, and any applicable extra instructional charges— he/she will receive a CERTIFICATE of COMPLETION.

The school will not release an official transcript until all graduation requirements are fulfilled. A certified transcript will be provided to any student who withdraws, which will reflect only the hours for which the school has been compensated. For the purposes of graduation or transfer, hours will not be released until all monies owed to the school—including extra instructional charges—have been paid in full or satisfactory payment arrangements have been made, and all academic requirements for those hours have been successfully completed.

Students must pay all tuition cost and extra instructional charges in full or establish a payment plan with the Financial Aid Bursar prior to graduation.

Students may obtain a copy official transcript from the Financial Aid Leader within 48 hours of their request.

CAREER SERVICES

Career opportunities include, but are not limited to, Hair Stylist, Color Stylist, Makeup Artist, Nail Technician, Educator, Barber, Salon Owner or Manager, Product Trainer, Platform Artist, Esthetician, and many more.

Although Paul Mitchell The School Roanoke does not guarantee employment upon graduation, Paul Mitchell The School Roanoke does maintain an aggressive job placement program and will inform students of job openings and opportunities. Paul Mitchell The School Roanoke coordinates placement programs with local and national salons by sending out surveys and inviting salon owners and guest artists to teach and speak there.

Paul Mitchell The School Roanoke has placed students in the beauty industry as Hair Stylists, Color Stylists, Makeup Artists, Nail Technicians, Barbers, Educators, Salon Owners and Managers.

DUAL BARBER/MASTER BARBER PROGRAM

DUAL BARBER/MASTER BARBER COURSE INFORMATION

DUAL BARBER/MASTER BARBER COURSE DESCRIPTION

Barbers: *Standard Occupational Classification (SOC) 39-5011.00*
Classification of Instructional Programs (CIP) Code 12.0402

The Dual Barber/Master Barber course is 1000 clock hours and meets the requirements of the Virginia Board for Barbers and Cosmetology. This program combines the Basic Barber (750 clock hours) and Master Barber (250 clock hours) curricula into a single comprehensive program designed to prepare students for licensure as a Master Barber in Virginia.

Through a combination of classroom instruction and supervised hands-on practical training, students gain experience in both barber and master barber services. Instruction includes haircutting, shaving, beard design, hair coloring, facials, scalp treatments, advanced chemical services, thermal waving, wig care, and waxing limited to the scalp. Graduates of this program are prepared to qualify for both barber and master barber scopes of practice and to successfully pass the required state licensing examinations.

**Students are prepared for entry-level employment as barbers with a broader scope of practice*

This course is taught in English. Textbooks and course materials are only offered in the English Language.
The Dual Barber/ Master Barber program is an approved program through DPOR, COE, SCHEV, and USDE.

DUAL BARBER/MASTER BARBER COURSE OVERVIEW

The objective of this program is to prepare students for a successful career in barbering and to meet the requirements needed to pass the Virginia state licensing examination.

Upon completion of the program, students will be able to:

- Apply standards of sanitation, disinfection, and safety in compliance with state regulations.
- Demonstrate knowledge of anatomy, physiology, and skin and scalp analysis.
- Perform hair coloring, scalp treatments, and facial care services within the barber and master barber scope of practice.
- Safely perform thermal waving, permanent waving, chemical relaxing, hair lightening, and toning services.
- Fit, style, and maintain hairpieces and wigs.
- Apply waxing techniques limited to the scalp.
- Demonstrate professionalism through knowledge of shop management and ethical practices.
- Prepare for and successfully pass the Virginia state licensing examination.

Program Hours: 1000 clock hours

The program is divided into pre-clinical classroom instruction and clinical service learning experiences.

- **Pre-clinical Classroom Instruction:** Students receive instruction through classroom lessons and workshops covering fundamental theory, safety, and professional practices.
- **Clinic Classroom Learning Experience:** Students develop practical skills through supervised hands-on training performed in the clinic classroom setting on clients, models, and mannequins.
- **Distance Education Learning Experience: *(if applicable):*** Students approved for the hybrid option may complete a portion of their theory instruction online through Pivot Point LAB. Only theory hours may be completed through distance education; all practical and lab instruction is delivered in person on campus.

DUAL BARBER/MASTER BARBER COURSE OUTLINE

Instruction in the Dual Barber/ Master Barber program at Paul Mitchell The School Roanoke is delivered through structured phases designed to support student progression from foundational learning to advanced practical skills.

- **Core Curriculum:** A pre-clinical instructional phase focused on foundational theory, safety, sanitation, state law, and basic technical skills using barbering tools. Instruction includes barbering fundamentals, professional practices, applied and general sciences, and preparation for practical application. Students are evaluated through written, oral, and practical assessments.
- **Protégé Learning Experience:** This phase bridges the transition from Core to the clinic floor. Students begin applying basic skills while preparing for guest services.
- **Adaptive Curriculum:** Students participate in specialty workshops and hands-on training that strengthen technical ability, timing, and service confidence. Instruction expands to include advanced barbering services, facial hair and skin care, chemical services, and preparation for master barber techniques.
- **Creative Curriculum:** Students refine both barber and master barber skills through advanced practical work, professional behaviors, communication, and service execution. Emphasis is placed on consistency, professionalism, and readiness for entry into the barbering industry with an expanded scope of practice.
- **Classroom Learning Experience:** Instruction covers the primary areas of barbering and master barbering, including haircutting, shaving, beard design, facial massage and skincare, hair coloring, scalp treatments, thermal waving, chemical relaxing, lightening and toning, wig care, shop safety, sanitation, business skills, and theory. Classes are led by licensed instructors and may include topics such as retailing, communication, motivation, and professional development.
- **Clinic Classroom Learning Experience:** Students receive supervised practical training through individual and group learning experiences. Workshops, skills tracking, and periodic evaluations monitor progress. Students perform services on clients in the clinic classroom under instructor supervision.

DUAL BARBER/MASTER BARBER COURSE REQUIREMENTS

Curriculum Requirements	Minimum Hours of Instruction
Orientation and Business Topics a. School Policies b. Business and Shop Management c. Professional Ethics and Personal Hygiene	25
State Laws and Regulations	10
Shampooing, cutting, thinning, tapering the hair with razor, clippers, and shears a. Client consultation b. Styling hair with a hand hair dryer	270
Shaving and trimming a moustache or beard to include client consultation	100
Applying hair color to include client consultation	50
Applied sciences a. Anatomy and physiology b. Skin structure and function c. Skin types d. Skin conditions e. Diseases and disorders of the skin f. Analyzing skin or scalp conditions g. Giving scalp treatments	100
General sciences a. Bacteriology b. Microorganisms c. Infection control, sanitation, disinfection, and sterilization	80

Curriculum Requirements	Minimum Hours of Instruction
d. Occupational Safety and Health Administration (OSHA) requirements e. Safety Data Sheet (SDS) f. General procedures and safety measures g. Cosmetic chemistry h. Products and ingredients	
Facial hair and skin care services a. Client skin analysis and consultation b. Effleurage and related movements and manipulations of the face c. Cleansing procedures d. Masks e. Extraction techniques f. Machines, equipment, and electricity g. Manual facials and treatments h. General procedures and safety measures	100
Understanding and maintaining implements and equipment (e.g. tools)	15
Thermal Waving	20
Permanent Waving & Chemical Relaxing	110
Hair Lightening or Toning	100
Hairpieces & Wigs	15
Waxing Limited to the Scalp	5
TOTAL MINIMUM HOURS OF INSTRUCTION	1000

Dual Barber/Master Barber students must complete the minimum number of practical performances required by the Virginia Board for Barbers and Cosmetology. All services are performed under the supervision of a licensed instructor in the clinic classroom.

The Dual Barber/Master Barber curriculum requires the completion of:

Practical Performance Requirements	Minimum Performance Requirements
Hair and Scalp Treatments	10
Straight Razor Shaving on Face and Neck	12
Hair Services	285
Bleachng & Frosting	20
Hair Coloring (including tinting, temporary rinses, and semi-permanent color)	20
Cold Permanent Waving or Chemical Relaxing	30
Wig Care, Styling, and Placement on Model	15
Finger Waving & Thermal Waving	30
Basic Facials	5
Waxing Limited to the Scalp	5
TOTAL PRACTICAL PERFORMANCES	**432**

The institution offers employment assistance to help graduates' efforts to secure education-related employment that includes, but is not limited to training in professionalism, resume' development, job interview preparation and job search skills.

DUAL BARBER/MASTER BARBER PROGRAM TESTING AND GRADING PROCEDURE

Paul Mitchell The School Roanoke offers both on-campus and hybrid program options. Students in the hybrid program complete a portion of their theory instruction through distance education, while all practical and lab instruction is delivered in person.

1. Academic Theory Exams: Students must earn a minimum score of 75% on each theory exam. These exams are administered at the conclusion of each assigned online theory module. Theory exams may occur weekly or bi-monthly depending on module length.
2. Core Written and Practical Evaluations: During the Core phase, students must pass all written and practical skill assessments with a minimum score of 75%. These evaluations review the material taught during the Core schedule. All Core exams are completed on campus; no Core assessments may be completed through distance education.
3. Clinic Practical Skill Assessments: Students are required to complete all assigned practical skill assessments during the Clinic phase. These assessments are performed in person under instructor supervision and must be completed to satisfy program requirements.
4. Distance Education Assessments: Students enrolled in a hybrid program must complete a monthly distance education theory assessment on campus. These assessments evaluate comprehension of theory content delivered online.

The following grading scale is used for theory progress:
A = 90 – 100% B = 80 – 89% C = 75 – 79% Failing = Below 75%

DUAL BARBER/MASTER BARBER INSTRUCTIONAL TECHNIQUES AND METHODS

The Dual Barber/Master Barber 1000 clock hour course is provided through a sequential set of learning steps which address specific tasks necessary for State Board preparation, graduation and job entry level skills. Clinic equipment, implements and products are comparable to those used in the industry. Each student will receive instruction that relates to the performance of useful, creative and productive career-oriented activities. The course is presented through well-developed lesson plans that reflect the latest educational methods. Subjects are presented by means of lecture, demonstration, and student participation. Audio-visual aids, guest speakers, field trips, and other related learning methods are used in the course.

DUAL BARBER/MASTER BARBER CLASS START DATES

2026 NIGHT SCHOOL

START DATE	ANTICIPATED COMPLETION DATE*
May 18, 2026	July 29, 2027
June 15, 2026	August 25, 2027
August 3, 2026	October 18, 2027
August 24, 2026	November 4, 2027
September 15, 2026	November 25, 2027
September 28, 2026	December 9, 2027
October 19, 2026	December 30, 2027
November 30, 2026	February 10, 2027

***Completion dates may change depending on clocked time by student.**

***** A student may enroll at any time prior to the start of a new class. New classes for the evening part-time schedule begin on designated start dates throughout the year, generally ranging between five (5) and eleven (11) weeks apart, as outlined in the school's published academic calendar.***

DUAL BARBER/MASTER BARBER PROGRAM SCHEDULES

Option	Delivery	Days	Times
Part-time (20 hours)	Traditional	Monday - Thursday	5:00 PM to 10:00 PM
Part-time (20 hours)	Hybrid	Monday - Thursday Friday (Distance Education)	5:30 PM to 10:00 PM 2:00 PM to 4:00 PM

DUAL BARBER/MASTER BARBER COST OF TUITION AND SUPPLIES

Our current tuition, fees, and supply costs are detailed below.

Prospective students are encouraged to use the Net Price Calculator available on our website to receive a personalized estimate of the cost of attending Paul Mitchell The School Roanoke.

Transfer students and students who are approved to re-enter their program are assessed a per clock hour rate for the remainder of their program.

TUITION - Dual Barber/Master Barber	COST
Tuition	$14,000.00
Registration Fee	100.00
Technical Kit*	1,891.30
Textbooks *(non-refundable)*	414.00
Sales Tax *(non-refundable)*	122.18
TOTAL COSTS	**$16,527.48**

Students have the option to purchase the iPad for an additional $336.18 + $17.82 sales tax, for a total of $354.00.

PROGRAM	PER HOUR CLOCK RATE (Transfer and Re-Entry Students Only)
Dual Barber/Master Barber	$14.00

Any used and/or opened items in the Paul Mitchell Technical Kit purchased from the school are considered unreturnable equipment. Returnable equipment must be returned within 20 days of withdrawal in their original state, no exceptions. All returned equipment will be assessed a 25% restocking fee. Unopened items from the kit can only be returned to the school if they were purchased directly from the school.

Note: The total charges for a period of attendance are equivalent to the cost of the entire program, due to the length of the program.

Please contact the school's Bursar for payment options. The school accepts cash, credit card, and personal check payments. Financial aid recipients understand that monies received on their behalf are applied first to tuition costs.

Be advised that a 4.5% fee will be applied to each credit or debit card transaction conducted with our organization. This fee is necessary to cover processing costs associated with card payments. However, please note that the 4.5% fee is waived for ACH payments. By proceeding with a credit or debit card transaction, you acknowledge and agree to the imposition of this fee.

Financial aid available to those who qualify.

Per VA regulation, only mandatory fees may be billed to the VA. The cost of our Kit and Textbooks are not mandatory fees and as such cannot be charged to the VA. Students utilizing VA benefits will be responsible for arranging alternate payments for these costs.

At its sole discretion, the school may adjust tuition and kit fees for students that transfer from a school that has closed without notice.

At its sole discretion, the school may adjust tuition and kit fees for certain class start dates. Contact the Admissions Leader for more information.

DUAL BARBER/MASTER BARBER TEXTBOOKS AND KIT

DUAL BARBER/MASTER BARBER STUDENT TEXTBOOK AND KITS

Students will only be allowed to use Paul Mitchell technical kits and equipment while enrolled at the School. Students may purchase the Paul Mitchell Technical kit in its entirety from the School, or the individual contents may be purchased independently. Students are responsible to purchase a Paul Mitchell Technical Kit at an additional cost apart from the tuition. Please note that Students are responsible for the purchase of personal stationery supplies.

If purchased independently, the items must meet the criteria listed on the School's Technical Kit List. The most recent Technical Kit list can be requested from the School. If the student needs to replace a technical kit or equipment item at any time during his or her enrollment in the school, these items may be purchased through the School or independently. Technical kit contents and/or textbooks are subject to change.

Students are advised to refrain from loaning any part of their technical kit or textbooks. The School is not responsible for items that are lost or stolen.

All education apps will work on a compatible IOS device. If a Student has access to a compatible IOS device, an iPad purchase may not be necessary.

Right to Independent Purchase of iPad and Technical Kit: Any Student who desires to independently purchase their iPad or technical kit from a source other than the School has the right to do so. A Student who chooses to do this should notify the School prior to signing the enrollment agreement.

Per VA regulation, only mandatory fees may be billed to the VA. The cost of our Technical Kit, Textbooks and Digital Kit are not mandatory fees and as such cannot be charged to the VA. Students utilizing VA benefits will be responsible for arranging alternate payments for these costs.

TEXTBOOK

Pivot Point Barber eBook & Digital App Two-Year Subscription $344.33 (tax included)

Qnity $91.61 (tax included)

Qnity is a digital curriculum that is a financial literacy program specifically designed for students in the beauty industry.

DUAL BARBER/MASTER BARBER EDUCATION KIT

Master Barber Education Kit is included in the cost of tuition, for students who pay for the full program. Transfer students are responsible to purchase the education kit at an additional cost from the published tuition.

THE CUTTING SYSTEM APP

A revolutionary learning tool that combines 3D technology and legendary Paul Mitchell artistry ideal for new and seasoned stylists and barbers alike.

Filmed in HD from a hairdresser's perspective, features nine foundation haircutting exercises that demonstrate proper sectioning, elevation, over-direction, finger and cutting angles as well as men's haircutting using scissor-over- comb and clipper-over- comb techniques.

Each exercise includes cutting-edge 3D diagrams to enhance the learning experience. By mastering the nine foundation haircuts, you can create any other combination cut as demonstrated by Scott Cole, Takashi Kitamura, and DJ Muldoon.

Features Include:

- Complete instructional activities and take notes directly in the digital The Cutting workbook which is available in English or Spanish.
- Watch all videos from The Cutting System on your iPad.
- Watch all videos from The Cutting System on your iPad.
- Create and share Headsheet Diagrams.

THE COLOR SYSTEM APP

Designed to reach the multiple intelligences of all viewers. THE COLOR SYSTEM is all you need to learn the true foundation of coloring hair. Once you master the content, you will easily be able to apply advanced color techniques to complement any haircut. Features include; 2 Ways to Color Hair, Placement and Effect, Color Theory, Light, Tone, and Depth, Single Process, Double Process and Platinum Card Weaving and Slicing for Horizontal, Diagonal, and Vertical Placements, 3-Dimensional Diagrams, proper preparation, rinsing and shampooing of color, interactive diagramming and an Interactive Color Map.

THE STYLE AND TEXTURE SYSTEM APP

Enhance your styling expertise with the Style and Texture System App by Paul Mitchell. This essential digital resource offers beauty professionals and students comprehensive techniques and knowledge for all hair types and textures.

Features Include:

- Hair Analysis: Use the DEPTHS method—Density, Elasticity, Porosity, Texture and Formation, Hair History, and Scalp condition—to understand your client's hair.
- Formation and Texture Identification: Identify and work with straight, wavy, curly, and coily hair, and fine, medium, and coarse textures.
- Formation and Texture Identification: Identify and work with straight, wavy, curly, and coily hair, and fine, medium, and coarse textures.
- Product Selection: Learn to choose the right products for each hair type and style.
- Visual Tools: Utilize diagrams and skill cards to master professional techniques and achieve optimal results.

Whether you're a seasoned stylist or a student, the Style and Texture System App is your go-to guide for mastering hair styling.

THE BARBER AND SHORT HAIR SYSTEM APP

The Short Haircutting System is a revolutionary learning tool that combines three-dimensional technology and legendary Paul Mitchell artistry, ideal for new and seasoned barbers and cosmetologists alike

Filmed in high definition (HD) from a barber's perspective, these videos teach short haircutting theory and scissorover-comb and clipper-over-comb techniques. Learn how to execute fades, tapers, and layered shapes on various hair textures and formations; how the head shape affects the approach to cutting and blending shorter hair; and which tools will create the final desired end result for the service guests. The learners will also discover five short haircoloring techniques to enhance the look or cover unwanted grays.

Filmed in high definition (HD) from a barber's perspective, these videos teach short haircutting theory and scissorover-comb and clipper-over-comb techniques. Learn how to execute fades, tapers, and layered shapes on various hair textures and formations; how the head shape affects the approach to cutting and blending shorter hair; and which tools will create the final desired end result for the service guests. The learners will also discover five short haircoloring techniques to enhance the look or cover unwanted grays.

Both barbers and cosmetologists benefit from offering the expertise of short haircutting and coloring.

Features Include:

- All videos are available with English and Spanish subtitles.
- Complete the instructional activities and note-take directly in the Barbering Fundamentals digital workbook, available in English and Spanish.
- Create and share the short haircutting diagrams.
- View all videos on an iPad or mobile device.

THE SKILL CARDS APP

The Cutting System, The Men's Cutting System, The Color System, and The Texture System skill cards are designed to help the learner build good habits, a clear understanding of practical theories, and a strong foundation of kinesthetic skills.

These skill cards are a quick reference for reviewing the fundamental principles of technical skills. Included are valuable key points, diagrams, step-by-step directions, technical adaptations, color formulas, product information, details on texture and formation, and much, much more. For practical work, these skill cards may be used in the classroom and the clinic classroom and as a study guide.

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The Skill Cards are also available as an app in English and Spanish.

PLUGGED IN APP

Plugged In is an enhanced educational and resource tool, exclusive to Paul Mitchell Schools, that enables our Future Professionals to stay connected with their education inside and outside of the classroom.

Features and Access Includes:

- Paul Mitchell Schools System Apps – Future Professionals will have access to The Color System, The Cutting System, and The Makeup System apps from within the Plugged In app.
- Paul Mitchell Schools System Apps – Future Professionals will have access to The Color System, The Cutting System, and The Makeup System apps from within the Plugged In app.
- Paul Mitchell Schools System Apps – Future Professionals will have access to The Color System, The Cutting System, and The Makeup System apps from within the Plugged In app.
- Multiple Intelligence, MASTERS, Careers, Professional Development, Mentors, Education, Giving Back, Caper, Media, Contests, Product, and The Buzz.
- Messages – Future Professionals will have the ability to view and receive individual or group messages from their school leaders.

CONNECTING TO MY FUTURE APP

Connecting to My Future is a professional development app designed to help transform yourself into your new role as a successful, confident, and knowledgeable salon, spa, or barbering professional. Having this strong foundation is key to success in the beauty and barbering industries.

This book focuses on the following:

- Essential skills — Also known as "soft skills," and include communication, empathy, mindfulness, social and emotional IQ, the Be Nice culture, being a team player, and more.
- Career services — Teaches professional career preparedness skills and provides the hiring opportunity connections for school graduates with salon, spa, and barbershop owners and managers.
- Financial literacy — This is how students gain a financial education and the confidence to properly manage and understand their money.

Each chapter of the app connects the reader with inspirational and experienced mentors, along with activities, videos, and MASTERS Podcast interviews.

BE NICE OR ELSE IBOOK

ISBN-13: 978-0-974-993-99-7

THE MINI-COLOR SWATCH BOOK

This Mini Swatch Book includes hair color swatch references, color education and usage guidelines for Paul Mitchell color brands.

EDULAR

Edular is the student success platform used by the school to support education programs. Its student-driven, mobilefirst design enhances the student experience, helping Future Professionals stay organized and on track from enrollment through graduation.

Edular provides a centralized hub where students can:

- Access and complete required documents – Enrollment forms and other school documents are sent and stored within the Edular app for convenient and secure submission.
- Track academic progress – Through the Edular Skills Tracker, students can record completed skills, upload supporting materials such as photos, PDFs, and short videos, and submit skills for instructor review. Instructors can approve, reject, or grade submissions according to program requirements.
- Monitor program details – Students can view real-time information from the school's Student Information System (Advantage), including Attendance Percentage, GPA, Program Details, Last Date of Attendance (LDA), Start Date, End Date, and additional information related to their enrollment.
- Engage in streamlined financial processes – Edular integrates with the school's payment portal system to provide efficient workflows and greater transparency for student financial accounts.

Edular is a required tool for all students and supports accountability, communication, and success throughout the program.

Transfer students are responsible to purchase the education kit at an additional cost from the tuition. The cost of the education kit is $697.33, which includes sales tax.

GRADUATION INFORMATION

GRADUATION REQUIREMENTS IN COURSES

The Student must complete the following graduation requirements:

1. Complete the required number of Program clock hours.
2. For a student to meet state requirements, all practical worksheets must be completed in their entirety.
3. Pass written and practical exams.
4. Complete the required theory hours.
5. Tuition has been paid in full or payment arrangements of all monies owed to the school have been made.

Once the student has met all graduation requirements, including completion of all required academic work and financial obligations—such as tuition, fees, and any applicable extra instructional charges— he/she will receive a CERTIFICATE of COMPLETION.

The school will not release an official transcript until all graduation requirements are fulfilled. A certified transcript will be provided to any student who withdraws, which will reflect only the hours for which the school has been compensated. For the purposes of graduation or transfer, hours will not be released until all monies owed to the school—including extra instructional charges—have been paid in full or satisfactory payment arrangements have been made, and all academic requirements for those hours have been successfully completed.

Students must pay all tuition cost and extra instructional charges in full or establish a payment plan with the Financial Aid Bursar prior to graduation.

Students may obtain a copy official transcript from the Financial Aid Leader within 48 hours of their request.

CAREER SERVICES

Career opportunities include, but are not limited to, Hair Stylist, Color Stylist, Makeup Artist, Nail Technician, Educator, Barber, Salon Owner or Manager, Product Trainer, Platform Artist, Esthetician, and many more.

Although Paul Mitchell The School Roanoke does not guarantee employment upon graduation, Paul Mitchell The School Roanoke does maintain an aggressive job placement program and will inform students of job openings and opportunities. Paul Mitchell The School Roanoke coordinates placement programs with local and national salons by sending out surveys and inviting salon owners and guest artists to teach and speak there.

Paul Mitchell The School Roanoke has placed students in the beauty industry as Hair Stylists, Color Stylists, Makeup Artists, Nail Technicians, Barbers, Educators, Salon Owners and Managers.

BARBER COURSE INFORMATION (1100)

BARBER COURSE INFORMATION (1100)

BARBER COURSE DESCRIPTIONS

Barber: *Standard Occupational Classification (SOC) 39-5011.00*
Classification of Instructional Programs (CIP) Code 12.0402

The curriculum involves 1100 hours to satisfy State of Virginia state requirements. The program includes extensive instruction and practical experience in men's cutting, hair coloring, perming, men's grooming, customer service, personal appearance and hygiene, personal motivation and development, retail skills, client record keeping, and business ethics, as well as sanitation, state laws and regulations, salon-type administration, and job interviewing.

**Students are prepared to be an entry level barber.*

This course is taught in English. Textbooks and course materials are only offered in the English Language.
The barber programs is an approved program through DPOR, COE, SCHEV, and USDE.

THE SCHOOL IS NOT CURRENTLY ENROLLING IN THIS PROGRAM.

BARBER COURSE OVERVIEW

The objective of this program is to prepare students for a successful career in barbering and to meet the requirements needed to pass the state licensing exam.

Upon completion of the program, students will be able to:

- Learn Barber techniques, including cutting, tapering, shaving, and styling using clippers, razors, and shears.
- Develop skills in client consultation, haircut design, and grooming services for hair and facial hair.
- Apply standards of sanitation, disinfection, and safety in compliance with state regulations and industry best practices.
- Learn the principles of anatomy, physiology, and skin and scalp analysis
- Understand the fundamentals of hair coloring, scalp treatments, and facial care services.
- Demonstrate professionalism through knowledge of shop management and ethical practices.
- Prepare for and successfully pass the state licensing exam

Program Hours: 1100 clock hours

The program is divided into pre-clinical classroom instruction and clinical service learning experiences.

1. **Pre-clinical Classroom Instruction:** Students receive instruction through classroom lessons and workshops covering fundamental theory, safety, and professional practices.
2. **Clinic Classroom Learning Experience:** Students develop practical skills through supervised hands-on training performed in the clinic classroom setting on clients, models, and mannequins.

BARBER COURSE OUTLINE

Instruction in the Basic Barber program at Paul Mitchell The School Roanoke is delivered through structured phases designed to support student progression from foundational learning to advanced practical skills.

1. **Core Curriculum:** A pre-clinical phase focused on foundational theory, safety, sanitation, and basic technical skills using barbering tools. Students are evaluated through written, oral, and practical assessments.
2. **Protégé Learning Experience:** This phase bridges the transition from Core to the clinic floor. Students begin applying basic skills while preparing for guest services.

3. **Adaptive Curriculum:** Students participate in specialty workshops and hands-on training that strengthens technical ability, timing, and service confidence.
4. **Creative Curriculum:** Students refine their barbering skills through advanced practical work, leadership habits, communication, and the behaviors required of an entry-level professional
5. **Classroom Learning Experience:** Instruction covers the primary areas of barbering: haircutting, shaving, facial massage and skincare, hair coloring, scalp treatments, shop safety, sanitation, business skills, and theory. Classes are led by licensed instructors and may include topics such as retailing, communication, motivation, and professional development.
6. **Clinic Classroom Learning Experience:** Students receive supervised practical training through individual and group learning experiences. Workshops, skills tracking, and periodic evaluations monitor progress. Students perform services on clients in the clinic classroom under instructor supervision.

BARBER COURSE REQUIREMENTS

Subject	Minimum Hours of Theory Instruction	Minimum Hours of Practical Instruction
I. Orientation 1. School Policies 2. State Laws, Regulations, Professional Ethics 3. Personal Hygiene 4. Bacteriology, Sterilization, Sanitation	60	
II. Shampooing and Rinsing 1. Fundamentals 2. Safety Rules 3. Procedures 4. Chemistry, anatomy, and physiology	60	40
III. Scalp Treatment 1. Analysis 2. Disorders and Diseases 3. Manipulations 4. Treatments	50	15
IV. Hairstyling 1. Anatomy 2. Facial Shapes 3. Using a Hair Dryer 4. Sterilization and Sanitation	100	180
V. Skin Care and Facials 1. Anatomy 2. Analysis and Procedures 3. Health, Safety, and Sanitary Rules 4. Shaving the Face. Facial Massage or Treatments	60	45
VI. Client Centered Design 1. Communication and Client Consultation 2. Record Keeping 3. Procedures and Processes 4. Health, Safety, and Sanitary Rules	20	50
VII. Haircutting and Hair Shaping 1. Anatomy and Physiology 2. Fundamentals, Materials, Equipment 3. Procedures 4. Safety Practices 5. Cutting the hair with a razor, clippers, and shears. Tapering the hairline. Thinning the hair. Honing and stropping a razor. Trimming a mustache or beard.	120	140

Subject	Minimum Hours of Theory Instruction	Minimum Hours of Practical Instruction
XI. Salon Management 1. Business and Professional ethics 2. Care of equipment 3. Compensation Package and Payroll Deductions 4. Licensing Requirements and Regulations 5. Fundamentals of Business Management	40	
IX. Theory	120	
TOTAL MINIMUM HOURS OF INSTRUCTION	**630**	**470**

The Barber curriculum requires the completion of:

Practical Performance Requirements	Minimum Performance Requirements
Hair and Scalp Treatments	10
Hair Shaping	320
Hair Coloring (including tinting, temporary rinses, and semi-permanent color)	35
Basic Facials	5
TOTAL PRACTICAL PERFORMANCES	**370**

The institution offers employment assistance to help graduates' efforts to secure education-related employment that includes, but is not limited to training in professionalism, resume' development, job interview preparation and job search skills.

BARBER PROGRAM TESTING AND GRADING PROCEDURE

The following tests and grading procedures are incorporated during the student's 1100-hour course:

1. **Academic Theory Exams:** Students must earn a minimum score of 75% on each theory exam. These exams are administered at the conclusion of each assigned online theory module. Theory exams may occur weekly or bi-monthly depending on module length.
2. **Core Written and Practical Evaluations:** During the Core phase, students must pass all written and practical skill assessments with a minimum score of 75%. These evaluations review the material taught during the Core schedule.
3. **Clinic Practical Skill Assessments:** Students are required to complete all assigned practical skill assessments during the Clinic phase. These assessments are performed in person under instructor supervision and must be completed to satisfy program requirements.

The following grading scale is used for theory progress:
A = 90 – 100% B = 80 – 89% C = 75 – 79% Failing = Below 75%

BARBER INSTRUCTIONAL TECHNIQUES AND METHODS

The Barber 1100 clock hour course is provided through a sequential set of learning steps which address specific tasks necessary for State Board preparation, graduation and job entry level skills. Clinic equipment, implements and products are comparable to those used in the industry. Each student will receive instruction that relates to the performance of useful, creative and productive career-oriented activities. The course is presented through well-developed lesson plans that reflect the latest educational methods. Subjects are presented by means of lecture, demonstration, and student participation. Audio-visual aids, guest speakers, field trips, and other related learning methods are used in the course.

FINANCIAL INFORMATION

FINANCIAL AID

The school encourages all students to apply for financial aid.A Financial Aid Guide is also available to all prospective students to assist with understanding the eligibility criteria and application process to receive federal and institutional financial aid.

Financial aid refers to a variety of financial aid sources are available to help you pay for college or career school. It is money in the form of grants, scholarships, work-study, loans, or a benefit from completing community service or military service to help students pay for education after high school. Aid comes from various sources, with most of the aid coming from the U.S.Department of Education.

A FAFSA or Federal Application for Federal Student aid must be completed at www.studentaid.gov to apply for all federal aid. Students will need to re- apply for Aid every academic year and meet all required eligibility criteria.

ADDITIONAL INFORMATION AND DETAILS MAY BE FOUND IN THE FINANCIAL AID GUIDE PUBLISHED BY THE SCHOOL.

The school participates in the following Federal Aid Programs:

GRANTS

Federal Pell Grant This federal grant program provides need-based grants to eligible low-income students. Eligibility for a Federal Pell Grant is determined by your Expected Family Contribution from the FAFSA.Y ou can receive the Federal Pell Grant for no more than the equivalent of 12 semesters, which includes your receipt of Federal Pell Grant from any college you have attended. Additional general information regarding the Federal Pell Grant is available at www.studentaid.gov.

Federal Supplemental Educational Opportunity Grants (SEOG) This federal grant is awarded to students who demonstrate exceptional financial need. Funding is limited for this program, and priority is given to students who qualify for a Federal Pell Grant. A FSEOG Grant does not need to be repaid.

Federal Iraq and Afghanistan Service Grant (IASG): This federal grant is awarded to students whose parents or guardian was a member of the U.S.armed forces and died as a result of performing military service in Iraq or Afghanistan after the events of 9/11.To qualify, you must be ineligible for a Pell Grant due to not demonstrating adequate financial need, and you must have been younger than 24 years old at the time of your parent's or guardian's death.

FEDERAL DIRECT LOANS

Federal Direct Subsidized Loans are loans available to eligible undergraduate students who demonstrate financial need to help cover the costs of higher education at a college or career school.

i. Interest does not accrue on the Subsidized loan while you are enrolled at least half-time.
ii. Repayment on the loan begins 6 months after you graduate or withdraw from the school.

Federal Direct Unsubsidized Loans are available to eligible students regardless of financial need. The school determines the amount you can borrow based on your cost of attendance and other financial aid you receive.

i. Interest begins to accrue on the Unsubsidized loan from the date of the first disbursement.
ii. You are responsible for paying the interest on a Direct Unsubsidized Loan during all periods.
iii. If you choose not to pay the interest while you are in school and during grace periods and deferment or forbearance periods, your interest will accrue (accumulate) and be capitalized (that is, your interest will be added to the principal amount of your loan).

Federal Direct PLUS Loans are loans, a parent of a dependent undergraduate student can borrow for up to the amount of the student's cost of attendance for their educational program less any other financial aid the student is

receiving. Financial need is not required for this program. The parent (not the student) is the borrower of a Parent PLUS Loan and therefore the parent is responsible for repaying the loan. In addition to the student completing the FAFSA and meeting the basic eligibility requirements for federal student aid, an additional application is required for a parent to borrow a Parent PLUS Loan.Repayment is required immediately following the last disbursement of a loan.

i. Eligibility is not based on financial need and can be applied to cover the entire cost of attendance.
ii. A credit check is required.Borrowers who have an adverse credit history must meet additional requirements to qualify.
iii. If you are a dependent student and your parent is denied the PLUS loan because of an adverse credit history, the student may apply for an additional Direct Unsubsidized Loan.

INTEREST RATES

The interest rates are published each year and vary depending on the loan type and for is set by the first disbursement date of the loan.

DIRECT LOANS TERMS AND CONDITIONS

i. A student must be enrolled at least half-time to receive a federal student loan disbursement.
ii. Repayment of federal student loans begins 6 months after a student cease to be enrolled at least half-time. This 6-month period is called a grace period.
iii. A student must complete a master promissory note and loan entrance counseling prior to receiving a Federal Direct Loan disbursement and must complete loan exit counseling once they cease to be enrolled at least half-time.
iv. Students and parents who borrow Federal Direct Loans will have their loan submitted to the National Student Loan Data System (NSLDS) and the information will be accessible to guaranty agencies, eligible lenders, and eligible institutions of higher education as determined by the Secretary of Education to be authorized users of NSLDS.

For more information including terms and conditions and current rates visit:
https://studentaid.gov/understand-aid/types/loans/interest-rates

DEFAULTING ON THE FEDERAL DIRECT LOAN

A student is considered to be in default, if no payment is made for at least 270 days. Consequences of default include:

i. The entire unpaid balance of your loan and any interest you owe becomes immediately due (this is called “acceleration”).
ii. You can no longer receive deferment or forbearance, and you lose eligibility for other benefits, such as the ability to choose a repayment plan.
iii. You lose eligibility for additional Federal Student aid.
iv. The default is reported to credit bureaus, damaging your credit rating and affecting your ability to buy a car or house or to get a credit card.
v. Your wages, tax refunds and federal benefit payments may be withheld and applied toward repayment of your defaulted loan.

THINGS TO KNOW ABOUT FINANCIAL AID:

ELIGIBILITY

All Criteria must be met to qualify for Federal aid

i. Be a citizen or an eligible non-citizen of the United States
ii. Have a valid Social Security Number (Students from the Republic of the Marshall Islands, Federated States of Micronesia and the Republic of Palau are exempt from this requirement)

iii. Have a High School Diploma or a General Education Development Certificate (GED) or have completed the state requirements for homeschooling or have an equivalent or higher degree
iv. Be enrolled in an eligible program
v. Maintain satisfactory academic progress as described in the school policy
vi. Not owe a refund on a Federal Student grant or be in default of a Federal Student Loan
vii. Demonstrate Financial need
viii. Use aid only for educational purposes

ESTIMATED FINANCIAL AID

The following tools and resources can be used to get an estimate of your EFC, Cost of Attendance and Estimated Financial Aid:

i. Net Price Calculator Tool available at https://www.paulmitchell.edu/roanoke allows prospective students to enter information about themselves to find out what students like them paid to attend the institution in the previous year, after taking grants and scholarship aid into account.
ii. College Financing Plan is a resource tool to help you better understand your educational costs and the financial aid that is available to meet those costs. This form was created by the Department of Education (ED) and is available to help prospective students compare the cost of attendance (COA) and aid offers from multiple institutions in order to make an informed decision about where to attend school. Please contact the Financial Aid office for your personalized College Financing Plan.
iii. College Affordability & Transparency Center provides the Department of Education tools for comparing college costs, please visit: https://collegecost.ed.gov.

STEPS TO APPLY

A. Sign up for an FSA ID at https://studentaid.gov/fsa-id/create-account/launch. The FSA ID serves as your digital signature for the Free Application for Federal Student Aid (FAFSA) and login information for Federal Student Aid websites.
B. Complete the Free Application for Federal Student Aid (FAFSA)
C. Submit all Required Documents to the Financial Services Office
D. If you decide to apply for Federal Student Loans
    1. Log on to https://studentaid.gov/
    2. Complete your Direct Loan Entrance Counseling the Federal Government requires you to complete entrance counseling to ensure that you understand the responsibilities and obligations you are assuming.

       The goal of entrance counseling is to help you understand what it means to take out a federal student loan. During entrance counseling, you will learn about the following:

        i. What a Direct Loan is and how the loan process works
        ii. Managing your education expenses
        iii. Other financial resources to consider helping pay for your education
        iv. Your rights and responsibilities as a borrower
            - Complete an Annual Loan Acknowledgment If this is your first time accepting a federal student loan, you are acknowledging that you understand your responsibility to repay your loan.
        v. If you have existing federal student loans, you are acknowledging that you understand how much you owe and how much more you can borrow.
            - Complete Master Promissory Notes (MPN)
              The MPN is a legally binding agreement between you and us and contains the terms and conditions of your loans.

E. Review your Financial Aid Notification
   The notification will provide a snapshot of what financial aid you are eligible to receive for the current academic year
F. Accept your Estimated Financial Aid Offer

VERIFICATION

The U.S.Department of Education may select your FAFSA for a process called verification. If your FAFSA is selected for verification, The School will need to collect additional documentation from you to verify some of the information you provided on your FAFSA. For example, The School may ask for additional information about your income, the number of people in your household, the number of people attending college in your household and identification document, or other information.You may be required to complete verification worksheets and submit tax documents for yourself and your parent(s) or spouse. The School will use the information you provide through the verification process to make any necessary corrections to the information you reported on the FAFSA.

Verification Deadline and Failure to Submit: The Financial Aid Office will not award or disburse federal financial aid until the verification process is complete. Failure to complete the verification process by the deadline may result in a student not being eligible for federal financial aid, in which case the student will need to make other arrangements to pay their educational costs**.**

FINANCIAL AID DISBURSEMENTS

The federal financial aid for which a student qualifies is applied to your student account. This process is referred to as financial aid disbursement. Expected disbursement schedule can be found in individual Financial Aid offer letters.

Financial Aid is disbursements are evaluated and paid at the end of every payment period, based on the student's satisfactory academic progress.

i. The first payment period is the period in which the student successfully completes half the clock hours AND half the weeks of instructional time in the academic year.
ii. The second payment period is the period in which the student completes the academic year and weeks of instructional time in the academic year.

For any remaining portion of the program that is more than the academic year, but less than a full academic year.

i. The first payment period is the period in which the student successfully completes half of the clock hours AND half of the weeks of instructional time in the remaining portion of the program; and
ii. The second payment period is the period of time in which the student successfully completes the remainder of the program.

CREDIT BALANCE

If your financial aid award exceeds your direct costs at the school (tuition, etc.), you will receive a Credit Balance refund.

i. Refunds begin to be issued within 14 days after the disbursement date.
ii. All funds issued to you by Paul Mitchell The School Roanoke through a federal financial aid refund must be used toward educational expenses only and using these funds in any other manner is in violation of and punishable by federal law.

IMPACT OF WITHDRAWAL OR LEAVE OF ABSENCE

Students taking a leave of absence or withdrawing from classes who are recipients of Federal Financial Aid should contact the Financial Aid office to determine the implications of that leave/withdrawal for their financial aid program. Once you withdraw, drop below half-time enrollment, or leave school, your federal student loan goes into repayment. In most cases, however, you have a six-month grace period before you are required to start making regular payments.

EXIT COUNSELING

Students who graduate, withdraw or drop below half-time enrollment must complete exit counseling. The purpose of exit counseling is to ensure that student understand their loan obligations and are prepared for repayment.

OVERPAYMENT

Any amount of unearned grant funds that you must return is called an overpayment. The maximum amount of a grant overpayment that you must repay is any grant overpayment in excess of half of the grant funds you received or were scheduled to receive. You do not have to repay a grant overpayment if the original amount of the overpayment is $50 or less. You must make arrangements with the school or the Department of Education to return the unearned grant funds. The requirements for Title IV program funds when you withdraw are separate from the school's refund policy. Therefore, you may still owe funds to the school to cover unpaid institutional charges. Your school will also charge you for any Title IV program funds that the school was required to return. The school's tuition refund policy is available in the college catalog. If you have questions regarding the Return of Title IV calculation or the school's refund policy, the Financial Services Office can assist.

ADDITIONAL INFORMATION AND DETAILS MAY BE FOUND IN THE FINANCIAL AID GUIDE PUBLISHED BY THE SCHOOL.

FEDERAL RETURN OF TITLE IV FUNDS POLICY

The school participates in federal financial aid.Please refer to the following Return of Title IV Funds policy for specific consumer information pursuant to the Federal Financial Aid program.

1. Students who receive loans are responsible for repaying the loan amount, plus any interest, less the amount of any credit balances, and if those students have received federal student financial aid funds, they are entitled to a credit of the monies not paid to the federal student financial aid program fund.
2. For students who have received Title IV financial assistance, the Federal Return of Title IV Funds calculation will be completed first and applicable funds returned. Returned funds will be reduced from the payments received on behalf of the student before applying the institutional refund policy to determine whether the student is owed a credit or if a balance is owed to the school.
3. If a student has received less aid than the student earned, he/she may be eligible for a post-withdrawal disbursement. If a student is eligible for this disbursement, the school will notify the student in writing of the amount he/she is eligible. The student will have to accept or decline the disbursement within 14 days. If an acceptance is not received within this time frame, the school will not make the post-withdrawal disbursement to the student.
4. The Federal Return of Title IV Funds formula dictates the amount of federal Title IV aid that must be returned to the federal government or the lending institution by the school and/or the student. The federal formula is applicable to an eligible student receiving federal aid when that student withdraws on or before the 60 percent point in time in the payment period.

WITHDRAWAL BEFORE 60%

The school must perform a R2T4 to determine the amount of earned aid up through the 60% point in each payment period and use the Department of Education's prorate schedule to determine the amount of R2T4 funds the student has earned at the time of withdrawal. After the 60% point in the payment period or period of enrollment, a student has earned 100% of the Title IV funds he or she was scheduled to receive during the period.

WITHDRAWAL AFTER 60%

For a student who withdraws after the 60% point-in-time, there are no unearned funds.However, the school will still calculate the Institutional Refund and R2T4 for financial aid recipients.

5. The federal formula requires a return of Title IV aid if the student received federal financial assistance in the form of Stafford loans, Pell Grants, or Plus loans and withdraws on or before completing 60% of the payment period. The percentage of Title IV aid earned is equal to the percentage of the payment period that was completed as of the withdrawal date if this occurs on or before the 60% point of time. The percentage that has not been earned is calculated by determining the complement of the percentage earned (e.g., if 40% was earned, 60% was unearned)
6. The amount to be returned is calculated by subtracting the amount of Title IV assistance earned from the amount of the Title IV aid that was or could have been disbursed as of the withdrawal date. The percentage of the payment period scheduled to complete is calculated by dividing the total number of clock hours scheduled to complete by the payment period as of the last date of attendance.
7. If a student withdraws (officially or unofficially) and has received federal loans, the loans will go into repayment.

Note: A student who withdraws prior to completing the 60% of the charging period may be required to repay some of the funds released to the student because of a balance on the student's account.

ORDER OF RETURN

Paul Mitchell The School Dallas, Paul Mitchell The School San Antonio and/or Paul Mitchell The School Arlington is authorized to return any excess funds after applying them to current outstanding Cost of Attendance (COA) charges. A copy of the Institutional R2T4 work sheet performed on your behalf is available through the Financial Aid office upon student request.

Federal regulations and Institutional policy require that the following aid programs be subject to the repayment calculation.

1. Federal Direct Loans: Unsubsidized
2. Federal Direct Loans: Subsidized
3. Federal PLUS Loans (received on behalf of the student)
4. Federal Direct Parent PLUS Loans (received on behalf of the student)
5. Federal Pell Grant
6. Iraq Afghanistan Service Grant for which a return is required

STUDENT NOTIFICATION OF REPAYMENT

A notification letter outlining the amount and type of funds returned to the appropriate federal program(s) will be sent to the student upon withdrawal. The student may request a copy of the federal government's repayment worksheet (R2T4 form) and a copy will be kept in the student file for future reference.

The school will return funds on the student's behalf to the appropriate federal and institutional aid program(s) and subsequently notify the student of any outstanding balances owed to the school. A statement reflecting these charges will be sent to the student. The student is responsible for all charges and overpayments resulting from a Return of Title IV calculation.

SCHOOL AND STUDENT RESPONSIBILITIES REGARDING THE R2T4 POLICY & PROCESS

1. Providing each student with the information given in this policy;
2. Identifying students affected by this policy and completing the Return of Title IV Funds (R2T4) calculation;
3. Informing the student of the result of the R2T4 calculation and any balance owed to Paul Mitchell The School because of a required return of funds;
4. Returning any unearned Title IV aid that is due to the Title IV programs and, if applicable, notifying the borrower's holder of federal loan funds of the student's withdrawal date;
5. Notifying student and/or Plus borrower of eligibility for a Post-Withdrawal Disbursement, if applicable.

STUDENT'S RESPONSIBILITIES REGARDING THE RETURN OF TITLE IV FUNDS

1. Becoming familiar with the Return of Title IV Funds (R2T4) policy and how withdrawing from all courses effects eligibility for Title IV aid;
2. Resolving any outstanding balance owed to the Paul Mitchell The School resulting from a required return of unearned Title IV aid;
3. Resolving any repayment to the U.S.Department of Education as a result of an overpayment of Title IV grant funds.

POST WITHDRAWAL

If you did not receive all the funds that you have earned, you may be due a post-withdrawal disbursement.Paul Mitchell The School Roanoke may use a portion or all your post- withdrawal disbursement for tuition and fees (as contracted with Paul Mitchell The School Roanoke. For all other school charges, Paul Mitchell The School Roanoke needs your permission to use a post-withdrawal disbursement of direct loans. If you do not give permission, you will not be offered the direct loan funds. However, it may be in your best interest to allow the school to keep the funds to reduce your debt at the school.

The post-withdrawal disbursement must be applied to outstanding institutional charges before being paid directly to the student.

Time frame for returning an unclaimed Title IV, HEA credit balance.

If the school attempts to disburse the credit balance by check and the check is not cashed, the school must return the funds no later than 240 days after the date the school issued the check.

If a check is returned to the school or an EFT is rejected, the school may make additional attempts to disburse the funds, provided that those attempts are made not later than 45 days after the funds were returned or rejected. When a check is returned or EFT is rejected and the school does not make another attempt to disburse the funds, the funds must be returned before the end of the initial 45-day period.

The school must cease all attempts to disburse the funds and return them no later than 240 days after the date it issued the first check. For further information, please contact the Financial Aid Office.

OR

For questions about the Title IV program funds, call the Federal Student Aid Information Center at:

1-800-4-FEDAID (1-800-433-3243); TTY users may call: 1-800-730-8913

Information is also available on Student Aid on the Web at https://studentaid.gov/

*This policy is subject to change at any time, and without prior notice.

INSTITUTIONAL REFUND POLICY

This policy applies to all terminations for any reason, by either party, including student decision, course or program cancellation, or school closure.

1. Refunds for Students Enrolled Prior to Visiting the Institution. Students who have not visited the school facility prior to enrollment have the opportunity to withdraw without penalty within three days following either attendance at a regularly scheduled orientation or following a tour of the facilities and inspection of the equipment.
2. Any monies due the applicant or student shall be refunded within 45 days of official cancellation or withdrawal. Official cancellation or withdrawal shall occur on the earlier of the dates that:
    a. An applicant is not accepted by the school. This Student shall be entitled to a refund of all monies paid to the School.

b. A student (or in the case of a student under legal age, his/her parent or guardian) cancels his/her contract and demands his/her money back in writing, within three (3) business days of signing the enrollment agreement. In this case all monies collected by the school shall be refunded. This policy applies regardless of whether or not the student has actually started training.
c. A student who cancels his/her contract after three (3) business days of signing the enrollment agreement but prior to entering classes is entitled to a refund of all monies paid to the school.
d. A student notifies the institution of his/her official withdrawal in writing.
e. A student is expelled by the institution.
f. For official cancellations as defined in paragraphs b, c, d, or e, the cancellation date will be determined by the postmark on written notification, or the date said information is delivered to the school administrator/ owner in person.
g. Monies paid for student kit is nonrefundable unless the student cancels within three (3) business days of signing the enrollment agreement or the student cancels prior to entering class.

3. Any monies due a student who unofficially withdraws from the institution shall be refunded within 45 days of a determination by the institution that the student has withdrawn without notifying the institution. Unofficial withdrawals are monitored every 30 days and a determination is made to withdraw a student who has been absent from school for 14 or more consecutive calendar days; the withdrawal date that will be used in this calculation is the student's actual last date of attendance.
4. When situations of mitigating circumstances are in evidence, such as serious illness, a disabling accident, or death in the immediate family, the school may make a settlement that is reasonable and fair to both parties.
5. All extra costs, such as books, equipment, graduation fees, application fee, rentals, and other such charges, are not considered in the tuition adjustment computation if the charges are itemized separately in the enrollment agreement.
6. For Students who terminate prior to completion, an administration fee in the amount of $100.00 will be assessed.
7. For a student on a leave of absence date of withdrawal determination shall be the earlier of the scheduled date of return from the leave of absence or the date the student notifies the school that the student will not be returning.
8. If a course and/or program is cancelled subsequent to a student's enrollment, and before instruction in the course and/or program has begun, the school shall either provide a full refund of all monies paid or provide completion of the course and/or program.
9. If a course and/or program is cancelled and ceases to offer instruction after the student has enrolled and instruction has begun, the school shall either provide a full refund of all monies paid or provide completion of the course and/or program.
10. If the school closes permanently and no longer offers instruction after a student has enrolled and instruction has begun, the school will provide a pro rata refund of tuition to the student.

Upon withdrawal, drop or termination, a student may owe tuition or be entitled to a refund based on his/her scheduled hours.

Refund Policy for Programs Obligating Students for Periods of 12 Months or Less

The refund policy for students attending non-public institutions who incur a financial obligation for a period of 12 months or less is as follows:

(i) During the first 10% of the period of financial obligation, the institution refunds at least 90% of the tuition;
(ii) After the first 10% of the period of financial obligation and until the end of the first 25% of the period of obligation, the institution refunds at least 50% of the tuition;
(iii) After the first 25% of the period of financial obligation and until the end of the first 50% of the period of obligation, the institution refunds at least 25% of the tuition; and,
(iv) After the first 50% of the period of financial obligation, the institution may retain all of the tuition.

SPECIAL PROVISIONS FOR BOOKS AND SUPPLIES

In order to academically succeed in a program, a Federal Pell Grant student must have the ability to purchase books and supplies at the beginning of the academic period. By the seventh day of a payment period, the school will provide a way for a student who is eligible for a Federal Pell Grant to obtain or purchase the books and supplies required for the payment period.

The school will consider all the FSA funds a student is eligible to receive at the time it makes the determination, but the school need not consider aid from non-FSA sources.

The amount the school must provide is the lesser of the presumed credit balance or the amount determined by the school that the student needs to obtain the books and supplies. In determining the required amount, the school may use the actual costs of books and supplies or the allowance for those materials used in estimating the student's cost of attendance for the period. A student may decline to participate in this process to obtain or purchase books and supplies, if they so choose.

PREFERRED LENDER LIST AND PRIVATE EDUCATION LOAN DISCLOSURES

Our school does not have a list of preferred lenders and we do not offer private education loans. Students are encouraged to explore federal student aid options before considering private education loans.

ELIGIBILITY OF FINANCIAL AID AFTER A DRUG CONVICTION

A student no longer faces penalties or suspension of Title IV aid due to a drug conviction that occurred while the student was enrolled and receiving Title IV aid; and while information of such conviction must still be provided, the loss of federal student aid for drug convictions no longer applies.

MAJORS, DEGREES, SECOND DEGREE, OR SUMMER TERMS

Majors, degrees, second degrees, or summer terms does not apply to Paul Mitchell The School Roanoke.

CANCELLATION, WITHDRAWAL AND REFUND POLICIES

CANCELLATION

A student has the right to cancel this enrollment agreement until midnight of the third business day after Applicant has started classes, excluding Saturdays, Sundays and legal holidays. A Cancellation notification must be made in writing.It need not take any particular form, however expressed; it is effective if it shows that the student no longer wishes to be bound by the enrollment agreement. The cancellation will be determined by the postmark on the written notification, or the date the notice is delivered to the school. A student who cancels his/her enrollment agreement will be refunded all tuition charges collected by the School.

"OFFICIAL" VOLUNTARY WITHDRAWAL

A student is considered to be "Officially" withdrawn on the date the student notifies the Financial Aid Leader or the Future Professional Advisor in writing, of notice to withdraw. The date of withdrawal for return and refund purposes will be the earliest of the following for official withdrawal:

1. Date student provided official notification of notice to withdraw.
2. The date the student began the withdrawal process from Paul Mitchell The School records. A student is allowed to rescind his/her notification in writing and continue the program.If the student subsequently drops, the student's withdrawal date is the date of notification to withdraw
3. Upon receipt of the withdrawal information, Paul Mitchell The School will complete the following:

a. Determine the student's last date of attendance as of the last recorded date of academic attendance on the school's attendance record (date of determination).
b. Review the student's ledger card and attendance record to determine if a refund is due by applying the school's refund policy and completing a Return to Title IV Funds calculation. Refunds due under this institutional refund policy will be made within 45 days of the last day of attendance if the student officially withdraws. Title IV refunds will be made within 45 days of the date the withdrawal determination was made, and recorded on student's ledger card.

4. Paul Mitchell The School will provide the student with a letter explaining the Title IV requirements. See the Return of Title IV Funds Policy for additional information regarding the return of Title IV funds.
    a. The amount of Title IV assistance the student has earned and will be responsible for repaying. This amount is based upon the length of time the student was scheduled to be in attendance and the amount of funds received.
    b. Any returns that will be made to the Federal program on the student's behalf as a result of withdrawing from the program. If a student's scheduled attendance is more than more than 60% of the payment period, he/she is considered to have earned 100% of the Federal funds received for the payment period and no refund will be made.
    c. Advise the student of the amount of unearned Federal funds and tuition and fees that the student must return, if applicable.
    d. Supply the student with ledger card record noting outstanding balance due to the school and the available methods of payment. A copy of the completed worksheet, check, letter and final ledger card will be kept in the student's file.

In the event a student decides to rescind his or her official notification to withdraw, the student must provide a signed and dated written statement that he/she is continuing his or her program of study. Title IV assistance will continue as originally planned. If the student subsequently fails to attend or ceases attendance without completing the payment period, the student's withdrawal date is the last date of attendance.

Students will not be charged for the kit if they withdraw from the program within the first 30 days of the first scheduled class date and return their kit un-opened and in new condition.(Please refer to the Return of Title IV Funds Policy for treatment of these items per Federal regulations).

UNOFFICIAL WITHDRAWAL

Any student that does not provide official notification of his or her intent to withdraw and is absent for 14 consecutive calendar days, fails to maintain satisfactory academic progress, fails to comply with the school's Institutional Attendance Policy or conduct policy, does not meet financial obligations to the school, or violates conditions mentioned in the school contractual agreement, will be subject to termination and considered to have unofficially withdrawn. The date of determination is the date the school withdraws the student or the date the school has determined that the student has unofficially withdrawn.

Within one week of the student's last date of academic attendance, the following procedures will take place:

1. The education office will make three attempts to notify the student regarding his/her enrollment status.
2. Determine and record the student's last date of attendance as the last recorded date of academic attendance on the attendance record.
3. The student's withdrawal date is determined after being absent for 14 consecutive calendar days.
4. Notify the student in writing of their failure to contact the school and attendance status resulting in the current termination of enrollment.
5. Review the student's ledger card and attendance record to determine if a refund is due by applying the school's refund policy and completing a Return to Title IV Funds calculation.

Please see the institutional refund policy for additional information. Refunds due under the institutional refund policy will be made within 45 days from the date of determination. Title IV refunds will be made within 45 days of the date of determination.

1. If applicable, the school will provide the student with a refund letter explaining Title IV requirements.
2. The amount of Title IV aid the student has earned based upon the length of time the student was enrolled and scheduled to attend in the program and the amount of aid the student received.
3. Advise the student in writing of the amount of unearned Title IV aid and tuition and fees that he/ she must return, if applicable.
4. Supply the student with a final student ledger card showing outstanding balance due the school and the available methods of payment.
5. A copy of the completed worksheet, check, letter, and final ledger card will be kept in the student's file.

Students are required to purchase books, supplies and equipment at the beginning of the program. According to Paul Mitchell The School Dallas, Paul Mitchell The School San Antonio and/or Paul Mitchell The School Arlington's refund policy, once these materials are purchased, no refund will be made. However, students will not be charged for the kit if they withdraw within the first 30 days of the first scheduled class date and return their kit un-opened and in new condition.

(Please refer to the Return of Title IV Funds Policy for treatment of these items per Federal regulations)

RETURN OF TITLE IV, HEA POLICY

When you apply for financial aid, you sign a statement that you will use the funds for educational purposes only. Therefore, if you withdraw before completing your program, a portion of the funds you received may have to be returned to the Department of Education. Paul Mitchell The School Roanoke will calculate the amount of financial aid funds to be returned to the Title IV, HEA Federal fund programs according to the policies listed below.

This policy applies to students' who **withdraw officially, withdraw unofficially or are terminated** from Paul Mitchell The School Roanoke. It is separate and distinct from Roanoke's Institutional Refund Policy.

The calculated amount of the Return of Title IV, HEA (R2T4) funds that are required for the students affected by this policy, are determined according to the following definitions and procedures as prescribed by Department of Education regulations.

The amount of Title IV, HEA aid earned is based on the amount of time a student was scheduled to be in academic attendance, and the total aid received; it has no relationship to student's incurred institutional charges.Because these requirements deal only with Title IV, HEA funds, the order of return of unearned funds do not include funds from sources other than the Title IV, HEA programs.

Title IV, HEA funds are awarded to the student under the assumption that he/she will attend school for the entire period for which the aid is awarded. When student withdraws, he/she may no longer be eligible for the full amount of Title IV, HEA funds that were originally scheduled to be received. Therefore, the amount of Federal funds earned must be determined.If the amount disbursed is greater than the amount earned, unearned funds must be returned.

The institution has 45 days from the date that the institution determines that the student withdrew

(date of determination), to return all unearned funds for which it is responsible. The school is required to notify the student if they owe a repayment via written notice.

The school must advise the student or parent that they have 14 calendar days from the date that the school sent the notification to accept a direct loan post-withdrawal disbursement.If a response is not received from the student or parent within the allowed time frame or the student declines the funds, the school will return any earned funds that the school is holding to the Title IV, HEA programs. Pell post-withdrawal disbursements do not require student or parent authorization and are made as needed to cover tuition cost.

The school will send notification of a loan post-withdrawal disbursements as soon as possible, but no later than 30 days after the date that the student withdrew.

TIME FRAME FOR REFUNDS

Refunds, when due, are made within 45 days (1) of the last day of attendance if written notification has been provided to the institution by the student, or (2) from the date the institution terminates the student or determines withdrawal by the student. Refunds, when due, are made without a request from the student.

SCHOLARSHIPS

PAUL MITCHELL SCHOOLS HIGH SCHOOL SCHOLARSHIP

The Paul Mitchell Schools High School Scholarship is offered to students chosen by the school's Scholarship Committee.

- Students must be scheduled to graduate from an eligible high school in the 2025 school year.
- Students must receive his or her high school diploma prior to the chosen enrollment date.
- Students must submit a sealed, official high school transcript via physical envelope or a digital credential service (e.g., Parchment) showing a minimum GPA of 3.25.
- Students must submit two (2) letters of recommendation from an employer, supervisor, teacher, or other individual who can speak about their community involvement.
- Students must submit a written or video of 500 words or fewer—or five (5) minutes or fewer for video essay submissions.
- Students are eligible for a one-time maximum award of $500.
- A scholarship credit will be applied to the Future Professional's account at the conclusion of each payment period in the program they are enrolled in. The credit amount in each payment period will be calculated by dividing the total scholarship by the number of payment periods in the program.
- To remain eligible, students must maintain Satisfactory Academic Progress at the end of each applicable payment period.

MILITARY MEMBER SURVIVING DEPENDENTS SCHOLARSHIP

This scholarship is for the surviving dependents of a military member killed in the line of duty after 9/11/2001. Students will need to contact the local State Department of Veterans and Military Affairs to receive proper documentation.

- Students are eligible for a one-time maximum award of $500.
- Students will be eligible to receive the non cash award in two scholarship credits of $250 at the end of each applicable payment period.
- Students must maintain Satisfactory Academic Progress at the end of each applicable payment period to remain eligible.

SATISFACTORY ACADEMIC PROGRESS POLICY

SATISFACTORY ACADEMIC PROGRESS POLICY

The Satisfactory Academic Progress Policy applies to all students regardless of whether or not they are eligible and/or apply for Title IV funding programs. Every student enrolled in a program approved by NACCAS must meet formal standards that measure their satisfactory progress toward graduation. The Satisfactory Academic Progress Policy is provided to all students prior to enrollment. The policy is consistently applied to all students, regardless if they are part time, full time or the program enrolled in.SAP evaluations are maintained in the student file. The school will develop an academic and/or attendance plan to address the specific needs of those students who fail to meet the academic and/or attendance requirements at specific SAP evaluation points. A leave of absence will extend the student's contract period and maximum time frame by the same number of days taken in the leave of absence.

In order to comply with USDE requirements the terminology financial aid warning or financial aid probation will be used for Title IV, non-Title IV, and other federal funding students.

QUANTITATIVE AND QUALITATIVE FACTORS

Factors for measuring the student's progress toward satisfactory completion of the program include maintaining:

1. A minimum cumulative theory grade level of 75%.
2. A minimum cumulative academic level of 75% on practical worksheet completion*
3. To determine whether a student meets the academic requirements for Satisfactory Academic Progress, theory and practical grades are averaged together to give a minimum cumulative academic grade of 75%.
4. A minimum cumulative attendance level of 80% of scheduled hours**

**To meet the state practical requirements for graduation, students must eventually complete monthly practical worksheets 100%. See LEARNING PARTICIPATION GUIDELINES.*

***To determine your rate of attendance, divide the cumulative number of hours completed by the scheduled hours to date.*

A student who has not achieved the minimum cumulative GPA of 75% and/or who has not successfully completed at least a cumulative rate of attendance of 80% is not eligible for Title IV assistance, if applicable, unless the student is on warning or has prevailed upon appeal of the determination that resulted in a status of Financial Aid Probation.

MAXIMUM TIME FRAME

Course	Length	Maximum Time Frame
Cosmetology - 35 hours	29 Weeks	36 Weeks
Cosmetology - 27 hours	37 Weeks	47 Weeks
Cosmetology - 20 hours	50 Weeks	63 Weeks
Basic Cosmetology	43 Weeks	54 Weeks
Basic Barber - 20 hours	38 Weeks	47 Weeks
Master Barber- 20 hours	13 Weeks	15 Weeks
Dual Barber/Master Barber - 20 hours	50 Weeks	60 Weeks
Barber - 20 hours	41 Weeks	36 Weeks

The maximum time frame allowed for transfer students who need less than full course requirements or part-time students will be determined based on 80% of the scheduled contracted hours. If any student enrolled fails to complete the program within the maximum time frame they will lose their eligibility for Title IV programs, if applicable, but they will be able to complete the program on a cash pay basis. VA students will lose their eligibility for VA funds. Whether a

student pays out of pocket or receives Title IV Financial aid all hours attempted and completes are considered part of the Satisfactory Academic Progress calculation. For students with a disability that appeal, the student's disability will be considered as a factor towards maintaining Satisfactory Academic Progress.

NONCREDIT, REMEDIAL COURSE, AND REPETITIONS

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

LEAVE OF ABSENCE POLICY, INTERRUPTIONS, COURSE INCOMPLETES, AND WITHDRAWALS

A Leave of Absence (LOA) is a temporary interruption in a Future Professional's program of study. LOA refers to the specific time during an ongoing program, when a Future Professional is not in academic attendance.

A Leave of Absence (LOA) may be granted in documented cases of emergency, documented medical reasons, or documented extenuating personal circumstances. Leaves of Absence will be granted in the case of maternity/paternity, a letter from their doctor would be required. If a Future professional is called into Active Duty for the Military, the school will grant a leave of absence, back up documentation would be required. Students will be granted a Leave of Absence for the death of an immediate family member. Immediate family is limited to the spouse, parents, stepparents, foster parents, father-in-law, mother-in-law, children, stepchildren, foster children, sons-in-law, daughters-in-law, grandparents, grandchildren, brothers, sisters, brothers-in-law, sisters-in-law, aunts, uncles, nieces, and/or nephews.

Future Professionals may not arbitrarily decide to "take" a leave of absence.

Future Professionals must request an LOA in writing, either via email or paper format, stating the reason for the leave, provide applicable back up documentation and receive approval from the Future Professional Success Coach and Financial Aid prior to taking the Leave. The Future Professional will be notified, in writing, by the Future Professional Success Coach using the Leave of Absence Acknowledgment form of the decision. The Leave of absence, if approved, will be effective the day the Future Professional Success Coach approved the request. Any absences that occur during the time it takes to approve the request, must be made up and will not be excused, unless they fall under our Excused Absence policy in the catalog.

The following criteria must be met in order to take a leave of absence:

1. The Future Professional submitted a written request, with the reason for the leave of absence and applicable back up documentation.(Unless unforeseen circumstances prevent the Future Professional from doing so.)
2. The leave of absence was reviewed/approved by the school's Future Professional Success Coach and Financial Aid Department.(Please see the Coaching and Corrective Action Policy and the Corrective Action Steps policy located in the catalog for additional information.)
3. The leave of absence must be a minimum of 14 calendar days and must not exceed a total of 180 calendar days in a 12-month period.
4. Service members called up to active duty, regardless of the period of absence as long as it does not last longer than 3 years, may be granted a LOA past the 180 calendar days.

In special circumstances, the school may grant a leave of absence to a Future Professional, such as (but not limited to) a car accident or other medical emergency that would prevent the Future Professional from requesting a leave of absence in advance. In these cases, the school will document the reason for granting a leave of absence from the documented date of the incident, after the incident has occurred.

If enrollment is temporarily interrupted for an LOA, the student will return to school in the same progress status as prior to the LOA. The hours elapsed during an LOA will not be included in the student's cumulative attendance percentage calculation. Students may be granted one LOA in a twelve-month period.However, in the case of unforeseen circumstances and at the school's discretion, the student may be granted a subsequent LOA. The total

time for the LOA must be a minimum of 14 calendar days and may not exceed 180 calendar days in a twelve-month period. An approved LOA will extend the student's contract period by the same number of days taken in the leave and will result in no additional charges to the student.

For Title IV aid recipients, the Future Professional's payment period is suspended during the LOA and no Title IV aid will be disbursed for a Future Professional while on leave. Upon the Future Professional's return, the Future professional will resume the same payment period and coursework and will not be eligible for additional Title IV aid until the payment period has been completed.

During an approved Leave of Absence (LOA), should the Future Professional find themselves unable to return on the original approved return date, the Future Professional is responsible for reaching out to their Future Professional Success Coach prior to their scheduled return date. If the Future Professional needs to request additional time, they must follow the LOA process and request an additional LOA, in advance.The subsequent request must be approved.

A contract addendum will be completed upon return from the LOA to extend the contract end date by the applicable number of days. If a Future Professional does not return to their program of study at the end of the scheduled LOA, the Future Professional will be withdrawn from the program. Title IV loan recipients who do not return from LOA and are withdrawn from their program of study, will enter their loan grace period as of their last date of attendance. Future professionals who withdraw prior to completing the course of study and who wish to re-enter within 180 days will re-enter at the same progress status as applicable at the time of withdrawal.

EVALUATION PROCEDURES AND REQUIRED LEVEL OF ACHIEVEMENT

The following programs receive Satisfactory Progress Evaluations in both attendance and academics.

Cosmetology 1000 clock hours

Basic Cosmetology 1500 clock hours

Basic Barber 750 clock hours

Master Barber 250 clock hours

Dual Barber/Master Barber 1000 clock hours

Barber 1100 clock hours

The Satisfactory Progress Evaluation will occur when students reach the following actual hours and academic weeks:

Program	Actual Hours Check Point	Actual Hours Check Point
Cosmetology	450	900
Basic Cosmetology	450	900
Basic Barber	375	N/A
Master Barber	125	N/A
Dual Barber/Master Barber	450	900
Barber	450	900

The first evaluation will occur no later than the midpoint of the academic year. The SAP evaluations are completed within seven (7) school business days of the student reaching the evaluation points.

At the end of each evaluation period, the school will determine if the student has maintained at least 80% cumulative attendance since the beginning of the course which indicates that, given the same attendance rate, the student will graduate within the maximum 125% time frame allowed.

The student's attendance will be evaluated at Institutional Attendance checkpoints at the completion of each calendar month. A student who is not maintaining at least a cumulative of 80% attendance will be placed on Institutional

Attendance Warning status until the next Institutional Attendance checkpoint. The student will be advised in writing on the actions required to attain Institutional Attendance by the next evaluation. Students are allowed to make up hours to meet attendance. Refer to the Make Up Hour Policy. If at the end of the Institutional Attendance warning period, the student has still not met attendance requirements, he/she may be dropped from the program with the right to appeal.

The following grading system is used to evaluate a student's academic ability:

1. Examinations are given in all subjects.
2. If a student receives an UnSatisfactory Academic Progress Evaluation, the Future Professional Advisor will meet in person with the student, the evaluation will be reviewed and signed by the student acknowledging their unsatisfactory status. The evaluation is maintained in the student's financial file. The Satisfactory Academic Progress Evaluation will reflect if the student's evaluation will impact the students eligibility for Financial Aid. The student may request to review their Satisfactory Academic Progress Evaluation from the Financial Services Leader or Future Professional Advisor.

The following grading scale is used for theory progress:

A = 90 – 100% B = 80 – 89% C = 75– 79% Failing = Below 75%

Practical skills are graded by instructor approval in Edular or guest ticket. A signature from an instructor represents a passing grade, which means all elements of the practical grading criteria were met. No signature indicates a failing score, which means one or more of the practical grading criteria elements were not met and the student has not met minimum satisfactory standards on the practical application. Students are required to continue and/or repeat the practical application until they receive a signature from an instructor.

An academic year consists of 900 clock hours over a period of not less than 26 weeks for all of its programs.

TRANSFER HOURS

Transfer hours accepted by the school are applied to the total number of hours necessary to complete the program and are considered both attempted and completed hours for the purpose of determining when the allowable maximum time frame has been exhausted. Satisfactory Academic Progress evaluation periods are based on actual contracted hours at the institution. For transfer students attending less than a full academic year, an evaluation will be done at the midpoint of the actual hours.

DETERMINATION OF PROGRESS STATUS

Students meeting the minimum requirements for academics and attendance at the evaluation point are considered to be making satisfactory progress until the next scheduled evaluation.

WARNING

Students failing to meet minimum requirements for attendance and/or academic progress will be placed on Financial Aid Warning and will be considered to be making satisfactory academic progress during the warning period until the next evaluation period. The student will be advised in writing on the actions required to attain satisfactory academic progress by the next evaluation. During the Financial Aid Warning period, students are eligible, if applicable, to receive financial aid funds. If a student does not meet the minimum requirements after a financial aid warning period, they are placed on financial aid suspension and not eligible for Title IV Aid, if the student appeals and then it is approved, the student is then placed on financial aid probation, if applicable.

RE-ESTABLISHMENT OF SATISFACTORY ACADEMIC PROGRESS

FOR THOSE WHO QUALIFY

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

PROBATION

Students who fail to meet the minimum requirements for attendance and academic progress after the Warning period, the student will be placed on probation and considered to be making satisfactory academic progress while during the probationary period, if the student appeals the decision, and prevails upon appeal.

Additionally, only students who have the ability to meet satisfactory academic progress policy standards by the end of the evaluation period may be placed on probation. Students placed on an academic plan must be able to meet requirements set forth in the academic plan by the end of the next evaluation period or the institution develops an academic plan for the student that, if followed, will ensure that the student is able to meet the institution's satisfactory academic progress requirements by a specific point within the maximum timeframe established for the individual student. 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 set forth by the academic plan, the student will be determined as NOT making satisfactory academic progress, and if applicable, the student will not be deemed eligible to receive Title IV funds.

APPEAL PROCEDURE

A student may appeal the Financial Aid ineligible decision if the student has a reason for not making satisfactory progress and if the student can document that the circumstances that caused the unsatisfactory academic progress determination have in some way changed and that satisfactory academic progress standard can be met by the end of the next evaluation period. A student has ten (10) school days from the date of notification that they are not meeting the second consecutive satisfactory progress determination to appeal the unsatisfactory academic progress determination. The student must submit a written appeal to the school's financial aid office on the designated schools Appeal Form describing why they failed to meet satisfactory academic progress standards, along with supporting documentation of the reasons why the determination should be reversed. This information should include what has changed about the student's situation that will allow them to achieve satisfactory academic progress by the next evaluation point.

The reasons for which a student may appeal a negative progress determination include death of a relative, an injury or illness of the student, a student's disability, or any other allowable special or mitigating circumstances.

The Appeal documents will be reviewed and a decision will be made and reported to the student within 30 calendar days. The appeal and decision documents will be retained in the student's file. If the student prevails upon appeal, the satisfactory academic progress determination will be reversed and federal financial aid will be reinstated, if applicable.

If the appeal is granted the student will be placed on Financial Aid Probation for one evaluation period. If the student has not met academic and/or attendance requirements for two (2) consecutive evaluation periods, for example 450 to 900 actual hours evaluations; and does not prevail on appeal, the student will be determined as not making satisfactory progress and may be terminated.

STUDENT CONSUMER INFORMATION

STUDENT RIGHT OF ACCESS AND RECORD RETENTION POLICY

The Family Educational Rights and Privacy Act (FERPA) sets a limit on the disclosure of personally identifiable information from school records and defines the rights of students to review and request changes to the records. FERPA generally gives postsecondary students the rights to:

1. Review their education records,
2. Seek to amend inaccurate information in their records, and
3. Provide consent for the disclosure of their records.

Students (or parents or guardians, if the student is a dependent minor) are guaranteed access to their school records, with a staff member present, within 30 days from the date of the request.

GENERAL RELEASE OF INFORMATION

Except under the special conditions described in this policy, a student must provide written consent before the school may disclose personally identifiable information from the student's education records. The written consent must:

1. State the purpose of the disclosure,
2. Specify the records that may be disclosed,
3. Identify the party or class of parties to whom the disclosure may be made, and
4. Be signed and dated.

FERPA DISCLOSURES TO PARENTS

While the rights under FERPA have transferred from a student's parents to the student when the student attends a postsecondary institution, FERPA does permit a school to disclose a student's education records to his or her parents if the student is a dependent student under IRS rules.

Note that the IRS definition of a dependent is quite different from that of a dependent student for Financial Student Aid (FSA) purposes. For IRS purposes, students are dependent if they are listed as dependents on their parent's income tax returns. (If the student is a dependent as defined by the IRS, disclosure may be made to either parent, regardless of which parent claims the student as a dependent.)

A school may disclose information from a student's education records to parents in the case of a health or safety emergency that involves the student, without needing the student's consent.

A school may let parents of students under age 21 know when the student has violated any law or policy concerning the use or possession of alcohol or a controlled substance.

A school official may share with parents information that is based on that official's personal knowledge or observation and that is not based on information contained in an education record.

RELEASE OF INFORMATION TO REGULATORY AGENCIES

Disclosures may be made to authorized representatives of the U.S.Department of Education for audit, evaluation, and enforcement purposes. "Authorized representatives" include employees of the Department, such as employees of the Office of Federal Student Aid, the Office of Postsecondary Education, the Office for Civil Rights, and the National Center for Education Statistics, as well as firms under contract to the Department to perform certain administrative functions or studies.

In addition, disclosure may be made if it is in connection with financial aid that the student has received or applied for. Such a disclosure may only be made if the student's information is needed to determine the amount of the aid, the conditions for the aid, or the student's eligibility for the aid, or to enforce the terms or conditions of the aid.

Paul Mitchell The School Roanoke provides and permits access to student and other school records as required for any accreditation process initiated by the school or by the Council on Occupational Education (COE), or in response to a directive of said Commission.

DISCLOSURES IN RESPONSE TO SUBPOENAS OR COURT ORDERS

FERPA permits schools to disclose education records, without the student's consent, to comply with a lawfully issued subpoena or court order.

In most cases, the school must make a reasonable effort to notify the student who is the subject of the subpoena or court order before complying, so the student may seek protective action. However, the school does not have to notify the student if the court or issuing agency has prohibited such disclosure.

The school may also disclose information from education records, without the consent or knowledge of the student, to representatives of the U.S.Department of Justice in response to an ex parte order issued in connection with the investigation of crimes of terrorism.

DISCLOSURES FOR OTHER REASONS

There are two FERPA provisions concerning the release of records relating to a crime of violence. One concerns the release to the victim of any outcome involving an alleged crime of violence (34 CFR 34 CFR 99.31[a][13]). A separate provision permits a school to disclose to anyone the final results of any disciplinary hearing against an alleged perpetrator of a crime of violence where that student was found in violation of the school's rules or policies with respect to such crime or offense (34 CFR 99.31[a][14]).

DIRECTORY INFORMATION

Paul Mitchell The School Roanoke does not publish "directory information" on any student.

RECORD MAINTENANCE

All requests for releases of information are maintained in the student's file as long as the educational records themselves are kept. Student records are maintained for a minimum of six (6) years for withdrawal students; transcripts of graduates are kept indefinitely.

AMENDMENT TO STUDENT RECORDS

Students have the right to seek an amendment to their school records. To seek an amendment, students must meet with the school director and bring any supporting documentation to show that the record is incorrect.

A parent or eligible student may file a written complaint with the Family Policy Compliance Office regarding an alleged violation under the Family Educational Rights and Privacy Act. The Office's address is: Family Policy Compliance Office, U.S.Department of Education, 400 Maryland Avenue, SW., Washington, DC 20202.

VETERAN OR ELIGIBLE PERSON

The school maintains a written record of the previous education and training of the veteran or eligible person and clearly indicates that appropriate credit has been given for previous education and training, with the training period shortened proportionately, and the veteran or eligible person and the Department of Veterans Affairs so notified.

PERFORMANCE STATISTICS/JOB OUTLOOK

Paul Mitchell The School Roanoke is accredited by the Council on Occupational Education (COE) and recognized by the U.S. Department of Education. Each agency requires schools to provide important information regarding outcome rates in the areas of completion, placement, and licensure; however, each agency requires that we provide outcome rates differently. COE requires schools to list the outcome rates for each program. The U.S. Department of Education

requires outcome rates be provided based upon the school location. Outcome rates have also been provided for the individual school you are interested in attending. If you have any questions regarding our outcome rates, please see our admissions team for assistance.

Paul Mitchell The School Roanoke Performance Statistics for the Calendar Year 2024:

Institution:

Completion	Placement	Licensure
60%	77%	100%

Basic Cosmetology: (teach out)

Completion	Placement	Licensure
60%	77%	100%

Cosmetology 1000 hour:

Completion	Placement	Licensure
N/A	N/A	N/A

Barber 1100 hour:

Completion	Placement	Licensure
N/A	N/A	N/A

Opportunities will be better for those licensed to provide a broad range of services. Additional information is available at www.council.org.

COE's 2024 Annual Report is derived from a single cohort of students – those scheduled to graduate from 7/1/2023 to 6/30/2024.

Council on Occupational Education (COE)
7840 Roswell Road
Building 300, Suite 325
Atlanta, GA 30350
(770) 396-3898
www.council.org

COUNCIL ON OCCUPATIONAL EDUCATION

STUDENTS RIGHT-TO-KNOW - COMBINED DEPARTMENT OF EDUCATION (IPEDS)

2021-22 Graduation
59%

Paul Mitchell The School Roanoke must prepare the completion and graduation rate of its certificate- or degree-seeking, first-time, full-time undergraduate students each year. The rates will track the outcomes for students for whom 150% of the normal time for completion or graduation has elapsed. Normal time is the amount of time necessary for a student to complete all requirements for a degree or certificate according to the institution's catalog. These rates are generated from the school student record management system.

REGULATORY AND ACCREDITATION AGENCIES

Paul Mitchell the School Roanoke is a licensed school. The following institutions license and regulate our institution:

Virginia Department of Professional and Occupational Regulations (DPOR)
9960 Mayland Drive
Peirmeter Center, Suite 400
Richmond, VA 23233
(804) 367-8509

State of Council of Higher Education For Virginia (SCHEV)
Private and Out-of-State Postsecondary Education
James Monroe Building
101 N.14th Street, 9th Floor
Richmond, VA 23219
Phone: (804) 225-2600
Fax: (804) 225-2604

*The school is certified to operate by State of Council of Higher Education Private and Out-of-State Postsecondary Education (SCHEV).

Council on Occupational Education (COE)
7840 Roswell Road
Building 300, Suite 325
Atlanta, GA 30350
(770) 396-3898
www.council.org

The school is accredited by Council on Occupational Education (COE).Council on Occupational Education (COE) is recognized by the United States Department of Education as a national accrediting agency for postsecondary school.

If you are interested in reviewing or receiving a copy of the school's state license/approval or a copy of the school's letter of accreditation, please contact the school director.

The Campus Crime Report is provided to the each student prior to enrollment. The Campus Crime Statistics are updated annually (October). If you are interested in reviewing or receiving a copy of the school's Campus Crime Report, please see the school director and/or the Financial Aid Office, or a copy may be reviewed on the school website.

SCHOOL STANDARDS & POLICIES

DISABILITY ACCOMMODATION & GRIEVANCE POLICY

STATEMENT OF NON-DISCRIMINATION AND ACCOMMODATION

Paul Mitchell The School does not discriminate on the basis of disability.Individuals with disabilities are entitled to a reasonable accommodation to ensure that they have full and equal access to the School's educational resources, consistent with Section 504 of the Rehabilitation Act of 1973 (29 U.S.C.§ 794) ("Section 504") and the Americans with Disabilities Act (42 U.S.C.§ 12182) (ADA), their related statutes and regulations, and corresponding state and local laws.

Section 504 prohibits discrimination on the basis of disability in any program or activity receiving federal financial assistance. The ADA prohibits a place of public accommodation from discriminating on the basis of disability. The applicable law and regulations may be examined in the office of the ADA Compliance Coordinator, or his/her trained designee who has been designated to coordinate the efforts of the school to comply with Section 504 and ADA.

ADA Compliance Coordinators
Michael Wolfe
658 Brandon Ave. SW, Ste. 210,
Roanoke, VA 24015
(540) 343-0153
ada@pmtsroanoke.com

TRAINING AND MEDIATION RESPONSIBILITIES OF THE ADA COMPLIANCE COORDINATOR

The ADA Compliance Coordinator at each campus will deliver disability training sessions for all campus staff members at least once a year. In these training sessions the Coordinator will explain the basic requirements of Section 504 and the ADA as they apply to The School. The Coordinator will address: the School's responsibility to provide accommodations to students with disabilities; how to implement accommodations that the Coordinator has approved for students; how to support students with disabilities in the School's programs; and that students with disabilities cannot be penalized for using approved accommodations.The Coordinator will keep a record of each training session.

The Coordinator may also provide trainings for students who wish to learn about the School's process for providing accommodations or about the School's grievance procedures. To help ensure that future campus staff members and students are aware of the School's policy, the Coordinator will make sure that the Accommodations Procedures and the Grievance Procedures are posted at the campus.

The Coordinator will assist students with disabilities who have concerns about implementation of their accommodations or their treatment by the School staff members or other students. At the request of a student, the Coordinator will informally mediate or attempt to resolve issues related to the student's disability. If this informal process does not resolve the student's concerns, the student may file a grievance as described below.

REQUESTS FOR ACCOMMODATION

Individuals with disabilities wishing to request an accommodation must contact the ADA Compliance Coordinator at their campus. A disclosure of a disability or a request for accommodation made to any staff, faculty, or personnel other than the ADA Compliance Coordinator will not be treated as a request for an accommodation. However, if a student discloses a disability to such an individual, he or she is required to direct the student to the ADA Compliance Coordinator. Upon request, the ADA Compliance Coordinator (or his/her trained designee) will provide a student or applicant with a Request for Accommodations Form, which is also available on the School's website under the Helpful Links tab. To help ensure timely consideration and implementation, individuals making a request for an accommodation are asked to contact the ADA Compliance Coordinator and/or submit a Request for Accommodations form at least two weeks prior to when the accommodation is needed.

Individuals requesting reasonable accommodation may be asked to provide medical documentation substantiating his/her physical and/or mental impairment(s) and/or the need for the requested accommodation(s), including but not limited to when the limitation or impairment is not readily apparent and/or a requested accommodation does not clearly relate to the impairment(s). Such documentation should specify that a student has a physical or mental impairment and how that impairment substantially limits one or more major life activities.In general, the supporting documentation must be dated less than three years from the date a student requests a reasonable accommodation, and must be completed by a qualified professional in the area of the student's disability, as enumerated below:

Disability	**Qualified Professional**
Physical disability	MD, DO
Visual impairment	MD, opthamologist, optometrist
Mobility, orthopedic impairment	MD, DO
Hearing impairment	MD, Audiologist (Au.D) *audiology exam should not be more than a year old
Speech and language impairment	Licensed speech professional
Learning disability	PhD Psychologist, college learning disability specialist, other approproate professional
Aquired brain impairment	MD neurologist, neuropsychologist
Psychological disability	Psychiatrist, PhD Psychologist, LMFT or LCSW
ADD/ADHD	Psychiatrist, PhD Psychologist, LMFT or LCSW
Other disabilities	MD who practices or specilaizes within the field of the disability.

Documentation used to evaluate the need and reasonableness of potential accommodations may include a licensed professional's current medical diagnosis and date of diagnosis, evaluation of how the student's disability affects one or more of the major life activities and recommendations, psychological and/or emotion diagnostic tests, functional effects or limitations of the disability, and/or medications and recommendations to ameliorate the effects or limitations. Documentation may be the student's existing medical records, or reports created by the student's medical provider, the state department of rehabilitation, the U.S.Department of Veteran's Affairs, or an appropriate professional who conducts an assessment of the student (see chart above). Supporting medical documentation is not necessary for an obvious disability (for example a student in a wheel chair or a missing limb). The School may request additional documentation or testing as needed.

The documentation of disability is kept at all times in a locked, private file at the School, separate from the student's educational record.The ADA Compliance Coordinator will determine what information needs to be shared with School staff and Learning Leaders, on an "as needed basis," in order to facilitate academic accommodations or other services.

After the ADA Compliance Coordinator receives the Request Form and the required documentation, he/she (or his/her trained designee) will engage the student or applicant in an interactive process to determine what accommodations may be appropriate.

INTERACTIVE PROCESS

Students who plan to request accommodations should contact the ADA Compliance Coordinator promptly, so there is time for the Coordinator to review the student's documentation and discuss accommodations with the student before the student begins the class or program for which the accommodation is being requested. When a student contacts the Coordinator, the Coordinator will keep a record of the dates and contacts with the student, including a record of the accommodations requested by the student. Students who have questions about the type of documentation they need to provide should contact the Coordinator.

The student and the ADA Compliance Coordinator will discuss how the student's impairment impacts the student, how the student expects the impairment to impact the student in the School's program, and the accommodations being

requested by the student from the School. The Coordinator and the student should discuss accommodations needed during all phases of the program (Core, Adaptive and Creative), and for classroom instruction, skills-based instruction and skills practice.

The documentation (or observation) must show the nature of the student's disability and how it limits a major life activity. The accommodations requested by the student should be related to these limitations.There are no pre-set accommodations for specific disabilities. Instead, the Coordinator and the student must discuss and determine what the student's limitations are, and how they can be reasonably accommodated.

The Coordinator will list the approved accommodations in writing and provide this to the student. The Coordinator will inform the appropriate Learning Leaders and School staff of the accommodations they are responsible for providing to the student, how to provide the accommodations, and when to provide the accommodations. The Coordinator will keep a written record of these contacts about the student's accommodations. The Coordinator will verify that the accommodations are being implemented for the student through direct observation, report by the student, and/or documentation from the School staff. If the student informs the Coordinator that an accommodation is not being fully implemented, the Coordinator will immediately intervene with relevant staff members to ensure the accommodation is provided to the student.

ADDITIONAL FACTORS

The School does not provide accommodations that would result in a fundamental alteration of the School's program or would cause an undue financial burden. However, the Coordinator will continue the interactive process with the student to determine if an alternative accommodation is available.

If the student or applicant is denied any requested accommodation, he/she may file a grievance using the Grievance Process below or he/she may file a complaint with the U.S.Department of Education's Office for Civil Rights or a similar state entity. The School will make appropriate arrangements to ensure that a person with a disability is provided other accommodations, if needed, to participate in this grievance process. The ADA Compliance Coordinator will be responsible for such arrangements.

GRIEVANCE POLICY RELATING TO COMPLAINTS OF DISABILITY DISCRIMINATION

The School has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 504 and/or the ADA. Any person who believes she/he has been subjected to discrimination on the basis of disability, including disagreements regarding requested accommodations, may file a grievance with:

ADA Compliance Coordinators
Lisa Agnes
658 Brandon Ave. SW, Ste. 210,
Roanoke, VA 24015
(540) 343-0153
ada@pmtsroanoke.com

Grievances must be in writing, contain the name and address of the person filing it, state the problem or action alleged to be discriminatory (including dates and individuals involved), and the remedy or relief sought. The student should explain why he/she believes the acts were taken based on disability. The student should describe or provide copies of any relevant documents or emails, if available.

The School will investigate each complaint filed, and will not retaliate against anyone who files a grievance or cooperates in the investigation of a grievance. All reasonable efforts will be made to provide a written determination to the student or applicant within 30 days after its filing. If a written determination cannot be made within 30 days of the complaint's filing, the student will be advised and provided an update as to the status of the investigation. The student may also inquire as to the status of the investigation at reasonable intervals. The student will be provided with

a written decision stating the determination and any remedial action (if applicable). Based on the results of the investigation, the School will take all appropriate actions to prevent any recurrence of discrimination and/or to correct any discriminatory effects.

If the student disagrees with the decision made by the ADA Grievance Coordinator, or disagrees with the remedial action specified, the student may appeal the decision to the School Executive Team. The appeal must be in writing and sent to Chandra Couch; Assistant Executive Director of Financial Aid and Compliance; 18402 US Highway 281 N, Suite 124, San Antonio, TX 78259; (210) 523-8333; Chandra@pmtssanantonio.com. The appeal must state the specific reasons that the student disagrees with the decision. Appeals must be filed no later than 30 days after the student receives the written decision from the ADA Grievance Coordinator. The Owner will issue a written decision to the student within 14 days after receiving the student's appeal. The Owner will determine whether the decision should be revised or remain the same.If the Owner determines that the decision should be revised, the Owner will ensure that any necessary changes in the remedies are implemented.

U.S. DEPARTMENT OF EDUCATION

The availability of the School's grievance procedure does not prevent a person from filing a complaint of discrimination on the basis of disability with the U.S.Department of Education's Office for Civil Rights and/or a similar state agency.

Students or School staff who have questions or concerns about disability issues may contact the Office for Civil Rights (OCR), U.S.Department of Education.OCR enforces Section 504 and the ADA as applied to post-secondary educational institutions.

The OCR National Headquarters is located at:

U.S.Department of Education, Office for Civil Rights

Lyndon Baines Johnson Department of Education Bldg.

400 Maryland Avenue, SW

Washington, DC 20202-1100

Telephone: (800) 421-3481

FAX: (202) 453-6012; TDD: (877) 521-2172 Email: OCR@ed.gov

OCR has regional offices located throughout the country.To find the office for our state, you can check the OCR website at: http://wdcrobcolp01.ed.gov/CFAPPS/OCR/contactus.cfm, or call the telephone number above.

SERVICE ANIMAL POLICY

Paul Mitchell The School Roanoke does not allow animals in the school; however, an individual with a disability may request a reasonable accommodation under the Americans with Disabilities Act to bring a service animal to school when medically necessary.Procedures for requesting a reasonable accommodation are described in the ADA policy which can be found on the school's website:
https://paulmitchell.edu/roanoke.

SERVICE ANIMALS

A service animal (dog or miniature horse only) is an animal that is trained to provide a service to an individual with a disability, such as guiding individuals with impaired vision, alerting individuals to an impending seizure, or pulling a wheelchair and fetching dropped items.

Paul Mitchell The School Roanoke will evaluate all requests to bring a service animal into the workplace to determine if the accommodation is reasonable and can be provided without undue hardship. Handlers may be asked to bring the service animal to demonstrate the animal's training and ability to be in the school without disruption.

If an accommodation is granted to allow a service animal in the school, the arrangement may be permitted on a temporary or trial basis. Reasonable behavior is expected from service animals while on school property. Disruptive and aggressive service animals must be removed from the premises immediately and permission to bring the animal to the school will be revoked.

All animals need to be immunized against rabies and other diseases common to that type of animal. All vaccinations must be current, and animals must be in good health. For future professionals and/or staff members, current immunization records must be on file with the school. Service animals must wear an owner identification tag (which includes the name and phone number ofthe owner) at all times.

Animals must be on a leash, harness or other type of restraint at all times, unless the handler is unable to retain an animal on leash due to a disability.

The handler must be in full control of the animal at all times. The care and supervision of the animal is solely the responsibility of the handler. The handler is expected to clean and dispose of all animal waste appropriately.

Handler agrees to assume all liability for the service animal's behaviors. Handler agrees to comply with all laws, regulations, and ordinances regarding such service animals.Handler shall be personally liable for any damage or loss caused by the service animal's actions or reactions, including, but not limited to property damage.

SOCIAL NETWORKING POLICY

Paul Mitchell The School Roanoke respects the rights of students to use social media during their personal time. Social media includes all forms of publicly accessible communications which include, but are not limited to, written and verbal communications (including podcast and video uploads) and all forms of electronic communication including discussion groups, forums, newsgroups, e-mail distribution, blog postings, and or social networking sites (such as Facebook, Instagram, SnapChat, Twitter, You Tube, Friendster, Tik Tok, etc.). Students are personally responsible for the content they publish on social networking sites.Students are expected to treat each other with fairness and respect, consistent with the Paul Mitchell Schools culture.

Paul Mitchell Schools does not permit ethnic slurs, personal insults, obscenity, intimidation, cyber bullying, harrassment or engaging in conduct that would be unbecoming of a Paul Mitchell Future Professional and misrepresent Paul Mitchell culture. Paul Mitchell The School reserves the right to request the removal of any posts at its discretion and take necessary disciplinary action as appropriate.

ALCOHOL AND DRUG-FREE EDUCATIONAL POLICY

The School is concerned about the use of alcohol and drugs in the educational facility. This concern is based upon the effect that those substances have on a person's judgment, performance, safety, and health.

The School prohibits the possession, use, or being under the influence of alcohol or an illegal substance on School premises or at a School activity.

This prohibition includes drugs which (a) are not legally obtainable or (b) are legally obtainable but have not been legally obtained. The prohibition also includes prescribed drugs not legally obtained and prescribed drugs not being used for the prescribed purposes.

In order to enforce this policy, the School reserves the right to search all School premises, including classrooms, administrative offices, corridors, storage rooms, and parking lots. The School also reserves the right to search all employee and student property on School premises or at School activities, including but not limited to backpacks, purses, handbags, lockers, and vehicles parked on School property. The School also reserves the right to implement other measures necessary to deter abuse of this policy.Failure or refusal to cooperate may be grounds for disciplinary action, including expulsion from the School or termination for employees.

The School also will not object to law enforcement seeking to search School premises or employees and students, and employee and student property on School property or at School activities.

HARASSMENT, INTIMIDATION, BULLYING, AND DISCRIMINATION POLICY

Paul Mitchell The School Roanoke is committed to maintaining a working and learning environment that provides for fair and equitable treatment, including freedom from bullying, harassment, intimidation, and discrimination of any kind. This policy includes anyone who engages in such behavior on school property, at school activities, or an electronic act through the use of cell phones, computers, personal communication devices, or other electronic gaming devices.

Harassment, intimidation, bullying, and discrimination may take many forms, including verbal aggression and name calling; inappropriate comments; inappropriate images; physical aggression; relational aggression; graphic and written statements, which may include use of cell phones, computers, or gaming systems; any insensitive materials and other conduct that may be physically threatening, harmful, or humiliating. Harassment, intimidation, bullying, and discrimination include intent to harm, they are directed at a specific target, and typically involve repeated incidents. Harassment, intimidation, bullying, and discrimination create a hostile environment and will not be tolerated in Paul Mitchell Schools.

Such conduct or communication has the purpose or effect of substantially interfering with an individual's work or school performance and creates an intimidating, hostile, or offensive work or school environment.Harassment, intimidation, bullying, and discrimination can interfere and limit a person's ability to participate in or benefit from the education, services, activities, or opportunities offered by the Paul Mitchell School. Administration will take prompt, equitable, and remedial action (including but not limited to requiring sensitivity training, probation, suspension, expulsion, or termination) on all reports and complaints that come to the attention of school personnel, either formally or informally. Allegations of any policy violation will be investigated and handled appropriately based upon the findings, including reporting any criminal activity to the appropriate law enforcement agency.

Engaging in harassment, intimidation, bullying, or discrimination will result in appropriate discipline or other appropriate sanctions against offending students, staff, service guests, third-party vendors, or contractors. Anyone engaging in these behaviors on school property or at school activities will have their access to school property and activities restricted or revoked, as appropriate.

The school shall respect the confidentiality of the complainant and the individual(s) against whom the complaint is filed as much as possible, consistent with the school's legal obligations, state laws and policies, and the necessity to investigate the allegations and take disciplinary and/or restorative action to resolve the problem.

Retaliation is prohibited against any person who makes a complaint or who is a witness under this policy and will result in appropriate disciplinary action against the person responsible for the retaliation.Individuals who knowingly report or corroborate false allegations will be subject to appropriate disciplinary and /or restorative action. Each staff member is responsible for immediately reporting alleged harassment, intimidation, bullying, or discrimination to his/her supervisor or other appropriate school personnel. Staff members who fail to take prompt action to report allegations or violation(s) of this policy may be subject to disciplinary and/or restorative action up to and including termination.

For a list of state anti-bullying laws and policies please go to: **www.stopbullying.gov**.

For a list of federal anti-discrimination laws and policies, please go to:
https://www.ftc.gov/site-information/no-fear-act/protections-against-discrimination

COPYRIGHT INFRINGEMENT

This policy applies to those who use Paul Mitchell The School Roanoke's network or equipment to share files, including, the school's faculty, staff, students, guests, external individuals, and organizations accessing network services via the school's networking or computer facilities.

This copyright policy also includes the use of streaming services within the school network such as Netflix, Hulu, YouTube, Spotify, Pandora, or any other similar services.

Copyright is legal protection of intellectual property, in whatever medium, that is provided for by the laws of the United States to the owners of copyright.Types of works that are covered by copyright law include, but are not limited, to

literary, dramatic, musical, artistic, pictorial, graphic, film, and multi-media works. This protection extends to software, digital works, and unpublished works and it covers all forms of a work, including its digital transmission and subsequent use.

This is in accord with the Digital Millennium Copyright Act (DMCA), which provides educational institutions with some protections if individual members of the community violate the law. For the school to maintain this protection, it must expeditiously take down or otherwise block access to infringing material whenever it is brought to the attention of the organization. If the school receives an allegation of copyright infringement based on your use of the school's networking or computers, the matter will be referred to the school director for further investigation.

The following are some examples of copyright infringement that may be found in a school setting:

- Downloading, using, or sharing files of music, videos, and games without proper documented permission of the copyright owner.
- Using corporate logos without permission.
- Placing an electronic copy of a standardized test on a department's website without permission of the copyright owner.
- Enhancing a departmental website with music that is downloaded or artwork that is scanned from a book, all without attribution or proper documented permission of the copyright owners.
- Scanning, taking a picture of, or digitally posting any photograph/image and using it without the proper documented permission or attribution.
- Placing a number of full-text articles on a course webpage that is not password protected and allowing the web page to be accessible to anyone who can access the Internet.
- Downloading licensed software from non-authorized sites without the permission of the copyright or license holder.
- Making a movie file or a large segment of a movie available on a website without proper documented permission of the copyright owner.
- Torrenting or other peer to peer communication on the network.
- Streaming personal music from non-commercial platforms such as Spotify, Pandora, YouTube Music or Apple Music.
- Streaming personal TV/Movies from streaming platforms such as Netflix, Hulu, YouTube TV, Disney Plus or similar platform is a violation of Copyright Law, as the agreement made is not between the Streaming Service and the School, but the Streaming Service and the individual.
- Sharing, taking a picture of, digitally posting, downloading, or distributing the proprietary curriculum, educational systems, and supporting digital or printed assets and tools (apps and printed materials such as books or guides) created and owned by Paul Mitchell Advanced Education.

The Digital Millennium Copyright Act requires that all infringement claims must be made in writing and sent to copyright@paulmitchell.edu. For Paul Mitchell The School Roanoke to act on your notice, you must be authorized to enforce the copyrights that you allege have been infringed. When informing the School of an alleged copyright infringement, you must include the following information:

- A physical or electronic signature of the copyright owner or the person authorized to act on its behalf.
- A description of the copyrighted work claimed to have been infringed.
- A description of the infringing material and information reasonably sufficient to permit us to locate the material.
- Your contact information, including your address, telephone number, and email.
- A statement by you that you have a good faith belief that use of the material in the manner complained of is not authorized by the copyright owner, its agent, or the law; and
- A statement that the information in the notification is accurate, and, under the pains and penalties of perjury, that you are authorized to act on behalf of the copyright owner.

Please note, the School may not be able to act on your complaint promptly or at all if you do not provide this information.

Upon notification or due to detection, the School will take all necessary actions, including, but not limited to, temporary disconnection from internet access, to stop illegal sharing of copyrighted material on its network or computing devices by identified users.

Corrective actions can range from a written reprimand to termination from the School in the case of a student, or termination from employment in the case of an employee, depending on the nature and severity of the charges.

The consequences of copyright infringement also extend outside of the school.Summary of Civil and Criminal Penalties for Violation of Federal Copyright Laws Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work.In the file sharing context, downloading, or uploading substantial parts of a copyrighted work without authority constitutes an infringement.Penalties for copyright infringement include civil and criminal penalties.

In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than $750 and not more than $30,000 per work infringed. For "willful" infringement, a court may award up to $150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys' fees. For details, see Title 17, United States Code, Sections 504, 505. Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to $250,000 per offense.

For more information, please see the website of the U.S.Copyright Office at www.copyright.gov.

GRIEVANCE PROCEDURE

This Grievance Procedure will be used to process a written grievance or complaint concerning any other grievance, not covered by the above Protected Class Non-Discrimination Policy and Procedures and Anti Bullying Policies that a Future Professional feels have been left unresolved against a Future Professional, employee, or third-party. The grievance or complaint will be referred to the School Director and/or School Owner. The following grievance procedures shall be used to address a grievance filed by Future Professionals for complaints filed on their behalf against employees, other Future Professionals, or third parties. This process will be used to investigate reports under the Anti-Hazing Policy. For the Anti-Hazing Policy specifically, the School may initiate the process without a Future Professional grievance if may also be used by the School independently. A copy of the Grievance form may be obtained from the School's Director.

In order to facilitate the investigation, the complaint must include details of the incident or incidents, dates and times, names of the individuals involved, and names of any witnesses. A complaint should be filed within seven (7) days from the date of the alleged incident to allow the school to take timely and appropriate action. The complaint once received will be maintained in the Director's office, which has limited staff access. The school Director has the responsibility of investigating the complaint allegations; however, if it is in the best interest of the parties involved the school may choose to designate another individual to follow this process.

The time necessary to conduct an investigation will vary based on the complexity of the allegation(s) but will generally be completed within fourteen (14) days of receipt of the complaint. If a Grieving Party requests confidentiality, the school will take all reasonable steps to investigate and respond to the Grievance consistent with the request. If a complainant insists that his or her name or other identifiable information not be disclosed to the party alleged to have engaged in the behavior, the school will inform the Grieving Party that its ability to respond may be limited. In circumstances involving Hazing, the School may be required to take action that discloses identifiable information based on the reported information.

All complaints involving a student, employee, contract worker, vendor, customer service guest, or other person who does business with the school will be referred to the school's Grievance Coordinator. The Grievance Coordinator will begin the complaint process outlined in this policy.

INVESTIGATION OF ALLEGATIONS

The school will investigate all complaints received. The school's grievance procedures are designed to ensure that the complaint process is free from conflicts of interest.

1. During the grievance process each individual is considered innocent of the alleged conduct until a determination regarding responsibility is made at the conclusion of the grievance process. The school may remove an individual from the school on an emergency basis, provided that the school undertakes an individualized safety and risk analysis, and determines that an immediate threat to the physical health or safety of any student or other individual arising from the allegations justifies removal and provides the individual with notice and an opportunity to challenge the decision immediately following the removal. In the case of a school employee, the school may place the individual on mandatory administrative leave.
2. All provisions, rules, or practices that are a part of the school's grievance process for handling formal complaints apply equally to both parties.
3. The school will make appropriate referrals to law enforcement, if necessary. The school will also notify complainants of the right to proceed with a criminal investigation, while the school conducts its own investigation simultaneously. The school will not wait for the criminal investigation or criminal proceeding to be concluded before beginning its own investigation and acting on the evidence obtained.
4. The school will dismiss allegations of conduct that do not meet the school's written policies.
5. The school will provide equal opportunity for the parties involved to present facts, documentation, and witnesses. Any witnesses listed will be interviewed by the school Grievance Coordinator.
6. The school may, in their discretion, dismiss a complaint or allegations therein if the complainant informs the Grievance Coordinator in writing that the complainant desires to withdraw the formal complaint or allegations therein, if the individual is no longer enrolled or employed by the school, or if specific circumstances prevent the school from gathering sufficient evidence to reach a determination. If the complaint is dismissed, the school will give the parties written notice of a dismissal of the complaint and the reasons why.
7. The school may, in their discretion, consolidate complaints where the allegations arise out of the same facts or circumstances, whether it is complaints against multiple individuals.
8. Upon conclusion of the investigation into the allegations, the Grievance Coordinator will provide a written determination to all parties, as to the final decision and any actions taken.

Students should follow the above process; however, the student may, at any time, file a complaint with the State Council of Higher Education for Virginia, the school's accrediting agency, or the U.S. Department of Education. The Student should submit written complaint to:

State Council of Higher Education for Virginia (SCHEV)
Private and Out-of-State Postsecondary Education (POPE)
James Monroe Building
101 N.14th Street, 9th Floor
Richmond, VA 23219
Phone: (804) 225-2600
Fax: (804) 225-2604

To file a complaint with the school's accrediting agency, the Council on Occupational Education, please follow the directions below:

COUNCIL ON OCCUPATIONAL EDUCATION (COE)
http://council.org/
7840 Roswell Road, Building 300, Suite 325
Atlanta, GA 30350
(770) 396-3898

The Virginia State Approving Agency (SAA), is the approving authority of education and training programs for Virginia. Our office investigates complaints of GI BILL® beneficiaries. While most complaints should initially follow the school grievance policy, if the situation cannot be resolved at the school, the beneficiary should contact our office via email saa@dvs.virginia.gov.

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

Students will not be subject to retribution upon filing a complaint.

NONDISCRIMINATION

Paul Mitchell The School Roanoke, in its admission, instruction, and graduation policies and practices, does not allow or tolerate harassment or discrimination based on race, religion, creed, color, national origin, ethnic origin, ancestry, sex (including pregnancy, childbirth, or related medical conditions), military or veteran status, physical or mental disability, medical condition, marital status, age, sexual orientation, gender, gender identity or expression, genetic information, or any other basis protected by the federal, state, or local law. The school does not condone discrimination of any kind, bullying, harassment, or hazing of any sort. If any student or team member experiences or witnesses anyone being bullied, harassed, or hazed, in any way, he or she is required to report the matter to the school's director, Mollie Castaneda, in person or by calling 540-343-0153, or by mail at 658 Brandon Ave.SW, Ste.210, Roanoke , VA 24015 immediately so appropriate action can be taken. The school conforms with the Rehabilitation Act of 1973, and the Americans with Disabilities Act. Please refer to the schools POLICIES AND PROCEDURES FOR STUDENTS WITH DISABILITIES.

SEXUAL HARASSMENT POLICY

Paul Mitchell The School Roanoke is committed to maintaining a working and learning environment that provides for fair and equitable treatment, including freedom from sexual harassment. This policy covers anyone who engages in sexual harassment on school property or at school activities.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal and/or physical conduct of a sexual nature, when:

1. Submission to the conduct or communication is either explicitly or implicitly made a term or condition of an individual's employment, work opportunity, education, or other benefit;
2. Submission to or rejection of the conduct or communication is used as a factor for employment decisions or other school-related decisions affecting an individual; and/or
3. Such conduct or communication has the purpose or effect of substantially interfering with an individual's work or school performance or creates an intimidating, hostile, or offensive work or school environment.

Sexual harassment can occur between staff to student, student to staff, student to student, staff to staff, female to male, male to female, female to female, and male to male. Administration will take prompt, equitable, and remedial action on reports and complaints that come to the attention of school personnel, either formally or informally. Allegations of criminal misconduct will be reported to the appropriate law enforcement agency.

Sexual harassment may include but is not limited to:

1. Verbal harassment or abuse of a sexual nature
2. Subtle pressure for sexual activity
3. Inappropriate or unwelcome touching, patting, or pinching of a sexual nature
4. Intentional brushing against a student's or an employee's body
5. Demanding sexual favors accompanied by implied or overt threats concerning an individual's employment or educational status
6. Demanding sexual favors accompanied by implied or overt promises of preferential treatment with regard to an individual's employment or educational status

7. Use of sexually or gender-degrading words or comments, verbal or written (e.g., graffiti)
8. Display in the school, on school grounds, or at school-sponsored events of sexually suggestive pictures
9. Leering of a sexual nature
10. Spreading of sexual rumors

Engaging in sexual harassment will result in appropriate discipline or other appropriate sanctions against offending students, staff, or contractors. Anyone else engaging in sexual harassment on school property or at school activities will have their access to school property and activities restricted or revoked, as appropriate.

The school shall respect the confidentiality of the complainant and the individual(s) against whom the complaint is filed as much as possible, consistent with the school's legal obligations and the necessity to investigate the allegations and take disciplinary action when the conduct has occurred.

Retaliation is prohibited against any person who makes a complaint or is a witness under this policy and will result in appropriate disciplinary action against the person responsible for the retaliation. Individuals who knowingly report or corroborate false allegations will be subject to appropriate disciplinary action.

Each staff member is responsible to immediately report alleged discrimination and/or harassment to his/her supervisor or other appropriate school personnel.Staff members who fail to take prompt action to report allegations or violation(s) of this policy may be subject to disciplinary action up to and including termination.

PROTECTED CLASS NON-DISCRIMINATION POLICY AND PROCEDURES

PROTECTED CLASS NON-DISCRIMINATION POLICY AND PROCEDURES

NONDISCRIMINATION STATEMENT

Paul Mitchell The School Roanoke ("School") is committed to providing a workplace and educational environment, as well as other benefits, programs, and activities, that are free from discrimination and harassment based on a protected characteristic and retaliation for engaging in a protected activity. The School values and upholds the equal dignity of all members of its community and strives to balance the rights of the parties in the Grievance Process during what can be a difficult time for all involved.

The School, in its admission, instruction, and graduation policies and practices, does not allow or tolerate harassment or discrimination based on race, religion, creed, color, ethnic origin, national origin, ancestry, sex (including pregnancy, childbirth, or related medical conditions), military or veteran status, physical or mental disability, medical condition, marital status, age, sexual orientation, gender, gender identity or expression, genetic information, or any other basis protected by the federal, state, or local law.

To ensure compliance with federal, state, and local civil rights laws and regulations, and to affirm its commitment to promoting the goals of fairness and equity in all aspects of the education program or activity, the School has developed policies and procedures that are designed to provide a prompt, fair, and impartial process for those involved in an allegation of discrimination or harassment on the basis of a protected characteristic and for allegations of retaliation.

In furtherance of this commitment, all students and employees are required to complete mandatory sexual harassment and prevention training when they first enroll or become employed with the School and annually, each January, thereafter. In accordance with Title IX of the Education Amendments of 1972, the School prohibits discrimination on the basis of sex, including sexual harassment and sexual violence, and promptly investigates when allegations of sex discrimination are made by a member of the School's community.

APPLICABLE SCOPE

The core purpose of this policy is the prohibition of all forms of discrimination. The School's policy prohibits discrimination based on sex (including pregnancy, childbirth, and related conditions), race, religion, creed, color, national origin, ethnic origin, ancestry, military or veteran status, physical or mental disability, medical condition, marital status, age, genetic information, sexual orientation, gender identity, gender expression, or any other characteristic protected by federal, state, or local law. Sometimes, discrimination involves exclusion from or different treatment in

activities, such as admission or employment. At other times, discrimination takes the form of harassment or, in the case of sex-based discrimination, it can encompass sexual harassment, sexual assault, stalking, sexual exploitation, dating violence, or domestic violence. When an alleged policy violation is reported, the allegations are subject to resolution using the School's grievance procedures as determined by the Title IX Coordinator, and as detailed below.

When the Respondent is a member of the School community, a Formal Complaint may be filed and a Grievance Process may be available regardless of the status of the Complainant, who may or may not be a member of the School community. However, the School's specific response may be limited by certain regulations. This community includes, but is not limited to, students, employees, customers or service guests, vendors, or anyone else who does business with the School. The procedures below may be applied to incidents, to patterns, and/or to the institutional culture/climate, all of which may be addressed and investigated in accordance with this Policy.

The School recognizes that reports and/or Formal Complaints under this Policy may include multiple forms of discrimination and harassment as well as violations of other School policies; may involve various combinations of students, employees, and other members of the School community; and may require the simultaneous attention of multiple School departments. Accordingly, School employees will share information, combine efforts, and otherwise collaborate, to the maximum extent permitted by law and consistent with other applicable School policies, to provide uniform, consistent, efficient, and effective responses to alleged discrimination and harassment or retaliation.

As part of the School's commitment to providing a working and learning environment free from discrimination, this Policy will be disseminated to the School community through publications such as the School's catalog, the School's website, new employee orientation, and other appropriate methods of communication.

POLICY: EQUAL OPPORTUNITY, HARASSMENT, AND NONDISCRIMINATION

1. GLOSSARY

- ***Administrative Grievance Procedure*** means the Administrative Grievance Process set forth below in Appendix C that applies only when the Title IX Grievance Procedure does not, as determined by the Title IX Coordinator.
- ***Advisor*** means a person chosen by a party or appointed by the institution to accompany the party to meetings related to the Grievance Process to advise the party on that process and to conduct questioning for the party at the hearing, if any.
- ***Appeal Decision-Maker*** means the person who accepts or rejects a submitted appeal request determines whether an error occurred that substantially affected the investigation or original determination, and directs corrective action accordingly.
- ***Complainant*** means an individual who is alleged to be the victim of conduct that could constitute harassment or discrimination based on a protected characteristic or retaliation for engaging in a protected activity.
- ***Day*** means a business day, excluding Saturday and Sunday, when the School is in normal operation.
- ***Decision-Maker*** means the person or panel who hears evidence, determines relevance, and makes the Final Determination of whether this Policy has been violated and/or assigns sanctions.
- ***Directly Related Evidence*** is evidence connected to the complaint, but which is neither inculpatory (tending to prove a violation) nor exculpatory (tending to disprove a violation) and cannot be relied upon by the Decision-Maker. Compare to Relevant Evidence below.
- ***Education Program or Activity*** means locations, events, or circumstances where the School exercises substantial control over both the Respondent and the context in which the harassment, discrimination, and/or retaliation occurs.
- ***Final Determination*** is a conclusion by the standard of proof that the alleged conduct did or did not violate policy.
- ***Finding*** is a conclusion by the standard of proof that the conduct did or did not occur as alleged (as in a "finding of fact").
- ***Formal Complaint*** means a document submitted or signed by a Complainant or signed by the Title IX Coordinator alleging a Respondent engaged in harassment or discrimination based on a protected characteristic or retaliation for engaging in a protected activity and requesting that the School investigate the allegation(s).

- ***Formal Grievance Process*** means the "Title IX Grievance Procedure," a method of formal resolution designated by the School to address conduct that falls within the policies included below, and which complies with the requirements of the Title IX regulations (34 CFR § 106.45) and the Violence Against Women Act § 304.
- ***Future Professional*** means any individual who has accepted an offer of admission, or who is registered or enrolled in coursework, and who maintains an ongoing educational relationship with the School.
- ***Grievance Process Pool*** includes any Investigators, Hearing Decision-Makers, Appeal Decision-Makers, and Advisors who may perform any or all of these roles (though not at the same time or with respect to the same complaint).
- ***Informal Resolution*** is a complaint resolution agreed to by the Parties and approved by the Title IX Coordinator that occurs prior to a formal Final Determination being reached.
- ***Investigator*** means the person authorized by the School to gather facts about an alleged violation of this Policy assesses relevance and credibility, synthesizes the evidence, and compiles this information into an investigation report of Relevant Evidence and a file of Directly Related Evidence.
- ***Mandated Reporter*** means a School employee who is obligated by policy to share knowledge, notice, and/or reports of harassment, discrimination, and/or retaliation with the Title IX Coordinator.
- ***Notice*** means that an employee, Future Professional, or third party informs the Title IX Coordinator or other Official with Authority of the alleged occurrence of harassing, discriminatory, and/or retaliatory conduct.
- ***Official with Authority (OWA)*** means a School employee (specifically the Owner or Director) who has responsibility to implement corrective measures for harassment, discrimination, and/or retaliation on behalf of the School.
- ***Parties*** means the Complainant(s) and Respondent(s), collectively.
- Recipient means a postsecondary education program that receives federal funding.
- ***Relevant Evidence*** is evidence that tends to prove (inculpatory) or disprove (exculpatory) an issue in the complaint.
- ***Remedies*** are post-Final Determination actions directed to the Complainant and/or the community as mechanisms to address safety, prevent recurrence, and restore access to the School's education program.
- ***Respondent*** means an individual who has been reported to be the perpetrator of conduct that could constitute harassment or discrimination based on a protected characteristic, or retaliation for engaging in a protected activity under this Policy.
- ***Resolution*** means the result of an Informal Resolution or Formal Grievance Process.
- ***Sanction*** means a consequence imposed on a Respondent who is found to have violated this Policy.
- ***Sexual Harassment*** is an umbrella category including the offenses of sexual harassment, sexual assault, stalking, dating violence, and domestic violence. See Section 17.B. for greater detail.
- ***Title IX Coordinator*** is at least one official designated by the School to ensure compliance with Title IX and the School's Title IX program. References to the Coordinator throughout this policy may also encompass a designee of the Coordinator for specific tasks.
- ***Title IX Grievance Procedure*** means the Formal Grievance Process detailed below and defined above.

2. TITLE IX COORDINATOR

Lisa Agnes serves as the Title IX Coordinator and ADA/504 Coordinator and oversees implementation of the School's policy on equal opportunity, harassment, and nondiscrimination.

The Title IX Coordinator has the primary responsibility for coordinating the School's efforts related to the intake, investigation, resolution, and implementation of supportive measures to stop, remedy, and prevent discrimination, harassment, and retaliation prohibited under this Policy.

All parties will be provided with a comprehensive (electronic) brochure detailing options and resources, which the Title IX Coordinator may also review with the parties in person.

3. INDEPENDENCE AND CONFLICT OF INTEREST

The Title IX Coordinator acts with independence and authority, free from bias and conflicts of interest. The Title IX Coordinator oversees all resolutions under this Policy and these procedures. Investigators, Decision-Makers (including Appeal Decision-Makers), and Advisors are vetted and trained to ensure they are not biased for or against any party in a specific complaint, or for or against Complainants and/or Respondents, generally.

To raise any concern involving bias, conflict of interest, misconduct, or discrimination by the Title IX Coordinator, contact the School's managing owner/Director Ashley Medeiros. Concerns of bias, misconduct, discrimination, or a potential conflict of interest by any other individual involved facilitating the Grievance Process should be raised with the Title IX Coordinator.

4. ADMINISTRATIVE CONTACT INFORMATION

Complaints or notice of alleged policy violations, or inquiries about or concerns regarding this Policy and procedures, may be made internally to:

Lisa Agnes
658 Brandon Ave.SW, Ste.210
Roanoke, VA 24015
titleix@pmtsroanoke.com
540-343-0153

The School has determined that the following administrators are Officials with Authority (OWAs) to address and correct harassment, discrimination, and/or retaliation. In addition to the Title IX Coordinator, these OWAs may also accept notice or complaints on behalf of the School.

Lisa Agnes
658 Brandon Ave.SW, Ste.210
Roanoke, VA 24015
titleix@pmtsroanoke.com
540-343-0153

The School has also classified the Financial Services Leader, Admissions Leader, and Future Professional Advisor as Mandated Reporters of any knowledge they have that a member of the community is experiencing harassment, discrimination, and/or retaliation. The section below on Mandated Reporting details their duties.

Inquiries may be made externally to:

Office for Civil Rights (OCR)
US Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202-1100
Customer Service Hotline #: (800) 421-3481
Facsimile: (202) 453-6012
TDD#: (877) 521-2172
Email: OCR@ed.gov
Web: http://www.ed.gov/ocr

For complaints involving employee-on-employee conduct: Equal Employment Opportunity Commission (EEOC).

5. NOTICE/COMPLAINTS OF DISCRIMINATION, HARASSMENT, AND/OR RETALIATION

Notice or complaints of discrimination, harassment, and/or retaliation may be made using any of the following options:

1. File a report or Formal Complaint with, or give verbal notice to, the Title IX Coordinator or an Official with Authority. Such a report or Formal Complaint may be made at any time (including during non-business hours) by using the telephone number or email address, or by mail, to the office listed for the Title IX Coordinator or any other official listed.

2. Report online, using the reporting form posted at paulmitchell.edu/phoenix/title-ix/policy. Anonymous reports[1] are accepted but can give rise to a need to investigate to determine whether the parties can be identified. If not, no further formal action is taken, though measures intended to protect the community may be enacted. The School tries to provide supportive measures to all Complainants, which may be impossible with an anonymous report that does not identify the Complainant.

Because reporting carries no obligation to initiate a formal response, and because the School respects Complainant requests to dismiss complaints unless there is a compelling threat to health and/or safety, the Complainant is largely in control and should not fear a loss of confidentiality by making a report that allows the School to discuss and/or provide supportive measures.

As used in this Policy, the term "Formal Complaint" means a document or electronic submission (such as by electronic mail or through an online portal provided by the School for this purpose) that contains the Complainant's physical or digital signature, or otherwise indicates that the Complainant is the person filing the complaint, and requests that the School investigate the allegations. If notice is submitted in a form that does not meet this standard, the Title IX Coordinator will contact the Complainant to ensure that it is filed correctly.

6. SUPPORTIVE MEASURES

The School will offer and implement appropriate and reasonable supportive measures to the parties upon notice of alleged harassment, discrimination, and/or retaliation. Supportive measures are non-disciplinary, non-punitive individualized services offered as appropriate and reasonably available. They are offered, without fee or charge to the parties, to restore or preserve access to the School's education program or activity, including measures designed to protect the safety of all parties and/or the School's educational environment and/or to deter harassment, discrimination, and/or retaliation.

The Title IX Coordinator promptly makes supportive measures available to the parties upon receiving notice or a complaint. At the time that supportive measures are offered, the School will inform the Complainant, in writing, that they may file a Formal Complaint with the School either at that time or in the future, if they have not done so already. The Title IX Coordinator works with the Complainant to ensure that their wishes are considered with respect to any planned and implemented supportive measures.

The School will maintain the confidentiality of the supportive measures, provided that confidentiality does not impair the School's ability to provide those supportive measures. The School will act to ensure as minimal an occupational or academic impact on the parties as possible. The School will implement measures in a way that does not unreasonably burden the other party.

These actions may include, but are not limited to:

- Referral to community-based service providers
- Visa and immigration assistance
- Future Professional financial aid counseling
- Education to the institutional community or community subgroup(s)
- Altering work arrangements for employees
- Safety planning
- Implementing contact limitations (no-contact orders) between the parties
- Academic support, extensions of deadlines, or other course/program-related adjustments
- Trespass orders
- Timely warnings
- Withdrawals or leaves of absence
- Increased security and monitoring of certain areas of the campus
- Any other actions deemed appropriate by the Title IX Coordinator

Violations of no-contact orders or other restrictions may be referred to appropriate Future Professional or employee conduct processes for enforcement or added as collateral misconduct allegations to an ongoing complaint under this Policy.

7. EMERGENCY REMOVAL

The School can act to remove a Future Professional Respondent from its education program or activities—partially or entirely—on an emergency basis when an individualized safety and risk analysis has determined that an immediate threat to the physical health or safety of any Future Professional or other individual justifies removal. This risk analysis is performed by the Title IX Coordinator in conjunction with relevant School officials.

When an emergency removal is imposed, the Future Professional will be given notice of the action and the option to request to meet with the Title IX Coordinator prior to such action/removal being imposed, or as soon as reasonably possible thereafter, to show cause why the action/removal should not be implemented or should be modified.

This meeting is not a hearing on the merits of the allegation(s), but rather it is an administrative process intended to determine solely whether the emergency removal is appropriate. When this meeting is not requested, objections to the emergency removal will be deemed waived. A Complainant and their Advisor may be permitted to participate in this meeting if the Title IX Coordinator determines it equitable to do so. There is no appeal process for emergency removal decisions.

A Respondent may be accompanied by an Advisor of their choice when meeting with the Title IX Coordinator for the show cause meeting. The Respondent will be given access to a written summary of the basis for the emergency removal prior to the meeting to allow for adequate preparation.

The Title IX Coordinator has sole discretion under this Policy to implement or modify an emergency removal and to determine the conditions and duration. Violation of an emergency removal under this policy will be grounds for discipline within the Future Professional or employee conduct processes, which may include expulsion or termination.

The School will implement the least restrictive emergency actions possible in light of the circumstances and safety concerns. As determined by the Title IX Coordinator, these actions could include, but are not limited to, temporarily reassigning an employee, restricting a Future Professional or employee's access to or use of facilities or equipment, allowing a Future Professional to withdraw without financial penalty, authorizing an employee administrative leave, and suspending a Future Professional's participation in extracurricular activities. At the discretion of the Title IX Coordinator, alternative coursework options may be pursued to ensure as minimal an academic impact on the parties as possible.

When the Respondent is an employee accused of misconduct in the course of their employment, they may be removed from campus or placed on administrative leave based on the discretion of the Title IX Coordinator.

8. PROMPTNESS

Once the School has received notice or a Formal Complaint, all allegations are promptly acted upon. Complaints typically take 60–90 business days to resolve. There are always exceptions and extenuating circumstances that can cause a resolution to take longer, but the School will avoid all undue delays within its control.

Any time the general timeframes for resolution outlined in School procedures will be delayed, the School will provide written notice to the parties of the delay, the cause for the delay, and an estimate of the anticipated additional time that will be needed as a result of the delay.

9. PRIVACY

Every effort is made by the School to preserve the privacy of reports[2]. The School will not share the identity of any individual who has made a report or Formal Complaint of harassment, discrimination, or retaliation; any Complainant; any individual who has been reported to be the perpetrator of harassment, discrimination, or retaliation; any Respondent; or any witness, except as permitted by the Family Educational Rights and Privacy Act (FERPA)[3] or its implementing regulations[4], or as required by law; or to carry out the purposes of 34 CFR Part 106, including any investigation, hearing, or grievance proceeding arising under these policies and procedures.

The School reserves the right to determine which School officials have a legitimate educational interest in being informed about incidents that fall under this Policy, pursuant to the Family Educational Rights and Privacy Act (FERPA).

Only a small group of School employees who need to know will typically be told about the complaint. Information will be shared as necessary with Investigators, Decision-Makers, witnesses, and the parties. The circle of people with this knowledge will be kept as tight as possible to preserve the parties' rights and privacy.

The School may contact parents/guardians of Future Professionals to inform them of situations in which there is a significant and articulable health and/or safety risk but will usually consult with the Future Professional first before doing so.

10. JURISDICTION

This Policy applies to the School's education program and activities[5] regarding conduct that takes place on property owned or controlled by the School and at School-sponsored events. The Respondent must be a member of the School's community in order for this Policy to apply.

This Policy can also be applicable to the effects of off-campus misconduct that effectively deprives a person of access to the School's education program or activities. The School may also extend jurisdiction to off-campus and/or to online conduct when the Title IX Coordinator determines that the conduct affects a substantial School interest.

Regardless of where the conduct occurred, the School will address notice/complaints to determine whether the conduct occurred in the context of its employment or education program or activity and/or has continuing effects on campus (including virtual learning and employment environments) or in an off-campus sponsored program or activity. A substantial School interest includes:

1. Any action that constitutes a criminal offense as defined by law. This includes, but is not limited to, single or repeat violations of any local, state, or federal law.
2. Any situation in which it is determined that the Respondent poses an immediate threat to the physical health or safety of any Future Professional, employee, or other individual.
3. Any situation that significantly impinges upon the rights, property, or achievements of others, significantly breaches the peace, and/or causes social disorder.
4. Any situation that substantially interferes with the educational interests or mission of the School.

If the Respondent is unknown or is not a member of the School community, the Title IX Coordinator will assist the Complainant in identifying appropriate institutional and local resources and support options. If criminal conduct is alleged, the School can assist in contacting local or institutional law enforcement if the individual would like to file a police report.

Further, even when the Respondent is not a member of the School's community, supportive measures, remedies, and resources may be provided to the Complainant by contacting the Title IX Coordinator.

In addition, the School may take other actions as appropriate to protect the Complainant against third parties, such as barring individuals from School property and/or events.

All vendors serving the School through third-party contracts are subject to the policies and procedures of their employers.

When the Respondent is enrolled in or employed by another institution, the Title IX Coordinator can assist the Complainant in liaising with the appropriate individual at that institution, as it may be possible to pursue action under that institution's policies.

Similarly, the Title IX Coordinator may be able to assist and support a Future Professional or employee Complainant who experiences discrimination in an externship or other environment external to the School where sexual harassment or nondiscrimination policies and procedures of the facilitating or host organization may give the Complainant recourse.

11. TIME LIMITS ON REPORTING

There is no time limitation on providing notice/complaints to the Title IX Coordinator. However, if the Respondent is no longer subject to the School's jurisdiction and/or significant time has passed, the ability to investigate, respond, and/or provide remedies may be more limited or impossible.

Acting on notice/complaints significantly impacted by the passage of time (including, but not limited to, the rescission or revision of policy) is at the discretion of the Title IX Coordinator, who may document allegations for future reference, offer supportive measures and/or remedies, and/or engage in informal or formal action, as appropriate.

12. ONLINE HARASSMENT AND MISCONDUCT

The School's policies are written and interpreted broadly to include online manifestations of any of the behaviors prohibited below, when those behaviors occur in or have an effect on the School's education program and activities or when they involve the use of School networks, technology, or equipment.

Although the School may not control websites, social media, and other venues through which harassing communications are made, when such communications are reported to the School, it will engage in a variety of means to address and mitigate the effects.

Members of the community are encouraged to be good digital citizens and to refrain from online misconduct, such as feeding anonymous gossip sites; sharing inappropriate content via social media; participating in unwelcome sexual or sex-based messaging; distributing, or threatening to distribute, nude or semi-nude photos or recordings; performing breaches of privacy; or otherwise using the ease of transmission and/or anonymity of the Internet or other technology to harm another member of the School's community.

Off-campus harassing speech by employees, whether online or in person, may be regulated by the School only when such speech is made in an employee's official or work-related capacity.

13. POLICY ON NONDISCRIMINATION

The School adheres to all federal, state, and local civil rights laws and regulations prohibiting discrimination in private higher education institutions.

A. **Protected Characteristics**

The School does not discriminate against any employee, applicant for employment, Future Professional, or applicant for admission on the basis of:

- Sex (including pregnancy, childbirth, and related conditions)
- Race
- Religion
- Creed
- Color
- National Origin
- Ancestry
- Military or Veteran Status
- Physical or Mental Disability
- Medical Condition
- Marital Status
- Age
- Genetic Information
- Sexual Orientation
- Gender Identity
- Gender Expression
- Any other protected characteristic under applicable local, state, or federal law, including protections for those opposing discrimination or participating in any Grievance Process within the institution, with the Equal Employment Opportunity Commission, and/or other human/civil rights agencies

This Policy covers nondiscrimination in both employment and access to educational opportunities. Therefore, any member of the School's community whose acts deny, deprive, or limit the educational or employment access, benefits, and/or opportunities of any member of the School's community, guest, or

visitor on the basis of that person's actual or perceived protected characteristics listed above, is in violation of the School's Nondiscrimination Policy.

When brought to the attention of the School, any such discrimination will be promptly and fairly addressed and remedied by the School according to the appropriate Grievance Process.

B. **Inclusion Related to Gender Identity/Expression**

The School strives to ensure that all individuals are safe, included, and respected in their working and learning environments, regardless of their gender identity or expression, including intersex, transgender, agender, and gender diverse Future Professionals and employees.

Discrimination on the basis of gender identity or expression is not tolerated by the School. If a member of the School community feels they have been subjected to discrimination under this Policy, they should follow the appropriate reporting/Formal Complaint process described above.

In upholding the principles of equity and inclusion, the School supports the full integration and healthy development of those who are transgender, transitioning, or gender diverse, and seeks to eliminate any stigma related to gender identity and expression.

The School is committed to fostering a climate where all identities are valued and create a more vibrant and diverse community. The purpose of this Policy is to have the School administratively address issues some Future Professionals and employees, including those identifying as intersex, transgender, agender, and gender diverse, may confront as they navigate systems originally designed around the assumption that gender is binary. As our society's understanding of gender evolves, so do the School's processes and policies.

Concepts like misgendering and deadnaming may not be familiar to all, but understanding them is essential to the School's goal of being as welcoming and inclusive a community as possible.

Misgendering is the intentional or unintentional use of pronouns or identifiers that are different from those used by an individual. Unintentional misgendering is usually resolved with a simple apology if someone clarifies their pronouns for you. Intentional misgendering is inconsistent with the type of community we hold ourselves out to be. We all get to determine our own gender identity and expression, but we do not get to choose or negate someone else's.

Deadnaming, along with misgendering, can be very traumatic to a person who is transgender, transitioning, or gender diverse. Deadnaming means using someone's birth-assigned (cisgender) name, rather than the name they have chosen.

To a person who is transgender, transitioning, or gender diverse, their cisgender identity may be something that is in their past—dead, buried, and behind them. To then revive their deadname could trigger issues, traumas, and experiences of the past that the individual has moved past, or is moving past, and can interfere with their health and well-being.

Again, unintentional deadnaming can be addressed by a simple apology and an effort to use the person's chosen name. Intentional deadnaming could be a form of bullying, outing, or otherwise harassing an individual, and thus should be avoided.

This Policy should be interpreted consistent with the goals of maximizing the inclusion of intersex, transgender, transitioning, agender, and gender diverse Future Professionals and employees, including:

- Maintaining the privacy of all individuals consistent with law
- Ensuring all Future Professionals equal access to educational programming, activities, and facilities, including restrooms
- Ensuring all employees equal access to employment opportunities
- Providing professional development for employees and education for Future Professionals on topics related to gender inclusion
- Encouraging all future employees and current employees to respect the pronoun usage and identities of all members of the School's community

The School has set forth its specific processes for implementing this Policy through the accompanying Title IX-related procedures.

14. DISABILITY DISCRIMINATION AND ACCOMMODATION POLICY

The School is committed to full compliance with the Americans with Disabilities Act of 1990 (ADA), as amended, and Section 504 of the Rehabilitation Act of 1973, which prohibit discrimination against qualified persons with disabilities, as well as other federal, state, and local laws and regulations pertaining to individuals with disabilities.

Under the ADA and its amendments, a person has a disability if they have a physical or mental impairment that substantially limits a major life activity.

The ADA also protects individuals who have a record of a substantially limiting impairment or who are regarded as disabled by the School, regardless of whether they currently have a disability. A substantial impairment is one that significantly limits or restricts a major life activity such as hearing, seeing, speaking, breathing, performing manual tasks, walking, or caring for oneself.

Michael Wolf has been designated as School's ADA/504 Coordinator responsible for overseeing efforts to comply with these disability laws, including responding to grievances and conducting investigations of any allegation of noncompliance or discrimination based on disability.

Grievances related to disability status and/or accommodations will be addressed using the School's Policy and Procedures for Future Professionals with Disabilities. For details relating to disability accommodations in the School's Grievance Process.

Future Professionals with Disabilities

The School is committed to providing qualified Future Professionals with disabilities with reasonable accommodations and support needed to ensure equal access to the School's academic programs, facilities, and activities. For more information refer to Policy and Procedures for Future Professionals with Disabilities.

15. DISCRIMINATORY HARASSMENT POLICY

Future Professionals and employees are entitled to an educational and employment environment that is free of discriminatory harassment. This Policy is not meant to inhibit or prohibit educational content or discussions inside or outside of the classroom that include germane, but controversial, or sensitive subject matters protected by academic freedom.

The sections below describe the specific forms of legally prohibited harassment that are also prohibited under the School's policy. When speech or conduct is protected by academic freedom, it will not be considered a violation of School policy, though supportive measures will be offered to those impacted. All offense definitions encompass actual and/or attempted offenses.

A. **Discriminatory Harassment**
   Discriminatory harassment—defined as unwelcome conduct by any member or group of the community on the basis of actual or perceived characteristic protected by policy or law—is a form of prohibited discrimination under School policy.

The School does not tolerate discriminatory harassment of any employee, Future Professional, customer or service guest, third party, vendor, or anyone else who does business with the School. The School will act to remedy all forms of harassment when reported, whether or not the harassment rises to the level of creating a "hostile environment." A hostile environment is one that unreasonably interferes with, limits, or effectively denies an individual's educational or employment access, benefits, or opportunities.[6] This discriminatory effect results from harassing verbal, written, graphic, and/or physical conduct that is severe or pervasive and objectively offensive.

When discriminatory harassment rises to the level of creating a hostile environment, the School may also impose sanctions on the Respondent through application of the appropriate Grievance Process.

The School reserves the right to address offensive conduct and/or harassment that (1) does not rise to the level of creating a hostile environment, or (2) that is of a generic nature and not based on a protected characteristic. Addressing such conduct will not result in the imposition of discipline under School policy, but may be addressed through respectful conversation, remedial actions, education, effective Alternative Resolution, and/or other Informal Resolution mechanisms.

For assistance with Alternative Resolution and other Informal Resolution techniques and approaches, employees and Future Professionals should contact the Director or Owner.

B. **Sexual Harassment**

The Department of Education's Office for Civil Rights (OCR), the Equal Employment Opportunity Commission (EEOC), and the State/Commonwealth/District of Virginia regard sexual harassment, a specific form of discriminatory harassment, as an unlawful discriminatory practice.

The School has adopted the following definition of sexual harassment in order to address the unique environment of an academic community.

Acts of sexual harassment may be committed by any person upon any other person, regardless of the sex, sexual orientation, and/or gender identity of those involved.

Sexual Harassment, as an umbrella category, includes the offenses of sexual harassment, sexual assault, domestic violence, dating violence, and stalking, and is defined as:

Conduct on the basis of sex[7], or that is sexual in nature, that satisfies one or more of the following:

1. **Quid Pro Quo:**
    a. an employee of the School,
    b. conditions[8] the provision of an aid, benefit, or service of the School,
    c. on an individual's participation in unwelcome sexual conduct.
2. **Sexual Harassment:**
    a. unwelcome conduct,
    b. determined by a reasonable person,
    c. to be so severe, and
    d. pervasive, and,
    e. objectively offensive,
    f. that it effectively denies a Complainant equal access to the School's education program or activity.[9]
3. **Sexual Assault,** defined as:

a. Any sexual act[10] directed against a Complainant,[11]
   - without their consent, or
   - instances in which the Complainant is incapable of giving consent.

b. **Incest:**
   - Non-forcible sexual intercourse,
   - between persons who are related to each other,
   - within the degrees wherein marriage is prohibited by Virginia law.

c. **Statutory Rape:**
   - Non-forcible sexual intercourse,
   - with a person who is under the statutory age of consent of 16 years.

4. **Dating Violence,** defined as:
   a. violence,
   b. on the basis of sex,
   c. committed by a person,
   d. who is in or has been in a social relationship of a romantic or intimate nature with the Complainant.
      i. The existence of such a relationship shall be determined based on the Complainant's statement and with consideration of the length of the relationship, the type of relationship, and the frequency of interaction between the persons involved in the relationship. For the purposes of this definition—
         a. Dating violence includes, but is not limited to, sexual abuse, physical abuse, or economic abuse[12] or the threat of such abuse.
         b. Dating violence does not include acts covered under the definition of domestic violence.

5. **Domestic Violence,**[13] defined as:
   a. felony or misdemeanor crimes,
   b. including the use or attempted use of physical or sexual abuse, or
   c. a pattern of any other coercive behavior committed, enabled, or solicited to gain or maintain power and control over a Complainant,
   d. including verbal abuse, psychological abuse, economic abuse, or technological abuse that may or may not constitute criminal behavior,
   e. on the basis of sex,
   f. committed by a current or former spouse or intimate partner of the Complainant,
   g. by a person with whom the Complainant shares a child in common, or
   h. by a person who is cohabitating with, or has cohabitated with, the Complainant as a spouse or intimate partner, or
   i. by a person similarly situated to a spouse of the Complainant under the domestic or family violence laws of Virginia, or
   j. by any other person against an adult or youth Complainant who is protected from that person's acts under the domestic or family violence laws of Virginia.

6. **Stalking,** defined as:
   a. engaging in a course of conduct,
   b. on the basis of sex,
   c. directed at the Complainant, that
      i. would cause a reasonable person to fear for the person's safety, or
      ii. the safety of others; or
      iii. suffer substantial emotional distress.

7. **Technological Abuse,** defined as:
    a. an act or pattern of behavior that occurs within
    b. domestic violence, sexual assault, dating violence, or stalking,
    c. that is intended to harm, threaten, intimidate, control, stalk, harass, impersonate, exploit, extort, or monitor,
    d. another person
    e. that occurs using any form of technology[14],
    f. except as otherwise permitted by law.

    For the purposes of this definition:

    - Course of conduct means two or more acts, including but not limited to, acts in which the Respondent directly, indirectly, or through third parties, by any action, method, device, or means, follows, monitors, observes, surveils, threatens, or communicates to or about a person, or interferes with a person's property.
    - Reasonable person means a reasonable person under similar circumstances and with similar identities to the Complainant.
    - Substantial emotional distress means significant mental suffering or anguish that may but does not necessarily require medical or other professional treatment or counseling.

    The School reserves the right to impose any level of sanction, ranging from a reprimand up to and including suspension or expulsion/termination, for any offense under this Policy. The most serious offenses are likely to result in suspension/expulsion/termination.

C. **Unethical Relationships Policy**

There are inherent risks in any romantic or sexual relationship between individuals in unequal positions (such as supervisor and employee). In reality, these relationships may be less consensual than perceived by the individual whose position confers power or authority. Similarly, the relationship also may be viewed in different ways by each of the parties, particularly in retrospect. Circumstances may change, and conduct that was once welcome may, at some point in the relationship, become unwelcome.

Even when both parties have initially consented to romantic or sexual involvement, the possibility of a later allegation of a relevant policy violation still exists. The School does not wish to interfere with private choices regarding personal relationships when these relationships do not interfere with the goals and policies of the School. However, for the personal protection of members of this community, relationships in which power differentials are inherent (e.g., supervisor/employee) are generally discouraged. Employee relationships with Future Professionals are prohibited.

Consensual romantic or sexual relationships in which one party maintains a direct supervisory or otherwise evaluative role over the other party are inherently problematic. Therefore, persons with direct supervisory or otherwise evaluative responsibilities who are involved in such relationships must bring these relationships to the timely attention of the Title IX Coordinator. The existence of this type of relationship will likely result in removing the supervisory or evaluative responsibilities from the employee or shifting a party from being supervised or evaluated by someone with whom they have established a consensual relationship. When an affected relationship existed prior to adoption of this Policy, the duty to notify the appropriate supervisor still pertains.

Failure to timely self-report such relationships to the Title IX Coordinator as required can result in disciplinary action for an employee. Engaging in a consensual relationship with a Future Professional can result in disciplinary action for an employee. The Title IX Coordinator will determine whether to refer violations of this provision to

human resources for resolution, or to pursue resolution under this Policy, based on the circumstances of the allegation.

D. **Force, Coercion, Consent, and Incapacitation**[15]
As used in the offenses above, the following definitions and understandings apply:

Force: Force is the use of physical violence and/or physical imposition to gain sexual access. Force also includes threats, intimidation (implied threats), and coercion that is intended to overcome resistance or produce consent (e.g., "Have sex with me or I'll hit you," which elicits the response, "Okay, don't hit me. I'll do what you want.").

Sexual activity that is forced is, by definition, non-consensual, but non-consensual sexual activity is not necessarily forced. Silence or the absence of resistance alone is not consent. Consent is not demonstrated by the absence of resistance. While resistance is not required or necessary, it is a clear demonstration of non-consent.

Coercion: Coercion is unreasonable pressure for sexual activity. Coercive conduct differs from seductive conduct based on factors such as the type and/or extent of the pressure used to obtain consent. When someone makes clear that they do not want to engage in certain sexual activity, that they want to stop, or that they do not want to go past a certain point of sexual interaction, continued pressure beyond that point can be coercive.

Consent is:

- knowing, and
- voluntary, and
- clear permission
- by word or action
- to engage in sexual activity.

Individuals may perceive and experience the same interaction in different ways. Therefore, it is the responsibility of each party to determine that the other has consented before engaging in the activity.

If consent is not clearly provided prior to engaging in the activity, consent may be ratified by word or action at some point during the interaction or thereafter, but clear communication from the outset is strongly encouraged.

For consent to be valid, there must be a clear expression in words or actions that the other individual consented to that specific sexual conduct. Reasonable reciprocation can be implied consent. For example, if someone kisses you, you can kiss them back (if you want to) without the need to explicitly obtain their consent to being kissed back.

Consent can also be withdrawn once given, as long as the withdrawal is reasonably and clearly communicated. If consent is withdrawn, that sexual activity should cease within a reasonably immediate time.

Consent to some sexual contact (such as kissing or fondling) cannot be presumed to be consent for other sexual activity (such as intercourse). A current or previous intimate relationship is not sufficient to constitute consent. If an individual expresses conditions on their willingness to consent (e.g., use of a condom) or limitations on the scope of their consent, those conditions and limitations must be respected.

Proof of consent or non-consent is not a burden placed on either party involved in a complaint. Instead, the

burden remains on the School to determine whether its policy has been violated. The existence of consent is based on the totality of the circumstances evaluated from the perspective of a reasonable person in the same or similar circumstances, including the context in which the alleged misconduct occurred and any similar and previous patterns that may be evidenced.

Consent in relationships must also be considered in context. When parties consent to BDSM[16] or other forms of kink, non-consent may be shown by the use of a safe word. Resistance, force, violence, or even saying "no" may be part of the kink and thus consensual, thus the School's evaluation of communication in kink situations should be guided by reasonableness, rather than strict adherence to policy that assumes non-kink relationships as a default.

Incapacitation: A person cannot consent if they are unable to understand what is happening or are disoriented, helpless, asleep, or unconscious for any reason, including due to alcohol or other drug consumption. As stated above, a Respondent violates this Policy if they engage in sexual activity with someone who is incapable of giving consent.

It is a defense to a sexual assault policy violation that the Respondent neither knew nor should have known the Complainant to be physically or mentally incapacitated. "Should have known" is an objective, reasonable person standard that assumes that a reasonable person is both sober and exercising sound judgment.

Incapacitation occurs when someone cannot make rational, reasonable decisions because they lack the capacity to give knowing/informed consent (e.g., to understand the "who, what, when, where, why, and how" of their sexual interaction).

Incapacitation is determined through consideration of all relevant indicators of an individual's state and is not synonymous with intoxication, impairment, blackout, and/or being drunk.

This Policy also covers a person whose incapacity results from a temporary or permanent physical or mental health condition, involuntary physical restraint, and/or the consumption of incapacitating substances.

E. **Other Civil Rights Offenses**

In addition to the forms of sexual harassment described above, which are covered by Title IX, the School additionally prohibits the following offenses as forms of discrimination that may be within or outside of Title IX when the act is based upon the Complainant's actual or perceived protected characteristic.

1. **Sexual Exploitation,** defined as:
    a. an individual taking non-consensual or abusive sexual advantage of another
    b. for their own benefit or for the benefit of anyone other than the person being exploited, and
    c. that conduct does not otherwise constitute sexual harassment under this Policy.

    Examples of sexual exploitation include, but are not limited to:

    - Sexual voyeurism (such as observing or allowing others to observe a person undressing or using the bathroom or engaging in sexual acts, without the consent of the person being observed)
    - Invasion of sexual privacy (e.g., doxxing)
    - Knowingly making an unwelcome disclosure of (or threatening to disclose) an individual's sexual orientation, gender identity, or gender expression
    - Taking pictures, video, or audio recording of another in a sexual act, or in any other sexually related activity when there is a reasonable expectation of privacy during the activity, without the

consent of all involved in the activity; or exceeding the boundaries of consent (such as allowing another person to hide in a closet and observe sexual activity; or disseminating sexual pictures without the photographed person's consent), including the making or posting of non-consensual pornography
- Prostituting another person
- Engaging in sexual activity with another person while knowingly infected with human immunodeficiency virus (HIV) or a sexually transmitted disease (STD) or infection (STI), without informing the other person of the virus, disease, or infection
- Causing or attempting to cause the incapacitation of another person (through alcohol, drugs, or any other means) for the purpose of compromising that person's ability to give consent to sexual activity, or for the purpose of making that person vulnerable to non-consensual sexual activity
- Misappropriation of another person's identity on apps, websites, or other venues designed for dating or sexual connections (e.g., spoofing)
- Forcing a person to take an action against that person's will by threatening to show, post, or share information, video, audio, or an image that depicts the person's nudity or sexual activity
- Knowingly soliciting a minor for sexual activity
- Engaging in sex trafficking
- Knowingly creating, possessing, or disseminating child pornography

2. **Harm/Endangerment,** defined as:
    a. threatening or causing physical harm;
    b. extreme verbal, emotional, or psychological abuse; or
    c. other conduct which threatens or endangers the health or safety of any person or damages their property.
3. **Discrimination,** defined as:
    a. actions that deprive, limit, or deny
    b. other members of the community
    c. of educational or employment access, benefits, or opportunities,
    d. including disparate treatment.
4. **Intimidation,** defined as:
    a. implied threats or
    b. acts that cause the Complainant reasonable fear of harm.
5. **Bullying**[17]**,** defined as:
    a. repeated and/or severe aggressive behavior
    b. that is likely to intimidate or intentionally hurt, control, or physically or mentally diminish the Complainant.

    Violation of any other School policies may constitute a Civil Rights Offense when a violation is motivated by actual or perceived protected characteristic(s), and the result is a discriminatory limitation or denial of employment or educational access, benefits, or opportunities.

    Sanctions for the above-listed Civil Rights Offenses range from coaching through termination.

16. RETALIATION

Protected activity under this Policy includes reporting alleged misconduct that may implicate this Policy, participating in the Grievance Process, supporting a Complainant or Respondent, assisting in providing information relevant to an investigation, and/or acting in good faith to oppose conduct that constitutes a violation of this Policy.

Acts of alleged retaliation should be reported immediately to the Title IX Coordinator and will be promptly investigated. The School will take all appropriate and available steps to protect individuals who fear that they may be subjected to retaliation.

The School and any member of the School's community are prohibited from taking or attempting to take materially adverse action by intimidating, threatening, coercing, harassing, or discriminating against any individual for the purpose of interfering with any right or privilege secured by law or policy, or because the individual has made a report or complaint, testified, assisted, or participated or refused to participate in any manner in an investigation, proceeding, or hearing under this Policy and procedures.

Filing a complaint under the Administrative Grievance Procedure could be considered retaliatory if those allegations could be subject to the Title IX Grievance Procedure, when the Administrative Grievance Procedure allegations are made for the purpose of interfering with or circumventing any right or privilege afforded within the Title IX Grievance Procedure that is not provided by the Administrative Grievance Procedure. Therefore, the School carefully vets all complaints to ensure this does not happen, and to ensure that complaints are routed to the appropriate process.

The exercise of rights protected under the First Amendment does not constitute retaliation.

Pursuing a code of conduct violation for making a materially false statement in bad faith in the course of a grievance proceeding under this Policy and procedures does not constitute retaliation, provided that the determination of responsibility, by itself, is not sufficient to conclude that any party has made a materially false statement in bad faith.

17. MANDATED REPORTING

Specific School employees have been designated as Mandated Reporters and are required to report actual or suspected discrimination, harassment, and/or retaliation to appropriate officials immediately. This requirement applies to instances involving Future Professionals and colleagues.

If a Complainant expects formal action in response to their allegations, reporting to any Mandated Reporter can connect them with resources to report alleged crimes and/or policy violations, and these employees will immediately pass reports to the Title IX Coordinator (and/or police, if desired by the Complainant or required by law), who will act when an incident is reported to them.

The following sections describe the School's reporting options for a Complainant or third party (including parents/guardians when appropriate):

A. **Confidential Resources**

If a Complainant would like the details of an incident to be kept confidential, the Complainant may speak with:

- Community-based resources (not affiliated with the School):
  - Licensed professional counselors and other medical providers
  - Local rape crisis counselors
  - Domestic violence resources
  - Local or state assistance agencies
  - Clergy/Chaplains
  - Attorneys

The above-listed individuals will maintain confidentiality when acting under the scope of their licensure, professional ethics, professional credentials, or official designation, except in extreme cases of immediacy of threat or danger or abuse of a minor/elder/individual with a disability, or when required to disclose by law or court order.

B. **Mandated Reporters and Formal Notice/Complaints**

Specific School employees are Mandated Reporters and must promptly share with the Title IX Coordinator all known details of a report made to them in the course of their employment. These employees include the Financial Aid Leader, the Admissions Leader, and the Future Professional Advisor.

Mandated Reporters must also promptly share all details of behaviors under this Policy that they observe or have knowledge of, even if not reported to them by a Complainant or third party.

Complainants may want to carefully consider whether they share personally identifiable details with non-confidential Mandated Reporters, as those details must be shared with the Title IX Coordinator.

Generally, disclosures in climate surveys, admissions essays, or at events such as "Take Back the Night" marches or speak-outs do not provide notice that must be reported to the Title IX Coordinator by employees, unless the Complainant clearly indicates that they desire a report to be made or to seek a specific response from the School.

Supportive measures may be offered as the result of such disclosures without formal School action.

Failure of a Mandated Reporter, as described above in this section, to report an incident of harassment, discrimination, or retaliation of which they become aware is a violation of School policy and can be subject to disciplinary action for failure to comply/failure to report.

Though this may seem obvious, when a Mandated Reporter is engaged in harassment or other violations of this Policy, they still have a duty to report their own misconduct, though the School is technically not on notice simply because a harasser is also a Mandated Reporter unless the harasser does in fact report themselves.

Finally, it is important to clarify that a Mandated Reporter who is a target themself of harassment or other misconduct under this Policy is not required to report their own experience, though they are, of course, encouraged to do so.

18. WHEN A COMPLAINANT DOES NOT WISH TO PROCEED

If a Complainant does not wish for their name to be shared, does not wish for an investigation to take place, and/or does not want a Formal Complaint to be pursued, they may make such a request to the Title IX Coordinator, who will evaluate that request in light of the duty to ensure the safety of the institution and to comply with state or federal law.

The Title IX Coordinator has ultimate discretion over whether the School proceeds when the Complainant does not wish to do so, and the Title IX Coordinator may sign a Formal Complaint to initiate a Grievance Process, usually upon completion of an appropriate violence risk assessment.

The Title IX Coordinator's decision should be based on results of the violence risk assessment that show a compelling risk to health and/or safety that requires the School to pursue formal action to protect the community.

A compelling risk to health and/or safety may result from evidence of patterns of misconduct, predatory conduct, threats, abuse of minors, use of weapons, and/or violence. The School may be compelled to act on alleged employee misconduct irrespective of a Complainant's wishes.

The Title IX Coordinator must also consider the effect that non-participation by the Complainant may have on the availability of evidence and the School's ability to pursue a Formal Grievance Process fairly and effectively. When the Title IX Coordinator executes the written complaint, they do not become the Complainant. The Complainant is the individual who is alleged to be the victim of conduct that could constitute a violation of this Policy.

When the School proceeds, the Complainant (and/or their Advisor) may have as much or as little involvement in the process as they wish. The Complainant retains all rights of a Complainant under this Policy irrespective of their level of participation. Typically, when the Complainant chooses not to participate, the Advisor may be appointed as proxy for the Complainant throughout the process, acting to ensure and protect the rights of the Complainant, though this does not extend to the provision of evidence or testimony.

Note that the School's ability to remedy and respond to notice may be limited if the Complainant does not want the School to proceed with an investigation and/or Grievance Process. The goal is to provide the Complainant with as much control over the process as possible, while balancing the School's obligation to protect its community.

In cases in which the Complainant requests confidentiality/no formal action and the circumstances allow the School to honor that request, the School may offer Informal Resolution options, supportive measures, and remedies to the Complainant and the community, but will not otherwise pursue formal action.

If the Complainant elects to take no action, they can change that decision if they decide to pursue a Formal Complaint at a later date. Upon making a Formal Complaint, a Complainant has the right, and can expect, to have allegations taken seriously by the School and to have the incidents investigated and properly resolved through these procedures. Please consider that delays may cause limitations on access to evidence, or present issues with respect to the status of the parties.

19. FEDERAL TIMELY WARNING OBLIGATIONS

The School must issue timely warnings for reported incidents that pose a serious or continuing threat of bodily harm or danger to members of the School's community.

The School will ensure that a Complainant's name and other identifying information is not disclosed, while still providing enough information for community members to make safety decisions in light of the potential danger.

20. FEDERAL STATISTICAL REPORTING OBLIGATIONS

Certain institutional officials—those deemed Campus Security Authorities—have a duty to report the following for federal statistical reporting purposes (Clery Act):

1. All "primary crimes," which include criminal homicide, rape, fondling, incest, statutory rape, robbery, aggravated assault, burglary, motor vehicle theft, and arson
2. Hate crimes, which include any bias-motivated primary crime as well as any bias-motivated larceny or theft, simple assault, intimidation, or destruction/damage/vandalism of property
3. VAWA-based crimes,[18] which include sexual assault, domestic violence, dating violence, and stalking
4. Arrests and referrals for disciplinary action for weapons-related law violations, liquor-related law violations, and drug law violations

All personally identifiable information is kept private, but statistical information must be shared with the Director regarding the type of incident and its general location (on or off campus or in the surrounding area, but no addresses are given) for publication in the Annual Security Report and daily campus crime log. Campus Security Authorities include the Financial Aid Leader, the Admissions Leader, the Future Professional Advisor, and the local police.

21. FALSE ALLEGATIONS AND EVIDENCE

Deliberately false and/or malicious accusations under this Policy are a serious offense and will be subject to appropriate disciplinary action. This does not include allegations that are made in good faith but are ultimately shown to be erroneous or do not result in a policy violation determination.

Additionally, witnesses and parties knowingly providing false evidence, tampering with or destroying evidence, or deliberately misleading an official conducting an investigation, hearing, or Informal Resolution can be subject to discipline under appropriate School policies.

22. AMNESTY

The School encourages the reporting of misconduct and crimes by Complainants and witnesses. Sometimes, Complainants or witnesses are hesitant to report to School officials or participate in grievance processes because they fear that they themselves may be in violation of certain policies, such as underage drinking or use of illicit drugs at the time of the incident. Respondents may hesitate to be forthcoming during the process for the same reasons.

It is in the best interests of the School community that Complainants choose to report misconduct to School officials, that witnesses come forward to share what they know, and that all parties be forthcoming during the process.

To encourage reporting and participation in the process, the School maintains a policy of offering parties and witnesses amnesty from minor policy violations—such as underage consumption of alcohol or the use of illicit drugs—related to the incident.

Amnesty does not apply to more serious allegations such as physical abuse of another or illicit drug distribution. The decision not to offer amnesty to a Respondent is based on neither sex nor gender, but on the fact that collateral misconduct is typically addressed for all Future Professionals within a progressive discipline system, and the rationale for amnesty—the incentive to report serious misconduct—is rarely applicable to Respondent with respect to a Complainant.

A. **Future Professionals**
   Sometimes, Future Professionals are hesitant to assist others for fear that they may get in trouble themselves (for example, an underage Future Professional who has been drinking or using marijuana might hesitate to help take an individual who has experienced sexual assault to the School).

   The School maintains a policy of amnesty for Future Professionals who offer help to others in need. Although policy violations cannot be overlooked, the School may provide purely educational options with no official disciplinary finding, rather than punitive sanctions, to those who offer their assistance to others in need.

B. **Employees**
   Sometimes, employees are hesitant to report harassment, discrimination, or retaliation they have experienced for fear that they may get in trouble themselves. For example, an employee who has violated the unethical relationship policy and is then assaulted in the course of that relationship might hesitate to report the incident to School officials.

   The School may, at its discretion, offer employee Complainants amnesty from such policy violations (typically more minor policy violations) related to the incident. Amnesty may also be granted to Respondents and witnesses on a case-by-case basis.

23. PRESERVATION OF EVIDENCE

The preservation of evidence in incidents of sexual assault and stalking is critical to potential criminal prosecution and to obtaining restraining/protective orders and is particularly time sensitive. The School will inform the Complainant of the importance of preserving evidence by taking actions such as the following:

Sexual Assault

- Seek forensic medical assistance at the Rhode Island hospital, ideally within 120 hours of the incident (sooner is better).
- Avoid urinating, showering, bathing, washing hands or face, or douching, if possible, but evidence may still be collected even if you do.
- If oral sexual contact took place, refrain from smoking, eating, drinking, or brushing teeth.
- If clothes are changed, place soiled clothes in a paper bag (plastic destroys evidence) or secure evidence container.
- Seeking medical treatment can be essential even if it is not for the purposes of collecting forensic evidence.

Stalking

- Evidence in the form of text and voice messages will be lost in most cases if the Complainant changes their phone number.
    - Make a secondary recording of any voice messages and/or save the audio files to a cloud server.

- Take screenshots and/or a video recording of any text messages or other electronic messages (e.g., Instagram, Snapchat, Facebook).

- Save copies of email and social media correspondence, including notifications related to account access alerts.
- Take timestamped photographs of any physical evidence including notes, gifts, etc., in place when possible.
- Save copies of any messages, to include those showing any request for no further contact.
- Obtain copies of call logs showing the specific phone number being used rather than a saved contact name if possible.

During the initial meeting between the Complainant and the Title IX Coordinator, the importance of taking these actions will be discussed, if timely.

GRIEVANCE PROCESS FOR ALLEGED VIOLATIONS OF THE EQUAL OPPORTUNITY, HARASSMENT, AND NONDISCRIMINATION POLICY (KNOWN AS THE TITLE IX GRIEVANCE PROCEDURE)

1. OVERVIEW

The School will act on any formal notice/complaint of violation of the Equal Opportunity, Harassment, and Nondiscrimination Policy ("the Policy") that is received by the Title IX Coordinator[19] or any other Official with Authority by applying these procedures, known as "the Title IX Grievance Procedure."

The procedures below apply only to qualifying allegations of sexual harassment (including sexual assault, dating violence, domestic violence, and stalking, as defined in the Policy) involving Future Professionals and employees.

If other Policy definitions are invoked, such as protected characteristic harassment or discrimination as defined above, please see Appendix C for a description of the procedures applicable to the resolution of such offenses, known as the Administrative Grievance Procedure.[20]

The Administrative Grievance Procedure can also apply to sexual harassment (including sexual assault, dating violence, domestic violence, and stalking, as defined above) when jurisdiction does not fall within the Title IX Grievance Procedure, as determined by the Title IX Coordinator.

The procedures below may be used to address alleged collateral misconduct by the Respondent arising from the investigation of or occurring in conjunction with reported misconduct (e.g., vandalism, physical abuse of another), when alleged violations of the Policy are being addressed at the same time. In such cases, the Title IX Coordinator may consult with the institution officials who typically oversee such conduct (e.g., human resources, Future Professional Advisor, Education Leaders, etc.) to provide input as needed. All other allegations of misconduct unrelated to incidents covered by the Policy will be addressed through procedures described in the School catalog, and staff handbooks.

2. NOTICE/COMPLAINT

Upon receipt of a Formal Complaint or notice of an alleged policy violation by the Title IX Coordinator, the Title IX Coordinator initiates a prompt initial assessment to determine the next steps the School needs to take. The Title IX Coordinator will contact the Complainant to offer supportive measures and determine whether the Complainant wishes to file a Formal Complaint.

The Title IX Coordinator will then initiate at least one of three responses:

1. Offering supportive measures because the Complainant does not want to file a Formal Complaint
2. An Informal Resolution (upon submission of a Formal Complaint)
3. A Formal Grievance Process including an investigation and a hearing (upon submission of a Formal Complaint)

The School uses a Formal Grievance Process as described below to determine whether the Policy has been violated. If so, the School will promptly implement effective remedies designed to ensure that it is not deliberately indifferent to harassment or discrimination, their potential recurrence, and/or their effects.

3. INITIAL ASSESSMENT

Following receipt of notice or a Formal Complaint of an alleged violation of this Policy, the Title IX Coordinator[21] engages in an initial assessment, typically within five (5) business days. The steps in an initial assessment can include:

- The Title IX Coordinator seeks to determine whether the person impacted wishes to make a Formal Complaint, and will assist the person to do so, if desired.
    - If the person does not wish to do so, the Title IX Coordinator determines whether to initiate a complaint themself because a violence risk assessment indicates a compelling threat to health and/or safety.
- If a Formal Complaint is received, the Title IX Coordinator assesses its sufficiency and works with the Complainant to make sure it is correctly completed.
- The Title IX Coordinator reaches out to the Complainant to offer supportive measures.
- The Title IX Coordinator works with the Complainant to ensure they are aware of the right to have an Advisor.
- The Title IX Coordinator works with the Complainant to determine whether the Complainant prefers a supportive and remedial response, an Informal Resolution option, or a formal investigation and Grievance Process.
    - If a supportive and remedial response is preferred, the Title IX Coordinator works with the Complainant to identify their needs and determine appropriate supports, and implements accordingly. No Formal Grievance Process is initiated, though the Complainant can elect to initiate one later, if desired.
    - If an Informal Resolution option is preferred, the Title IX Coordinator assesses whether the complaint is suitable for Informal Resolution[22], which informal mechanism may serve the situation best or is available, and may seek to determine whether the Respondent is also willing to engage in Informal Resolution.
    - If a Formal Grievance Process is preferred by the Complainant, the Title IX Coordinator determines whether the alleged misconduct falls within the scope of the 2020 Title IX regulations:
        - If it does, the Title IX Coordinator will initiate the formal investigation and Grievance Process, directing the investigation to address, based on the nature of the complaint:
            - an incident, and/or
            - a pattern of alleged misconduct, and/or
            - a culture/climate issue
        - If alleged misconduct does not fall within the scope of the Title IX regulations, the Title IX Coordinator determines that the regulations do not apply (and will "dismiss" that aspect of the complaint, if any), assesses which policies may apply, determines which Grievance Process is applicable, and refers the matter accordingly, including referring the matter for resolution under the Administrative Grievance Procedure, if applicable. Please note that dismissing a complaint under the 2020 Title IX regulations is solely a procedural requirement under Title IX, which does not limit the School's authority to address a complaint with an appropriate process and remedies.

A. **Violence Risk Assessment**

In some cases, the Title IX Coordinator may determine that a Violence Risk Assessment (VRA) should be conducted in conjunction with relevant School employees as part of the initial assessment. A VRA can aid in ten critical and/or required determinations, including:

1. Emergency removal of a Respondent on the basis of immediate threat to an individual or the community's physical health/safety
2. Whether the Title IX Coordinator should pursue/sign a Formal Complaint absent a willing/able Complainant
3. Whether the scope of the investigation should include an incident, and/or pattern of misconduct, and/or climate of hostility/harassment
4. To help identify potential predatory conduct
5. To help assess/identify grooming behaviors
6. Whether it is reasonable to try to resolve a complaint through Informal Resolution, and if so, what approach may be most successful

7. Whether to permit a voluntary withdrawal by the Respondent
8. Whether to communicate with a transfer school about a Respondent
9. Assessment of appropriate sanctions/remedies (to be applied post-hearing)
10. Whether a Clery Act Timely Warning/trespass order/persona non grata is needed

Threat assessment is the process of evaluating the actionability of violence by an individual against another person or group following the issuance of a direct or conditional threat. A VRA is a broader term used to assess any potential violence or danger, regardless of the presence of a vague, conditional, or direct threat.

A VRA is not an evaluation for an involuntary behavioral health hospitalization (e.g., Section XII in Massachusetts, Baker Act in Florida), nor is it a psychological or mental health assessment. A VRA assesses the risk of actionable violence, often with a focus on targeted/predatory escalations, and is supported by research from the fields of law enforcement, criminology, human resources, and psychology.

B. **Dismissal (Mandatory and Discretionary)**[23]

The School must dismiss a Formal Complaint or any allegations therein if at any time during the investigation or hearing it is determined that:

1. The conduct alleged in the Formal Complaint would not constitute sexual harassment as defined above, even if proved
2. The conduct did not occur in an educational program or activity controlled by the School, and/or the School does not have control of the Respondent
3. The conduct did not occur against a person in the United States
4. At the time of filing a Formal Complaint, a Complainant is not participating in or attempting to participate in the School's education program or activity[24]

The School may dismiss a Formal Complaint or any allegations therein if at any time during the investigation or hearing:

1. A Complainant notifies the Title IX Coordinator in writing that the Complainant would like to withdraw the Formal Complaint or any allegations therein
2. The Respondent is no longer enrolled in or employed by the School
3. Specific circumstances prevent the School from gathering evidence sufficient to reach a determination as to the Formal Complaint or allegations therein

A Complainant who decides to withdraw a complaint may later request to reinstate it or refile it.

Upon any dismissal, the School will promptly send written notice of the dismissal and the rationale for doing so simultaneously to the parties.

This dismissal decision is appealable by any party under the procedures for appeal (See Section 37).

4. COUNTERCLAIMS

The School is obligated to ensure that the Grievance Process is not abused for retaliatory purposes, thus counterclaims made with retaliatory intent will not be permitted. The School permits the filing of counterclaims but uses an initial assessment, described above, to assess whether the allegations in the counterclaim are made in good faith.

Counterclaims determined to have been reported in good faith will be processed using the Grievance Process below. Investigation of such claims may take place after resolution of the underlying initial complaint, in which case a delay may occur.

Counterclaims may also be resolved through the same investigation as the underlying complaint at the discretion of the Title IX Coordinator. When counterclaims are not made in good faith, they will be considered retaliatory and may constitute a violation of this Policy.

5. RIGHT TO AN ADVISOR

The parties may each have an Advisor of their choice present with them for all meetings, interviews, and hearings within the Grievance Process, if they so choose. The parties may select whoever they wish to serve as their Advisor as long as the Advisor is eligible and available.[25]

Choosing an Advisor who is also a witness in the process creates potential for bias and conflict of interest. A party who chooses an Advisor who is also a witness can anticipate that issues of potential bias will be explored by the hearing Decision-Maker.

A. **Who Can Serve as an Advisor**
The Advisor may be a friend, mentor, family member, attorney, or any other individual a party chooses to advise, support, and/or consult with them throughout the Grievance Process. The parties may choose Advisors from inside or outside of the School community.

The Title IX Coordinator will also offer to assign a trained Advisor to any party if the party so chooses. If the parties choose a School-assigned Advisor, the Advisor will have been trained by the School and be familiar with the School's Grievance Procedure.

If the parties choose an Advisor not assigned by the School, the Advisor may not have been trained by the School and may not be familiar with School policies and procedures.

Parties also have the right to choose not to have an Advisor in the initial stages of the Grievance Process, prior to a hearing.

B. **Advisor's Role in Meetings and Interviews**
The parties may be accompanied by their Advisor in all meetings and interviews at which the party is entitled to be present, including intake and interviews. Advisors should help the parties prepare for each meeting and are expected to advise ethically, with integrity, and in good faith.

The School cannot guarantee equal Advisory rights, meaning that if one party selects an Advisor who is an attorney, but the other party does not or cannot afford an attorney, the School is not obligated to provide an attorney.

Where applicable under state law or School policy, Advisors or attorneys are permitted to fully represent their advisees or clients in resolution proceedings, including all meetings, interviews, and hearings. Although the School prefers to hear from parties directly, in these cases, parties are entitled to have evidence provided by their chosen representatives.

C. **Advisors in Hearings/School-Appointed Advisor**
Under the Title IX regulations, a form of indirect questioning is required during the hearing but must be conducted by the parties' Advisors. The parties are not permitted to directly question each other or any witnesses. If a party does not have an Advisor for a hearing, the School will appoint a trained Advisor for the limited purpose of conducting any questioning of the parties and witnesses.

D. **Pre-interview Meetings**
Advisors and their advisees may request to meet with the Investigator conducting interviews/meetings in

advance of these interviews or meetings. This pre-meeting allows Advisors to clarify and understand their role and the School's policies and procedures.

E. **Advisor Violations of School Policy**
All Advisors are subject to the same School policies and procedures, whether they are attorneys or not, and whether they are selected by a party or assigned by the School. Advisors are expected to advise their advisees[26] without disrupting proceedings. Advisors should not address School officials or Investigators in a meeting or interview unless invited to do so (e.g., asking procedural questions). The Advisor may not make a presentation or represent their advisee during any meeting or proceeding and may not speak on behalf of the advisee to the Investigator or other Decision-Maker except during a hearing proceeding during questioning.

The parties are expected to ask and respond to questions on their own behalf throughout the investigation phase of the Grievance Process. Although the Advisor generally may not speak on behalf of their advised, the Advisor may consult with their advisee, either privately as needed, or by conferring or passing notes during any Grievance Process meeting or interview. For longer or more involved discussions, the parties and their Advisors should ask for breaks to allow for private consultation.

Any Advisor who oversteps their role as defined by this Policy, or who refuses to comply with the School's established rules of decorum for the hearing, will be warned. If the Advisor continues to disrupt or otherwise fails to respect the limits of the Advisor role, the meeting/interview/hearing may be ended, or other appropriate measures implemented, including the School requiring the party to use a different Advisor or providing a different School-appointed Advisor. Subsequently, the Title IX Coordinator will determine how to address the Advisor's noncompliance and future role.

F. **Sharing Information with the Advisor**
The School expects that the parties may wish to have the School share documentation and evidence related to the allegations with their Advisors. The School provides a consent form that authorizes the School to share such information directly with a party's Advisor. The parties must either complete and submit this form to the Title IX Coordinator or provide similar documentation demonstrating consent to a release of information to the Advisor before the School is able to share records with an Advisor.

Advisors appointed by the institution will not be asked to disclose details of their interactions with their advisees to School officials or Decision-Makers.

G. **Privacy of Records Shared with Advisor**
Advisors are expected to maintain the privacy of the records shared with them. These records may not be shared with third parties, disclosed publicly, or used for purposes not explicitly authorized by the School. The School may restrict the role of any Advisor who does not respect the sensitive nature of the process or who fails to abide by the School's privacy expectations.

H. **Expectations of an Advisor**
The School generally expects an Advisor to adjust their schedule to allow them to attend School meetings/interviews/hearings when planned, but the School may change scheduled meetings/interviews/hearings to accommodate an Advisor's inability to attend, if doing so does not cause an unreasonable delay.

The School may also make reasonable provisions to allow an Advisor who cannot be present in person to attend a meeting/interview/hearing by telephone, video conferencing, or other similar technologies as may be convenient and available.

I. **Expectations of the Parties with Respect to Advisors**

A party may elect to change Advisors during the process and is not obligated to use the same Advisor throughout. The parties are expected to inform the Investigator of the identity of their Advisor at least four (4) business days before the date of their first meeting with Investigators (or as soon as possible if a more expeditious meeting is necessary or desired).

The parties are expected to provide timely notice to the Title IX Coordinator if they change Advisors at any time. It is assumed that if a party changes Advisors, consent to share information with the previous Advisor is terminated, and a release for the new Advisor should be secured. Parties are expected to inform the Title IX Coordinator of the identity of their hearing Advisor at least four (4) business days before the hearing.

J. **Assistance in Securing an Advisor**[27]

For representation, Respondents may wish to contact organizations such as:

- Families Advocating for Campus Equality (http://www.facecampusequality.org)
- Stop Abusive and Violent Environments (http://www.saveservices.org)

Complainants may wish to contact organizations such as:

- The Victim Rights Law Center (http://www.victimrights.org)
- The National Center for Victims of Crime (http://www.victimsofcrime.org), which maintains the Crime Victim's Bar Association
- The Time's Up Legal Defense Fund (https://nwlc.org/times-up-legal-defense-fund/)

6. GRIEVANCE PROCESSES

Resolution proceedings are private. All persons present at any time during the Grievance Process are expected to maintain the privacy of the proceedings in accordance with School policy.

Although there is an expectation of privacy around what Investigators share with parties during interviews, the parties have discretion to share their own knowledge and evidence with others if they so choose, except for information the parties agree not to disclose as part of an Informal Resolution. The School encourages parties to discuss any sharing of information with their Advisors before doing so.

The Formal Grievance Process is the School's primary resolution approach unless Informal Resolution is elected by all parties and the School.

A. **Informal Resolution**

Three options for Informal Resolution are detailed in this section.

1. **Supportive Resolution.** When the Title IX Coordinator can resolve the matter informally by providing supportive measures (only) to remedy the situation
2. **Alternative Resolution.** When the parties agree to resolve the matter through an Alternative Resolution mechanism, including mediation, restorative practices, facilitated dialogue, etc., as described below, often before a formal investigation takes place (See Section B)
3. **Accepted Responsibility.** When the Respondent accepts responsibility for violating policy and desires to accept the recommended sanction(s) and end the Grievance Process (See Section C)

To initiate Informal Resolution, a Complainant must submit a Formal Complaint, as defined above. A Respondent who wishes to initiate Informal Resolution should contact the Title IX Coordinator. The parties may agree, as a condition of engaging in Informal Resolution, that statements made, or evidence shared, during the Informal Resolution process will not be considered in the Formal Grievance Process unless all parties consent.

It is not necessary to pursue Informal Resolution first in order to pursue a Formal Grievance Process, and

any party participating in Informal Resolution can stop the process at any time and begin or resume the Formal Grievance Process. The parties may not enter into an agreement that requires the School to impose specific sanctions, though the parties can agree to certain restrictions or other courses of action. For example, the parties cannot require a Future Professional be terminated, but the parties can agree that the Respondent will temporarily or permanently withdraw. The only Informal Resolution process that can result in sanctions levied by the institution is "Accepted Responsibility." The Title IX Coordinator has discretion to determine whether an investigation will be paused or limited during Informal Resolution, or if it will continue during the Informal Resolution process.

Prior to implementing Informal Resolution, the School will provide the parties with written notice of the reported misconduct and any sanctions (only in the case of Accepted Responsibility) or measures that may result from participating in such a process, including information regarding any records that will be maintained or shared by the School.

The School will obtain voluntary, written confirmation that all parties wish to resolve the matter through Informal Resolution before proceeding and will not pressure the parties to participate in Informal Resolution.

B. **Alternative Resolution Approaches**

Alternative Resolution is an informal approach, including mediation, restorative practices, facilitated dialogue, etc., by which the parties reach a mutually agreed-upon resolution of a complaint. All parties must consent to the use of an Alternative Resolution approach.

The Title IX Coordinator may consider the following factors to assess whether Alternative Resolution is appropriate, or which form of Alternative Resolution may be most successful for the parties:

- The parties' amenability to Alternative Resolution
- Likelihood of potential resolution, considering any power dynamics between the parties
- The nature and severity of the alleged misconduct
- The parties' motivation to participate
- Civility of the parties
- Results of a violence risk assessment/ongoing risk analysis
- Disciplinary history of the Respondent
- Whether an emergency removal is needed
- Skill of the Alternative Resolution facilitator with this type of complaint
- Complaint complexity
- Emotional investment/capability of the parties
- Rationality of the parties
- Goals of the parties
- Adequate resources to invest in Alternative Resolution (time, staff, etc.)

The ultimate determination of whether Alternative Resolution is available or successful is made by the Title IX Coordinator. The Title IX Coordinator is authorized to facilitate a resolution that is acceptable to all parties, and/or to accept a resolution that is proposed by the parties, usually through their Advisors, including terms of confidentiality, release, and non-disparagement.

The Title IX Coordinator maintains records of any resolution that is reached, and failure to abide by the resolution agreement may result in appropriate responsive/disciplinary actions (e.g., referral for formal resolution, referral to the conduct process for failure to comply). Results of complaints resolved by Alternative Resolution are not appealable.

C. **Respondent Accepts Responsibility for Alleged Violations**

The Respondent may accept responsibility for all or part of the alleged policy violations at any point during the Grievance Process. If the Respondent indicates an intent to accept responsibility for all of the alleged misconduct, the formal process will be paused, and the Title IX Coordinator will determine whether Informal Resolution can be used according to the criteria above.

If Informal Resolution is applicable, the Title IX Coordinator will determine whether all parties and the School are able to agree on responsibility, restrictions, and/or remedies. If so, the Title IX Coordinator implements the accepted finding that the Respondent is in violation of School policy and implements agreed-upon restrictions and remedies and determines the appropriate sanction(s) in coordination with other appropriate administrator(s), as necessary.

This result is not subject to appeal once all parties indicate their written assent to all agreed-upon resolution terms. When the parties cannot agree on all terms of resolution, the Formal Grievance Process will resume at the same point where it was paused[28].

When a resolution is accomplished, the appropriate sanction(s) or responsive actions are promptly implemented to effectively stop the harassment or discrimination, prevent its recurrence, and remedy the effects of the discriminatory conduct, both on the Complainant and the community.

7. FORMAL GRIEVANCE PROCESS POOL

The Formal Grievance Process relies on a pool of individuals[29] ("the Pool") to carry out the process.

A. **Pool Member Roles**

Members of the Pool are trained annually and can serve in the following roles at the discretion of the Title IX Coordinator:

- To provide appropriate intake of and initial guidance pertaining to complaints
- To act as an Advisor to the parties
- To serve in a facilitation role in Informal Resolution or Alternative Resolution if appropriately trained in appropriate resolution approaches (e.g., mediation, restorative practices, facilitated dialogue)
- To perform or assist with initial assessment
- To investigate complaints
- To serve as a hearing facilitator (process administrator, no decision-making role)
- To serve as a Decision-Maker regarding the complaint
- To serve as an Appeal Decision-Maker

The Title IX Coordinator appoints the Pool, which acts with independence and impartiality.

B. **Pool Member Training**

Pool members receive annual training based on their respective roles. This training includes, but is not limited to:

- The scope of the School's Equal Opportunity, Harassment, and Nondiscrimination Policy and Procedures
- How to conduct investigations and hearings that protect the safety of Complainants and Respondents, and promote accountability
- Implicit bias
- Disparate treatment
- Reporting, confidentiality, and privacy requirements
- Applicable laws, regulations, and federal regulatory guidance
- How to implement appropriate and situation-specific remedies
- How to investigate in a thorough, reliable, timely, and impartial manner

- How to conduct a sexual harassment investigation
- Trauma-informed practices pertaining to investigations and Grievance Processes
- How to uphold fairness, equity, and due process
- How to weigh evidence
- How to conduct questioning
- How to assess credibility
- Impartiality and objectivity
- How to render findings and generate clear, concise, evidence-based rationales
- The definitions of all offenses
- How to apply definitions used by the School with respect to consent (or the absence or negation of consent) consistently, impartially, and in accordance with policy
- How to conduct an investigation and Grievance Process including hearings, appeals, and Informal Resolution Processes
- How to serve impartially by avoiding prejudgment of the facts at issue, conflicts of interest, and bias against Respondents and/or for Complainants, and on the basis of sex, race, religion, and other protected characteristics
- Any technology to be used at a live hearing
- Issues of relevance of questions and evidence
- Issues of relevance to create an investigation report that fairly summarizes relevant evidence
- How to determine appropriate sanctions in reference to all forms of harassment, discrimination, and/ or retaliation allegations
- Recordkeeping

The materials used to train all members of the Pool are publicly posted.

8. FORMAL GRIEVANCE PROCESS: NOTICE OF INVESTIGATION AND ALLEGATIONS

The Title IX Coordinator will provide written Notice of the Investigation and Allegations (the "NOIA") to the Respondent upon commencement of the Formal Grievance Process. This facilitates the Respondent's ability to prepare for the interview and to identify and choose an Advisor to accompany them. The NOIA is also copied to the Complainant, who will be given advance notice of when the NOIA will be delivered to the Respondent.

The NOIA will include:

- A meaningful summary of all allegations
- The identity of the involved parties (if known)
- The precise misconduct being alleged
- The date and location of the alleged incident(s) (if known)
- The specific policies implicated
- A description of the applicable procedures
- A statement of the potential sanctions/responsive actions that could result
- A statement that the School presumes the Respondent is not responsible for the reported misconduct unless and until the evidence supports a different determination
- A statement that determinations of responsibility are made at the conclusion of the process and that the parties will be given an opportunity during the review and comment period to inspect and review all directly related and/ or relevant evidence obtained
- A statement about the School's policy on retaliation
- Information about the confidentiality of the process
- Information on the need for each party to have an Advisor of their choosing and suggestions for ways to identify an Advisor
- A statement informing the parties that the School's policy prohibits knowingly making false statements, including knowingly submitting false information during the Grievance Process

- Detail on how the party may request disability accommodations during the Grievance Process
- A link to the School's VAWA Brochure
- The name(s) of the Investigator, along with a process to identify to the Title IX Coordinator, in advance of the interview process, any conflict of interest that the Investigator may have
- An instruction to preserve any evidence that is directly related to the allegations

Amendments and updates to the NOIA may be made as the investigation progresses and more information becomes available regarding the addition or dismissal of various allegations.

Notice will be made in writing and may be delivered by one or more of the following methods: in person or emailed to the parties' School-issued email or designated accounts. Once mailed, emailed, and/or received in person, notice will be presumptively delivered.

9. RESOLUTION TIMELINE

The School will make a good faith effort to complete the Grievance Process within a sixty to ninety (60–90) business-day time period, including appeal if any, which can be extended as necessary for appropriate cause by the Title IX Coordinator, who will provide notice and rationale for any extensions or delays to the parties as appropriate, as well as an estimate of how much additional time will be needed to complete the process.

10. APPOINTMENT OF INVESTIGATORS

Once the decision to commence a formal investigation is made, the Title IX Coordinator appoints individuals to conduct the investigation, usually within five (5) business days of determining that an investigation should proceed.

11. ENSURING IMPARTIALITY

Any individual materially involved in the administration of the Grievance Process including the Title IX Coordinator, Investigator, and Decision-Maker may neither have nor demonstrate a conflict of interest or bias for a party generally, or for a specific Complainant or Respondent.

The Title IX Coordinator will vet the assigned Investigator for impartiality by ensuring there are no actual or apparent conflicts of interest or disqualifying biases. At any time during the Grievance Process, the parties may raise a concern regarding bias or conflict of interest, and the Title IX Coordinator will determine whether the concern is reasonable and supportable. If so, another Pool member will be assigned and the impact of the bias or conflict, if any, will be remedied. If the source of the conflict of interest or bias is the Title IX Coordinator, concerns should be raised with the Director.

The Formal Grievance Process involves an objective evaluation of all relevant evidence obtained, including evidence that supports that the Respondent engaged in a policy violation and evidence that supports that the Respondent did not engage in a policy violation. Credibility determinations may not be based solely on an individual's status or participation as a Complainant, Respondent, or witness.

The School operates with the presumption that the Respondent is not responsible for the reported misconduct unless and until the Respondent is determined to be responsible for a policy violation by the applicable standard of proof.

12. INVESTIGATION TIMELINE

Investigations are completed expeditiously, normally within sixty (60) business days, though some investigations may take many weeks or even months, depending on the nature, extent, and complexity of the allegations, availability of witnesses, law enforcement involvement, etc.

The School will make a good faith effort to complete investigations as promptly as circumstances permit and will communicate regularly with the parties to update them on the progress and timing of the investigation.

13. INVESTIGATION PROCESS DELAYS AND INTERACTIONS WITH LAW ENFORCEMENT

The School may undertake a short delay in its investigation (several days to a few weeks) if circumstances require. Such circumstances include but are not limited to a request from law enforcement to temporarily delay the investigation, the need for language assistance, the absence of parties and/or witnesses, and/or health conditions.

The School will communicate the anticipated duration of the delay and reason to the parties in writing and provide the parties with status updates if necessary. The School will promptly resume its investigation and Grievance Process as soon as feasible. During such a delay, the School will implement supportive measures as appropriate.

The School's action(s) or processes are not typically altered or precluded on the grounds that civil or criminal charges involving the underlying incident(s) have been filed or that criminal charges have been dismissed or reduced.

14. INVESTIGATION PROCESS STEPS

All investigations are thorough, reliable, impartial, prompt, and fair. Investigations involve interviews with all available relevant parties and witnesses; obtaining available, relevant evidence; and identifying sources of expert information, as necessary.

All parties have a full and fair opportunity, through the investigation process, to suggest witnesses and questions, to provide evidence and expert witnesses, and to fully review and respond to all evidence on the record. Recordings of interviews are not provided to the parties, but the parties will have the ability to review the transcript of the interview once the investigation report is compiled.

At the discretion of the Title IX Coordinator, investigations can be combined when complaints implicate a pattern, collusion, and/or other shared or similar actions.

The Investigator typically takes the following steps, if not already completed (not necessarily in this order):

- Determine the identity and contact information of the Complainant
- Identify all policies implicated by the alleged misconduct and notify the Complainant and Respondent of all of the specific policies implicated
- Assist the Title IX Coordinator, if needed, with conducting a prompt initial assessment to determine whether the allegations indicate a potential policy violation
- Commence a thorough, reliable, and impartial investigation by identifying issues and developing a strategic investigation plan, including a witness list, evidence list, intended investigation timeframe, and order of interviews for the parties and witnesses
- Meet with the Complainant to finalize their interview/statement, if necessary
- Work with the Title IX Coordinator, as necessary, to prepare the initial Notice of Investigation and Allegations (NOIA); the NOIA may be amended with any additional or dismissed allegations
    - Notice should inform the parties of their right to have the assistance of an Advisor, who could be School-appointed or an Advisor of their choosing present for all meetings attended by the party
- Provide each interviewed party and witness an opportunity to review and verify the Investigator's summary notes (or transcript) of the relevant evidence/testimony from their respective interviews and meetings
- Make good faith efforts to notify each party of any meeting or interview involving another party, in advance when possible
- When participation of a party is expected, provide that party with written notice of the date, time, and location of the meeting, as well as the expected participants and purpose
- Interview all available, relevant witnesses and conduct follow-up interviews as necessary
- Allow each party the opportunity to suggest witnesses and questions they wish the Investigator to ask of another party and/or witnesses, and document in the report which questions were asked, with a rationale for any changes or omissions
- Complete the investigation promptly and without unreasonable deviation from the intended timeline
- Provide regular status updates to the parties throughout the investigation

- Prior to the conclusion of the investigation, provide the parties and their respective Advisors (if so desired by the parties) with a list of witnesses whose information will be used to render a finding
- Write a comprehensive investigation report fully summarizing the investigation—all witness interviews—and addressing all relevant evidence; appendices including relevant physical or documentary evidence will be included
- Gather, assess, and synthesize evidence, but make no conclusions, engage in no policy analysis, and render no recommendations as part of their report
- Prior to the conclusion of the investigation, provide the parties and their respective Advisors (if so desired by the parties) a secured electronic or hard copy of the draft investigation report as well as an opportunity to inspect and review all of the evidence obtained as part of the investigation that is directly related the reported misconduct, including evidence upon which the School does not intend to rely in reaching a determination, for a ten (10) business-day review and comment period so that each party may meaningfully respond to the evidence; the parties may elect to waive the full ten (10) days
- Elect to respond in writing in the investigation report to the parties' submitted responses and/or to share the responses between the parties for additional responses
- Incorporate relevant elements of the parties' written responses into the final investigation report, include any additional relevant evidence, make any necessary revisions, and finalize the report; the Investigator should document all rationales for any changes made after the review and comment period
- Share the report with the Title IX Coordinator and/or legal counsel for their review and feedback
- Incorporate any relevant feedback and share the final report with all parties and their Advisors through secure electronic transmission or hard copy at least ten (10) business days prior to a hearing; the parties and Advisors are also provided with a file of any directly related evidence that was not included in the report

15. WITNESS ROLE AND PARTICIPATION IN THE INVESTIGATION

Witnesses (as distinguished from the parties) who are employees of the School are strongly encouraged to cooperate with and participate in the School's investigation and Grievance Process. Future Professionals who are named as witnesses and witnesses from outside the School's community are encouraged to cooperate with School investigations and share what they know about a complaint.

Although in-person interviews for parties and all potential witnesses are ideal, circumstances may require individuals to be interviewed remotely. Skype, Zoom, Microsoft Teams, FaceTime, Webex, or similar technologies may be used for interviews if the Investigator determine that timeliness, efficiency, or other reasons dictate a need for remote interviewing. The School will take appropriate steps to reasonably ensure the security/privacy of remote interviews.

Witnesses may also provide written statements in lieu of interviews or choose to respond to written questions, if deemed appropriate by the Investigator, though not preferred.

16. INTERVIEW RECORDING

No unauthorized audio or video recording of any kind is permitted during investigation meetings. If the Investigator elects to audio and/or video record interviews, all involved parties should be made aware of and consent to audio and/or video recording.

17. EVIDENTIARY CONSIDERATIONS

Neither the investigation nor the hearing will consider: (1) incidents not relevant or not directly related to the possible violation(s), unless they evidence a pattern; (2) questions and evidence about the Complainant's sexual predisposition; or (3) questions and evidence about the Complainant's prior sexual behavior, unless such questions and evidence about the Complainant's prior sexual behavior are offered to prove that someone other than the Respondent committed the conduct alleged by the Complainant, or if the questions and evidence concern specific incidents of the Complainant's prior sexual behavior with respect to the Respondent and are offered to prove consent.

Within the boundaries stated above, the investigation and the hearing can consider character evidence generally, if offered, but that evidence is unlikely to be relevant unless it is fact evidence or relates to a pattern of conduct.

18. REFERRAL FOR HEARING

Provided that the complaint is not resolved through Informal Resolution, once the final investigation report is shared with the parties, the Title IX Coordinator will refer the matter for a hearing.

The hearing cannot be held less than ten (10) business days from the conclusion of the investigation—when the final investigation report is transmitted to the parties and the Decision-Maker—unless all parties and the Decision-Maker agree to an expedited timeline.

The Title IX Coordinator will select the Decision-Maker and provide a copy of the investigation report and the file of directly related evidence.

19. HEARING DECISION-MAKER COMPOSITION

The School will designate a single Decision-Maker, at the discretion of the Title IX Coordinator. The single Decision-Maker will also Chair the hearing.

The Decision-Maker will not have had any previous involvement with the complaint. The Title IX Coordinator may elect to have an alternate sit in throughout the hearing process in the event that a substitute is needed for any reason.

Those who have served as Investigators will be witnesses in the hearing and therefore may not serve as a Decision-Maker. Those who are serving as Advisors for any party may not serve as a Decision-Maker in that matter.

The Title IX Coordinator may not serve as a Decision-Maker or Chair in the matter but may serve as an administrative facilitator of the hearing if their previous role(s) in the matter do not create a conflict of interest. Otherwise, a designee may fulfill the facilitator role. The hearing will convene at a time and venue determined by the Title IX Coordinator or designee.

20. ADDITIONAL EVIDENTIARY CONSIDERATIONS IN THE HEARING

Previous disciplinary action of any kind involving the Respondent may not be used unless there is an allegation of a pattern of misconduct. Such information may also be considered in determining an appropriate sanction upon a determination of responsibility, assuming the School uses a progressive discipline system. This information is only considered at the sanction stage of the process and is not shared until then.

The parties may each submit a written impact statement prior to the hearing for the consideration of the Decision-Maker at the sanction stage of the process when a determination of responsibility is reached.

After post-hearing deliberation, the Decision-Maker renders a determination based on the preponderance of the evidence, whether it is more likely than not that the Respondent violated the Policy as alleged.

21. HEARING NOTICE

No less than ten (10) business days prior to the hearing,[30] the Title IX Coordinator or the Chair will send notice of the hearing to the parties. Once mailed, emailed, and/or received in person, notice will be presumptively delivered.

The notice will contain:

- A description of the alleged violation(s), a list of all policies allegedly violated, a description of the applicable hearing procedures, and a statement of the potential sanctions/responsive actions that could result.
- The time, date, and location of the hearing.
- Description of any technology that will be used to facilitate the hearing.
- Information about the option for the live hearing to occur with the parties located in separate rooms using technology that enables the Decision-Maker and parties to see and hear a party or witness answering questions. Such a request must be raised with the Title IX Coordinator as soon as possible, preferably at least five (5) business days prior to the hearing.

- A list of all those who will attend the hearing, along with an invitation to object to any Decision-Maker based on demonstrated bias or conflict of interest. This must be raised with the Title IX Coordinator at least two (2) business days prior to the hearing.
- Information on how the hearing will be recorded and how the parties can access the recording after the hearing.
- A statement that if any party or witness does not appear at the scheduled hearing, the hearing may be held in their absence. For compelling reasons, the Chair may reschedule the hearing.
- Notification that the parties may have the assistance of an Advisor of their choosing at the hearing and will be required to have one present for any questions they may desire to ask. The party must notify the Title IX Coordinator if they wish to conduct cross-examination and do not have an Advisor, and the School will appoint one. Each party must have an Advisor present if they intend to cross-examine others. There are no exceptions.
- A copy of all the materials provided to the Decision-Maker about the complaint unless they have already been provided.[31]
- An invitation to each party to submit to the Chair an impact statement pre-hearing that the Decision-Maker will review during any sanction determination.
- An invitation to contact the Title IX Coordinator to arrange any disability accommodations, language assistance, and/or interpretation services that may be needed at the hearing, at least seven (7) business days prior to the hearing.
- Whether parties can/cannot bring mobile phones/devices into the hearing.

22. ALTERNATIVE HEARING PARTICIPATION OPTIONS

If a party or parties prefer not to attend or cannot attend the hearing in person, the party should request alternative arrangements from the Title IX Coordinator or the Chair as soon as possible, preferably at least five (5) business days prior to the hearing.

The Title IX Coordinator or the Chair can arrange to use technology to allow remote testimony without compromising the fairness of the hearing. Remote options may also be needed for witnesses who cannot appear in person. Any witness who cannot attend in person should let the Title IX Coordinator or the Chair know as soon as possible, preferably at least five (5) business days prior to the hearing so that appropriate arrangements can be made.

23. PRE-HEARING PREPARATION

After any necessary consultation with the parties, the Title IX Coordinator will provide the names of persons who have been asked to participate in the hearing, all pertinent documentary evidence, and the final investigation report to the parties at least ten (10) business days prior to the hearing.

Any witness scheduled to participate in the hearing must have been first interviewed by the Investigator, unless all parties and the Chair assent to the witness's participation in the hearing. The same holds for any relevant evidence that is first offered at the hearing. If the parties and Chair do not assent to the admission of evidence newly offered at the hearing, the Chair may delay the hearing and/or instruct that the investigation needs to be re-opened to consider that evidence.[32]

The parties will be given the name of the Decision-Maker at least five (5) business days in advance of the hearing. All objections to the Decision-Maker must be raised in writing, detailing the rationale for the objection, and must be submitted to the Title IX Coordinator as soon as possible and no later than five (5) business days prior to the hearing. The Decision-Maker will only be removed if the Title IX Coordinator concludes that their actual or perceived bias or conflict of interest precludes an impartial hearing of the complaint.

The Title IX Coordinator will give the Decision-Maker a list of the names of all parties, witnesses, and Advisors at least five (5) business days in advance of the hearing. If the Decision-Maker cannot make an objective determination, they must recuse themselves from the proceedings when notified of the identity of the parties, witnesses, and Advisors in advance of the hearing. If a Decision-Maker is unsure of whether a bias or conflict of interest exists, they must raise the concern to the Title IX Coordinator as soon as possible.

During the ten (10) business-day period prior to the hearing, the parties have the opportunity for continued review and comment on the final investigation report and available evidence. That review and comment can be shared with the Chair at a pre-hearing meeting or at the hearing and will be exchanged between each party by the Chair.

24. PRE-HEARING MEETINGS

The Chair may convene a pre-hearing meeting, or meetings, with the parties and/or their Advisors and invite them to submit the questions or topics they (the parties and/or their Advisors) wish to ask or discuss at the hearing, so that the Chair can rule on their relevance ahead of time to avoid any improper evidentiary introduction in the hearing or to provide recommendations for more appropriate phrasing.

However, this advance review opportunity does not preclude the Advisors from asking a question for the first time at the hearing or from asking for a reconsideration on a pre-hearing ruling by the Chair based on any new information or testimony offered at the hearing. The Chair must document and share with each party their rationale for any exclusion or inclusion at a pre-hearing meeting.

The Chair, **only** with full agreement of the parties, may decide in advance of the hearing that certain witnesses do not need to be present if their testimony can be adequately summarized by the Investigator in the investigation report or during the hearing.

At each pre-hearing meeting with a party and/or their Advisor, the Chair will consider arguments that evidence identified in the final investigation report as relevant is, in fact, not relevant. Similarly, evidence identified as directly related but not relevant by the Investigator may be argued to be relevant. The Chair may rule on these arguments pre-hearing and will exchange those rulings between the parties prior to the hearing to assist in preparation for the hearing. The Chair may consult with legal counsel and/or the Title IX Coordinator or ask either or both to attend pre-hearing meetings.

The pre-hearing meeting(s) will not be recorded. The pre-hearing meetings may be conducted as separate meetings with each party/Advisor, with all parties/Advisors present at the same time, remotely, or as a written-only exchange. The Chair will work with the parties to establish the format.

25. HEARING PROCEDURES

At the hearing, the Decision-Maker has the authority to hear and make determinations on all allegations of discrimination, harassment, and/or retaliation and may also hear and make determinations on any additional alleged policy violations that occurred in concert with the discrimination, harassment, and/or retaliation, even though those collateral allegations may not specifically fall within the Equal Opportunity, Harassment, and Nondiscrimination Policy.

Participants at the hearing include the Chair, the Investigator who conducted the investigation, the parties, Advisors to the parties, any called witnesses, the Title IX Coordinator, the hearing facilitator, and anyone providing authorized accommodations, interpretation, and/or assistive services.

The Chair will answer all questions of procedure.

Anyone appearing at the hearing to provide information will respond to questions on their own behalf.

The Chair will allow witnesses who have relevant information to appear at a portion of the hearing to respond to specific questions from the Decision-Maker and the parties, and the witnesses will then be excused.

26. JOINT HEARINGS

In hearings involving more than one Respondent and/or involving more than one Complainant who has accused the same individual of substantially similar conduct, the default procedure will be to hear the allegations jointly.

However, the Title IX Coordinator may permit the investigation and/or hearings pertinent to each Respondent or complaint to be conducted separately if there is a compelling reason to do so. In joint hearings, separate determinations of responsibility will be made for each Respondent and/or for each complaint with respect to each alleged policy violation.

27. THE ORDER OF THE HEARING—INTRODUCTIONS AND EXPLANATION OF PROCEDURE

The Chair explains the procedures and introduces the participants. This may include a final opportunity for challenge or recusal of the Decision-Maker based on bias or conflict of interest. The Chair will rule on any such challenge unless the Chair is the individual who is the subject of the challenge, in which case the Title IX Coordinator will review the challenge and decide.

The Chair then conducts the hearing according to the hearing script. At the hearing, recording, witness logistics, party logistics, curation of documents, separation of the parties, and other administrative elements of the hearing process are managed by a non-voting hearing facilitator/case manager appointed by the Title IX Coordinator.[33]

The hearing facilitator may attend to logistics of rooms for various parties/witnesses as they wait; flow of parties/witnesses in and out of the hearing space; ensuring recording and/or virtual conferencing technology is working as intended; copying and distributing materials to participants, as appropriate, etc.

28. INVESTIGATOR PRESENTATION OF FINAL INVESTIGATION REPORT

The Investigator will present a summary of the final investigation report, including items that are contested and those that are not, and will be subject to questioning by the Decision-Maker and the parties (through their Advisors).

Neither the parties nor the Decision-Maker should ask the Investigator their opinions on credibility, recommended findings, or determinations, and Advisors and parties will refrain from discussion of or questions for Investigators about these assessments. If such information is introduced, the Chair will direct that it be disregarded.

29. TESTIMONY AND QUESTIONING

Once the Investigator presents the report and responds to questions, the parties and witnesses may provide relevant information in turn, beginning with the Complainant, and then in the order determined by the Chair. The hearing will facilitate questioning of parties and witnesses by the Decision-Maker and then by the parties through their Advisors.

All questions are subject to a relevance determination by the Chair. The Advisor, who will remain seated during questioning, will pose the proposed question orally, electronically, or in writing (orally is the default, but other means of submission may be permitted by the Chair upon request if agreed to by all parties and the Chair), the proceeding will pause to allow the Chair to consider the question (and state it if it has not already been stated aloud), and the Chair will determine whether the question will be permitted, disallowed, or rephrased.

The Chair may invite explanations or persuasive statements regarding relevance with the Advisors if the Chair so chooses. The Chair will then state their decision on the question for the record and advise the party/witness to whom the question was directed, accordingly. The Chair will explain any decision to exclude a question as not relevant, or to reframe it for relevance.

The Chair will limit or disallow questions on the basis that they are irrelevant, unduly repetitious (and thus irrelevant), or abusive. The Chair has final say on all questions and determinations of relevance. The Chair may consult with legal counsel on any questions of admissibility. The Chair may ask Advisors to frame why a question is or is not relevant from their perspective but will not entertain argument from the Advisors on relevance once the Chair has ruled on a question.

If the parties raise an issue of bias or conflict of interest of an Investigator or Decision-Maker at the hearing, the Chair may elect to address those issues, consult with legal counsel, refer them to the Title IX Coordinator, and/or preserve them for appeal. If bias is not an issue at the hearing, the Chair should not permit irrelevant questions that probe for bias.

30. REFUSAL TO SUBMIT TO QUESTIONING; INFERENCES

Any party or witness may choose not to offer evidence and/or answer questions at the hearing, either because they do not attend the hearing, or because they attend but refuse to participate in some or all questioning. The Decision-

Maker can only rely on whatever relevant evidence is available through the investigation and hearing in making the ultimate determination of responsibility. The Decision-Maker may not draw any inference solely from a party's or witness's absence from the hearing or refusal to submit to cross-examination or answer other questions.

An Advisor may not be called as a witness at a hearing to testify to what their advisee has told them during their role as an Advisor unless the party being advised consents to that information being shared. It is otherwise considered off-limits, and an Advisor who is a School employee is temporarily alleviated from Mandated Reporter responsibilities related to their interaction with their advisee during the Grievance Process.

31. HEARING RECORDINGS

Hearings (but not deliberations) are recorded by the School for purposes of review in the event of an appeal. The parties may not record the proceedings and no other unauthorized recordings are permitted.

The Decision-Maker, the parties, their Advisors, and appropriate administrators of the School will be permitted to review the recording or review a transcript of the recording, upon request to the Title IX Coordinator. No person will be given or be allowed to make a copy of the recording without permission of the Title IX Coordinator.

32. DELIBERATION, DECISION-MAKING, AND STANDARD OF PROOF

The Decision-Maker will deliberate in closed session to determine whether the Respondent is responsible for the policy violation(s) in question. The preponderance of the evidence standard of proof is used. The hearing facilitator may be invited to attend the deliberation by the Chair, but is in attendance only to facilitate procedurally, not to address the substance of the allegations.

When there is a finding of responsibility on one or more of the allegations, the Decision-Maker may then consider the previously submitted party impact and/or mitigation statement(s) in determining appropriate sanction(s). The Chair will ensure that each of the parties has an opportunity to review any submitted impact and/or mitigation statement(s) once they are submitted.

The Decision-Maker will also review any pertinent conduct history provided by the appropriate School employee and will determine the appropriate sanction(s). The Chair will then prepare a written statement detailing all findings and final determinations, the rationale(s) explaining the decision(s), the evidence used in support of the determination(s), the evidence not relied upon in the determination(s), any credibility assessments, and any sanction(s) and rationales explaining the sanction(s) and will deliver the statement to the Title IX Coordinator.

This statement is typically three to five (3–5) pages in length and must be submitted to the Title IX Coordinator within two (2) business days of the end of deliberations unless the Title IX Coordinator grants an extension. If an extension is granted, the Title IX Coordinator will notify the parties.

33. NOTICE OF OUTCOME

Using the deliberation statement, the Title IX Coordinator will work with the Chair to prepare a Notice of Outcome letter. The Title IX Coordinator will then share the letter, which includes the final determination, rationale, and any applicable sanction(s), with the parties and their Advisors within five (5) business days of receiving the deliberation statement.

The Notice of Outcome will be shared with the parties simultaneously. Notification will be made in writing and may be delivered by one or more of the following methods: in person or emailed to the parties' School-issued email or otherwise approved account. Once emailed, and/or received in person, notice will be presumptively delivered.

The Notice of Outcome will articulate the specific alleged policy violation(s), including the relevant policy section(s), and will contain a description of the procedural steps taken by the School from the receipt of the misconduct report to the determination, including any and all notifications to the parties, interviews with parties and witnesses, site visits, methods used to obtain evidence, and hearings held.

The Notice of Outcome will specify the finding for each alleged policy violation; the findings of fact that support the determination; conclusions regarding the application of the relevant policy to the facts at issue; a statement of, and

rationale for, the result of each allegation to the extent the School is permitted to share such information under state or federal law; any sanction(s) issued which the School is permitted to share according to state or federal law; and whether remedies will be provided to the Complainant to ensure access to the School's educational or employment program or activity.

The Notice of Outcome will also include information on when the results are considered final by the School, will note any changes to the outcome and/or sanction(s) that occur prior to finalization, and the relevant procedures and bases for appeal.

34. RIGHTS OF THE PARTIES (SEE APPENDIXB)

35. SANCTIONS

Factors considered when determining a sanction/responsive action may include, but are not limited to:

- The nature, severity of, and circumstances surrounding the violation(s)
- The Respondent's disciplinary history
- The need for sanctions/responsive actions to bring an end to the discrimination, harassment, and/or retaliation
- The need for sanctions/responsive actions to prevent the future recurrence of discrimination, harassment, and/or retaliation
- The need to remedy the effects of the discrimination, harassment, and/or retaliation on the Complainant and the community
- The impact on the parties
- Any other information deemed relevant by the Decision-Maker

The sanctions will be implemented as soon as is feasible, either upon the outcome of any appeal or the expiration of the window to appeal without an appeal being requested.

The sanctions described in this Policy are not exclusive of, and may be in addition to, other actions taken, or sanctions imposed, by external authorities.

If it is later determined that a party or witness intentionally provided false or misleading information, that action could be grounds for re-opening a Grievance Process at any time, and/or referring that information to another process for resolution.

A. **Future Professional Sanctions**
   The following are the common sanctions that may be imposed upon Future Professionals singly or in combination:
   - *Coaching:* A formal statement that the conduct was unacceptable and a warning that further violation of any School policy, procedure, or directive will result in more severe sanctions/responsive actions.
   - *Suspension:* Termination of Future Professional status for a definite period of time not to exceed two years and/or until specific criteria are met.
   - *Termination:* Permanent termination of Future Professional status and revocation of rights to be on campus for any reason or to attend School-sponsored events.
   - *Other Actions:* In addition to or in place of the above sanctions, the School may assign any other sanctions as deemed appropriate.

B. **Employee Sanctions/Responsive/Corrective Actions**
   Responsive actions for an employee who has engaged in harassment, discrimination, and/or retaliation include:
   - *Verbal or Written Warning*
   - *Performance Improvement Plan/Management Process*
   - *Enhanced Supervision, Observation, or Review*
   - *Required Counseling*

- *Required Training or Education*
- *Probation*
- *Denial of Pay Increase/Pay Grade*
- *Loss of Oversight or Supervisory Responsibility*
- *Demotion*
- *Transfer*
- *Reassignment*
- *Assignment to New Supervisor*
- *Restriction of Stipends and/or Professional Development Resources*
- *Suspension/Administrative Leave with Pay*
- *Suspension/Administrative Leave without Pay*
- *Termination*
- *Other Actions:* In addition to or in place of the above sanctions/responsive actions, the School may assign any other responsive actions as deemed appropriate.

36. WITHDRAWAL OR RESIGNATION BEFORE COMPLAINT RESOLUTION

A. **Future Professionals**

Should a Respondent decide not to participate in the Grievance Process, the process proceeds absent their participation to a reasonable resolution. Should a Future Professional Respondent permanently withdraw from the School, the Grievance Process typically ends with a dismissal, as the School has lost primary disciplinary jurisdiction over the withdrawn Future Professional. However, the School may continue the Grievance Process when, at the discretion of the Title IX Coordinator, doing so may be necessary to address safety and/or remedy any ongoing effects of the alleged harassment, discrimination, and/or retaliation.

Regardless of whether the complaint is dismissed or pursued to completion of the Grievance Process, the School will continue to address and remedy any systemic issues or concerns that may have contributed to the alleged violation(s), and any ongoing effects of the alleged harassment, discrimination, and/or retaliation. The Future Professional who withdraws or leaves while the process is pending may not return to the School in any capacity. The appropriate School employees will be notified accordingly. Such exclusion applies to all School locations.

If the Future Professional Respondent only withdraws or takes a leave for a specified period of time (e.g., one semester or term), the Grievance Process may continue remotely and, if found in violation, that Future Professional is not permitted to return to the School unless and until all sanctions, if any, have been satisfied.

B. **Employees**

Should an employee Respondent resign with unresolved allegations pending, the Grievance Process typically ends with dismissal, as the School has lost primary disciplinary jurisdiction over the resigned employee. However, the School may continue the Grievance Process when, at the discretion of the Title IX Coordinator, doing so may be necessary to address safety and/or remedy any ongoing effects of the alleged harassment, discrimination, and/or retaliation.

Regardless of whether the matter is dismissed or pursued to completion of the Grievance Process, the School will continue to address and remedy any systemic issues or concerns that contributed to the alleged violation(s), and any ongoing effects of the alleged harassment, discrimination, and/or retaliation.

The employee who resigns with unresolved allegations pending is not eligible for academic admission or rehire with the School or any School location, and the records retained by the Title IX Coordinator will reflect that status.

All School responses to future inquiries regarding employment references for that individual will include that the former employee resigned during a pending disciplinary matter.

37. APPEALS

Any party may submit a written request for appeal ("Request for Appeal") to the Title IX Coordinator within five (5) business days of the delivery of the Notice of Outcome.

A single Appeal Decision-Maker will Chair the appeal. No Appeal Decision-Maker will have been previously involved in the Grievance Process for the complaint, including in any dismissal appeal that may have been heard earlier in the process.

The Request for Appeal will be forwarded to the Appeal Chair or designee for consideration to determine whether the request meets the grounds for appeal (a Review for Standing). This review is not a review of the merits of the appeal, but solely a determination as to whether the request meets the grounds and is timely filed.

A. **Grounds for Appeal**

Appeals are limited to the following grounds:

1. A procedural irregularity affected the outcome of the matter
2. New evidence that was not reasonably available at the time the determination regarding responsibility or dismissal was made, which could affect the outcome of the matter
3. The Title IX Coordinator, Investigator, or Decision-Maker had a conflict of interest or bias for or against Complainants or Respondents generally or the specific Complainant or Respondent that affected the outcome of the matter

If any of the grounds in the Request for Appeal do not meet the grounds in this Policy, that request will be denied by the Appeal Chair, and the parties and their Advisors will be notified in writing of the denial and the rationale.

If any of the grounds in the Request for Appeal meet the grounds in this Policy, then the Appeal Chair will notify all parties and their Advisors, the Title IX Coordinator, and, when appropriate, the Investigator, and/or the original Decision-Maker.

All other parties and their Advisors, the Title IX Coordinator, and, when appropriate, the Investigator and/ or the original Decision-Maker will be mailed, emailed, and/or provided a hard copy of the Request for Appeal with the approved grounds and then be given five (5) business days to submit a response to the portion of the appeal that was approved and involves them. All responses, if any, will be forwarded by the Appeal Chair to all parties for review and comment.

The non-appealing party (if any) may also choose to appeal at this time. If so, that will be reviewed to determine whether it meets the grounds in this Policy by the Appeal Chair and either denied or approved. If approved, it will be forwarded to the party who initially requested an appeal, the Title IX Coordinator, and the Investigator and/or original Decision-Maker, as necessary, who will submit their responses, if any, within five (5) business days. Any such responses will be circulated for review and comment by all parties. If not approved, the parties will be notified accordingly, in writing.

Neither party may submit any new requests for appeal after this time period. The Appeal Chair will collect any additional information needed and all documentation regarding the approved grounds for appeal, and the subsequent responses will be shared with the Appeal Chair and the Chair will render a decision within no more than five (5) business days, barring exigent circumstances. All decisions apply the preponderance of the evidence.

A Notice of Appeal Outcome will be sent to all parties simultaneously. The Notice of Appeal Outcome will specify the finding on each ground for appeal, any specific instructions for remand or reconsideration, any sanction(s) that may result which the School is permitted to share according to state or federal law, and the rationale supporting the essential findings to the extent the School is permitted to share under state or federal law.

Notification will be made in writing and may be delivered by one or more of the following methods: in person, mailed to the local or permanent address of the parties as indicated in official institutional records, or emailed to the parties' School-issued email or otherwise approved account. Once mailed, emailed and/or received in person, notice will be presumptively delivered.

B. **Sanctions Status during the Appeal**

Any sanctions imposed as a result of the hearing are stayed (i.e., not implemented) during the appeal process. Supportive measures may be reinstated, subject to the same supportive measure procedures above.

If any of the sanctions are to be implemented immediately post-hearing, but pre-appeal, then the emergency removal procedures (detailed above) for a show cause meeting on the justification for doing so must be permitted within 48 hours of implementation.

If the original sanctions include separation in any form, the School may place a hold on graduations, continued enrollment, etc., pending the outcome of an appeal. The Respondent may request a stay of these holds from the Title IX Coordinator within two (2) business days of the notice of the sanctions. The request will be evaluated by the Title IX Coordinator or designee, whose determination is final.

C. **Appeal Considerations**

- Appeals are not intended to provide for a full re-hearing (de novo) of the allegation(s). In most cases, appeals are confined to a review of the written documentation or record of the original hearing and pertinent documentation regarding the specific grounds for appeal.
- Decisions on appeal are to be deferential to the original determination, making changes to the finding only when there is clear error and to the sanction(s)/responsive action(s) only if there is a compelling justification to do so.
- An appeal is not an opportunity for the Appeal Decision-Maker to substitute their judgment for that of the original Decision-Maker merely because they disagree with the finding and/or sanction(s).
- The Appeal Chair/Decision-Maker may consult with the Title IX Coordinator and/or legal counsel on questions of procedure or rationale, for clarification, if needed. Documentation of all such consultation will be maintained.
- Appeals granted should normally be remanded (or partially remanded) to the original Investigator and/or Decision-Maker for reconsideration.
- Once an appeal is decided, the outcome is final: further appeals are not permitted, even if a decision or sanction is changed on remand (except in the case of a new hearing).
- In rare cases where an error cannot be cured by the original Decision-Maker (as in cases of bias), the Appeal Chair/Decision-Maker may order a new investigation and/or a new hearing with new Pool members serving in the Investigator and Decision-Maker roles.
- The results of a remand to a Decision-Maker cannot be appealed. The results of a new hearing can be appealed (once) on any of the three available appeal grounds.
- In cases that result in reinstatement to the School or resumption of privileges, all reasonable attempts will be made to restore the Respondent to their prior status, recognizing that some opportunities lost may be irreparable in the short term.

38. LONG-TERM REMEDIES/OTHER ACTIONS

Following the conclusion of the Grievance Process, and in addition to any sanctions implemented, the Title IX Coordinator may implement additional long-term remedies or actions with respect to the parties and/or the institutional community that are intended to stop the harassment, discrimination, and/or retaliation, remedy the effects, and prevent reoccurrence.

These remedies/actions may include, but are not limited to:

- Referral to counseling and health services
- Referral to the Employee Assistance Program
- Referral to the Student Wellness Program
- Education to the individual and/or the community
- Permanent alteration of work arrangements for employees
- Climate surveys
- Policy modification and/or training
- Provision of transportation assistance
- Implementation of long-term contact limitations between the parties
- Implementation of adjustments to academic deadlines, course schedules, etc.

At the discretion of the Title IX Coordinator, certain long-term support or measures may also be provided to the parties even if no policy violation is found.

When no policy violation is found, the Title IX Coordinator will address any remedies the School owes the Respondent to ensure no effective denial of educational access.

The School will maintain the confidentiality of any long-term remedies/actions/measures, provided confidentiality does not impair the School's ability to provide these services.

39. FAILURE TO COMPLY WITH SANCTIONS AND/OR RESPONSIVE ACTIONS

All Respondents are expected to comply with the assigned sanctions, responsive actions, and/or corrective actions within the timeframe specified by the final Decision-Maker (including the Appeal Chair/Decision-Maker).

Failure to abide by the sanction(s)/action(s) imposed by the date specified, whether by refusal, neglect, or any other reason, may result in additional sanction(s)/action(s), including suspension and/or termination from the School. Supervisors are expected to enforce completion of sanctions/responsive actions for their employees.

A suspension will only be lifted when compliance is achieved to the satisfaction of the Title IX Coordinator.

40. RECORDKEEPING

The School will maintain for a period of at least seven years following the conclusion of the Grievance Process, records of:

1. Each sexual harassment investigation including any determination regarding responsibility and any audio or audiovisual recording or transcript required under federal regulation
2. Any disciplinary sanctions imposed on the Respondent
3. Any remedies provided to the Complainant designed to restore or preserve equal access to the School's education program or activity
4. Any appeal and the result therefrom
5. Any Informal Resolution and the result therefrom
6. All materials used to train Title IX Coordinators, Investigators, Decision-Makers, and any person who facilitates an Informal Grievance Process. The School will make these training materials publicly available on the School's website.
7. Any actions, including any supportive measures, taken in response to a report or Formal Complaint of sexual harassment, including:
    a. The basis for all conclusions that the response was not deliberately indifferent

b. Any measures designed to restore or preserve equal access to the School's education program or activity
c. If no supportive measures were provided to the Complainant, document the reasons why such a response was not clearly unreasonable in light of the known circumstances

The School will also maintain any and all records in accordance with state and federal laws.

41. DISABILITY ACCOMMODATIONS IN THE GRIEVANCE PROCESS

The School is committed to providing reasonable accommodations and support to qualified Future Professionals, employees, or others with disabilities to ensure equal access to the School's Grievance Process.

Anyone needing such accommodations or support should contact the ADA/504 Coordinator, who will review the request and, in consultation with the person requesting the accommodation and the Title IX Coordinator, determine which accommodations are appropriate and necessary for full participation in the process.

42. REVISION OF THIS POLICY AND PROCEDURES

This Policy and procedures supersede any previous policies addressing harassment, sexual misconduct, discrimination, and/or retaliation for incidents occurring on or after August 14, 2020, under Title IX and will be reviewed and updated annually by the Title IX Coordinator. The School reserves the right to make changes to this document as necessary, and once those changes are posted online, they are in effect.

During the Grievance Process, the Title IX Coordinator may make minor modifications to procedures that do not materially jeopardize the fairness owed to any party, such as to accommodate summer schedules. The Title IX Coordinator may also vary procedures materially with notice (on the institutional website, with the appropriate effective date identified) upon determining that changes to law or regulation require Policy or procedural alterations not reflected in this Policy and procedures.

If government laws or regulations change—or court decisions alter—the requirements in a way that impacts this document, this document will be construed to comply with the most recent government laws or regulations or court holdings.

This document does not create legally enforceable protections beyond the protections of the background state and federal laws which frame such policies and codes, generally.

This Policy and procedures are effective July 22, 2022.

APPENDIX A: AN ATIXA FRAMEWORK FOR INFORMAL RESOLUTION (IR)

ATIXA has framed a process for IR that includes three options:

1. A response based on supportive measures
2. A response based on a Respondent accepting responsibility
3. A response based on Alternative Resolution, which could include various approaches and/or facilitation of dialogue

Alternative Resolution approaches such as mediation, restorative practices, and transformative justice are likely to be used more and more often by postsecondary institutions. ATIXA does not endorse these approaches as better or worse than other formal or informal approaches.

ATIXA believes that if they are to be used in and are effective for sex offenses, they need to be carefully and thoughtfully designed and executed and be facilitated by well-trained personnel who take the necessary time to prepare and lay a foundation for success. Although no approach is a panacea, the framework below can help to lay that foundation, regardless of the approach(es) used.

Here are the principles to be considered in supporting various approaches to Informal Resolution:

- IR can be applied in any sex/gender-based interpersonal conflict but may not be appropriate or advisable in cases involving violent incidents (sexual violence, stalking, domestic and dating violence, severe sexual harassment, sexual exploitation, etc.).

- Situations involving dangerous patterns or significant ongoing threat to the community should not be resolved by IR.
- The determination of whether to permit an IR-based resolution is entirely at the discretion of the Title IX Coordinator (TIXC) and in line with the requirements for IR laid out in the Title IX regulations.
- Any party can end IR early-, mid-, or late-process for any reason or no reason.
- IR can be attempted before and in lieu of formal resolution as a diversionary resolution (although a Formal Complaint must be filed if you are within 34 CFR § 106.30, per OCR).
- Alternative approaches can inform formal resolution, as in a formal resolution model infused with restorative practices.
- IR-based processes could be deployed after formal resolution, as an adjunct healing/catharsis opportunity (that could potentially mitigate sanctions or be a form of sanction).
- Alternative Resolution approaches to IR must be facilitated by the School or a third party. There may be value in creating clearly agreed-upon ground rules, which the parties must sign in advance and agree to abide by, otherwise the Informal Resolution process may be deemed to have failed.
- Technology-facilitated IR can be made available, should the parties not be able or willing to meet in person.
- If IR fails, a formal resolution can take place thereafter. Evidence elicited within the "safe space" of the IR facilitation could be later admissible in the formal resolution unless all parties determine it should not be. This will be clearly spelled out as a term of the decision to engage in the IR process.
- With cases involving violence, the preferred alternative approach typically involves a minimal number of essential parties and is not a restorative circle approach with many constituents, in order to ensure confidentiality.
- Some approaches require a reasonable gesture toward accountability (this could be more than an acknowledgment of harm) and some acceptance, or at least recognition, by the Respondent that catharsis is of value and likely the primary goal of the Complainant. A full admission by the Respondent is not a prerequisite. This willingness needs to be vetted carefully in advance by the TIXC before determining that an incident is amenable/appropriate for resolution by IR.
- IR can result in an accord or agreement between the parties (Complainant, Respondent, the School), which is summarized in writing by and enforced by the School. This can be a primary goal of the process.
- IR can result in the voluntary imposition of safety measures, remedies, and/or agreed-upon resolutions by the parties that are enforceable by the School. These can be part of the agreement.
- As a secondary goal, IR can result in the voluntary acceptance of "sanctions," meaning that a Respondent could agree to withdraw, self-suspend (by taking a leave of absence), or undertake other restrictions/transfers/online course options that would help to ensure the safety/educational access of the Complainant, in lieu of formal sanctions that would create a formal record for the Respondent. These are enforceable by the School as part of the agreement, as may be terms of mutual release, non-disparagement, and/or non-disclosure.
- Although a non-disclosure agreement (NDA) could result from IR, it would have to be mutually agreed-upon by the parties in an environment of non-coercion verified by the TIXC.
- Institutions must develop clear rules for managing/facilitating the conference/meeting/dialogue of Alternative Resolution approaches to ensure they are civil, age-appropriate, culturally competent, reflective of power imbalances, and maximize the potential for the Grievance Process to result in catharsis, restoration, remedy, etc., for the Complainant(s).

APPENDIX B: STATEMENT OF RIGHTS OF THE PARTIES

- The right to an equitable investigation and resolution of all credible allegations of prohibited harassment, discrimination, and/or retaliation made in good faith to School officials.
- The right to timely written notice of all alleged violations, including the identity of the parties involved (if known), the precise misconduct being alleged, the date and location of the alleged misconduct (if known), the implicated policies and procedures, and possible sanctions.

- The right to timely written notice of any material adjustments to the allegations (e.g., additional incidents or allegations, additional Complainants, unsubstantiated allegations) and any attendant adjustments needed to clarify potentially implicated policy violations.
- The right to be informed in advance of any public release of information by the School regarding the allegation(s) or underlying incident(s), whenever possible.
- The right to not have any personally identifiable information released by the School to the public without consent provided, except to the extent permitted by law.
- The right to be treated with respect by School officials.
- The right to have School policy and these procedures followed without material deviation.
- The right to not be pressured to mediate or otherwise informally resolve any reported misconduct involving violence, including sexual violence.
- The right to not be discouraged by School officials from reporting sexual harassment, discrimination, and/or retaliation to both on-campus and off-campus authorities.
- The right to be informed by School officials of options to notify proper law enforcement authorities, including on-campus and local police, and the option(s) to be assisted by the School in notifying such authorities, if the party so chooses. This also includes the right to not be pressured to report.
- The right to have allegations of violations of this Policy responded to promptly and with sensitivity by School officials.
- The right to be informed of available supportive measures, such as counseling; advocacy; health care; legal, Future Professional financial aid, visa, and immigration assistance; and/or other services, both on campus and in the community.
- The right to a School-implemented, no-contact order or a no-trespass order against a non-affiliated third party when a person has engaged in or threatens to engage in stalking, threatening, harassing, or other improper conduct.
- The right to be informed of available assistance in changing academic or working situations after an alleged incident of discrimination, harassment, and/or retaliation, if such changes are reasonably available. No formal report, or investigation, either institutional or criminal, needs to occur before this option is available. Such actions may include, but are not limited to:
    - Referral to the Employee Assistance Program
    - Referral to the Student Wellness Program
    - Referral to community-based service providers
    - Visa and immigration assistance
    - Future Professional financial aid counseling
    - Education to the institutional community or community subgroup(s)
    - Altering work arrangements for employees
    - Safety planning
    - Implementing contact limitations (no-contact orders) between the parties
    - Academic support, extensions of deadlines, or other course/program-related adjustments
    - Trespass orders
    - Timely warnings
    - Withdrawals or leaves of absence
    - Increased security and monitoring of certain areas of the campus
    - Any other actions deemed appropriate by the Title IX Coordinator
- The right to have the School maintain such actions for as long as necessary and for supportive measures to remain confidential, provided confidentiality does not impair the School's ability to provide the supportive measures.
- The right to receive sufficiently advanced, written notice of any School meeting or interview involving another party, when possible.

- The right to identify and have the Investigator, Advisors, and/or Decision-Maker question relevant available witnesses, including expert witnesses.
- The right to provide the Investigator/Decision-Maker with a list of questions that, if deemed relevant by the Investigator/Decision-Maker, may be asked of any party or witness.
- The right to have inadmissible sexual predisposition/prior sexual history or irrelevant character evidence excluded by the Decision-Maker.
- The right to know the relevant and directly related evidence obtained and respond to that evidence.
- The right to a fair opportunity to provide the Investigator with their account of the alleged misconduct and have that account be on the record.
- The right to receive a copy of all relevant and directly related evidence obtained during the investigation, subject to privacy limitations imposed by state and federal law, and a ten (10) business-day period to review and comment on the evidence.
- The right to receive a copy of the final investigation report, including all factual, policy, and/or credibility analyses performed, and to have at least ten (10) business days to review and comment on the report prior to the hearing.
- The right to be informed of the names of all witnesses whose information will be used to make a finding, in advance of that finding, when relevant.
- The right to regular updates on the status of the investigation and/or resolution.
- The right to have reports of alleged Policy violations addressed by Investigators, Title IX Coordinators, and Decision-Maker who have received relevant annual training.
- The right to preservation of confidentiality/privacy to the extent possible and permitted by law.
- The right to meetings, interviews, and/or hearings that are closed to the public.
- The right to petition that any School representative in the process be recused on the basis of disqualifying bias and/or conflict of interest.
- The right to have an Advisor of their choice to accompany and assist the party in all meetings and/or interviews associated with the Grievance Process.
- The right to the use of the appropriate standard of evidence, preponderance of the evidence to make a Finding and Final Determination after an objective evaluation of all relevant evidence.
- The right to be present, including presence via remote technology, during all testimony given and evidence presented during any hearing.
- The right to have an impact and/or mitigation statement considered by the Decision-Maker following a determination of responsibility for any allegation, but prior to sanctioning.
- The right to be promptly informed of the finding(s) and sanction(s) (if any) of the Grievance Process and a detailed rationale of the decision (including an explanation of how credibility was assessed) in a written Notice of Outcome letter delivered simultaneously (without undue delay) to the parties.
- The right to be informed in writing of when a decision by the School is considered final and any changes to the Final Determination or sanction(s) that occur post Notification of Outcome.
- The right to be informed of the opportunity to appeal the finding(s) and sanction(s) of the Grievance Process, and the procedures for doing so in accordance with the standards for appeal established by the School.
- The right to a fundamentally fair resolution as defined in these procedures.

APPENDIX C: ADMINISTRATIVE GRIEVANCE PROCEDURE

- This process is applicable when the Title IX Coordinator determines the Title IX Grievance Procedure is inapplicable, or offenses subject to the Title IX Grievance Procedure have been dismissed.
- If the Title IX Grievance Procedure is applicable, the Title IX Grievance Procedure must be applied in lieu of the Administrative Grievance Procedure.

ADMINISTRATIVE GRIEVANCE PROCEDURE FOR ALLEGED VIOLATIONS OF THE EQUAL OPPORTUNITY, HARASSMENT, AND NONDISCRIMINATION POLICY

The School will act on any formal or informal allegation or notice of violation of the Equal Opportunity, Harassment and Nondiscrimination Policy that is received by the Title IX Coordinator,[34] an Official with Authority, or a Mandated Reporter.

The procedures described below apply to allegations of harassment, discrimination, and/or retaliation on the basis of protected characteristic status involving Future Professionals, employees, customers or service guests, vendors, or anyone else who does business with the School.

These procedures may also be used to address collateral misconduct arising from the investigation of or occurring in conjunction with harassing, discriminatory, or retaliatory conduct (e.g., vandalism, physical abuse of another). All other allegations of misconduct unrelated to incidents covered by this Policy will be addressed through the procedures elaborated in the respective School catalog or staff handbook.

1. INITIAL ASSESSMENT

Following intake, receipt of notice, or a complaint of an alleged violation of the School's Nondiscrimination Policy, the Title IX Coordinator[35] engages in an initial assessment, which is typically five (5) days in duration. The steps in an initial assessment can include:

- The Title IX Coordinator reaches out to the Complainant to offer supportive measures.
- The Title IX Coordinator works with the Complainant to ensure they have an Advisor.
- The Title IX Coordinator works with the Complainant to determine which of three options to pursue: A Supportive Response, an Informal Resolution, or an Administrative Resolution.
    - If a Supportive Response is preferred, the Title IX Coordinator works with the Complainant to identify their wishes and then seeks to facilitate implementation. An Administrative Grievance Process is not initiated, though the Complainant can elect to initiate it later, if desired.
    - If an Informal Resolution option is preferred, the Title IX Coordinator assesses whether the complaint is suitable for Informal Resolution, which informal mechanism may serve the situation best or is available and may seek to determine whether the Respondent is also willing to engage in Informal Resolution.
    - If an Administrative Resolution is preferred, the Title IX Coordinator initiates the investigation process and determines whether the scope of the investigation will address:
        - Incident
        - A potential pattern of misconduct
        - A culture/climate issue
- In many cases, the Title IX Coordinator may determine that a Violence Risk Assessment (VRA) should be conducted by relevant School officials as part of the initial assessment. A VRA can aid in ten critical and/or required determinations, including:
    - Interim suspension of a Respondent who is a threat to health/safety
    - Whether the Title IX Coordinator should pursue the Administrative Grievance Process absent a willing/able Complainant
    - Whether to put the investigation on the footing of incident, pattern, and/or climate
    - To help identify potentially predatory conduct
    - To help assess/identify grooming behaviors
    - Whether a Complaint is amenable to Informal Resolution, and what modality may be most successful
    - Whether to permit a voluntary withdrawal by the Respondent
    - Whether to communicate with a transfer School about a Respondent
    - Assessment of appropriate sanctions/remedies
    - Whether a Clery Act Timely Warning/trespass order/persona non grata is needed.

Based on the initial assessment, the School will initiate one of these responses:

- **Supportive Response—**measures to help restore the Complainant's education access, as described in the Policy.

- **Informal Resolution—**typically used for less serious offenses and only when all parties agree to Informal Resolution, or when the Respondent is willing to accept responsibility for violating policy.
- **Administrative Resolution—**investigation of alleged policy violation(s) and recommended finding, subject to a determination by the Title IX Coordinator or Decision-Maker and the opportunity to appeal.

The investigation and the subsequent Administrative Resolution determine whether the Equal Opportunity, Harassment, and Nondiscrimination Policy has been violated. If so, the School will promptly implement effective remedies designed to end the discrimination, prevent recurrence, and address the effects.

The process followed considers the preference of the parties but is ultimately determined at the discretion of the Title IX Coordinator. If at any point during the initial assessment or formal investigation the Title IX Coordinator determines that reasonable cause does not support the conclusion that policy has been violated, the process will end and the parties will be notified.

The Complainant may request that the Title IX Coordinator review the reasonable cause determination and/or re-open the investigation. This decision lies in the sole discretion of the Title IX Coordinator, but the request is usually only granted in extraordinary circumstances.

2. GRIEVANCE PROCESS POOL

The Grievance Process relies on a pool of officials ("Pool") for implementation. Members of the Pool are trained annually in all aspects of the Grievance Process and can serve in any of the following roles, at the direction of the Title IX Coordinator:

- To provide sensitive intake for and initial advice pertaining to the allegations
- To act as optional process Advisors to the parties
- To facilitate Informal Resolution
- To investigate allegations
- To serve as a Decision-Maker
- To serve as an Appeal Decision-Maker

The Title IX Coordinator carefully vets Pool members for potential conflicts of interest or disqualifying biases and appoints the Pool, which acts with independence and impartiality.

Pool members receive annual training, including a review of School policies and procedures as well as applicable federal and state laws and regulations so that they are able to appropriately address allegations, provide accurate information to members of the community, protect safety, and promote accountability. This training includes, but is not limited to:

- The scope of the School's Equal Opportunity, Harassment, and Nondiscrimination Policy and Procedures
- How to conduct investigations and hearings that protect the safety of Complainants and Respondents and promote accountability
- Implicit bias
- Disparate treatment
- Reporting, confidentiality, and privacy requirements
- Applicable laws, regulations, and federal regulatory guidance
- How to implement appropriate and situation-specific remedies
- How to investigate in a thorough, reliable, timely, and impartial manner
- How to conduct a sexual harassment investigation
- Trauma-informed practices pertaining to investigations and Grievance Processes
- How to uphold fairness, equity, and due process
- How to weigh evidence
- How to conduct questioning
- How to assess credibility
- Impartiality and objectivity
- Types of evidence

- Deliberation
- How to render findings and generate clear, concise, evidence-based rationales
- The definitions of all offenses
- How to apply definitions used by the institution with respect to consent (or the absence or negation of consent) consistently, impartially, and in accordance with Policy
- How to conduct an investigation and Grievance Process including hearings, appeals, and Informal Resolution Processes
- How to serve impartially by avoiding prejudgment of the facts at issue, conflicts of interest, and bias against Respondents and/or for Complainants, and on the basis of sex, race, religion, and other protected characteristics
- Any technology to be used
- Issues of relevance of questions and evidence
- Issues of relevance to create an investigation report that fairly summarizes relevant evidence
- How to determine appropriate sanctions in reference to all forms of harassment and discrimination allegations

3. COUNTERCLAIMS

Counterclaims by the Respondent may be made in good faith or may instead be motivated by a retaliatory intent. The School is obligated to ensure that any process is not abused for retaliatory purposes.

The School permits the filing of counterclaims, but uses the initial assessment, described above, to assess whether the allegations are made in good faith. If they are, the allegations will be processed using the resolution procedures below, typically after resolution of the underlying allegation. Counterclaims made with retaliatory intent will not be permitted.

A delay in the processing of counterclaims is permitted, accordingly. Occasionally, allegations and counterclaims can be resolved through the same investigation at the discretion of the Title IX Coordinator. When counterclaims are not made in good faith, they will be considered retaliatory, and may constitute a violation of this Policy.

4. ADVISORS

A. **Advisor Expectations**

The School generally expects an Advisor to adjust their schedule to allow them to attend School meetings when planned, but the School may change scheduled meetings to accommodate an Advisor's inability to attend, if doing so does not cause an unreasonable delay.

The School may also make reasonable provisions to allow an Advisor who cannot attend in person to attend a meeting by telephone, video conferencing, or other similar technologies as may be convenient and available.

Parties whose Advisors are disruptive or who do not abide by School policies and procedures may face the loss of that Advisor and/or possible Policy violations.

Advisors are expected to consult with their advisees without disrupting School meetings or interviews.

Advisors do not represent parties in the process; their role is only to advise.

B. **Expectations of the Parties with Respect to Advisors**

Each party may choose an Advisor[36] who is eligible and available[37] to accompany them throughout the process. The Advisor can be anyone, including an attorney, but should not be someone who is also a witness in the process. A party may elect to change Advisors during the process and is not obligated to use the same Advisor throughout.

The parties are expected to inform the Investigators of the identity of their Advisor at least four (4) business days

before the date of their first meeting with the Investigator (or as soon as possible if a more expeditious meeting is necessary or desired).

The parties are expected to provide timely notice to the Investigator and/or the Title IX Coordinator if they change Advisors at any time.

Upon written request of a party, the School will copy the Advisor on all communications between the School and the party. The School provides a consent form that authorizes the School to share such information directly with a party's Advisor.

C. **Assistance in Securing an Advisor**[38]

For representation, Respondents may wish to contact organizations such as:

- Families Advocating for Campus Equality (http://www.facecampusequality.org)
- Stop Abusive and Violent Environments (http://www.saveservices.org)

Complainants may wish to contact organizations such as:

- The Victim Rights Law Center (http://www.victimrights.org)
- The National Center for Victims of Crime (http://www.victimsofcrime.org), which maintains the Crime Victim's Bar Association
- The Time's Up Legal Defense Fund (https://nwlc.org/times-up-legal-defense-fund/)

5. RESOLUTION OPTIONS

Proceedings are private. All persons present at any time during the Grievance Process are expected to maintain the privacy of the proceedings in accord with School policy.

While there is an expectation of privacy around what is discussed during interviews, the parties have discretion to share their own experiences with others if they so choose but are encouraged to discuss with their Advisors first before doing so.

A. **Informal Resolution**

Informal Resolution is applicable when the parties voluntarily agree to resolve the matter through Alternative Resolution mediation, restorative practices, facilitated dialogue, etc., when the Respondent accepts responsibility for violating Policy, or when the Title IX Coordinator can resolve the matter informally by providing remedies to resolve the situation. The Title IX Coordinator has discretion to determine whether an investigation will be paused or limited during Informal Resolution, or if it will continue during the Informal Resolution process.

It is not necessary to pursue Informal Resolution first in order to pursue Administrative Resolution, and any party participating in Informal Resolution can stop the process at any time and request the Administrative Grievance Process. Further, if an Informal Resolution fails after the resolution is finalized, Administrative Resolution may be pursued.

i. **Alternative Resolution**

Alternative Resolution is an informal process, such as mediation or restorative practices, by which the parties mutually agree to resolve an allegation. It may be used for less serious, yet inappropriate, behaviors and is encouraged as an alternative to the Administrative Grievance Process (described below) to resolve conflicts, as appropriate. The parties must consent to the use of Alternative Resolution.

The Title IX Coordinator determines whether Alternative Resolution is appropriate, based on the willingness of the parties, the nature of the conduct at issue, and the susceptibility of the conduct to Alternative Resolution.

In an Alternative Resolution, a trained administrator or third party facilitates communication among the parties to an effective resolution, if possible. Institutionally imposed sanctions are not possible as the result of an Alternative Resolution process, though the parties may agree to accept sanctions and/ or appropriate remedies.

The Title IX Coordinator maintains records of any resolution that is reached, and failure to abide by the resolution can result in appropriate enforcement actions.

Alternative Resolution is not typically the primary resolution mechanism used to address reports of violent behavior of any kind or in other cases of serious violations of policy, though similarly structured conversations may be made available after the Administrative Grievance Process is completed should the parties and the Title IX Coordinator believe it could be beneficial. The results of Alternative Resolution are not appealable.

ii. **Respondent Accepts Responsibility for Alleged Violations**
The Respondent may accept responsibility for all or part of the alleged policy violations at any point during the Grievance Process. If the Respondent accepts responsibility, the Title IX Coordinator determines that the individual is in violation of School policy.

The Title IX Coordinator then determines appropriate sanction(s) or responsive actions, which are promptly implemented in order to effectively stop the harassment, discrimination, and/or retaliation; prevent its recurrence; and remedy the effects of the conduct, both on the Complainant and the community.

If the Respondent accepts responsibility for all of the alleged policy violations and the Title IX Coordinator or designee has determined appropriate sanction(s) or responsive actions, to which the Respondent agrees, and which are promptly implemented, the process is over. The Complainant will be informed of this outcome.

If the Respondent accepts responsibility for some of the alleged policy violations and the Title IX Coordinator has determined appropriate sanction(s) or responsive actions, to which the Respondent agrees, and which are promptly implemented for those violations, then the remaining allegations will continue to be investigated and resolved through Administrative Resolution. The parties will be informed of this outcome. The parties are still able to seek Alternative Resolution on the remaining allegations, subject to the stipulations above.

B. **Administrative Resolution via an Investigation and Hearing**
Administrative Resolution can be pursued at any time during the process for any behavior for which the Respondent has not accepted responsibility that would constitute conduct covered by the Equal Opportunity, Harassment, and Nondiscrimination Policy if proven. Administrative Resolution starts with a thorough, reliable, and impartial investigation.

If Administrative Resolution is initiated, the Title IX Coordinator will provide written notification of the investigation to the parties at an appropriate time during the investigation. Typically, notice is given at least 48 hours in advance of an interview. Advanced notice facilitates the parties' ability to identify and choose an Advisor, if any, to accompany them to the interview.

Notification will include a meaningful summary of the allegations, will be made in writing, and may be delivered by one or more of the following methods: in person or emailed to the parties' School-issued or designated email account.

Once emailed and/or received in person, notice will be presumptively delivered. The notification will include the policies allegedly violated, if known at the time. Alternatively, the policies allegedly violated can be provided at a later date, in writing, as the investigation progresses and details become clearer.

The School aims to complete all investigations within a sixty (60) business-day time period, which can be extended as necessary for appropriate cause by the Title IX Coordinator, with notice to the parties as appropriate. Investigations can take weeks or even months, depending on the nature, extent, and complexity of the allegations, availability of witnesses, police involvement, etc.

Once the decision is made to commence an investigation, the Title IX Coordinator appoints Pool members to conduct the investigation, usually within five (5) business days of determining that an investigation should proceed.

The Title IX Coordinator will vet the assigned Investigator to ensure impartiality by ensuring there are no conflicts of interest or disqualifying bias.

The parties may, at any time during the Grievance Process, raise a concern regarding bias or conflict of interest, and the Title IX Coordinator will determine whether the concern is reasonable and supportable. If so, another Investigator will be assigned and the impact of the bias or conflict, if any, will be remedied. If the bias or conflict relates to the Title IX Coordinator, concerns should be raised with the Director.

The School will make a good faith effort to complete the investigation as promptly as circumstances permit and will communicate regularly with the parties to update them on the progress and timing of the investigation.

The School may undertake a short delay in its investigation (several days to weeks, to allow evidence collection) when criminal charges based on the same behaviors that invoke the School's Grievance Process are being investigated by law enforcement. The School will promptly resume its investigation and Grievance Process once notified by law enforcement that the initial evidence collection process is complete.

School actions are not typically altered or precluded on the grounds that civil or criminal charges involving the underlying incident(s) have been filed or that criminal charges have been dismissed or reduced.

Investigations involve interviewing all relevant parties and witnesses; obtaining available, relevant evidence; and identifying sources of expert information, as necessary.

All parties have a full and fair opportunity, through the investigation process, to suggest witnesses and questions, to provide evidence, and to fully review and respond to all evidence on the record.

6. INVESTIGATION

The Investigators typically take the following steps, if not already completed (not necessarily in this order):

- Determine the identity and contact information of the Complainant.
- In coordination with School officials (e.g., the Title IX Coordinator), initiate or assist with any necessary supportive measures.
- Identify all policies implicated by the alleged misconduct.
- Assist the Title IX Coordinator with conducting an initial assessment to determine whether there is reasonable cause to believe the Respondent has violated policy.
- If there is insufficient evidence to support reasonable cause, the process is closed with no further action.
- Commence a thorough, reliable, and impartial investigation by developing a strategic investigation plan, including a witness list, evidence list, intended investigation timeframe, and order of interviews for all parties and witnesses.
- Meet with the Complainant to finalize their statement, if necessary.

- Prepare the initial Notice of Investigation and Allegations (NOIA) on the basis of the initial assessment. Notice may be one step or multiple steps, depending on how the investigation unfolds, and potential policy violations may be added or dropped as more is learned. Investigators will update the NOIA accordingly and provide it to the parties.
- Notice should inform the parties of their right to have the assistance of an Advisor of their choosing present for all meetings attended by the advisee.
- When formal notice is given, it should provide the parties with a written description of the alleged violation(s), a list of all policies allegedly violated, a description of the applicable procedures, and a statement of the potential sanctions/responsive actions that could result.
- Give an instruction to the parties to preserve any evidence that is directly related to the allegations.
- Provide the parties and witnesses with an opportunity to review and verify the Investigator's summary notes from interviews and meetings with that specific party or witness.
- Make good faith efforts to notify each party of any meeting or interview involving another party, in advance when possible.
- Interview all relevant individuals and conduct follow-up interviews as necessary.
- Allow each party the opportunity to suggest questions they wish for the Investigator to ask the other party and witnesses.
- Complete the investigation promptly and without unreasonable deviation from the intended timeline.
- Provide regular status updates to the parties throughout the investigation.
- Prior to the conclusion of the investigation, summarize for the parties the list of witnesses whose information will be used to render a finding.
- Write a comprehensive investigation report fully summarizing the investigation and all evidence.
- Provide the parties with a copy of the draft investigation report when it is completed, including all relevant evidence, analysis, credibility assessments, and recommended finding(s).
- Provide each party with a full and fair opportunity to respond to the report in writing within five (5) business days and incorporate that response, if any, into the report.
- Investigators may choose to respond in writing in the report to the responses of the parties, and/or to share the responses between the parties for their responses, while also ensuring that they do not create a never-ending feedback loop.
- Share the report with the Title IX Coordinator or legal counsel for review and feedback.
- Gather, assess, and synthesize evidence without making a finding, conclusion, determination, or recommendation.
- Provide the final report to the Title IX Coordinator.

7. DETERMINATION

Within four (4) business days of receiving the Investigator's recommendation, a trained Decision-Maker reviews the report and all responses, and then makes the final determination on the basis of the preponderance of the evidence.

If the record is incomplete, the Decision-Maker may direct a re-opening of the investigation, or may direct or conduct any additional inquiry necessary, including informally meeting with the parties or any witnesses, if needed.

The investigation recommendation, if any, should be strongly considered but is not binding on the Decision-maker. The Decision-Maker may invite and consider impact and/or mitigation statements from the parties if and when determining appropriate sanction(s), if any.

8. ADDITIONAL DETAILS OF THE INVESTIGATION PROCESS

A. **Witness Responsibilities**
Witnesses (as distinguished from the parties) who are School faculty or staff are required to cooperate with and participate in the School's investigation and Grievance Process. Failure of a witness to cooperate with and/or

participate in the investigation or Grievance Process constitutes a violation of Policy and may be subject to discipline.

B. **Remote Processes**
Parties and witnesses may be interviewed remotely by phone, video conferencing, or similar technologies if the Investigator and/or Decision-Maker determine that timelines, efficiency, or other causes dictate a need for remote interviewing. Witnesses may also provide written statements in lieu of interviews, or respond to questions in writing, if deemed appropriate by the Investigator, though this approach is not ideal. When remote technologies are used, the School makes reasonable efforts to ensure privacy and ensures that any technology does not work to the detriment of any party or subject them to unfairness.

C. **Recording**
No unauthorized audio or video recording of any kind is permitted during the Grievance Process, including investigation interviews. If the Investigator elects to audio and/or video record interviews, all involved parties must be made aware of and consent to audio and/or video recording.

D. **Evidence**
Any evidence that is relevant and credible may be considered, including an individual's prior misconduct history as well as evidence indicating a pattern of misconduct, subject to the limitation in (E) below. The process should exclude irrelevant or immaterial evidence and may disregard evidence lacking in credibility or that is improperly prejudicial.

E. **Prior Sexual History/Patterns**
Unless the Decision-Maker determines it is appropriate, the investigation and the finding do not consider: (incidents not directly related to the possible violation(s), unless they evidence a pattern; (2) the irrelevant sexual history of the parties (though there may be a limited exception made with regard to the sexual history between the parties); (3) irrelevant character evidence.

F. **Previous Allegations/Violations**
While previous conduct violations by the Respondent are not generally admissible as information supporting the current allegation, the Investigator may supply the Decision-Maker with information about previous good faith allegations and/or findings when that information suggests potential pattern and/or predatory conduct.

If the School uses a progressive discipline system, previous disciplinary action of any kind involving the Respondent may be considered in determining the appropriate sanction(s).

Character witnesses or evidence may be offered. The investigation and hearing will determine if the character evidence is relevant. If so, it may be considered. If not, it will be excluded.

G. **Notification of Outcome**
If the Respondent admits to the violation(s), or is found in violation, the Title IX Coordinator, in consultation with relevant School officials, determines sanction(s) and/or responsive actions, which are promptly implemented in order to effectively stop the harassment, discrimination, and/or retaliation; prevent its recurrence; and remedy the effects of the discriminatory conduct, both on the Complainant and the community.

The Title IX Coordinator informs the parties of the determination within four (4) business days of the resolution, ideally simultaneously, but without significant time delay between notifications. Notifications are made in writing and may be delivered by one or more of the following methods: in person or emailed to the parties' School-issued or designated email account. Once emailed and/or received in person, notice is presumptively delivered.

The Notification of Outcome specifies the finding for each alleged policy violation, any sanction(s) that may result which the School is permitted to share pursuant to state or federal law, and the rationale supporting the findings to the extent the School is permitted to share under state or federal law.

The notice will detail when the determination is considered final (See Section 11) and will detail any changes that are made prior to finalization.

Unless based on an acceptance of violation by the Respondent, the determination may be appealed by either party. The Notification of Outcome also includes the grounds on which the parties may appeal and the steps the parties may take to request an appeal of the findings. More information about the appeal procedures can be found in Section 11.

9. SANCTIONS

Factors considered when determining a sanction/responsive action may include, but are not limited to:

- The nature, severity of, and circumstances surrounding the violation(s)
- The Respondent's disciplinary history
- The need for sanctions/responsive actions to bring an end to the discrimination, harassment, and/or retaliation
- The need for sanctions/responsive actions to prevent the future recurrence of discrimination, harassment, and/or retaliation
- The need to remedy the effects of the discrimination, harassment, and/or retaliation on the Complainant and the community
- The impact on the parties
- Any other information deemed relevant by the Decision-Maker

The sanctions will be implemented as soon as is feasible, either upon the outcome of any appeal or the expiration of the window to appeal without an appeal being requested.

The sanctions described in this Policy are not exclusive of, and may be in addition to, other actions taken, or sanctions imposed, by external authorities.

If it is later determined that a party or witness intentionally provided false or misleading information, that action could be grounds for re-opening a Grievance Process at any time, and/or referring that information to another process for resolution.

A. **Future Professional Sanctions**
   The following are the common sanctions that may be imposed upon Future Professionals singly or in combination:
   - *Coaching:* A formal statement that the conduct was unacceptable and a warning that further violation of any School policy, procedure, or directive will result in more severe sanctions/responsive actions.
   - *Suspension:* Termination of Future Professional status for a definite period of time not to exceed two years and/or until specific criteria are met.
   - *Termination:* Permanent termination of Future Professional status and revocation of rights to be on campus for any reason or to attend School-sponsored events.
   - *Other Actions:* In addition to or in place of the above sanctions, the School may assign any other sanctions as deemed appropriate.

B. **Employee Sanctions/Responsive/Corrective Actions**
   Responsive actions for an employee who has engaged in harassment, discrimination, and/or retaliation include:
   - *Verbal or Written Warning*
   - *Performance Improvement Plan/Management Process*
   - *Enhanced Supervision, Observation, or Review*

- *Required Counseling*
- *Required Training or Education*
- *Probation*
- *Denial of Pay Increase/Pay Grade*
- *Loss of Oversight or Supervisory Responsibility*
- *Demotion*
- *Transfer*
- *Reassignment*
- *Assignment to New Supervisor*
- *Restriction of Stipends and/or Professional Development Resources*
- *Suspension/Administrative Leave with Pay*
- *Suspension/Administrative Leave without Pay*
- *Termination*
- *Other Actions: In addition to or in place of the above sanctions/responsive actions, the School may assign any other responsive actions as deemed appropriate.*

10. WITHDRAWAL OR RESIGNATION WHILE CHARGES ARE PENDING

A. **Future Professionals**
Should a Future Professional withdraw with unresolved allegations pending, the School may place a hold, bar access to an official School record, and/or prohibit graduation as necessary to permit the Grievance Process to be completed.

B. **Employees**
Should an employee resign with unresolved allegations pending, the records of the Title IX Coordinator will reflect that status, and any School responses to future inquiries regarding employment references for that individual will include the former employee's unresolved status and whether the employee is eligible for rehire.

11. APPEALS

All requests for appeal consideration must be submitted in writing to the Title IX Coordinator within five (5) business days of the delivery of the written finding of the Decision-Maker.

An Appeal Decision-Maker will be designated by the Title IX Coordinator and they will not have previously been involved in the process. Any party may appeal, but appeals are limited to the following grounds:

1. A procedural error or omission occurred that significantly impacted the outcome (e.g., substantiated bias, material deviation from established procedures, failure to correctly apply the evidentiary standard).
2. To consider new evidence, unknown or unavailable during the investigation, that could substantially impact the original finding or sanction. A summary of this new evidence and its potential impact must be included in the appeal.

When any party requests an appeal, the Title IX Coordinator will share the appeal request with all other parties or other appropriate persons such as the Investigator, who may file a response within five (5) business days. Another party may also bring their own appeal on separate grounds.

If new grounds are raised, the original appealing party will be permitted to submit a written response to these new grounds within five (5) business days. These responses or appeal requests will be shared with each party. The Appeal Chair will review the appeal request(s) within seven (7) business days of completing the pre-appeal exchange of materials. If grounds are not sufficient for an appeal, or the appeal is not timely, the Appeal Chair dismisses the appeal.

When the Appeal Chair finds that at least one of the grounds is met by at least one party, additional principles governing the review of appeals include the following:

- Decisions by the Appeal Chair are to be deferential to the original decision, making changes to the finding only when there is clear error and to the sanction(s)/responsive action(s) only if there is compelling justification to do so.
- Appeals are not intended to be full re-hearings (de novo) of the allegation(s). In most cases, appeals are confined to a review of the written documentation or record of the investigation and pertinent documentation regarding the grounds for appeal.
- An appeal is not an opportunity for the Appeal Chair to substitute their judgment for that of the original Investigator or Decision-Maker merely because they disagree with the finding and/or sanction(s).
- Appeals granted based on new evidence should normally be remanded to the Investigator for reconsideration. Other appeals should be remanded at the discretion of the Appeal Chair.
- Sanctions imposed as the result of the Administrative Resolution are implemented immediately unless the Title IX Coordinator stays their implementation in extraordinary circumstances, pending the outcome of the appeal.
- All parties will be informed in writing within seven (7) business days of the outcome of the appeal without significant time delay between notifications, and in accordance with the standards for Notice of Outcome as defined above.
- Once an appeal is decided, the outcome is final; further appeals are not permitted, even if a decision or sanction is changed on remand.
- In rare cases when a procedural error cannot be cured by the original Investigator and/or Title IX Coordinator/ Decision-Maker (as in cases of bias), the Appeal Chair may recommend a new investigation and/or Administrative Grievance Process, including a new Decision-Maker.
- The results of a new Administrative Grievance Process can be appealed once, on any of the three applicable grounds for appeals.
- In cases in which the appeal results in Respondent's reinstatement to the School or resumption of privileges, all reasonable attempts will be made to restore the Respondent to their prior status, recognizing that some opportunities lost may be irreparable.

12. LONG-TERM REMEDIES/ACTIONS

Following the conclusion of the Grievance Process, and in addition to any sanctions implemented, the Title IX Coordinator may implement additional long-term remedies or actions with respect to the parties and/or the institutional community that are intended to stop the harassment, discrimination, and/or retaliation; remedy the effects; and prevent reoccurrence.

These remedies/actions may include, but are not limited to:

- Referral to counseling and health services
- Education to the individual and/or the community
- Permanent alteration of work arrangements for employees
- Climate surveys
- Policy modification and/or training
- Provision of transportation assistance
- Implementation of long-term contact limitations between the parties
- Implementation of adjustments to academic deadlines, course schedules, etc.

At the discretion of the Title IX Coordinator, certain long-term support or measures may also be provided to the parties even if no policy violation is found.

When no policy violation is found, the Title IX Coordinator will address any remedies the School owes the Respondent to ensure no effective denial of educational access.

The School will maintain the confidentiality of any long-term remedies/actions/measures, provided confidentiality does not impair the School's ability to provide these services.

13. FAILURE TO COMPLETE SANCTIONS/COMPLY WITH INTERIM AND LONG-TERM REMEDIES/RESPONSIVE ACTIONS

All Respondents are expected to comply with conduct sanctions, responsive actions, and corrective actions within the timeframe specified by the Title IX Coordinator.

Failure to abide by the sanction(s)/action(s) imposed by the date specified, whether by refusal, neglect, or any other reason, may result in additional sanction(s) and responsive/corrective action(s), including suspension and/or termination from the School. Supervisors are expected to enforce completion of sanctions/responsive actions for their employees.

A suspension will only be lifted when compliance is achieved to the satisfaction of the Title IX Coordinator.

14. RECORDKEEPING

In implementing this Policy, records of all allegations, investigations, resolutions, and hearings will be kept by the Title IX Coordinator indefinitely, or as required by state or federal law or institutional policy.

15. STATEMENT OF THE RIGHTS OF THE PARTIES (SEE APPENDIX B)

16. DISABILITY ACCOMMODATION IN THE GRIEVANCE PROCESS

The School is committed to providing reasonable accommodations and support to qualified Future Professionals, employees, or others with disabilities to ensure equal access to the School's Grievance Process. Anyone needing such accommodations or support should contact the ADA/504 Coordinator, who will review the request and, in consultation with the person requesting the accommodation and the Title IX Coordinator, determine which accommodations are appropriate and necessary for full participation in the process.

17. REVISION

These policies and procedures will be reviewed and updated annually by the Title IX Coordinator. The School reserves the right to make changes to this document as necessary and once those changes are posted online, they are in effect.

The Title IX Coordinator may make minor modifications to these procedures that do not materially jeopardize the fairness owed to any party, such as to accommodate summer schedules.

The Title IX Coordinator may also vary procedures materially with notice (on the School's website, with the appropriate effective date identified) upon determining that changes to law or regulation require policy or procedural alterations not reflected in this policy and procedure.

Procedures in effect at the time of the resolution will apply to resolution of incidents, regardless of when the incident occurred.

Policy in effect at the time of the offense will apply even if the policy is changed subsequently but prior to resolution unless the parties consent to be bound by the current policy. If government regulations change in a way that impacts this document, this document will be construed to comply with the most recent government regulations.

This document does not create legally enforceable protections beyond the protection of the background state and federal laws which frame such policies and codes, generally.

This Policy and procedure was implemented on July 22, 2022.

APPENDIX D: ATIXA RECORD MAINTENANCE AND ACCESS MODEL POLICY

POLICY SCOPE:

This policy covers records maintained in any medium that are created pursuant to the School's Protected Class Nondiscrimination Policy and Procedures and/or the regular business of the School's Title IX Office. All such records are considered private or confidential by the Title IX Office, in accordance with FERPA and the directive from the Department of Education to maintain the confidentiality of records related to Title IX. These records may be shared

internally with those who have a legitimate educational interest and will be shared with the parties to a complaint under applicable state and/or federal law, including the Title IX regulations, FERPA, and/or the Clery Act/VAWA § 304. The Title IX Coordinator controls the dissemination and sharing of any records under its control.

TYPES OF RECORDS COVERED UNDER THIS POLICY:

Records pertaining to the Grievance Process. These records include, but are not limited to:

- Documentation of notice to the institution including incident reports
- Anonymous reports later linked to a specific incident involving known parties
- Any documentation supporting the initial assessment
- Investigation-related evidence (e.g., physical and documentary evidence collected and interview transcripts)
- Dismissal-related documentation
- Documentation related to the Grievance Process
- The final investigation report
- Remedy-related documentation
- Supportive measures-related documentation
- Hearing recordings and records
- Appeal-related documentation
- Informal Resolution records
- Notices of Outcome
- Records documenting that the School's response was not deliberately indifferent
- Any other records typically maintained by the Recipient as part of the case file

Specific examples of records pertaining to the Grievance Process may include, but are not limited to anonymous reports later identified; intake documentation; incident reports; the written complaint; the names of the Complainant, the Respondent; any witnesses; any relevant statements or other evidence obtained; interview notes or transcripts; timelines, flowcharts and other forms used in the investigation process; witness lists, correspondence, telephone logs, evidence logs, and other documents related to the processing of an investigation; correspondence relating to the substance of the investigation; supportive measures implemented on behalf of the Complainant or Respondent; actions taken to restrict/remove the Respondent; correspondence with the parties; medical, mental health, medical, and forensic record evidence obtained with consent during the course of the investigation; police reports; expert sources used in consideration of the evidence; documentation of outcome and rationale; correspondence and documentation of the appeals process; documentation of any sanctions/discipline resulting from the Grievance Process; and documentation of reported retaliatory behavior as well as all actions taken to address these reports.

Drafts and Working Files: Preliminary drafts and "working files" are not considered records that must be maintained by the School, and these are typically destroyed during the course of an investigation or at the conclusion of the Grievance Process. They are preliminary versions of records and other documents that do not state a final position on the subject matter reviewed or are not considered to be in final form by their creator and/or the Title IX Coordinator. An example of a "working file" would be the Investigator notes made during one interview with topics the Investigator wants to revisit in subsequent interviews. Sole possession records maintained as such in accordance with FERPA are also included in this category. All drafts of investigation reports shared with the parties are maintained.

Attorney Work-Product: Communications from the Title IX Office or its designees with the School's legal counsel may be work-product protected by attorney-client privilege. These communications are not considered records to be maintained by the Title IX Office or accessible under this policy unless the Title IX Coordinator, in consultation with legal counsel as necessary, determines that these communications should be included as accessible records.

RECORD STORAGE:

Records may be created and maintained in different media formats; this policy applies to all records, irrespective of format. All records created pursuant to the Policy, as defined above, must be stored in digital and/or paper format. The complete file must be transferred to the Title IX Office within fourteen (14) business days of resolution of the complaint

(including any appeal), if the file is not already maintained within the Title IX Office. Security protocols must be in place to preserve the integrity and privacy of any parts of any record that are maintained in the Title IX Office during the pendency of an investigation.

The Title IX Office will store all records created pursuant to the Policy, regardless of the identities of the parties. Parallel records should not be maintained by other School officials. Any extra (non-essential) copies of the records (both digital and paper) must be destroyed.

A copy of records showing compliance with Clery Act requirements by Title IX personnel will be maintained along with the case file in the Title IX Office.

The School will maintain an access log of each case file, showing when and by whom it was accessed, and for what purpose.

RECORD RETENTION:

All records created and maintained pursuant to the Policy must be retained indefinitely by the Title IX Office unless destruction or expungement is authorized by the Title IX Coordinator, who may act under their own discretion, or in accordance with a duly executed and binding settlement of claim, and/or by court or government order.

RECORD ACCESS:

Access to records created pursuant to the Policy or housed in the Title IX Office is strictly limited to the Title IX Coordinator and any individual the Coordinator authorizes in writing, at their discretion. Those who are granted broad access to the records of the Title IX Office are expected to only access records pertinent to their scope or work or specific assignment. Anyone who accesses such records without proper authorization may be subject to an investigation and possible discipline/sanction. The discipline/sanction for unauthorized access of records covered by this policy will be at the discretion of the appropriate disciplinary authority, consistent with other relevant School policies and procedures.

Future Professional parties may request access to their case file. The School will provide access or a copy within 45 days of the request. Appropriate redactions of personally identifiable information may be made before inspection or any copy is shared.

During the investigation, materials may be shared with the parties using secure file transmission software. Any such file will be watermarked by the Title IX Office before being shared, with the watermark identifying the role of the recipient in the process (Complainant, Respondent, Hearing Decision-Maker, Complainant's Advisor, etc.).

RECORD SECURITY:

The Title IX Coordinator is expected to maintain appropriate security practices for all records, including password protection; lock and key; and other barriers to access as appropriate. Record security should include protection from flood, fire, and other potential emergencies. Clothing, forensic, and other physical evidence should be securely stored. All physical evidence will be maintained in a facility that is reasonably protected from flood and fire. A catalog of all physical evidence will be retained with the case file.

BASED ON THE ATIXA 2021 ONE POLICY, TWO PROCEDURES MODEL.
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FOOTNOTES

[1]Some states have enacted requirements for providing the option to submit an anonymous report. Consult with legal counsel to determine if your state has such a requirement.

[2]For the purpose of this Policy, **privacy** means that information related to a complaint will be shared with a limited number of School employees who "need to know" in order to assist in the assessment, investigation, and resolution of the complaint. All employees who are involved in the School's response to notice under this Policy receive specific training and guidance about sharing and safeguarding private information in accordance with state and federal law.

The privacy of Future Professional education records will be protected in accordance with the Family Educational Rights and Privacy Act (FERPA), as outlined in the School's Student Right of Access/FERPA policy. The privacy of employee records will be protected in accordance with Human Resources policies.

[3]20 U.S.C. 1232g

[4]34 C.F.R. § 99

[5]This includes the School's employees' work environment.

[6]This definition of hostile environment is based on Federal Register / Vol. 59, No. 47 / Thursday, March 10, 1994: Department of Education Office for Civil Rights, Racial Incidents and Harassment Against Students at Educational Institutions Investigative Guidance.

[7]This includes gender identity, gender expression, sexual orientation, and sex stereotypes.

[8]Implicitly or explicitly.

[9]Unwelcomeness is subjective and determined by the Complainant (except when the Complainant is younger than the age of consent). Severity, pervasiveness, and objective offensiveness are evaluated based on the totality of the circumstances from the perspective of a reasonable person in the same or similar circumstances ("in the shoes of the Complainant"), including the context in which the alleged incident occurred and any similar, previous patterns that may be evidenced. This definition is broad enough to potentially encompass forms of sex-based disparate treatment, even if not harassing in nature.

[10]A "sexual act" is specifically defined by federal regulations to include one or more of the following:

Rape:

- Penetration, no matter how slight, of the vagina or anus with any body part or object, or oral penetration by a sex organ of another person,
- without their consent,
- including instances where they are incapable of giving consent because of age or because of temporary or permanent mental or physical incapacity.

Sodomy:

- Oral or anal sexual intercourse with a Complainant,
- forcibly, and/or
- against their will (non-consensually), or
- not forcibly or against their will in instances in which the Complainant is incapable of giving consent because of age or because of temporary or permanent mental or physical incapacity.

Sexual Assault with an Object:

- The use of an object or instrument to penetrate,
- however slightly,
- the genital or anal opening of the body of the Complainant,
- forcibly, and/or
- against their will (non-consensually), or
- not forcibly or against their will in instances in which the Complainant is incapable of giving consent because of age or because of temporary or

Fondling:

- The **intentional** touching of the **clothed or unclothed genitals, buttocks, groin, breasts, or other** body parts **of the Complainant by the Respondent**
    - without the consent **of the Complainant**
    - for the purpose of **sexual degradation**, sexual gratification, **or sexual humiliation**

- Or the Respondent caused or directed the Complainant's **intentiona**l touching **of the Respondent's clothed or unclothed genitals, buttocks, groin, breasts, or other** body parts
    - without consent of the Complainant
    - for the purpose of **sexual degradation**, sexual gratification, **or sexual humiliation**

[11]This would include having another person touch you sexually, forcibly, and/or without consent.

[12]34 U.S.C. 12291 defines "economic abuse" in the context of dating violence and domestic violence, as,

a. behavior that is coercive, deceptive, or unreasonably controls or restrains a person's ability,
b. to acquire, use, or maintain economic resources to which they are entitled, including using coercion, fraud, or manipulation to:
    i. restrict a person's access to money, assets, credit, or financial information;
    ii. unfairly use a person's personal economic resources, including money, assets, and credit, for one's own advantage; or
    iii. exert undue influence over a person's financial and economic behavior or decisions, including forcing default on joint or other financial obligations, exploiting powers of attorney, guardianship, or conservatorship, or failing or neglecting to act in the best interests of a person to whom one has a fiduciary duty.

[13]To categorize an incident as Domestic Violence under this Policy, the relationship between the Respondent and the Complainant must be more than just two people living together as roommates. The people cohabitating must be current or former spouses or have an intimate relationship.

[14]34 U.S.C. 12291 provides that "any form of technology" includes but is not limited to: internet enabled devices, cameras and imaging programs, apps, location tracking devices, or communication technologies, or any other emerging technologies

[15]The state definition of consent is [ ], which is applicable to criminal prosecutions for sex offenses in [State] but may differ from the definition used by the School to address policy violations.

[16]Bondage, discipline/dominance, submission/sadism, and masochism.

[17]The School's Anti-Bullying Policy prohibits bullying not covered by this policy.

[18] VAWA is the Violence Against Women Act, enacted in 1994 and codified in part at 42 U.S.C. sections 13701 through 14040.

[19]Anywhere this procedure indicates "Title IX Coordinator," the School may substitute a trained designee.

[20]Disability discrimination complaints involving Future Professionals will be processed using the School Policies and Procedures for Students with Disabilities.

[21]If circumstances require, the Director, Managing Owner, or Title IX Coordinator will designate another person to oversee the Grievance Process should an allegation be made about the Coordinator or the Coordinator be otherwise unavailable, unable to fulfill their duties, or have a conflict of interest.

[22]Per the 2020 Title IX regulations, recipients are prohibited from Informal Resolution of a complaint by a Future Professional against an employee.

[23]These dismissal requirements are mandated by the 2020 Title IX Regulations, 34 CFR §106.45.

[24]Such a Complainant is still entitled to supportive measures, but the Formal Grievance Process is not applicable unless the Title IX Coordinator signs the complaint in the event the Complainant cannot/will not do so.

[25] "Available" means the party cannot insist on an Advisor who simply does not have inclination, time, or availability. Also, the Advisor cannot have conflicting roles, such as being a Title IX Coordinator who has an active role in the matter, or a supervisor who must monitor and implement sanctions.

[26]Subject to the state law provisions or School policy above

[27]This is being provided for informational purposes and does not constitute the School's endorsement of any of the external individuals/organizations listed.

[28]The parties may not want discussions that take place within Informal Resolution to be admissible in a later Formal Grievance Process, but essential facts must and do transfer from the informal process to the formal. Disclosing something in an informal setting to shield it from formal admissibility is a cynical strategy, so the School will take care in determining the terms of any assurances of the confidentiality of the Informal Resolution.

[29]External, trained, third-party, neutral professionals may also be used to serve in Pool roles.

[30]Unless an expedited hearing is agreed to by all parties.

[31]The final investigation report may be shared using electronic means that preclude downloading, forwarding, or otherwise sharing.

[32]34 C.F.R. § 668.46(k)(3)(B)(3) requires "timely and equal access to the accuser, the accused, and appropriate officials to any information that will be used during informal and formal disciplinary meetings and hearings."

[33]If not conflicted out by previous involvement, the Title IX Coordinator may serve as the hearing facilitator/case manager.

[34]All references herein to a Title IX Coordinator also include a designee of the Title IX Coordinator.

[35]If circumstances require, the Director, Managing Owner, or Title IX Coordinator will designate another person to oversee the process below should an allegation be made about the Coordinator or the Coordinator be otherwise unavailable or unable to fulfill their duties.

[36]This could include an attorney, advocate, or support person. Witnesses are not entitled to Advisors within the process, though they can be advised externally..

[37]"Available" means the party cannot insist on an Advisor who simply doesn't have inclination, time, or availability. Also, the Advisor cannot have institutionally conflicting roles, such as being a Title IX administrator who has an active role in the matter, or a supervisor who must implement and monitor sanctions

[38]This is being provided for informational purposes and does not constitute the School's endorsement of any of the external individuals/organizations listed.

ADDENDUM

VETERANS ADDENDUM TO THE CATALOG

Paul Mitchell The School Roanoke will permit any covered individual to attend or participate in the course of education during the period beginning on the date on which the individual provides to the educational institution a certificate of eligibility for entitlement to educational assistance under chapter 31 or 33 and ending on the earlier of the following dates:

1. The date on which the Department of Veterans Affairs provides payment for such course of education to such institution.
2. The date that is 90 days after the date on which the educational institution certifies for tuition and fees following receipt from the student such certificate of eligibility

Paul Mitchell The School Roanoke will not impose any penalty, including the assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or the requirement that a covered individual borrow additional funds, on any covered individual because of the individual's inability to meet his or her financial obligations to the institution due to the delayed disbursement of funding from the Department of Veterans Affairs.

PRIOR EDUCATION OR TRAINING

The School will inquire about each veteran's previous education and training, and request transcripts from all prior institution's, including military trainig, traditional college coursework and vocational training. Previuos transcripts will be evaluated and credit will be granted, as appropriate.

REINSTATEMENT

General Provision: A description of the circumstances under which a student shall be entitled to reinstatement in the institution following the student's release or return from military service, which shall provide that a student is entitled to reinstatement without having to re- qualify for admission if:

a. the student returns to the same institution after a cumulative absence of not more than five years, and
b. the student provides notice of intent to return to the institution not later than three years after the completion of the period of service.

Institutional policies should defer to the provisions of the Higher Education Opportunity Act for application of relevant exceptions to these time periods.

Reinstatement into Specific Program of Study: A description of the circumstances under which a student may be reinstated in the same program of study in which he or she had been enrolled prior to withdrawal. The policy shall provide for counseling for the student to determine the impact of absence from the program on the ability to resume study and to advise the student of his or her options when a program is no longer available or suitable.

Deferral of Enrollment: A description of the circumstances under which a student who was admitted to a program but did not begin attendance because of military service may be allowed to defer his or her enrollment in the program.

GRIEVANCE POLICY

The Virginia State Approving Agency (SAA) approves education and Virginia training programs. Our office investigates complaints of GI BILL ® beneficiaries. While most complaints should initially follow the school grievance policy, if the situation cannot be resolved at the school, the beneficiary should contact our office via email at saa@dvs.virginia.gov.

This institution is approved to offer GI BILL® educational benefits by the Virginia State Approving Agency.

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

2026 CATALOG ADDENDUM

Paul Mitchell The School Roanoke requires applicants and students to check for updates to the catalog at paulmitchell.edu/roanoke.

REVISED 01.07.26

- CONSTITUTION DAY

REVISED 01.28.26

- ADMISSION REQUIREMENTS - HIGH SCHOOL EDUCATION AND EQUIVALENTS
- ADMISSION PROCEDURES

REVISED 02.10.26

- PERFORMANCE STATISTICS/JOB OUTLOOK
- REGULATORY AND ACCREDITATION AGENCIES

REVISED 02.12.26

- PERFORMANCE STATISTICS/JOB OUTLOOK
- BASIC COSMETOLOGY UPDATED TO COSMETOLOGY
- BARBER UPDATED TO BASIC BARBER

REVISED 03.17.26

- INSTITUTIONAL REFUND POLICY - DROP FEE
- PROTECTED CLASS NONDISCRIMINATION POLICY AND PROCEDURES

REVISED 03.19.26

- DISTANCE EDUCATION POLICY

REVISED 03.31.26

- BASIC BARBER CLASS START DATES

REVISED 04.07.26

- BASIC BARBER COST OF TUITION AND SUPPLIES
- MASTER BARBER - PROGRAM ADDED
- DUAL BARBER/MASTER BARBER - PROGRAM ADDED

REVISED 04.21.26

- COSMETOLOGY COST OF TUITION AND SUPPLIES
- MASTER BARBER COST OF TUITION AND SUPPLIES

REVISED 05.13.26

- INSTITUTIONAL REFUND POLICY

REVISED 05.19.26

- PROFESSIONAL IMAGE (DRESS CODE)