



2022/2023 SCHOOL CATALOG

NEW ENGLAND HAIR ACADEMY

Registration, Accreditation and Memberships

Registered and Licensed by:

Commonwealth of Massachusetts
Board of Registration of Cosmetology and Barbering

Accredited by:

The Accrediting Commission of
Career Schools and Colleges (ACCSC)

Member of:

National Cosmetology Association (NCA)
Professional Beauty Association (PBA)
Massachusetts Association of Cosmetology Schools (MACS)

Approved by:

Massachusetts Office of Student Financial Assistance
Massachusetts Department of Unemployment Assistance
Massachusetts Rehabilitation Commission
VA Education Benefits Approved by The Massachusetts State Approving Agency

Main Campus

New England Hair Academy
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Corporate Office & Additional Classrooms

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GENERAL DESCRIPTION

Academy History

New England Hair Academy is a post secondary private vocational school specializing in barber styling, cosmetology and manicuring education. It was established in 1976 as New Style Barber School in Malden, Massachusetts. The only barber school in north suburban Boston.

In 1987, the School moved to a new location at 492-500 Main Street, Malden, Massachusetts, and changed its name to New England Hair Academy. The Academy moved the main campus to its present location to facilitate expansion and the addition of a 1000-hour cosmetology and 100-hour manicuring program. Since then the Academy acquired more space and added to its campus a corporate office, library resource center and additional classrooms located at 110 Florence Street, Malden. The Campus now totals over 13,000 square feet of space to accommodate its educational programs and student services.

The Academy is licensed by the Board of Registration of Cosmetology and Barbering and is accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC).

The founder of New England Hair Academy, Mr. Anthony Clemente, is a licensed barber and cosmetologist, and is the recipient of numerous awards at hair show competitions. He developed the *Clemente Technique of Hair Cutting & Design*, a unique and simplified training method which enables students to master hair cutting and design techniques quickly and easily.

The President of New England Hair Academy is Anthony B. Clemente, Mr. Clemente's son. Anthony is a licensed barber and cosmetologist and a graduate of the Academy. He has taken over the family business and has helped to develop the Academy to the level it is today. His goal and vision with the Academy is to graduate professional men and women for successful employment in the hair and beauty industry.

Academy Mission Statement

New England Hair Academy's mission is to provide quality educational services in cosmetology, barbering and manicuring and to prepare graduates for employment and success in the hair and beauty industry.

Educational Objective

The educational objective of New England Hair Academy is to prepare men and women sixteen years old or older, who have no or limited prior experience, with the knowledge to apply and practice the skills of barber styling, cosmetology and manicuring in order to qualify for positions in the hair and beauty industry, and to pass state licensure examinations. New England Hair Academy offers three training programs for students with no prior experience in the hair and beauty industry, and two continuing education programs for licensed barbers and cosmetologists.

Accreditation and Registration

New England Hair Academy is licensed and registered by the Commonwealth of Massachusetts Board of Registration of Cosmetology and Barbering. The Board of Registration of Cosmetology and Barbering protects the public through regulation of the practice of cosmetology and barbering in the Commonwealth of Massachusetts, in accordance with applicable statutes, regulations, and policies.

The Board issues licenses to qualified individuals, businesses, and schools to engage in the practice of each profession and seeks to ensure the continued protection of the public health, safety, and well-being by maintaining high standards for each industry. The Cosmetology profession includes hairdressers, manicurists and aestheticians, who provide a variety of services including haircutting, hairstyling, manicuring, and aesthetics. Barbers provide haircutting, hairstyling, facial shaving, permanent waving, hair coloring, and facial services to the general public, but primarily to men.

The Academy is accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC). ACCSC's mission is to ensure quality education that enhances student success in the workforce. The Academy's accreditation is reviewed periodically by a panel of experts to ensure that the Commission's standards of management, curriculum, methods, materials, instructional personnel, admissions and programs are effectively maintained.

Memberships

New England Hair Academy is a member in good standing with the Massachusetts Association of Cosmetology Schools (MACS.). The Academy earned the membership in recognition of its quality in career education. The Academy is also a member of the Professional Beauty Association (PBA), and the National Cosmetology Association (NCA). Through these memberships, the Academy stays abreast of industry trends to keep its programs in the forefront of hair and beauty education.

Academy Facilities and Equipment

New England Hair Academy is located conveniently at, 492-500 Main Street, in the center of Malden in north suburban Boston. The Academy is easily accessible by private and public transportation. (Local bus lines and the MBTA Orange Line to Malden Station.) Two major parking facilities service the immediate area.

Facilities at New England Hair Academy include two fully-operational clinics: a beauty clinic and a barber shop clinic for proper teaching and hands-on practice of cosmetology, manicuring and barber styling skills. Facilities also include three conventional classrooms for seminars, lectures, and basic skill applications. There are also lunchrooms with a refrigerator, microwave ovens, and lockers for students.

Located at 110 Florence Street, Malden, are the administrative offices of the President, Admissions Representatives as well as the office of the Financial Assistance Director. Also located at the Florence Street location is the library resource center and two classrooms for lecture and practical applications, and two lunchrooms.

The Academy is fully furnished with all the equipment found in conventional barber shops and beauty salons. The equipment enables students to receive the practical training needed to qualify for cosmetology, manicuring and barber styling positions in a "hands-on" environment. The extent of these

facilities makes New England Hair Academy one of the most comprehensive hair and beauty schools serving the Greater Boston and the North Shore.

Faculty

Instructors at New England Hair Academy are chosen carefully and are qualified in the methods of New England Hair Academy training. In addition to being approved by the Board of Registration of Cosmetology and Barbering as vocational instructors in hair and beauty education, all Instructors complete a successful training program which includes assisting and co-teaching under careful supervision. Throughout their tenure they are evaluated, trained and qualified.

Instructors at New England Hair Academy relate easily to challenges and situations that class members experience because they are industry professionals whose combined experience, specialty knowledge, and teaching skills in hair and beauty provide students with a practical and effective program of study. In addition, to ensure uniformity and quality, New England Hair Academy instructors use the same methodology and work with the same course materials. Course guides and lesson plans are continually updated and strictly reviewed by the Academy's Director of Education.

PROGRAMS AND COURSES

For over 40 years, New England Hair Academy has provided individual students and licensed cosmetologists and barber stylists an opportunity to become skilled in hair and beauty theory and technique. The Academy's programs have become increasingly important to an industry that is in constant need of qualified professionals.

Program instructors work closely with each class member to improve their skills and self-confidence. Participants study and practice various hair and beauty, and customer service skills to improve their ability to qualify for positions in the industry, and for state licensure examinations. They learn how to take on new responsibilities, work under pressure, and motivate themselves. Most importantly, New England Hair Academy training techniques are all accomplished within an environment that is exciting, confidence-building, and overwhelmingly positive in outlook and results.

New England Hair Academy offers three training programs for students with no or limited prior experience in the hair and beauty industry.

- Cosmetology
- Barber Styling
- Manicuring

Graduates of all of the Academy's programs are awarded a *Diploma*.

COSMETOLOGY

The educational objective of the 1000 hour Cosmetology program is to train students to acquire satisfactory skills and demonstrate competence in art and science of hair and beauty. Upon satisfactory completion of the training, students will be qualified to assume entry-level positions as cosmetologists, manicurists, hair colorists, make-up artists, beauty supply salespeople, manufacturer representatives and assistant beauty instructors.

The Cosmetology program consists of the following courses with theory and practical application:

1. **History and Career Opportunities** – Brief History of Cosmetology; Career Paths for Cosmetology.
2. **Life Skills** – Life Skills; The Psychology of Success; Managing Your Career; Goal Setting; Time Management; Study Skills; Ethics; Personality Development and Attitude.
3. **Your Professional Image** – Beauty and Wellness; Appearances Count; Your Physical Presentation.
4. **Communicating for Success** – Human Relations; Communication Basics; The Client Consultation/Needs Assessment; Special Issues in Communication; In-Salon Communication.
5. **Infection Control: Principles and Practices** – Regulation; Principles of Infection; Principles of Prevention; Universal Precautions; The Professional Salon Image.
6. **General Anatomy and Physiology** – Anatomy, Physiology, and You; Cells, Tissues, Organs and Body Systems; The Skeletal System; The Muscular System; The Nervous System; The Circulatory System; The Lymphatic/Immune System; The Endocrine System; The Digestive System; The Excretory System; The Respiratory System; The Integumentary System; The Reproductive System.
7. **Skin Structure, Growth, and Nutrition** – Anatomy of the Skin; Nutrition and Maintaining Skin Health.
8. **Skin Disorders and Diseases** – Disorders and Diseases of the Skin; Disorders of the Sebaceous (Oil) Glands; Disorders of the Sudoriferous (Sweat) Glands; Inflammations and Common Infections of the Skin; Hypertrophies of the Skin; Skin Cancer; Acne and Problem Skin; Aging Skin Issues; The Sun and Its Effects; Contact Dermatitis.
9. **Nail Structure and Growth** – The Natural Nail; Nail Anatomy; Nail Growth; Know Your Nails.

10. **Nail Disorders and Diseases** – Nail Disorders; Nail Diseases.
11. **Properties of the Hair and Scalp** – Structure of the Hair; Chemical Composition of Hair; Hair Growth; Hair Loss; Disorders of the Hair; Disorders of the Scalp; Hair and Scalp Analysis.
12. **Basics of Chemistry** – Chemistry; Matter; Potential Hydrogen (pH).
13. **Basics of Electricity** – Electricity; Electrical Equipment Safety; Electrotherapy; Other Electrical Equipment; Light Energy and Light Therapy.
14. **Principles of Hair Design** – Philosophy of Design; Elements of Hair Design; Principles of Hair Design; Influence of Hair Type on Hairstyle; Creating Harmony between Hairstyle and Facial Structure; Designing for Men.
15. **Scalp Care, Shampooing, and Conditioning** – Scalp Care and Massage; Hair Brushing; Understanding Shampoo and Conditioner; Draping; Three-Part Procedure.
16. **Haircutting** – Basic Principles of Haircutting; Client Consultation; Haircutting tools; Posture and Body Position; Safety in Haircutting; Basic Haircuts; Other Cutting Techniques; Clippers and Trimmers.
17. **Hairstyling** – Client Consultation; Wet Hairstyling Basics; Finger Waving; Pin Curls; Roller Curls; Comb-Out Techniques; Hair Wrapping; Blowdry Styling; Thermal Hairstyling; Thermal Hair Straightening (Hair Pressing); Styling Long Hair; Formal Styling; The Artistry of Hair Styling.
18. **Braiding and Braid Extensions** – Understanding the Basics; Braiding the Hair.
19. **Wigs and Hair Additions** – Human versus Synthetic Hair; Wigs; Hairpieces; Hair Extensions.
20. **Chemical Texture Services** – The Structure of Hair; Permanent Waving; Chemical Hair Relaxers; Curl Re-forming (Soft Curl Permanents).
21. **Haircoloring** – Why People Color Their Hair; Hair Facts; Identifying Natural Hair Color and Tone; Types of Haircolor; Consultation; Haircolor Formulation; Haircolor Applications; Using Lighteners; Using Toners; Special Effects Haircoloring; Special Challenges in Haircolor/Corrective Solutions; Haircoloring Safety Precautions.
22. **Hair Removal** – Client Consultation; Contraindications for Hair Removal; Permanent Hair Removal; Temporary Hair Removal.
23. **Facials** – Skin Analysis and Consultation; Determining Skin Type; Skin Care Products; Client Consultation; Facial Massage; Facial Equipment; Electrotherapy and Light Therapy; Facial Treatments; Aromatherapy.
24. **Facial Makeup** – Cosmetics for Facial Makeup; Makeup Color Theory; Basic Professional Makeup Application; Special-Occasion Makeup; Corrective Makeup; Artificial Eyelashes.
25. **Manicuring** – Nail Technology Tools; Professional Cosmetic Products; The Basic Manicure; A Man's Manicure Service; Massage; Spa Manicures; Aromatherapy; Paraffin Wax Treatments; Nail Art; Only the Beginning.
26. **Pedicuring** – Pedicure Tools; About Pedicures; Disinfection.
27. **Nail Tips and Wraps** – Nail Tips; Nail Wraps; Nail Wrap Maintenance, Repair, and Removal.
28. **Monomer Liquid and Polymer Powder Nail Enhancements** – Monomer Liquid and Polymer Powder Nail Enhancements; Monomer Liquid and Polymer Powder Nail Enhancements Supplies; Monomer Liquid and Polymer Powder Nail Enhancements Maintenance, Crack Repair, and Removal; Odorless Monomer Liquid and Polymer Powder Products; Colored Polymer Powder Products/Procedures.
29. **Light Cured Gels** – UV and LED Gels; UV and LED Gel Supplies; Choosing the Proper Light Cured Gel Technology; Light Cured Gel Polish; Light Cured Gel Maintenance and Removal.
30. **Preparing For Licensure and Employment** – Preparing for State Board Exam; Exploring the Job Market, Interviewing and Developing a Resume; The Job Interview.
31. **On the Job** – Moving from School to Work; Out in the Real World; Managing Your Money; Discover the Selling You; Keeping Current Clients and Expanding Your Client Base; On Your Way.
32. **The Salon Business** – Going into Business for Yourself; Operating a Successful Salon; Building Your Business.

Normal Schedule of Completion

Program	Class Schedule	Hours Per Week	Number of Months
Accelerated	Mon-Fri, 9AM-4:30PM	35	7
Full-Time	Mon-Fri, 9AM-2:30PM	25	10
Part-Time Evenings	Mon-Thurs, 5:30PM-9:30PM	16	15

The normal schedule of completion is based on an average attendance record of 90%.

Courses and Hours of Instruction

Courses	Hours of Instruction
Hair Straightening and Permanent Waving	250
Dyes and Bleaching (packs, tints, rinses, reconditioning)	150
Hair Cutting	125
Oral, Written and Practical Tests, Sterilization, Hygiene and Anatomy	125
Skin Care/Facial Grooming	80
Manicuring (including 12.5 hrs. of Artificial Nail Techniques)	50
Finger Waving	50
Wig Instruction and Scalp Treatments	50
Iron Curls	45
Shampooing	25
Instruction and Lecture on Cleaning and Disinfection	25
Ethics, Salesmanship, Courtesy and Conduct	25
Total	1000

BARBER STYLING

The educational objective of the 1000 hour Barber Styling program is to train students to acquire satisfactory skills and demonstrate competence in the art and science of barbering. Upon satisfactory completion of the training, students will be qualified to assume entry-level positions as barber stylists, hair replacement specialists, barber supply salespeople, manufacturer representatives, and assistant barber instructors.

The barber styling program consists of the following courses with theory and practical application:

1. **Life Skills** – Principles that Contribute to Personal and Professional Success.
2. **The History of Barber-Styling** - Origin of Barbering; The Rise of the Barber-Surgeons; State Barber Boards.
3. **Professional Image** – Your Professional Image; Human Relations; The Psychology of Success; Guidelines for Student Success.
4. **Infection Control: Principles and Practices** – Regulation/ Principles of Prevention and Control; Levels of Prevention and Control; Prevention and Control Agents; Solutions and Strengths; Sanitizers; Disinfection Procedures; Standard Precautions; Public Sanitation and Rules of Sanitation; Safe Work Practices; Professional Responsibility.
5. **Implements, Tools, and Equipment** – Combs; Haircutting Shears; Palming the Shears and Comb; Clippers and Trimmers; Straight Razors; additional Implements, Tools, and Equipment.
6. **General Anatomy and Physiology** – Terms; Cells; Tissues; Organs; Systems; The Skeletal System; The Muscular and Nervous Systems; The Circulatory System; The Lymphatic-Immune System; The Endocrine System; The Digestive System; The Excretory System; The Respirator System; The Integumentary System; The Reproductive System.
7. **Basics of Chemistry** – The Basics of Chemistry; Matter; The Chemistry of Water; Cosmetic Chemistry; Shampoos and Conditioners; Rinses and Tonics; Other Cosmetic Preparations; United States Pharmacopeia.
8. **Basics of Electricity** – Electricity; Electrotherapy; Light Therapy.
9. **The Skin: Structure, Disorders and Diseases** – Histology of the Skin; Disorders and Diseases of the Skin.
10. **Properties and Disorders of the Hair and Scalp** - The Structure of Hair; the chemical Composition of Hair, Hair Growth; Hair Analysis, Hair Loss, Disorders of the Scalp, Disorders of the Hair.
11. **Treatment of Hair and Scalp** – Shampoos and Conditioners; Draping; Shampoo Services; Scalp and Hair Treatment; Hair Tonic Treatments.

- 12. Men's Facial Massage and Treatments** – Subdermal Systems and Facial Massage; Theory of Massage; Facial Equipment and Applications; Facial Treatments.
- 13. Shaving and Facial Hair Design** - Fundamentals of Shaving; Introduction to Facial Hair Design; The Mustache, The Beard.
- 14. Mens's Haircutting and Styling** - The Client Consultation; Basic Principles of Haircutting and Styling; Fundamentals of Haircutting; Introduction to Men's Hairstyling; Safety Precautions for Haircutting and Styling.
- 15. Men's Hair Replacement** – Hair Replacement Systems; Measuring for Hair Replacement; Measuring for Hair Replacement Systems; Cleaning and Styling Hair Replacement; Selling Hair Replacement Systems; Alternative Hair Replacement Methods.
- 16. Women's Haircutting and Styling** – Basic Haircutting; Blunt Cut; Graduated Cut; Uniform Layered Cut; Long Layered Cut; Gallery of Cuts (Technicals and Finished Styles); Cutting Curly Hair Textures; Other Cutting Techniques; Hairstyling.
- 17. Chemical Texture Services** – Chemical Texture Services Defined, The Nature of Chemical Texture Services; The Client consultation; Permanent Waving; Reformation Curls; Chemical Hair Relaxing.
- 18. Haircoloring and Lightening** – Characteristics and Structure of Hair; Color Theory; Haircoloring Products; Procedures and Terminology; Product Application; Special Effect; Special Problems and Corrective Haircolor; Color Mustaches and Beards; Haircoloring and Lightening Safety Precautions.
- 19. Preparing for Licensure** – Preparing for State Board Exam; Exploring the Job Market; Interviewing and Developing the Resume.
- 20. Working Behind the Chair** – Preparing for Employment; Principles of Selling Products; Building a Client Base.
- 21. The Business of Barbering** – Self-Employment and Business Ownership; Operating a Successful Barbershop.

Normal Schedule of Completion

Program	Class Schedule	Hours Per Week	Number of Months
Accelerated	Mon-Fri, 9AM-4:30PM	35	7
Full-Time	Mon-Fri, 9AM-2:30PM	25	10
Part-Time Evenings	Mon-Thurs, 5:30PM-9:30PM	16	15

The normal schedule of completion is based on an average attendance record of 90%.

Courses and Hours of Instruction

Courses	Hours of Instruction
Hair Cutting and Styling	400
Theory	165
Permanent Waving	90
Cleaning and Disinfection	80
Hair Coloring	75
Shaving	50
Chemical Relaxing	40
Mustaches and Beards	20
Shop Management	20
Facials	20
Scalp Treatments and Scalp Manipulations	15
Honing and Stropping	10
Shampooing	10
Light Therapy	5
Total	1000

MANICURING

The educational objective of the 100 hour Manicuring program is to train students to acquire satisfactory skills and demonstrate competence in the art and science of manicuring. Upon satisfactory completion of the training, students will be qualified to assume entry-level positions as nail technicians, beauty supply salespeople, manufacturer representatives, and manicuring sales representatives.

The manicuring program consists of the following courses with theory and practical application:

1. **History and Career Opportunities** – Brief History of Nail Technology; Career Paths for a Nail Technician.
2. **Life Skills** – The Psychology of Success; Motivation and Self-Management; Managing Your Career; Time Management; Study Skills; Ethics; Personality Development and Attitude.
3. **Your Professional Image** – Human Relations; Communicating Basics; The Client Consultation; Special Issues in Communication; In-Salon communication.
4. **Communicating for Success** – Human Relations; Communication Basics; The Client Consultation/Needs Assessment; Special Issues in Communication; In-Salon Communication.
5. **Infection Control: Principles and Practices** – Regulation; Principles of Infection; Principles of Prevention; Universal Precautions; The Professional Salon Image.
6. **General Anatomy and Physiology** – Cells, Tissues, Organs and Body Systems; The Skeletal System; The Muscular System; The Nervous System; The Circulatory System; The Lymphatic/Immune System; The Endocrine System; The Digestive System; The Excretory System; The Respiratory System; The Integumentary System; The Reproductive System.
7. **Skin Structure, Growth and Nutrition**– Anatomy of the Skin; Maintaining Skin Health; Aging of the Skin; Disorders of the Skin; Preventing Skin Problems in the Salon.
8. **Nail Structure and Growth** – The Natural Nail; Nail Anatomy; Nail Growth; Know Your Nails.
9. **Nail Disorders and Diseases** – Nail Disorders; Nail Diseases.
10. **Basics of Chemistry** – Chemistry; Matter; Potential Hydrogen (pH).
11. **Nail Product Chemistry Simplified** – Understanding Chemicals; Adhesion, Adhesives, & Primers; A Clean Start; Fingernail Coatings; The Overexposure Principles.
12. **Basics of Electricity** – Electricity; Electrical Equipment and Safety.
13. **Manicuring** – Nail Technology Tools; Professional Cosmetic Products; The Basic Manicure; A Man's Manicure Service; Massage; Spa Manicures; Aromatherapy; Paraffin Wax Treatments; Nail Art; Only the Beginning.
14. **Pedicuring** – Pedicure Tools; Professional Pedicure Products; About Pedicures; Disinfection.
15. **Electric Filing** – Types of Electric Files; Choosing an Electric File; All About Bits; Electric Filing Techniques; Electric Files for Pedicures; Troubleshooting; Safety Tips for Electric Filing; Continuing Education.
16. **Nail Tips and Wraps** – Nail Tips; Nail Wraps; Nail Wrap Maintenance, Repair, and Removal.
17. **Monomer Liquid and Polymer Powder Nail Enhancements** – Monomer Liquid and Polymer Powder Nail Enhancements; Monomer Liquid and Polymer Powder Nail Enhancements Supplies; Monomer Liquid and Polymer Powder Nail Enhancements Maintenance, Crack Repair, and Removal; Odorless Monomer Liquid and Polymer Powder Products; Colored Polymer Powder Products/Procedures.
18. **UV and LED Gels** – UV and LED Gels; UV and LED Gel Supplies; When to Use UV and LED Gels; Choosing the Proper UV and LED Gels; UV and LED Light Units and Lamps; Light Cured Gel Polish, Maintenance and Removal.
19. **The Creative Touch** – Introducing Clients to Nail Art; Color Theory; Getting the Look: Art Mediums; Polish; Paint; Monomer Liquid and Polymer Powder Nail Art; UV Gel Nail Art; Embellishments; Airbrushing/ Nail Art Competitions; Just the Beginning.
20. **Seeking Employment** – Preparing for Licensure; Preparing for Employment; Resume and Employment Portfolio Development; Preparing for a Job Interview; Finding a Salon That Is Right for You.
21. **On the Job** – Moving from School to Work; Out in the Real World; Managing Your Money; Discover the Selling You; Keeping Current Clients and Expanding Your Client Base; On Your Way.
22. **The Salon Business** – Going into Business for Yourself; Operating a Successful Salon; Building Your Business.

Normal Schedule of Completion

Program	Class Schedule	Hours Per Week	Number of Months
Part-Time Evenings	Mon-Tue, 5:30PM-9:30PM	8	3

The normal schedule of completion is based on an average attendance record of 90%.

Courses and Hours of Instruction

Courses	Hours of Instruction
Safety/Sanitation	10
Artificial Nail Techniques	25
First Aid	2.5
Basic Manicuring/Hand Arm Massage	40
Professional Ethics/Salon Management/State Laws	12.5
Oral-Written Practical Examinations/Hygiene and Anatomy	10
Total	100

Definition of Clock Hours

Wherever mentioned in this catalog, one hour of scheduled time is equal to 50 minutes of actual instruction.

Typical Class Size

New England Hair Academy's typical class size is two instructors for 25 students. The maximum student/teacher ratio in a classroom lecture setting of instruction is two instructors per 50 students. The student/teacher ratio in a clinic application setting of instruction is three instructors per 50 students. New England Hair Academy limits its enrollments to twenty-five students per starting class. Maximum clinic classes will not exceed 50 students.

Curriculum Changes

New England Hair Academy reserves the right to change or modify, without notification, the program content, equipment, staff, or materials and organization as it deems necessary, with approval of the Academy's registration and accrediting agency. Such changes may be required to keep pace with technological advances and to improve teaching methods or procedures. Any changes will not diminish the competency or content of any program or result in tuition changes. If a change is made in text materials used, students will be expected to pay an additional charge for the new text materials.

GRADING SYSTEM AND REQUIREMENTS FOR GRADUATION

The Grading System

Grades are based on the total cumulative grade point average of all written and practical examinations taken during the course of each program.

The following grading system is used for all written and practical examinations:

90 to 100% - Excellent - 4.0
80 to 89% - Good - 3.0
70 to 79% - Satisfactory - 2.0
00 to 69% - Unsatisfactory-1.0

If a written or practical examination is not taken by a student, it will be recorded as a zero, except during a Leave of Absence. Students will be permitted one retest for any grade below passing. The made up test grade will cancel out the previous failed test grade. The higher of the two grades will be posted.

Students who repeat a course subject(s) are allowed to retest and the higher grade will be posted.

Students who leave the program(s) prior to completion of all program requirements will be graded as follows:

WP (Withdrew Passing)
WF (Withdrew Failing)
WI (Withdrew Incomplete)

Completion Requirements

In order to graduate and receive a *Diploma*, the student must complete all academic, attendance, clinic requirements, have a GPA average of 70% or better and all fees must be paid in full. Also each student must pass his/her final practical and written exam and submit an up-to-date resume. Upon successful completion of all graduation requirements the student will receive an application to apply to the Commonwealth of Massachusetts Boards of Registration of Cosmetologists or Barbers for licensure examinations. The student's *Diploma* will be presented at New England Hair Academy's graduation ceremonies which are held at the Academy and presented during the monthly awards presentation.

ADMISSIONS AND ENROLLMENT

Admission Standards

New England Hair Academy is an equal opportunity educational facility. The Academy considers applicants without regard to sex, race, ethnic origin or religion.

The Academy will deny any application for admissions for any course of instruction or training for a job or position for which the Academy knows or has reason to know the student is unfit by reason of educational or permanent physical disqualification, or other material disqualification. The Academy will not accept an applicant that is currently employed at a licensed cosmetology, barber or manicuring school.

The Academy believes that the future success of the hair and beauty industry depends on the thorough preparation of barbers, cosmetologists and manicurists, and is committed to provide the industry with well-prepared professionals. Only those individuals who are prepared to devote themselves effectively to programs of study are encouraged to enroll.

The Academy accepts only those applicants who are 16 years of age or older, who have earned a High School Diploma or a GED, or who have passed an independently administered test approved by the U.S. Department of Education, and who have passed the Academy's entrance examinations in both reading and dexterity with a minimum of 70% in each.

All transfer applicants must provide a transcript of hours and grades from the previous school. Written verification of hours accrued must be received from the Board of Registration of Cosmetologists or Barbers and from the previous attended institution. The Academy has the right to review grades and hours earned through an evaluation process and credit the applicant accordingly.

An applicant who has successfully completed a course of instruction at a hairdressing school or has been issued a license to practice cosmetology may be credited a maximum of 500 hours towards the 1000 hour barber styling program. An applicant who has successfully completed a course of instruction at a barbering school or has been issued a license to practice barbering may be credited a maximum of 500 hours towards the 1000 hour hairdressing program.

Admission and Enrollment Procedures

For all programs, applications for enrollment may be submitted by mail or in person with a registration deposit of \$50.00. If rejected the fee is refunded within 30 days. To complete the application process, all prospective students are required to complete an on-campus interview by appointment with an Admissions Representative. During the interview, each applicant will tour the Academy and will discuss the program(s) thoroughly.

If the applicant meets all entrance requirements and the Admissions Representative gives his/her recommendation for acceptance to the President, the student must then make arrangements with the Academy's Financial Aid Officer to pay for the related costs of the program and to complete an Enrollment Agreement. The enrollment occurs after the admissions process and all requirements have been satisfied. The formal acceptance and enrollment to the program occurs in the registrar's office. The President gives the final approval and acceptance to the Academy. A formal letter of acceptance is then submitted to the applicant.

Transfer Students

An applicant who wishes to transfer to New England Hair Academy must present an official transcript from the prior school attended and confirmation of the hours completed from the State Board. The School's objective regarding transfer students is to train the student to acquire sufficient knowledge to meet the passing requirements of the School and State final written and practical examinations. Transfer of written and practical examinations as well as clinic requirements will be assessed and credited on an individual basis with approval from the Director. Transfer students will be issued a diploma if a minimum of thirty percent of the program has been completed at New England Hair Academy.

Tuition and Payment Schedules

For a complete schedule of tuition and other student charges, please see *Catalog Supplement A*.

Tuition may be paid by cash, check, money order, credit card, or by an installment agreement administered by TFC Credit Corp., Floral Lake, N.Y. If an individual is enrolled at New England Hair Academy as a regular student in an eligible program, can show financial need, is a U.S. citizen or eligible non-citizen and has a social security number, he/she may qualify for federal and state financial assistance. New England Hair Academy is an accredited institution and eligible to offer a variety of federal and state financial assistance programs to qualified students including:

- Federal Pell Grant
- Federal SEOG
- Federal PLUS Loans
- Massachusetts State Grants/Part-Time Grants
- GI Bill® Educational Benefits
- Other Federal, State, Private, or Institutional Aid

In cases of extreme financial need, New England Hair Academy may offer Academy sponsored scholarships to qualified students to supplement federal and state financial assistance.

Class Start Dates

For a complete schedule of classes, including beginning and ending dates for all programs, please see *Catalog Supplement B*.

Termination and Cancellation Policies

A student may terminate the enrollment agreement with the Academy in accordance with the *Academy's Minimum Cancellation and Settlement Policy* by notifying the Academy in writing. A Student is subject to termination for violating any of the following:

1. The student is in violation of the Academy's *Rules of Conduct*.
2. The student is absent from class for 14 consecutive calendar days without notifying the Academy verbally or in writing.
3. The student does not meet the financial obligations to the Academy.
4. Failure to return from a leave of absence.
5. The student is not maintaining satisfactory academic progress.
6. Failure to complete the program within 1.5 times the normal program length.

Refund Policy – (Minimum Cancellation and Settlement Policy)

For all Title IV Recipients who withdraw or are terminated, a Return to Title IV Calculation (R2T4) is required by federal regulations. This calculation is used to determine how much Title IV aid has been earned by the student and how much the institution and/or student/parent must return to the Department of Education. The State Refund Policy will be used to determine the amount of remaining charges due the institution. Samples of the state refund policy are available from the financial assistance administrator upon request.

When calculating refunds the School uses the State Refund Policy. A student may terminate this agreement at any time by notifying the Director in writing. The termination date is the day the Academy receives the notification in writing or the day the Academy terminates the Student. Refunds are calculated according to scheduled hours of attendance not actual hours completed. All refunds are made within 30 days from the date of withdrawal or termination.

1. You may terminate this agreement at any time.
2. If you terminate this agreement within five days you will receive a refund of all monies paid, provided that you have not commenced the program.
3. If you subsequently terminate this agreement prior to the commencement of the program, you will receive a refund of all monies paid, less the actual reasonable administrative costs described in paragraph 7.
4. If you terminate this agreement during the first quarter of the program, you will receive a refund of at least seventy-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
5. If you terminate this agreement during the second quarter of the program, you will receive a refund of at least fifty percent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
6. If you terminate this agreement during the third quarter of the program, you will receive a refund of at least twenty-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
7. If you terminate this agreement after the initial five day period, you will be responsible for actual reasonable administrative costs incurred by the school to enroll you and to process your application, which administrative costs shall not exceed fifty dollars or five-percent of the contract price, whichever is less. A list of such administrative costs is attached hereto and made a part of this agreement.
8. If you wish to terminate this agreement, you must inform the school in writing of your termination, which will become effective on the day such writing is mailed.
9. The school is not obligated to provide any refund if you terminate this agreement during the fourth quarter of the program.

Return of Equipment

Your personal equipment (kit) can be made available to you by the School. Once accepted, these personal tools and implements cannot be returned. There is no refund of any part of the kit due to sanitary and health conditions. The student will be responsible for full payment of the kit prior to graduation or withdrawal. Payments must be made in cash, personal checks or through financial assistance arrangements. A detailed list of all books and supplies is available upon request in the main office.

ACADEMY POLICIES

Attendance Policy

Day Students: All students are expected to arrive on time for classes according to his or her schedule of attendance established in the enrollment agreement. If a student is going to be late or absent from class they are expected to notify the Academy in advance. Students shall clock in and out for class failure to do so may result in forfeiture of hours. Hours will be calculated according to the following time schedule:

9am - 4:30pm = 7 hours
9am - 2:30pm = 5 hours
9:01am - 2:30pm = 3.5
9:01am - 4:30pm = 5.5
After 10:30am = dismissed

Students who clock in on time must also be in class before attendance is taken at 9:00am or they are considered late for class. Students arriving after 9:00am will not be allowed in class and are considered late. Students arriving late will be allowed in class at 10:30am. Students clocking in after 10:30am will not be permitted in class that day. Students clocking out before the scheduled time will be credited for the last 15 minute increment that has passed. Day Students are allowed to be late three times for theory class during the month. The fourth late will result in a suspension.

Sanitation requirements are to begin at 2:15pm for full-time students and 4:15pm for accelerated students. Packing up of text and student equipment begins at 2:25pm for full-time students and 4:25pm for accelerated students.

The School encourages students to maintain an attendance of 90% or better to avoid additional tuition charges. In order for a student to graduate he/she must complete the program within 1.5 times the program length.

Evening Students: All students are expected to arrive on time for class according to his or her schedule of attendance established in the enrollment agreement. If a student is going to be late or absent from class they are expected to notify the academy in advance. Students shall clock in and out for class failure to do so may result in forfeiture of hours. Hours will be calculated according to the following time schedule:

5:30pm - 9:30pm = 4
5:31pm/5:45pm - 9:30pm = 3.75
5:46pm/6:00pm - 9:30pm = 3.5
after 6:00pm – dismissed

Students who clock in on time must be in class before attendance is taken at 5:30pm or they are considered late for class. Students arriving after 6:00pm will not be allowed in class that evening. Students clocking out before the scheduled time will be credited for the last 15 minute increment that has passed. Evening Students are allowed to leave early two times during the month. The third early dismissal will result in a suspension.

Sanitation requirements are to begin at 8:00pm for evening students. Packing up of text and student equipment begins after all sanitation requirements are completed.

The School encourages students to maintain an attendance of 90% or better to avoid additional tuition charges. In order for a student to graduate he/she must complete the program within 1.5 times the program length.

Satisfactory Academic Progress Policy (SAP)

Standards of progress are measured at periodic intervals throughout all New England Hair Academy's programs, in keeping with guidelines set by federal, state and accreditation guidelines. Academic progress reviews are conducted by New England Hair Academy administration for each attending student at each scheduled evaluation checkpoint and will be reported to each student in writing. It is the responsibility of each student to maintain the academic standards, which are defined as the following: minimum of 67% attendance average and an overall minimum GPA of 70%, which is derived from theory and practical evaluations administered prior to each scheduled interval, as defined below:

Cosmetology and Barber Styling Programs: 450 hours, 900 hours (scheduled hours)

Manicuring Program: 45 hours, 90 hours, (scheduled hours)

Students who meet the minimum requirements for attendance and academic performance are considered to be making satisfactory academic progress until the next scheduled evaluation. Students who withdraw and re-enroll will return under the same SAP status as when they left, regardless of how long he/she had been out of school. Students are required to complete the program within 150% of their scheduled contracted hours. Transferred and accepted hours from other institutions will be counted towards the completion and maximum time toward a program at New England Hair Academy.

Warning: If a student fails to meet the academic standards by an evaluation point, he or she will be placed on Warning until the end of the next evaluation point. The student will be advised in writing of the actions required to attain satisfactory academic progress by the next evaluation. During this time, the student is required to make up all necessary hours/academics in order to re-establish Satisfactory Academic Progress. Students on Warning may continue to receive Title IV funds during this period.

If at the end of the Warning period the student has still not met both the attendance and academic requirements, he/she may be placed on Probation, and if applicable, deemed ineligible to receive Title IV funds.

Probation: Students who are not achieving satisfactory progress at the end of the Warning period can appeal the decision. If they prevail upon appeal they will be placed on Probation and will be considered to be making satisfactory progress while on Probation. Additionally, only students who have the ability to meet the satisfactory academic progress policy standards by the end of the evaluation period may be placed on Probation. Students placed on an academic plan must be able to meet the requirements within the plan by the end of the next evaluation period. Students who are progressing according to their specific academic plan will be considered making Satisfactory Academic Progress. If at the end of the Probationary period, the student has still not met both the attendance and academic requirements necessary, they will be determined as NOT making satisfactory academic progress and, if applicable, students will be deemed ineligible to receive Title IV funds.

Appeal Process: A student may appeal the determination of Satisfactory Academy Progress based on extenuating circumstances. The student must submit a written appeal to the director or designee at the beginning of the Probationary Period. The appeal must include a complete explanation of why the student failed to make Satisfactory Academic Progress. The written appeal should be accompanied by documentation that would verify the extenuating circumstances, for example; the death of a relative, an injury or illness of the student, or other special circumstances and or what has changed in the student's situation that will allow the student to demonstrate satisfactory academic progress at the next evaluation period. The appeal will be reviewed and the student will be notified of the decision in writing via regular mail, email, etc. If an appeal is granted, the student may be determined to be eligible for financial aid while working towards achieving Satisfactory Academy Progress.

Reinstatement Policy

A student who has been terminated due to unsatisfactory progress, or for any other reason, may apply for reinstatement. The application for reinstatement must be made with the Director in writing within six months of the termination date. Failure to do so will result in possible loss of hours and additional fees. The application for reinstatement must show enough evidence to warrant a review of the student records. The Director has sole responsibility for granting reinstatement.

Leave of Absence

In case of prolonged illness or accident, death in the family, or other documented circumstances which may require the student to be absent from class more than seven consecutive days, the student must give the Academy prior written request for a leave of absence (LOA). In extreme circumstances an additional leave of absence may be approved as long as the total length of the LOA does not exceed 180 calendar days within a twelve month period.

The School does not assess the student any additional institutional charges and the student is not eligible for any additional Federal Student Aid. If a student fails to return from a leave of absence, the student will be considered to have withdrawn from the Academy as of the last day of the leave of absence. The Academy will calculate a refund and return funds to the appropriate party(s) within 30 days from the end of the leave of absence.

A student may request a leave of absence by completing a Leave of Absence Form and submitting it to the Director. Documentation must accompany the written request. All tests and hours missed during a leave of absence will not affect your grade point average or attendance average. All requests will be evaluated and upon written confirmation by the Director the leave of absence will be granted.

Rules of Conduct

New England Hair Academy is proud of its students and the manner in which they conduct themselves. We rely on individuals to use good professional judgment and a sense of responsibility. Students are expected to conduct themselves in an appropriate manner. For the protection of its property, academic interests and other students, staff, faculty and clients, the Academy has established certain rules of conduct.

Violation of any of the following rules will be considered adequate justification for suspension or termination.

- Being under the influence of intoxicating beverages or narcotics on Academy property.
- Possession of alcohol and alcoholic beverages, and illegal drugs on Academy property.
- Involvement, directly or indirectly, in any illegal activities while on Academy property.
- Stealing or attempting to steal property from any individual on Academy premises, or stealing or attempting to steal property from the Academy.
- Negligent or willful damage to an individual or Academy property.

- Communication via electronic media of any type that includes any negative comments, harassing or inappropriate conduct towards the Academy, its staff, clients and or students.
- Discussing confidential information with other parties (i.e., contract details, disciplinary action and private administration advisement sessions).
- Misrepresenting, withholding information or in any other way falsifying applications, reports or other Academy records.
- Cheating on coursework or examinations is prohibited.
- Disorderly conduct of any kind in classrooms, offices or anywhere on Academy property.
- Use of abusive, threatening or obscene language.
- Harassment of students and staff on the basis of sex.
- Refusal to carry out client services for any reason.
- Possession of a weapon, firearm, knife etc., on or around Academy property.
- Not complying with the Academy Standards. The Academy Standards is *Supplement C* of the catalog.

The Academy shall determine the appropriate disciplinary action(s) based on the type and severity of behavior or violation committed. The sequence is as follows:

1. Warning: A written or verbal notice to the student that the student's behavior is unacceptable, that the student has violated the Academy's Rules of Conduct and/or that any future violations will be subject to further disciplinary action.
2. Suspension: Separation of the student from a class, program, activity or event for a definite period of time, after which the student is eligible to return. Conditions for returning to school may be specified.
3. Expulsion: Permanent separation of the student from the Academy.

Depending on the severity of the violation the Academy reserves the right to the appropriate disciplinary action(s) in any order or sequence.

Annual Security Report & Sexual Misconduct Policies

Campus safety and security are important issues at New England Hair Academy. Our goal is to provide students with a safe environment in which to learn and to keep students, parents, and employees well informed about campus security. The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, or Clery Act, requires institutions of higher education to provide students and families with the information they need to make informed decisions. The Academy prepares an Annual Security Report to comply with the Clery Act. The full text of this report can be located on our web site at: www.newenglandhairacademy.com. This report is prepared in cooperation with the local law enforcement agencies around our campus. Each year notification is made to all enrolled students and employees that provides the web site to access this report. Copies of the report may also be obtained in person from the School Director or by calling (781) 324-6799.

New England Hair Academy is committed to providing a working and educational environment for all students, faculty and staff that is free from sex discrimination, including sexual misconduct. Every member of the school community should be aware that the Academy is strongly opposed to sexual misconduct, and that such behavior is prohibited by state and federal laws.

The Academy's Sexual Misconduct Policy is part of the Annual Security Report. It describes the Academy's programs to prevent sexual misconduct, and the procedures that the Academy will follow once an incident of sexual misconduct has been reported. The Academy provides training to key staff members to enable the Academy to handle any allegations of sexual misconduct promptly and effectively. The Academy will respond quickly to all reports of sexual harassment, and will take appropriate action to prevent, to correct, and if necessary, to discipline behavior that violates this policy.

The Academy's Sexual Misconduct Policy governs sexual misconduct involving students that occurs on any Academy property or in connection with any Academy-sponsored program or event. This Policy applies to all students, employees, and third parties conducting business with the Academy, regardless of the person's gender, gender identity, sexual orientation, age, race, nationality, class status, ability, religion or other protected status. The Academy encourages victims of sexual violence to talk to somebody about what happened – so victims can get the support they need, and so the Academy can respond appropriately. As further described in the Policy, the Academy will seek to respect a victim's request for confidentiality to the extent possible, while remaining ever mindful of the victim's well-being.

Dress Code

New England Hair Academy is a private training facility preparing men and women to work in the hair and beauty industry as professional cosmetologists, manicurists and barber stylists. Personal appearance is as important to professionalism as technical knowledge is to practical skills. New England Hair Academy has adopted a student dress code that enables the student to present himself/herself in a professional image to the client and one that can reflect the hair and beauty industry positively.

As explained to you during your admissions process, students are expected to follow the dress code and grooming guidelines at all times. School administrators and faculty have the final decision in determining and enforcing student dress and grooming standards at the School.

All attire is to be clean, neat and free of noticeable dirt, stains, tears, and with no alterations to smocks.

Students: In addition to New England Hair Academy smocks and name tags which are to be worn at all times, students are expected to wear a black or white collared pressed dress shirt (buttoned and tucked in), black dress slacks and closed black dress shoes. If a t-shirt is worn under the required collared shirt, it must be white with no visible writing and or designs.

Smocks – NEHA Smocks cannot be altered in any way. Smocks must be pressed and clean at all times and only one button from the top can be unbuttoned (or zippered to the top).

Shirts/blouses – Shirts and blouses must be pressed and clean at all times and only one button from the top can be unbuttoned. It must be white or black with no visible writing and or designs.

Hair/make-up - Hair must be well groomed, neat and clean at all times; hair style/color and makeup must not detract from or interfere with the learning and school environment.

Casual wear is unacceptable. The following if worn, will be considered cause for dismissal from class.

- No shorts/skirts/dresses.
- No black jeans.
- No head coverings of any type.
- No hooded sweat shirts/tops.
- No t-shirts/tank tops or half shirts.
- No boots/sneakers/flip-flops
- No black sneakers or sneaker type shoe
- No leggings or capri's
- No scarfs
- No sagging pants

Access to Student Records

New England Hair Academy does not provide transcript information to any third party without the express written permission of the student.

Students may review their records at anytime upon written request. A school administrator must be present when the student, parent, or guardian is examining the files. Files cannot be removed from the building; however, the student can request photocopies in writing.

This policy does not apply when providing required student information to the Board of Registration of Cosmetology and Barbering, Officials of the U.S. Department of Education, and or Officials of ACCSC.

Program Changes, Schedule Changes, Withdrawals, and Reentries

Students who desire to change their program of study or class schedule must obtain prior approval from the Director. Students who wish to withdraw are considered for reentry only after being interviewed by and obtaining the approval from the Director. The decision of the Director on any requested program change, schedule change, or reentry will be final and will be made by the Director's sole discretion. A form for student changes can be obtained from the school Director. Students who wish to withdraw from New England Hair Academy need to complete a cancellation form, which can be obtained in the main office.

Holidays and Academy Closings

New England Hair Academy observes the following holidays:

New Year's Day
Memorial Day
Columbus Day

Martin Luther King's Birthday
Independence Day
Thanksgiving Day

Presidents Day
Labor Day
Christmas

In the case of School closings or delayed openings due to inclement weather, the student may call (781) 324-6799 and listen for an announcement. If no announcement is heard the School is opened as scheduled. Students may also visit the schools Facebook page for updated information.

STUDENT AND GRADUATE SERVICES

One of the greatest benefits derived from attending New England Hair Academy is the high level of services available to students and eligible graduates. Our interest in the success of students and graduates does not end at enrollment or at graduation.

Make-Up and Retesting

New England Hair Academy, in cooperation with the Commonwealth of Massachusetts Board of Registration of Cosmetology and Barbering, requires each student to attend all hours required for completion of each of the Academy's programs. If a student is absent from any class session, he/she is required to make-up those hours missed in order to complete the respective program successfully and receive the *Diploma*.

If a student is absent from a class session when an examination is administered the student receives a zero grade for that exam. The Student will be permitted to retest once at an assigned examination make-up time. If the Student fails to retake the exam the zero will be posted to the students account.

If a student receives an examination grade below satisfactory (below 70%) he/she may retest once at an assigned examination make-up time. If the Student fails to retake the exam or receives a grade below satisfactory level the higher of the two grades will be posted.

If a Student is on an approved leave of absence no grades will be posted for exams. In case of course repetition students are allowed to retest and the higher of the two grades will be posted to the students account.

All scheduled examination make-up dates are posted on the monthly school calendar.

Placement Assistance

Many beauty salons, manicuring salons and barbershops are continually in need of licensed cosmetologists, manicurists and barber stylists. New England Hair Academy offers a job referral service, which assists qualified graduates of the Academy's respective programs in securing interviews for prospective cosmetology, manicuring and barber styling positions. The Academy cannot guarantee, by law, that any graduate of its respective programs will secure employment. However, the Academy will provide to each eligible graduate all job leads generated by the Academy.

Placement assistance provides each eligible graduate with opportunities to interview for cosmetology, manicuring and barber styling positions in licensed beauty salons, manicuring salons and barber shops.

Student Advising and Tutoring

Academic advising is available to all students to enable them to meet the challenges of completing the Academy's programs successfully. Students who wish to access this service need only speak to their instructor or any other staff member. Any student placed on probation will be notified and advised by his or her instructor.

Students who experience difficulties with academics should seek advising from the Director, who may offer assistance from faculty through extra help sessions or guide the student to outside help resources. In accordance with the Board of Cosmetology and Barbering policy, Students whose primary language is not English are permitted to utilize translation dictionaries for written exams. All translation dictionaries must be in book form and not electronic and must be approved by the Director before use.

Graduation Ceremonies

New England Hair Academy conducts graduation ceremonies and awards once a month. All graduates and current students are invited to attend. Diplomas are handed to graduates along with other special achievement awards.

Library Resource Center

The Library Resource Center is located in the corporate office at 110 Florence Street, Suite 203. Resource materials such as books, DVDs and computers are available for students to enhance their educational experience. Students may access the library Resource Center Monday thru Friday 8:30am-5:30pm and Tuesday and Wednesday 5:30pm-8:00pm. Students also have the opportunity to utilize the Malden Public Library located across the street from the Academy at 36 Salem Street.

Housing and Transportation

New England Hair Academy does not maintain on-campus housing facilities. However, the Academy will assist students in obtaining temporary housing while attending the Academy's programs if needed. The Academy is easily accessible by both private and public transportation. Public parking facilities service the immediate area. All expenses incurred for traveling, parking, food and lodging will be the student's responsibility.

Veterans Educational Benefits

Veterans and their family members may be entitled to receive benefits from the Veterans Administration to help pay for tuition costs. Students who are eligible for VA benefits must provide a copy of their VA Certificate of Eligibility letter or Entitlement Information print-out from "eBenefits" (for Chapter 33) or form 28-1905 (for Chapter 31) on or before the first day of Class to have their VA Educational Benefits included in their Financial Aid Package.

If the student's financial obligation to the school is more than the expected VA funding and the expected Title IV funding, the student will be required to pay the balance to the school to cover the difference.

Due to a delay in disbursement funding from VA under Chapter 31 or 33, the academy will not

- Prevent a student from enrolling.
- Impose any penalty, including the assessment of late fees, the denial of access to classes, or other institutional facilities.

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

Student Complaint and Grievance Procedure

New England Hair Academy prides itself on its positive relationship with its students. Along with daily communications, the Academy has an established procedure for addressing student concerns.

If a student has any concerns about his/her involvement with the Academy, the facilities, the Academy's policies and procedures, the educational process and relationships with other students, the staff and the faculty, he/she may address those concerns by notifying the following people in the following sequence verbally or by completing a complaint form and submitting it to his/her Instructor.

1. The Instructor
2. The Director
3. President and Dean

If a student feels the Academy has not addressed a complaint or concern adequately, he/she may consider contacting the Commonwealth of Massachusetts Board of Registration of Cosmetology and Barbering.

**Board of Registration of Cosmetology and Barbering
1000 Washington Street, Suite 710
Boston, Massachusetts 02118-6100
617-727-9940**

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the commission must be in written form, and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filling the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

**Accrediting Commission of Career Schools and Colleges
2101 Wilson Boulevard, Suite 302
Arlington, VA 22201
(703) 247-4212 - www.accsc.org**

A copy of the Board of Registration of Cosmetology and Barbering's complaint form and ACCSC's complaint form is available at the school's corporate office and may be obtained by contacting Anthony B. Clemente, President.