

**Queen City College**  
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**ACCREDITATION AGENCY**  
**Council on Occupational Education**  
7840 Roswell Rd Bldg. # 300  
Suite # 325  
Atlanta, Georgia 30350  
770.396.3898



**OWNERSHIP**  
Ralph S. Payne  
Springville, TN/Port Charlotte, FL

## **NON-DISCRIMINATION**

Queen City College does not discriminate or permit discrimination by any faculty member or student against any individual on the basis of race, color, religion, national origin, sex, sexual orientation, gender identity, gender expression, parental status, marital status, age, disability, citizenship status, veteran status, genetic information, or any other classification protected by law in matters of admissions, employment, or services, or in the educational programs or activities it operates.

Queen City College is authorized by the Tennessee Higher Education Commission. This authorization must be renewed each year and is based on an evaluation by minimum standards concerning quality of education, ethical business practices, health and safety, and fiscal responsibility.

## TABLE OF CONTENTS

History of Queen City College.....	Page 3
Mission of the Institution.....	Page 3
Purpose of the Institution.....	Page 3
Professional Affiliations.....	Page 3
Faculty & Instructional Staff.....	Page 4
Offers from Queen City College.....	Page 4
Message from the Staff.....	Page 5
Admission Requirements.....	Page 5
Enrollment Procedures.....	Page 5
Enrollment Transfers.....	Page 5
High School Diploma Verification Policy.....	Page 5
Transfer of Credits.....	Page 6
Tuition.....	Page 6
Programs Price List.....	Page 6
Facilities and Equipment.....	Page 6
Transferability of Credit Disclosure.....	Page 7
Official and Unofficial Withdrawal Policy.....	Page 8
School Calendar.....	Page 8
Holiday Schedule.....	Page 8
Class Schedules.....	Page 8
Enrollment Agreement Conditions.....	Page 8
Attendance Requirements.....	Page 9
Change of Contracted Hours Policy.....	Page 9
Application for Re-Admission.....	Page 9
Leave of Absence.....	Page 9
Financial Aid Programs/Financial Aid Policy.....	Page 10-11
Addendum to Financial Aid.....	Page 11
Policies and Procedures for Verification.....	Page 11
Satisfactory Progress Policy, Warnings, Probation, Suspension and Appeal.....	Page 12-14
Satisfactory Progress - Financial Aid Reinstatement.....	Page 15
Inclement Weather.....	Page 15
Refund Policy.....	Page 16
Refund Table (Non-Title IV and Re-Enrolling Students).....	Page 16
Refund Table (Title IV Funding).....	Page 16
Academic Grading.....	Page 17
Practical Grading Standard.....	Page 17
Graduation Requirements.....	Page 17
Placement Assistance.....	Page 17
Sanitation Policy.....	Page 17
Policy on Drug and Alcohol Abuse Regulations.....	Page 18
Language Policy.....	Page 18
Family Educational Rights and Privacy Act.....	Page 18
Disability Policy.....	Page 18
Grievance/Complaint Procedure.....	Page 19
Financial Aid Questions/Problems.....	Page 19
Financial and Personal Counseling.....	Page 19
Annual Safety Report.....	Page 19
The Handbook for Campus Safety and Security Reporting.....	Page 19
School Rules, Regulations, and Conduct Policy.....	Page 20-21
School Dress Code Policy.....	Page 22
Queen City College Programs.....	Page 23-25
Gainful Employment Disclosure Information.....	Page 23-25
Prospective Student Enrollment Checklist.....	Page 26

## QUEEN CITY COLLEGE HISTORY

Ralph S. Payne, a noted barber and leading salon owner in Clarksville, TN realized the need for better vocational training in the field of Cosmetology when he was continually dissatisfied with the quality of education displayed by his new employees. Mr. Payne founded Queen City Hair College on March 5, 1984 to correct the current vocational training flaws. Mr. Payne married Laura McNamara on May 10, 1985. At that time, Laura was named Chief Administrator of Queen City Hair College; she had been employed there since it's opening in 1984.

Although the city of Clarksville already had one private cosmetology school, Mr. Payne felt he could succeed by hiring a professionally trained staff and implementing quality education.

Queen City Hair College became an affiliate of Southern Association of Colleges and Schools Commission on Occupational Education Institutions in December 1986.

In May of 1990 the school's name changed from Queen City Hair College to Queen City College. The Barber Program was added to the curriculum in February of 1994. Over the last few years a number of programs have been added under the Cosmetology Board, including Esthetics and Nail Tech.

In 1995, The Commission of Occupational Education Institutions split from the Southern Association of Colleges and Schools to become a free standing accrediting agency. The name is now Council on Occupational Education.

## MISSION OF THE INSTITUTION

Queen City College is dedicated to educating quality graduates who are able to meet both the present and future demand of the barber and beauty profession. Each student admitted to Queen City College receives not only individualized instruction and exposure to technical skills and equipment, but also adequate opportunity for growth. Graduates will be knowledgeable in all aspects of their desired program to be confident and able to fulfill all State Board requirements.

## PURPOSE OF INSTITUTION

To build a solid foundation of education and technical skills. Provide exposure to the role of the professional, including opportunities for supervised practical "hands on work". Fulfill all requirements of our state. To always remember our motto "*Students Come First*".

## PROFESSIONAL AFFILIATIONS

National Hairdressers and Cosmetologist Association  
Tennessee Cosmetology School Owners Association  
Tennessee Association of Student Financial Aid Administrators  
Council on Occupational Education  
TN Educational Association of Veteran Program Administrators  
Teachers Educational Council  
American Association of Cosmetology Schools



## FACULTY

<b>Owner</b> .....	Trevecca Nazarene College Master Barber-Nashville Barber College Barber Instructor-Queen City College	Ralph S. Payne
<b>Educational Director</b> .....	Cosmetologist-Rutherford B. Hayes Cosmetology School Cosmetology Instructor-Queen City College BA/Business Administration-Almeda University	Laura E. Payne
<b>Chief Administrator</b> .....	.....	Brandie Gross
<b>Institutional Director</b> .....	.....	Brandie Gross
<b>Asst. Institutional Director</b> .....	.....	Tracy Petsch
<b>Financial Aid Officer</b> .....	.....	Tracy Petsch
<b>Dept. Of Veterans Affairs SCO</b> .....	.....	Tracy Petsch
<b>Director of Admissions</b> .....	.....	LaShannon Sanders
<b>Director of Student Services</b> .....	.....	LaShannon Sanders

## INSTRUCTIONAL STAFF

All Instructional staff are licensed by the State of Tennessee

### Cosmetology:

Laura Payne ~ Instructor/Cosmetologist/Esthetician-Rutherford B Hayes Cosmetology School (1971)  
 Robin Little ~ Instructor/Esthetician-Queen City College (2004)  
 Rebecca Piatt ~ Instructor/Cosmetologist-Stewart County High School (1986)  
 LaShannon Sanders ~ Instructor/Cosmetologist-Queen City College (1994)  
 Peyton Dziadon ~ Instructor-Cosmetologist/Queen City College (2017)  
 Krizma Helm ~ Instructor/Cosmetologist-Federico Beauty College (1995)  
 Tiffanie Williams ~ Instructor/Cosmetologist-Academy of Beauty (2008)  
 Stephenny Smith ~ Jr. Instructor/Esthetician/Queen City College (2011)  
 Jacqualyn Smith ~ Jr. Instructor/ Cosmetologist-Queen City College (2010)/Esthetician-Queen City College (2011)

### Barber:

Ralph Payne ~ Instructor/Master Barber/Nashville Barber College (1962)  
 Dottie Stone ~ Instructor/Master Barber/Queen City College (2002)  
 Lance Evans ~ Instructor/Master Barber/Queen City College (2016)  
 Stephen Crowder ~ Instructor/Master Barber/Queen City College (2017)  
 Conchita Howard-Newman ~ Master Barber/Queen City College (2008)

## QUEEN CITY COLLEGE OFFERS YOU:

- \* A progressive training program
- \* Highly qualified instructors
- \* Day, night, full and part time class schedules
- \* Placement assistance upon graduation
- \* Financial aid for those who qualify
- \* Student loans for those who qualify
- \* Veterans benefits for those who qualify
- \* MyCAA for those who quality

## MESSAGE

The staff of Queen City College are pleased that you have expressed an interest in attending our school. We sincerely hope that you will allow us to assist you in continuing your education and provide you the necessary tools and skills required to achieve your future career goals.

### ADMISSION REQUIREMENTS

All applicants must provide proof of age: birth certificate, drivers' license, or state ID card, proof of prior education: official copy of high school transcript documenting completion of 12<sup>th</sup> grade, OR a passing GED with test scores, and a social security card with your legal name and signature. Documentation of name change if applicable (marriage certificate, legal court documents etc.). Please use the enrollment check list provided on page 23 for your convenience.

### ENROLLMENT PROCEDURES

All applicants must complete their FAFSA application prior to enrollment (please visit [WWW.FAFSA.ED.GOV](http://WWW.FAFSA.ED.GOV) use school code **017068**). Appointments are necessary to complete the enrollment process. Please call to schedule an enrollment appointment with an admissions officer. You **MUST** bring the required items listed under admissions requirements with you to your scheduled appointment.

### ENROLLMENT TRANSFERS

Students **MUST** request, *at time of enrollment*, permission to use previous clock hours from another school. Students must provide Queen City College with the record of withdrawal form and official transcript documenting passing grades from the previously attended school for those earned clock hours to be accepted. If a student transfers with over 400 clock hours, a pretest is required to determine proper class placement and acceptance of hours. A fee of \$25.00 for the placement test is due before any testing will occur. A student may enter any of the training programs at the level he/she established by examination results. Tuition will be prorated for the portion of the program course in which she/he advanced. A permanent record is maintained in the student file documenting this information.

**\*\*ALL PAPERWORK MUST BE COMPLETED ONE (1) WEEK PRIOR TO CLASS START\*\***  
(Late enrollments are NOT permitted)

### HIGH SCHOOL DIPLOMA VERIFICATION POLICY

All students will be required to provide an **official** high school transcript, high school equivalency transcript, or GED score sheet prior to starting any program at Queen City College. It is the student's responsibility to provide an official and certified translated document in regards to a foreign high school diploma verifying the authenticity of such document. The admission office will review all high school transcripts and GED with test scores to confirm they are official documents. If the admissions office determines that a transcript may have been tampered with or is from an invalid online source, the admissions office will request an official transcript from the respective institution to validate the document. A formal transcript release form will be signed by the student for authorization to release the information to Queen City College. Any applicable fees for such documentation will be the responsibility of the student. To verify that a school is a legitimate licensed school, the admissions office will check the Department of Education's website for such school and state. An official high school transcripts or GED with test scores must be provided before any Federal Financial Aid can be requested and awarded. Students must have acceptable documentation in order to test for licensure with the State Board of Cosmetology or Barber. The Board may also be consulted to review any educational documentation provided to determine if it is acceptable for their testing.

## TRANSFER OF CREDITS

Queen City College recognizes clock hours accumulated from other licensed and accredited schools of cosmetology and barbering under the auspices of the Tennessee Boards of Barbering and Cosmetology. Credit will not be granted for previous education which is defined by semester credits for non-program courses, on the job training, or experience within the related field if the student does not hold a valid State license in a field of Cosmetology, Barbering, Esthetics, or Nails/Manicuring.

***\*\*The school reserves the right to have an entrance exam administered in order to determine if the applicant has the ability to benefit from the chosen program\*\****

Please be advised, hours accumulated while enrolled in any one program at Queen City College cannot be transferred into any other program at Queen City College.

## TUITION

Tuition is quoted on a specific program basis. The total program costs include tuition, a non-refundable administrative fee and lab fee, non-returnable smock, book(s), badge, book bag, and kit. Students are protected against a tuition increase as long as they attend school continuously and have a signed contract with the cost stated. The school reserves the right to terminate any student whose tuition is delinquent and to place the account with a collection agency for payment. If the student account is turned over to a collection agency, the student will be responsible for any/all collection fees.

## PROGRAM PRICE LIST

PROGRAM	TUITION	ADMIN/LAB FEE	BOOKS	KIT*	TOTAL
Cosmetology Program	13,424.09	100.00/300.00	250.00	925.91	15,000.00
Barber Program	13,424.09	100.00/300.00	250.00	925.91	15,000.00
Esthetician Program	6,712.50	100.00/547.50	250.00	890.00	8,500.00
Nail Tech Program	5,370.00	100.00/250.00	250.00	530.00	6,500.00
Cosmetology Instructor <sup>+⊖</sup>	2,685.00	100.00/100.00	250.00	65.00	3,200.00
Barber Instructor <sup>+⊖±</sup>	2,685.00	135.00/100.00	250.00	65.00	3,235.00

\*The kit includes all major required items necessary to test with the State of Tennessee Cosmetology and Barber Boards. There are minor items missing that will be required and are not supplied by the school. The excluded items will need to be provided by the student at the students' expense upon testing.

+This program is not approved for Title IV funding (Pell grants and/or Direct Loans).

⊖This program is subject to availability.

±This program requires the purchase of a Junior Instructor License and a duplicate license. License costs are included in the Admin fees.

## ***PRICES SUBJECT TO CHANGE WITHOUT NOTICE***

## FACILITIES AND EQUIPMENT

Queen City College occupies over 13,000 square feet. This space consists of a reception area, clinic floors, shampoo areas, classrooms, offices, dispensary, student break area, storage area, and media area. All spaces are heated and air conditioned. The clinic area consists of working stations where the students work on customers under the direct supervision of an instructor. The theory classroom consists of visual aids such as charts, videos, a computer, compact disks, a TV and VCR/ DVD player, a chalkboard/whiteboard, and flipcharts to aid the students in learning the theory of each program. In an effort to maintain a quality training program, the school is constantly improving and upgrading its facilities to meet the criteria of a modern up-to-date school.



## **Transferability of Credit Disclosure**

Credits earned at Queen City College may not transfer to another educational institution. Credits earned at another educational institution may not be accepted by Queen City College. You should obtain confirmation that Queen City College will accept any credits you have earned at another educational institution before you execute an enrollment contract or agreement. You should also contact any educational institutions that you may want to transfer credits earned at Queen City College to determine if such institutions will accept credits earned at Queen City College prior to executing an enrollment contract or agreement. The ability to transfer credits from Queen City College to another educational institution may be very limited. Your credits may not transfer and you may have to repeat courses previously taken at Queen City College if you enroll in another educational institution. You should never assume that credits will transfer to or from any educational institution. It is highly recommended and you are advised to make certain that you know the transfer of credit policy of Queen City College and any other educational institutions you may in the future want to transfer the credits earned at Queen City College before you execute an enrollment contract or agreement.

The Transferability of Credits Disclosure is pursuant to Tenn. Code Ann. Section 49-7-144 (2008)

## OFFICIAL AND UNOFFICIAL WITHDRAWAL POLICY

Students demonstrate their intent to officially withdraw from a program by completing a withdrawal form available in either the Admissions or Financial Aid office. The withdrawal is effective immediately upon receipt of the request. For calculation of any possible [refund of institutional charges](#), the official notification date is considered the date of withdrawal.

A student will be unofficially withdrawn from a program after incurring 10 consecutive days absence from class when he or she does not provide an official notification of withdrawal, as described above.

In the case of any student who withdraws (officially or unofficially) from a program, the student's last date of attendance, as evidenced by attendance records, is the withdrawal date used to determine the amount of earned and unearned financial aid for both official and unofficial withdrawals.

## SCHOOL CALENDER

New classes for each program at Queen City College begin the first Tuesday of every month, unless the school is closed on that Tuesday, then the new class will begin the following Tuesday respectively.

## HOLIDAY SCHEDULE

<u>Spring Break</u> One week	<u>July 4<sup>th</sup></u> One week	<u>Thanksgiving</u> One week	<u>Christmas</u> Two weeks
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Additional closing: Veteran's Day

## CLASS SCHEDULES

Day Classes:	24 hour week	9:30am – 2:30pm Tuesday thru Friday	9:30am – 1:30pm Saturday
	24 hour week	9:30am – 4:00pm Tuesday thru Friday	
	28 hour week	9:30am – 3:00pm Tuesday thru Friday	8:00am – 4:30pm Saturday
	30 hour week	9:30am – 5:30pm Tuesday thru Friday	
	30 hour week	9:30am – 4:00pm Tuesday thru Friday	9:30am – 4:00pm Saturday
	32 hour week	9:30am – 6:00pm Tuesday thru Friday	
	35 hour week	9:30am – 5:00pm Tuesday thru Friday	8:30am – 4:00pm Saturday
	40 hour week	9:30am – 6:00pm Tuesday thru Friday	8:00am – 4:30pm Saturday
	Part time schedules are also available.		

Night Classes:	24 hour week	4:00pm – 10:00pm Tuesday thru Friday	
	24 hour week	6:00pm – 10:00pm Tuesday thru Friday	8:00am – 4:30pm Saturday
	30 hour week	2:00pm – 10:00pm Tuesday thru Friday	
	30 hour week	4:00pm – 10:00pm Tuesday thru Friday	9:30am – 4:00pm Saturday
	35 hour week	2:30pm – 10:00pm Tuesday thru Friday	8:30am – 4:00pm Saturday
	40 hour week	1:30pm – 10:00pm Tuesday thru Friday	8:00am – 4:30pm Saturday
	Part time schedules are also available.		

**\*\*\*35 Hours per week is Maximum Full Time for Federal Financial Aid Students\*\*\***

## ENROLLMENT AGREEMENT CONDITIONS

The enrollment agreement, if accepted by the school, becomes an agreement which states all of the conditions of enrollment and is not subject to alteration or cancellation except as follows:

1. If the agreement is rejected by the school, the applicant will be notified and any down payment monies paid will be refunded.
2. If a student or the parent or guardian of a student under 18 years of age cancels his enrollment in writing, within three (3) business days of signing the agreement and prior to entering classes. A refund of any down payment or tuition monies will be provided.
3. If a student cancels enrollment after three (3) business days of signing, but prior to entering classes, he/she is entitled to all monies paid to the school less an administrative fee of \$100.00.
4. If a student fails to complete the course of training and has requested withdrawal from the school either in writing or in person, the school will refund all monies paid by the student in excess of the student's obligation. A student who has completed the first 750 hours must pay the complete tuition per contract terms.



## **ATTENDANCE REQUIREMENTS**

- 1. Five (5) unauthorized tardiness or absences in a calendar month** will constitute a student suspension. A student may re-enter after three (3) to thirty (30) days. Days are assigned at the Administrator's discretion.
- 2.** After three (3) interruptions in training, a student cannot re-enter school.
- 3.** Authorized absences occur when a student is absent for reasons beyond their control such as: personal sickness, death or accident of a member in the student's immediate family, or at the Administrator's discretion. After three (3) days absence a doctor's note may be required. Fourteen (14) consecutive absences will result in a student being expelled. A student may re-apply for re-entry after a period of no less than one hundred eighty (180) days.  
We allot 8% of your contracted hours for these absences, once you exceed the 8% there is an hourly charge for each hour missed excused or unexcused, including suspensions.
- 4.** Documentation on tardiness and absences will be required for those students who are continually tardy or absent.
- 5.** The actual time a student is in school will be maintained: with tardiness accumulated at the end of each week. Hours for attendance and graduation purposes will be determined solely by accumulated time on the time clock sheets.
- 6.** Students who will be absent, without advance notice, are required to call the school before 9:30am (day class) or 4:00pm (night class).

## **CHANGE OF CONTRACTED HOURS POLICY**

Students who need to make **ANY** changes to their original signed enrollment agreement may execute a change of contract form. Changes may include (but are not limited to) schedule, kit, and/or hours.

There is a \$250.00 contract change fee, which must be paid in full at the time of the request. Contract changes will then become effective on the 1<sup>st</sup> day of the following month, unless pre-approved by the Chief Administrator. A student who is not making satisfactory progress at the time of the effective date of the new contract will be ineligible for federal financial aid funds according to the suspension policy.

Even though a change of contract has been made, no changes are made to the satisfactory progress policy. Executing a change of contract is not an opportunity to start satisfactory progress guidelines over, nor does it relieve the satisfactory progress status of a student prior to the contract change.

## **APPLICATION FOR RE-ADMISSION**

Students who wish to return to Queen City College after a period of non-attendance must apply to the Chief Administrator for re-admission after a period of no less than one hundred eighty (180) days.

## **LEAVE OF ABSENCE**

Any student, who needs to temporarily interrupt training for personal, financial, or health reasons, may request one (1) *leave of absence per enrollment for up to thirty (30) consecutive days\**. This includes unscheduled days of attendance, weekends, holidays, and school closings. It must also be approved. Any tuition owed to the school up to the point of requested leave must be paid before a leave will be approved. LOA time will extend both a student's time of enrollment and maximum time frame by the same number of days taken in the leave of absence but will not be part of the student's cumulative attendance percentage calculation.

Student withdrawing from a program prior to completion and requesting reenrollment will return in the same Satisfactory Academic Progress status they withdrew in.

*\* Leave of absence **may** be extended with documentation and approval from the Chief Administrator.*

## FINANCIAL AID PROGRAMS/FINANCIAL AID POLICY

It is the aim of Queen City College to provide each and every eligible student with the financial assistance necessary to attend the college. Queen City College operates on a CLOCK HOUR basis and defines its academic year as 900 clock hours. All financial aid is awarded strictly on the basis of need, as determined by the Department of Education regardless of race, color, religion, national origin, sex, sexual orientation, gender identity, gender expression, parental status, marital status, age, disability, citizenship status, veteran status, or genetic information of the applicant. In determining the need for financial assistance, the financial aid officer is guided by the estimate of each student's expense for tuition, books, kits, room, transportation, board and personal expenses. All financial aid budgets can be reviewed in the office of the financial aid officer at the request of the student.

All tuition must be paid in full by the time the Student reaches the last one hundred (100) hours of their scheduled contract, or the student will be suspended until all tuition is paid.

### A. Pell Grants

The Pell Grant is an entitlement each high school graduate or GED holder is entitled by law to apply for. A grant is to help defray the cost of post-secondary education. It is awarded on a student by student basis.

The Pell Grant award will depend upon the amount of family contribution from the students parent(s) or own resources as determined by the Department of Education and the amount of money appropriated by congress to fund the Pell Grant program.

Apply on-line at [WWW.FAFSA.ED.GOV](http://WWW.FAFSA.ED.GOV) and use our school code **017068**.

If needed students or prospective students may obtain an application to participate in the Pell Grant program from the financial aid officer of Queen City College.

### B. Loans

Student loans are LOANS from the Federal Government that include origination fees and must be repaid with interest. Prospective students may apply on-line at [WWW.STUDENTLOANS.GOV](http://WWW.STUDENTLOANS.GOV). We offer the Subsidized, Unsubsidized, and Plus loans for parents. As with the Pell Grant, Title IV funding is based on eligibility requirements that apply to all of the Federal Student Aid (FSA) programs.

### C. Cash Installment Payments

All students are eligible for interest free monthly cash payments toward their tuition. Payments may be extended over the length of the student's program, please remember that all tuition MUST be paid prior to the student's last one hundred (100) clock hours. Students are required to sign an installment note and to make prompt monthly payments. If scheduled monthly payments become delinquent, the student will be suspended until all payments are made current or all tuition is paid.

### D. MyCAA

The Military Spouse Career Advancement Accounts Program (MyCAA) is a career development and employment assistance program sponsored by the Department of Defense (DOD). MyCAA helps military spouses pursue licenses, certificates, certifications, or Associate's Degrees (excluding General Studies and Liberal Arts) necessary for gaining employment in high demand, high growth Portable Career Fields and Occupations. For more information and eligibility requirements visit <https://aiportal.acc.mil/mycaa>.

## E. U.S. Department of Veterans Affairs Educational Benefits

The following programs are approved for U.S. Department of Veterans Affairs Educational Benefits:

- \* Barber 2010 Program
- \* Cosmetology 2016 Program
- \* Cosmetology Instructor Program
- \* Esthetician 2013 Program
- \* Nail Tech 2010 Program
- \* Barber Instructor Program

A veteran wishing to apply to use their VA benefits must complete VA Form 22-1990. Please visit <https://www.vets.gov/education/apply/> for more information and eligibility requirements.

The required materials that a Veteran must bring to the school before their start date are:

1. Certificate of eligibility, VA Form 22-0557
2. Transcripts of ALL previous education beyond high school
3. DD 214 (if applicable)
4. Change of place/program, VA Form 22-1995 (if applicable, chapters 30, 32, 33, 1606, and 1607 – <https://www.vets.gov/education>, chapter 35 <https://www.ebenefits.va.gov>)

**Notice:** Using VA Educational Benefits requires you to maintain 75% monthly attendance. You will be given **only** one (1) warning/ monthly probationary period to improve your attendance before VA Educational Benefits will be terminated. Reinstatement occurs when attendance percentage meets or exceeds the VA minimum. If you miss seven (7) consecutive days, or ten (10) consecutive days, with official military orders, your benefits will be terminated until regular attendance is acquired. A leave of absence taken may result in a loss of monthly benefit monies for the days out on leave. No certification ending dates are allowed to be extended due to student absences. The only exception are the days missed for an approved leave of absence. **All tuition payments are due monthly or the student's enrollment will be terminated.**

### ADDENDUM TO FINANCIAL AID

A student convicted of any offense under Federal or State Law involving the possession or sale of a controlled substance while receiving Title IV Funding (as defined in section 102 (6) of the Controlled Substance Act), will **NOT** be eligible for any Title IV grant, loan or work assistance during the period beginning with the date of the conviction and ending after the interval described in the law. If you are unsure about the eligibility of a conviction you may call 1 800-433-3234.

**Period of eligibility:** if convicted of a drug related offense while receiving Title IV funding, eligibility is lost as follows:

- |  |                                    |
|--|------------------------------------|
| 1. Possession of a controlled substance: | 2. Sale of a controlled substance: |
| * First offense/one year                 | * First offense/two years          |
| * Second offense/two years               | * Second offense/indefinite        |
| * Third offense/indefinite               |                                    |

### POLICIES AND PROCEDURES FOR VERIFICATION

QCC has developed the following Policies and Procedures regarding the verification of information provided by applicants for federal aid under the Title IV Programs.

1. Those students who are selected for verification by the Department of Education will be required to submit all required and/or requested supporting documentation.
2. **No Title IV funding will be disbursed prior to the completion of verification** and the student will have until sixty (60) days after his/her last date of attendance or the end of the academic year, whichever is earlier, to complete the verification. However, in the interim the student must have made arrangements with the school for payment of all tuition and fees due or risk termination at the option of the school.
3. All students will be notified verbally and/or in writing if they have been selected for verification. They will be notified of the supporting documentation that is required. The college will use as its reference the most recent verification guide supplied by the Department of Education. At that time the student will be informed of the time parameters and the consequences of not completing the verification cycle. QCC will assist the student in correcting any information that is inaccurate.
4. If the student supplies inaccurate information on any application it must be corrected before any financial aid is requested and awarded. If the student refuses to correct the information after being counseled by QCC, the school must refer this case to the Department of Education for resolution and NO financial aid will be requested and disbursed to the student.

## SATISFACTORY PROGRESS POLICY

The Satisfactory Academic Progress Policy (SAP) is consistently applied to all students enrolled at Queen City College. To receive and retain Financial Aid, a student must meet the SAP requirements; maintain a specified grade point average, achieving a specified number of hours monthly, and proceed through their program of enrollment in the specified timeframe. SAP is determined by measuring the student's Grade Point Average (GPA) and the student's rate of progress toward completion of their enrolled academic program at the end of each evaluation period.

### EVALUATION PERIODS

Students are evaluated for satisfactory progress based on their program of enrollment. This evaluation will determine if the minimum requirements for Satisfactory Academic Progress have been met. The frequencies of evaluations provide sufficient opportunity for students to meet both attendance and academic progress requirements of at least one evaluation by midpoint of program enrollment.

Program	Evaluation Periods
Cosmetology Program	450, 900, 1200 completed clock hours
Barber Program	450, 900, 1200 completed clock hours
Esthetician Program	375 completed clock hours
Nail Tech Program	300 completed clock hours

### GRADE POINT AVERAGE (GPA)

The qualitative element used to determine academic progress is a reasonable system of grades as determined by Queen City College. Students must receive a passing test score upon in each academic theory chapter as a requirement for completion in their program of enrollment. Additionally, students receive a practical a grade. This grade is a combined evaluation of a student's practical work on the clinic floor work, completion of mandate sheets, sanitation duties, and completed record of hours worksheet. Students must maintain a combined GPA of 75.00%; this is calculated monthly. Students are required to make-up failed, missed tests, and/or incomplete assignments. Numerical grades are assigned using the following scale:

Excellent	100-93
Very Good	92-85
Satisfactory	84-75
Failure	74 and Below

### ATTENDANCE PROGRESS EVALUATIONS

To maintain satisfactory attendance progress, the minimum amount of monthly hours a student may attend will be calculated at 66.00% of the monthly contracted hours\*; these hours will be monitored and recorded monthly. At the end of each three month segment, a student's attendance for previous hours completed will be evaluated to determine if the student has met the attendance requirements.

The attendance percentage is calculated by dividing the number of hours a student completed/received by the number of hours a student was scheduled (Example: Tony was SCHEDULED to attend 150.00 hours in June but only ATTENDED 90.00 hours, Tony's attendance percentage for June is 60%) Students who continue the same rate of attendance and maintain at least a 66.00% cumulative attendance at the end of **every** evaluation period are anticipated to graduate from their program of enrollment within the maximum timeframe allowed.

*\* To maintain satisfactory attendance progress, the minimum amount of monthly hours a **VA student** may attend will be calculated at 75.00% of the monthly contracted hours; these hours will be monitored and recorded monthly.*

## MAXIMUM TIMEFRAME

Students must progress at the rate listed on the table below for SAP to remain eligible and continue enrollment. The MAXIMUM timeframe is a period equal to 1.5 times (or 150%) the number of hours required by the program of enrollment. When the maximum time requirements have been exceeded, eligibility for financial aid and continued enrollment will be terminated. The maximum time allowed for students to complete a program at satisfactory progress is stated below:

Program	Standard Hours	Maximum Hours	Schedule	Weeks
Cosmetology Program	1500 clock hours	2250 clock hours	Full Time, 35 hrs/wk	65 weeks
Cosmetology Program	1500 clock hours	2250 clock hours	Full Time, 32 hrs/wk	70 weeks
Cosmetology Program	1500 clock hours	2250 clock hours	Full Time, 30 hrs/wk	75 weeks
Cosmetology Program	1500 clock hours	2250 clock hours	Full Time, 28 hrs/wk	81 weeks
Cosmetology Program	1500 clock hours	2250 clock hours	Part Time, 24 hrs/wk	94 weeks
Barber Program	1500 clock hours	2250 clock hours	Full Time, 35 hrs/wk	65 weeks
Barber Program	1500 clock hours	2250 clock hours	Full Time, 32 hrs/wk	70 weeks
Barber Program	1500 clock hours	2250 clock hours	Full Time, 30 hrs/wk	75 weeks
Barber Program	1500 clock hours	2250 clock hours	Full Time, 28 hrs/wk	81 weeks
Barber Program	1500 clock hours	2250 clock hours	Part Time, 24 hrs/wk	94 weeks
Esthetician Program	750 clock hours	1125 clock hours	Full Time, 35 hrs/wk	33 weeks
Esthetician Program	750 clock hours	1125 clock hours	Full Time, 32 hrs/wk	36 weeks
Esthetician Program	750 clock hours	1125 clock hours	Full Time, 30 hrs/wk	38 weeks
Esthetician Program	750 clock hours	1125 clock hours	Full Time, 28 hrs/wk	41 weeks
Esthetician Program	750 clock hours	1125 clock hours	Part Time, 24 hrs/wk	47 weeks
Nail Tech Program	600 clock hours	900 clock hours	Full Time, 35 hrs/wk	26 weeks
Nail Tech Program	600 clock hours	900 clock hours	Full Time, 32 hrs/wk	29 weeks
Nail Tech Program	600 clock hours	900 clock hours	Full Time, 30 hrs/wk	30 weeks
Nail Tech Program	600 clock hours	900 clock hours	Full Time, 28 hrs/wk	33 weeks
Nail Tech Program	600 clock hours	900 clock hours	Part Time, 24 hrs/wk	38 weeks

*The maximum time for students transferring hours from another school, needing less than fifty percent of the full program requirements (or part-time students) will be based on 66.00% of scheduled hours.*

## **DETERMINATION OF SATISFACTORY PROGRESS STATUS**

Students meeting the minimum academic and attendance requirements at the evaluation period are determined to be making Satisfactory Academic Progress until the next evaluation period. Students deemed not maintaining Satisfactory Academic Progress may have a loss of Title IV eligibility unless the student is on satisfactory progress warning or has an approved appeal producing a status of probation.

### **NOTIFICATIONS OF FAILURE TO MEET SATISFACTORY PROGRESS**

During enrollment at QCC, a student will receive a total of three (3) warnings\* if satisfactory progress for attendance and/or academics has not been met and Title IV funding eligibility is at risk and/or has been lost. This three (3) step warning process includes: Satisfactory Progress Warning, Satisfactory Progress Probation, and Satisfactory Progress Suspension. Both grade point averages and attendance progress are calculated on a monthly basis; allowing students the opportunity to personally monitor their own progress, avoiding the possibility of failing to meet the minimum requirements.

*\*VA students will only be given one (1) warning/monthly probationary period to improve attendance before termination of benefits. Benefits are reinstated when attendance meets VA minimum.*

### **SATISFACTORY PROGRESS WARNING**

A student failing to meet the minimum requirements for attendance and/or academic progress are placed on Satisfactory Progress Warning and considered making satisfactory progress during the warning period; remaining eligible for financial aid. The student will be advised in writing the required actions necessary to regain Satisfactory Academic Progress by the next evaluation period. If the student has not met both the attendance and academic requirements at the end of the warning period, he/she may be placed on probation and, if applicable, found ineligible to receive Title IV funding.

### **SATISFACTORY PROGRESS PROBATION**

A student continued failure to meet the minimum requirements for attendance and/or academic progress after the warning period may be placed on Satisfactory Progress Probation for one (1) month; remaining eligible for financial aid. The student will be advised in writing the expected actions necessary during the probationary period to attain Satisfactory Academic Progress. If at the end of the probationary period the student still has not met both attendance and academic requirements, it will be decided the student is NOT making Satisfactory Academic Progress resulting in, if applicable, suspension of Title IV funding.

### **SATISFACTORY PROGRESS SUSPENSION APPEAL PROCEDURE**

Students may appeal the determination of unsatisfactory progress and suspension of financial aid within fourteen (14) days of the decision, if there are extenuating circumstances. Appeals are only considered if the reasons preventing successful academic process are serious and compelling.

The student must submit the written appeal to the Financial Aid Officer on the proper form; supporting documentation is required. The documentation from the student must explain the nature and timing of the circumstances, how the circumstances prevented the student from meeting the standards, and how the circumstances have now been resolved to allow the student to meet the SAP requirements again.

Upon receipt, the Financial Aid Officer will have forty-eight (48) hours to review appeals and render a decision. Students are notified of the outcome of their appeal in writing.

Students not satisfied with the initial decision of their appeal, have fourteen (14) days to request their appeal be reviewed by the Appeals Committee. This committee consists of the Chief Administrator, Director of Admissions, and a member of QCC's Instructional Staff.

Upon receipt, the Appeals Committee will have forty-eight (48) hours to review both the appeal filed by the student and the decision rendered by the Financial Aid Officer and render a decision. Students are notified of the outcome of their appeal in writing. The decision of the Appeals Board is FINAL.

## **RE-ESTABLISHMENT OF SATISFACTORY PROGRESS**

Re-establishment of Satisfactory Progress and/or Title IV funding by a student is obtained by meeting minimum attendance and academic requirements prior to the end of the students' probationary period.

## **TRANSFER HOURS**

Transfer clock hours completed at another school and accepted by QCC will count in the Satisfactory Academic Policy evaluation as clock hours attempted and earned when calculating a student's maximum time frame. SAP evaluations periods are based on actual contracted hours at QCC and do not include transfer hours.

## **NONCREDIT AND/OR REMEDIAL COURSES**

Noncredit and remedial courses do not apply at QCC and have no effect on our satisfactory progress standards.

## **INCLEMENT WEATHER**

The school will be closed when snow, icy, and other weather conditions make driving hazardous or impossible. If the school is open and you do not feel the roads are safe for you to be driving on, please do not risk it. Call in and notify the school that you will be absent before 9:30am (day class) or 4:00pm (night class). School closing information will be announced on Nashville television stations 2 (ABC), 4 (NBC), and 5 (CBS). As well as television, up to date school closing information will be available on [Queen City College's FACEBOOK](#) page. Queen City College participates in a cell phone text feature that will also provide inclement weather information to our students. Please text the word "STUDENT" to 36000 (message and data rates may apply). No student will incur overtime charges when the school is closed for inclement weather days.

## **REFUND POLICY**

1. Any student or in the case of a student who is under age, a parent or guardian may cancel a student's enrollment in writing or in person within three (3) business days after an agreement has been signed. In the event that the student has not entered class, all monies collected by the school up to that point shall be refunded.
2. Any student, or in the case of a student who is under age, a parent or guardian who cancels enrollment prior to entering class but after (3) business days following initial enrollment, is entitled to a refund of all monies paid to that point except for the non-refundable administrative fee.
3. A student who terminates his/her education, for any reason after classes have begun and is not on financial aid is entitled to a refund based upon the schedule of tuition adjustment.
4. A student who terminates his/her education, for any reason after classes have begun and has received financial aid will have any returned to the financial aid accounts up to the amount of financial aid received, based upon the schedule of tuition adjustment.
5. Attendance time is defined as time elapsed between the actual start date and the date which the student terminates enrollment. The date of termination is considered to be the last day the student physically attended school.
6. An applicant rejected by the school shall be entitled to a refund of all monies paid to the school.
7. All refunds due to the student will be paid within thirty (30) days.

## **REFUND TABLE (NON-TITLE IV AND RE-ENROLLING STUDENTS)**

If termination occurs after the first day of classes and during the first ten percent (10%) of the period of financial obligation, the institution shall refund at least ninety percent (90%) of the tuition with the exception of the non-refundable Administrative fee and Lab fee; as well as, the non-returnable smock, books, badge, and book bag costs; and non-returnable cost of the kit if purchased through the institution.

If termination occurs after the first ten percent (10%) of the period of obligation and until the end of the first twenty-five percent (25%) of the period of obligation, the institution shall refund at least fifty percent (50%) of the tuition with the exception of the non-refundable Administrative fee and Lab fee; as well as, the non-returnable smock, books, badge, and book bag costs; and non-returnable cost of the kit if purchased through the institution.

If termination occurs after the first twenty-five percent (25%) of the period of obligation and until the end of the first fifty percent (50%) of the period of obligation, the institution shall refund at least twenty-five percent (25%) of the tuition with the exception of the non-refundable Administrative fee and Lab fee; as well as, the non-returnable smock, books, badge, and book bag costs; and non-returnable cost of the kit if purchased through the institution.

If termination occurs after the first fifty percent (50%) of the period of obligation, the institution may retain all (one hundred percent (100%)) of the tuition, non-refundable Administrative fee and Lab fee; as well as, the non-returnable smock, books, badge, and book bag costs; and non-returnable cost of the kit if purchased through the institution.

## **REFUND TABLE (TITLE IV FUNDING)**

If termination occurs during the first ten percent (10%) of the program length, the institution retains ten percent (10%) of the tuition; the non-refundable Administrative fee and Lab fee; as well as, the non-returnable smock, books, badge, and book bag costs; and non-returnable cost of the kit if purchased through the institution.

If termination occurs after ten percent (10%) but before twenty percent (20%) of the program length, the institution retains twenty percent (20%) of the tuition; the non-refundable Administrative fee and Lab fee; as well as, the non-returnable smock, books, badge, and book bag costs; and non-returnable cost of the kit if purchased through the institution.

If termination occurs after twenty percent (20%) but before thirty percent (30%) of the program length, the institution retains thirty percent (30%) of the tuition; the non-refundable Administrative fee and Lab fee; as well as, the non-returnable smock, books, badge, and book bag costs; and non-returnable cost of the kit if purchased through the institution.

If termination occurs after thirty percent (30%) but before forty percent (40%) of the program length, the institution retains forty percent (40%) of the tuition; the non-refundable Administrative fee and Lab fee; as well as, the non-returnable smock, books, badge, and book bag costs; and non-returnable cost of the kit if purchased through the institution.

If termination occurs after forty percent (40%) but before fifty percent (50%) of the program length, the institution retains fifty percent (50%) of the tuition; the non-refundable Administrative fee and Lab fee; as well as, the non-returnable smock, books, badge, and book bag costs; and non-returnable cost of the kit if purchased through the institution.

If termination occurs after fifty percent (50%) but before sixty percent (60%) of the program length, the institution retains sixty percent (60%) of the tuition; the non-refundable Administrative fee and Lab fee; as well as, the non-returnable smock, books, badge, and book bag costs; and non-returnable cost of the kit if purchased through the institution.

If termination occurs after sixty percent (60%) of the program length, the institution retains one hundred percent (100%) of the tuition; the non-refundable Administrative fee and Lab fee; as well as, the non-returnable smock, books, badge, and book bag costs; and non-returnable cost of the kit if purchased through the institution.



## ACADEMIC GRADING

Grades will be recorded and retained by QCC regarding the student's progress in his/her course. A progress report will be issued to the student monthly. Tests are administered at the end of each chapter. A passing score in each chapter is a requirement to complete all programs of enrollment. If you have completed the contracted hours you must continue to attend school, per your contract, if you have not passed **ALL** of your theory tests. If your monthly grade point average (GPA) falls below the requirement **ALL** clock hours achieved that month will not be sent to the state board. Once you bring your GPA back up to the standard your hours will then be sent to the state board.

## PRACTICAL GRADING STANDARDS

Practical work is evaluated on a regular basis as well as the quality, speed and professional approach to the work. Students are required to maintain notebooks for self-study and theory, completed mandates, sanitation duties and **MUST** attend scheduled theory classes. Students are expected to maintain a passing grade of seventy-five percent (75.00%) in all phases of their work. If the student's grades do not improve, the student may be terminated for academic reasons. VA students who do not improve their grades will be terminated from the VA program and all educational benefits suspended until a passing grade of seventy-five percent (75.00%) in all phases of their work has been achieved.

## GRADUATION REQUIREMENTS

The State of Tennessee requires a passing grade of seventy percent (70%) on each State Exam test for Barber, Manicurist, Aesthetician and Cosmetology Licenses. Queen City College requires a passing grade of seventy-five percent (75%) on all tests for Barber, Manicurist, Aesthetician and Cosmetology Programs

Students who complete all the requirements of their course with a minimum grade of seventy-five percent (75%) for Aesthetician, Manicurist, Cosmetology and Barber Programs tests, will be awarded a diploma of completion.

The TN State Board of Cosmetology/Barber no longer provides State Law Books to students. Students are requested to visit the website of Tennessee State Board for up to date information on Tennessee State laws and rules. (<http://tn.gov/commerce/section/cosmetology-and-barber-examiners>)

## PLACEMENT ASSISTANCE

QCC is committed to assisting in the placement of graduates seeking employment; not only upon graduation and passing of state licensure testing but, also during their entire career. Queen City College *does not guarantee employment*, but will work with students in identifying potential employment opportunities. A paper copy of graduation and placement rates is available upon request.

## SANITATION POLICY

The industry requirements regarding sanitation are taught in each program at Queen City College. Each student receives a sanitation grade which is included in their monthly grade point average (GPA). In accordance with the curriculum students are responsible to help maintain clean and sanitary conditions in the school. Therefore, daily cleanup duties are assigned. Cleanup must be completed and checked by an instructor before leaving each day. Students are also responsible for keeping their own station area clean. **Any student refusing their assigned clean-up duty will receive a ZERO (0%) grade on their monthly grade point average (GPA) in the following areas:** Sanitation, Cooperation, and Conduct. Receiving a zero (0%) grade in these three (3) categories **WILL result in an overall FAILING grade point average (GPA) for that month**, regardless of your grades in the remaining six (6) categories. Failing monthly GPA's **WILL** result in your hours not being sent to the State Board for that month and could affect both your Financial Aid eligibility and/or your Veteran's Educational Benefits.

## **POLICY ON DRUG AND ALCOHOL ABUSE REGULATIONS**

Queen City College participates in an active drug free school and work place policy. Our policy is mandated for the health and safety of our students, employees, and customers. Prohibited substances covered under this policy include alcohol, illegal drugs, inhalants, and abuse of prescription and/or over-the-counter drugs and medications. Due to the strict nature of the QCC's drug and alcohol policy random visits will be made to our school and parking lot from the local Drug Enforcement Agency taskforce.

## **LANGUAGE POLICY**

The English language is required by all student while on the clinic floor or working on clients. Tennessee State Board of Cosmetology and Barbering uses PSI to administer the theory exam and allows you to take the board in the English, Spanish, and Vietnamese languages. Tennessee State Board of Cosmetology and Barbering uses PSI to administer the practical exam and allows you to take the board in the English language only.

## **FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT**

A student's educational record is considered to be the student's private information. If a parent wishes to examine a student's record, the student must make a written request allowing the parent to examine his/her record. If a student wishes to examine his/her record, they must submit in writing a request to the Chief Administrator of the college. These written requests are maintained in the students file. If a student wishes to have a record in their permanent file changed, they must submit in writing to the Administrator of the college a written appeal stating the reason for the change. The Administrator will consider this appeal and notify the student of its decision in writing within fourteen (14) days after reviewing the student's written appeal. If the college does not adhere to the above procedures, the student may file a complaint with the U.S. Department of Education. The college maintains the right to release a student's information without their written consent under the following circumstances:

1. Institutional employees with legitimate interests in the information
2. Another school where the student wishes to enroll
3. Receipt of financial aid or application for financial aid
4. Organizations conducting studies on behalf of institutional or educational agencies
5. Accrediting and auditing agencies to carry out their functions
6. To comply with judicial order or subpoena

## **DISABILITY POLICY**

Queen City College complies with all provisions of Section 504 of the Rehabilitation Act of 1973 in that no qualified disabled person, by reason of the disability, will be excluded from enrolling in a course of instruction.

An individual with a disability must make their special needs known to the Administrative Office at THE time of enrollment or in the case of a sudden onset disability in a timely manner. Post-Secondary schools are not responsible to identify a student as having a disability or for assessing the student's needs.

The student must provide recent supporting documentation of the disability from a Physician. The documentation should include a diagnosis of the disability (or disabilities), the educational limitations caused by the disability, and the recommended accommodations.

In order to assess what academic adjustment is required, it is necessary for the student to inform the school of his/her request for accommodation. After proper documentation has been received, school officials will meet with the student to discuss the student's needed accommodations.

## **GRIEVANCE/COMPLAINT PROCEDURE**

Students should be aware that, should they have concerns or complaints about their program, financial aid, issues with other students or Instructors, or any other questions this institution has a grievance procedure.

The student should first go to their immediate instructor with their grievance and/or questions. If the problem cannot be resolved at this level the student should contact Brandie Gross, Chief Administrator / Institutional Director, 1594 Ft. Campbell Blvd. Clarksville, TN 37042, telephone: 931-645-2361. If a student chooses to remain anonymous with their suggestion or complaint, there is a suggestion box located by the time clock.

Should the institution not be able to resolve the problem, the student would then contact the Tennessee Higher Education Commission, telephone 615-741-5293, and submit their complaint in writing to: Tennessee Higher Education Commission Division of Postsecondary School Authorization Parkway Towers Suite 1900 404 James Robertson Parkway Nashville, TN 37243-0830 or fax their written complaint to 615-532-8845. The student, as well, may contact the Council on Occupational Education 7840 Roswell Rd Bldg. #300 Suite #325 Atlanta, GA 30350 or reach them by phone at 770-396-3898.

## **FINANCIAL AID QUESTIONS/PROBLEMS**

The student should first go to Tracy Petsch (Asst. Institutional Director/Financial Aid Officer), 1594 Ft. Campbell Blvd. Clarksville, TN 37042, telephone: 931-645-2361 with their question(s) and/or problem(s). If a resolution is not achieved at this level, the student would then go to Brandie Gross (Chief Administrator / Institutional Director), 1594 Ft. Campbell Blvd. Clarksville, TN 37042 telephone: 931-645-2361. Should the institution not be able to achieve a resolution, the student would then contact the Department of Education at 1-800-647-8733.

## **FINANCIAL COUNSELING**

QCC provides a Financial Aid Officer to assist students concerning the different types of financial aid the student may be eligible for and the application processes to apply for such funding. The Financial Aid Officer is available by appointment Tuesday - Friday.

## **PERSONAL COUNSELING**

Counseling services are available to students through the instructors. Every student is accorded the privilege and opportunity for private and confidential counseling. During these sessions the instructor will focus on the student's strengths and weaknesses. The instructor will advise or assist the student in resolving personal issues that may be preventing the student from achieving their academic potential and affecting the student's progress. QCC also has a referral list for any student who needs professional counseling or assistance with but not limited to stress and anxiety, relationship/family issues, grief and bereavement, depression, mental health, addiction, domestic violence, and eating disorders.

## **ANNUAL SAFETY REPORT**

QCC's Annual Safety Report is designed to inform all students and employees about the school's safety and security policies and procedures. This document is available on the home page of our website under the compliance tab at [www.queencitycollege.com](http://www.queencitycollege.com) or by visiting the following webpage <https://queencitycollege.com/wp-content/uploads/2017/09/QCC-ASR-Annual-Security-Report-2017-1.pdf>. A paper copy of the annual safety report is available upon request.

## **THE HANDBOOK FOR CAMPUS SAFETY AND SECURITY REPORTING**

The Clery Act requires institutions to disclose statistics for reported crimes based on where the crime occurred, to whom the crimes were reported, the types of crimes reported, and the year in which the crimes were reported. This document is available on our home page under the compliance tab of our website at [www.queencitycollege.com](http://www.queencitycollege.com) or by visiting the following webpage <https://queencitycollege.com/wp-content/uploads/2017/09/QCC-The-Handbook-for-Campus-Safety-and-Security-Reporting-2017-1.pdf>. A paper copy of the handbook for campus safety and security is available upon request.

## SCHOOL RULES, REGULATIONS AND CONDUCT POLICY

Professional conduct is expected from all students enrolled in Queen City College. Before enrolling, students should familiarize themselves with the rules of the school. On orientation day, these rules and regulations will be reviewed. They have been developed and published to protect all students from unnecessary disruptions. Failure to abide by these rules may be grounds for dismissal. The dismissal can range from a temporary suspension or a permanent expulsion depending on the severity of the situation. Readmission after a dismissal will result in an academic probationary period of no less than 30 (thirty) days. If dismissal results in a permanent expulsion, readmission is not allowed.

1. Students should arrive to school ready for class, which includes:
  - \* Clean and professional looking clothing (if clothing is inappropriate, you will be sent home)
  - \* Clean smock (ironed if necessary),
  - \* Hair, make-up, shaving, smoking and eating is to be done **BEFORE** class time
  - \* Bring theory and workbook, ink pen or pencil, and paper to class
  - \* Full kit (when issued)
  - \* Student ID card in the ID card-holder must be worn at all times while on the clock.
2. Theory begins promptly at the scheduled time 9:30am & 9:00pm. Late arrivals must report to the Instructor with the reason for their tardiness and their clock-in time. When arriving late, please enter the classroom in a quiet manner as to not disrupt the entire class. Students are to remain in theory class until dismissed by the Instructor.
3. No student will be dismissed from any special demonstration class, unless working on a client. Rudeness and/or disruptions during a demonstration will not be tolerated. Any student who disrupts a class will be asked to clock out and go home\*.  
\*Hours missed for being sent home **WILL** have an hourly charge if your absences exceed the 8% of your contracted hours.
4. All senior students are to report to the clinic floor following theory class. When not working on clients, mandate sheets are to be completed and turned in by 3:00pm each Friday. Daily sheets are to be kept current and turned in the last day of each month.
5. Students may perform services on each other *only after* receiving permission from their Instructors and only if all weekly mandates have been completed. You must obtain a service ticket from the receptionist.
6. 8 hour students are allotted a 30 minute lunch and two 15 minute breaks, 6 & 7 hour day students are allotted a 30 minute lunch and one 15 minute break, 6 hour night students are allotted one 15 minute break. **All** students who receive a 30 minute lunch break **MUST** clock out whether you leave the campus or not. All day student lunch hours **MUST** be taken between 11:15AM and 1:30PM. A student must notify an Instructor if you have not had your lunch by 1:15PM.
7. All students are required to clock out if you leave the campus for any reason, no matter the length of time. Getting caught “on the clock” and not being on campus **WILL** result in a suspension\*. Inform your instructor, in advance, if you need to leave earlier than scheduled.  
\*Hours missed for suspension **WILL** have an hourly charge if your absences exceed the 8% of your contracted hours.
8. All junior students are to remain in the junior area or theory classroom, unless given permission to be on the clinic floor. Jr. Students will be dismissed as a group for lunch and are not permitted to wait and go at a later time.
9. **DO NOT BRING YOUR CHILDREN TO SCHOOL WITH YOU. WE DO NOT HAVE DAYCARE AVAILABLE.**
10. Queen City College is a **NON SMOKING SCHOOL** there is a designated area for smoking outside, federal regulations require all smoking to be 50 feet away from the school entrances, please place **ALL** butts in the appropriate container. **DO NOT** litter. No eating or drinking is permitted anywhere other than the designated student break areas. Chewing gum is not permitted at any time.
11. Students will not visit with another student who is working on a client; you must have permission from an instructor **BEFORE** helping another student who is working on a client.

12. Students are responsible for keeping their own station area(s) clean. As a part of the curriculum students are responsible for helping maintain clean and sanitary conditions in the school. Therefore, daily cleanup duties are assigned. Cleanup must be completed and checked by an instructor before leaving each day. **Any student refusing their assigned clean-up duty will receive a ZERO (0%) grade on their monthly grade point average (GPA) in the following areas:** Sanitation, Cooperation, and Conduct. Receiving a zero (0%) grade in these three (3) categories **WILL result in an overall FAILING grade point average (GPA) for that month**, regardless of your grades in the remaining six (6) categories. Failing monthly GPA's **WILL** result in your hours not being sent to the State Board for that month and could affect both your Financial Aid eligibility and/or your Veteran's Educational Benefits.

13. Students will be held responsible for their own textbooks, equipment, and all personal property. Lost items or equipment must be replaced at the expense of the student. If a student doesn't have the necessary equipment to work on their client, the student could be sent home\* until they replace all missing items.

\*Hours missed for being sent home **WILL** have an hourly charge if your absences exceed the 8% of your contracted hours.

14. The use of/ or selling drugs and/ or alcoholic beverages or stealing will be grounds for immediate termination and/ or prosecution. No exceptions.

15. Students will not slander, backbite, use foul language, fight, or gossip about Queen City College, other students, faculty, curriculum, facilities or be involved in any criminal activities. Hazing, bullying, and intimidation of students or faculty will not be tolerated. Professionalism is expected from all students at all times. Any problems or questions should be taken to the Chief Administrator and will be dealt with on an individual basis. No borrowing the school's or other student's supplies *without* permission.

16. Senior students are to take patrons as assigned to them. Patrons are to be greeted and handled in a cheerful and professional manner. Refusal to take a patron will result in the student being sent home for the remainder of their scheduled hours\*.

\*Hours missed for being sent home **WILL** have an hourly charge if your absences exceed the 8% of your contracted hours.

17. Cell phones may only be used in the break room, or outside (while on lunch or break). Keep all cell phones on vibrate only. Students cannot receive personal phone calls during school hours; messages will be taken and given to the student as soon as possible. Please advise friends and family to call only in the case of a **TRUE EMERGENCY**.

18. No day class students may clock in after 12:00 noon. Evening class students must clock in by 7:00pm.

19. Student parking is on the far side of the painted red lines in the parking lot (far side of the light poles away from the school). Failure to park in the designated area could result in the student's car being towed at the expense of the student.

20. It is required by the Tennessee State Board and Queen City College that ID badges be worn at all times while on the clinic floor.

21. On graduation day, it is required that you attend class per your scheduled contracted hours.

22. Students will only receive hours for the period of time they are clocked in, forgetting to clock in or out **WILL** result in a loss of hours, this includes lunch hour clock ins and outs also.

23. Students are required to inform instructors when they leave the campus for any reason. Lunch times are only 30 minutes. If the student has to take a longer lunch for whatever reason, authorization is required prior to leaving the campus.

24. **NO ELECTRONIC DEVICES AT ALL** are to be used on the clinic floor. (i.e. Earbuds, MP3/IPOD/DVD/Bluetooth/Cell Phones.)

25. NO GAMES of any kind are to be played while a student is on the clock (unless by the Instructor during Theory class). It is against the law to gamble for money. **Absolutely NO GAMBLING** on QCC's premises.

26. **ANY** staff or faculty member of Queen City College has the right to discipline any student for failure to abide by any of the school rules, regulations and policies.

## SCHOOL DRESS CODE POLICY

### SMOCKS

All Students are required to wear a smock: Barber, Cosmetology, Nail Techs- Black smocks, Estheticians- White smocks. If a sleeveless smock is worn, the top worn beneath must have sleeves; your armpits can not be visible when your arms are raised. Smocks are not to be altered or defaced in any way, **NO EXCEPTIONS**. Fridays are **PROFESSIONAL** dress up day (no smock necessary if you participate in dress up day).

### CLOTHING

Students are required to dress “**PROFESSIONALLY**” as they will in the work place:

- Skirts (females only) no shorter than 3” above the knee (front and back) and slits in skirts must be **CLOSED**.
- Shorts: no shorter than 4” above the knee (**NO GYM SHORTS OR SWEAT PANTS**).
- No hats, scarfs, rags, wraps, etc. on head *except* on 3<sup>rd</sup> Sat of each month which is **HAT DAY**.
- All pants must be fastened at the waist, with a belt (if necessary), and absolutely **NO SAGGING**.
- Pants must be clean with no holes, rips, tears, frayed (even if you purchased them that way) and no part of the body hanging out or being exposed.

### PROFESSIONAL DRESS UP DAY

- Dress clothing only: no jeans, shorts, wrinkled clothing, sneakers, t-shirts
- The top worn must have sleeves, your armpits can not be visible when your arms are raised
- Dresses or skirts are acceptable (appropriate length / SEE ABOVE)
- Dress pants and shirts are acceptable

### NAME TAGS

Photo ID name tags are issued and are to be worn in Queen City College ID Holder at all times student is on the time clock.

### SHOES

Clean closed toed shoes, clean socks or nylons are to be worn at all times. Open toes shoes may be worn *only IF* the feet are well groomed and the toenails are kept manicured.

**IF YOUR DRESS FOR THE DAY IS CONSIDERED INAPPROPRIATE BY THE STAFF YOU WILL BE ASKED TO CLOCK OUT AND LEAVE TO CHANGE CLOTHING. YOU MAY RETURN WHEN APPROPRIATELY DRESSED.**

## QUEEN CITY COLLEGE PROGRAMS

### **Barber Program/1500 Clock Hours** (Barber 2010 Program)

#### **Objective:**

The basic Barber Program is designed to prepare students for the state board licensing exam. The course offers training in barbering skills and their practical applications preparing graduates for entry-level employment in a barber shop.

#### **Course Description:**

The training encompasses all phases of haircutting, shaving or trimming the beard, facials, scalp massage, manicuring, hair styling, cutting and fitting hair pieces, hair coloring, permanent waves, and relaxers. Both theoretical and practical applications are taught by the instructional staff and supplemented by special classes. Opportunities for supervised practical work with the public are provided.

#### **General - 240 hours**

History and fundamentals of barbering, elementary chemistry relating to sterilization, bacteriology and hygiene shaving, honing, and stropping, skin, scalp and hair care. Haircutting, hair styling and haircutting men's hairpieces (sales and service). Chemical theory/permanent waving, bleaching, hair color and straightening. Nail anatomy, physiology and systems structure of the head, face, and neck, including muscles and nerves, make-up and skincare. Theory of massage and facial treatments, disorders of the skin, scalp and hair. Barber laws, rules and regulations, business management, salesmanship, and preparation for seeking employment

#### **Chemical - 360 hours**

Permanent waving, hair relaxers, hair color, bleaching, toning and manicures

#### **Physical - 900 hours**

Shampooing, rinses, hair care, scalp care, haircutting (male and female), shaving (beards and mustaches), hairpiece fitting, hairstyling, facials, make-up and manicures

### **Gainful Employment Disclosure Information**

*For program and schedule specific graduation, placement, licensure, and student debt information please visit <http://www.queencitycollege.com/disclosures> or contact our Director of Admissions. A paper copy of graduation, and placement rates is available upon request.*

### **Barber Instructor Program/300 clock hours** (Barber Instructor Program)

#### **Objective:**

The barber instructor training course is designed to prepare licensed barbers for the state board licensing exam. The course offers training in lesson planning and their practical applications, preparing graduates for entry level employment as an instructor in a barber school.

#### **Course Description:**

The training encompasses all phases of preparing to become an instructor in a barber school, to include lesson planning, and practical application.

#### **Lesson Planning - 100 hours**

Course outlining and development, lesson planning and motivation, record keeping, testing and grading

#### **General - 100 hours**

Book knowledge, student motivation, teaching techniques, visual aid equipment, classroom management, product knowledge and state laws

#### **Physical - 100 hours**

Permanent waving, relaxers, shampooing, nail care, facials, hair color/lightening, haircutting, and clinic floor management

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**Cosmetology Program/1500 Clock Hours**  
(Cosmetology 2016 Program)

**Objective:**

The basic Cosmetology Program is designed to prepare students for the state board licensing exam. The course offers training in hairdressing skills and their practical applications preparing graduates for entry-level employment in a beauty salon.

**Course Description:**

The training encompasses all phases of cosmetology including haircutting, styling, permanent waving, hair relaxing, hair coloring, color weaving, hair extensions, hair and scalp treatments, manicures, artificial nails, facials and make-up. Both theoretical and practical applications are taught by the instructional staff and supplemented by special classes. Opportunities for supervised practical work with the public are provided.

**General - 300 hours**

Sterilization, sanitation, bacteriology, anatomy, physiology, shop ethics, personality and salesmanship, and state laws

**Chemical - 600 hours**

Permanent waves, hair relaxers, hair coloring, bleaching and toning, artificial nails, and hair structure and chemistry

**Physical - 600 hours**

Shampooing, rinses, hair care, scalp care, hair cutting, nail care, skin care, hair color and hair extensions

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**Cosmetology Instructor Program/300 Clock Hours**  
(Cosmetology Instructor Program)

**Objective:**

The instructor training program is designed to prepare licensed cosmetologists for the state board licensing exam. The course offers training in lesson planning and their practical applications preparing graduates for entry-level employment in a beauty school.

**Course Description:**

The training encompasses all phases of preparing to become an instructor in a beauty school, to include lesson planning and practical application.

**General -100 hours**

Book knowledge, testing, teaching techniques, grading, student motivation, product knowledge, visual aid equipment, state laws and classroom control

**Lesson Planning -100 hours**

Originate, prepare and enact lessons

**Lecture Demonstration - 100 hours**

Finger waves, perms, roller construction, shampooing, relaxers, nails, facials, make-up, hair color, lightening, and haircutting

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## **Esthetician Program/750 Clock Hours**

(Esthetician 2013 Program)

### **Objective:**

The basic esthetician program is designed to prepare students for the state board licensing exam. The program offers training in skin care and their practical applications preparing graduates for entry-level employment in a salon, spa or doctor's office.

### **Course Description:**

The training encompasses all phases of esthetic training, including facials, specialty masks, back treatments, body wraps and treatments, face and body waxing, lash and brow tinting, airbrush tanning, cellulite reduction treatments, anti-aging treatments, machine facials, make-up application. Both theoretical and practical applications are taught by the instructional staff and supplemented by special classes. Opportunities for supervised practical work with the public are provided.

### **General - 150 hours**

Sterilization, sanitation, bacteriology, professional ethics, personality and salesmanship training, anatomy, physiology, and state laws.

### **Chemical - 150 hours**

Skin conditions, disorders, nutrition, aging factors, product ingredients and usage, waxing, lash and brow tinting, OSHA and EPA requirements

### **Physical - 450 hours**

Massage movements and manipulations, masks and packs, facial treatments with and without the use of machines, skin analysis and consultation, application of all products and machines, color psychology, make-up, corrective make-up and brow arching

## **Gainful Employment Disclosure Information**

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## **Nail Tech Program/600 Clock Hours**

(Nail Tech 2010 Program)

### **Objective:**

The basic manicure program is designed to prepare students for the state board licensing exam. The program offers training in artificial as well as natural nail care and their practical applications preparing graduates for entry-level employment in a salon or spa.

### **Course Description:**

The training encompasses all phases of nail care including artificial nail application: acrylics, gel nails, fiberglass and silk, natural nail care: manicuring and pedicuring to include spa services. The theoretical and practical applications are taught by the instructional staff and supplemented by special classes. Opportunities for supervised practical work with the public are provided.

### **General - 150 hours**

Sterilization, sanitation, bacteriology, anatomy, physiology, state laws, salon management, and ethics

### **Chemical - 100 hours**

Product knowledge, ingredients and usage of materials, manicuring and pedicures, EPA and OSHA requirements

### **Physical -350 hours**

Massage, manicuring, pedicuring, nail care, nail artistry, nail wraps, sculptured nails, nail tips, gel nails, nail safety and EPA and OSHA requirements

## **Gainful Employment Disclosure Information**

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**\*\*\*\*APPOINTMENTS ARE REQUIRED TO ENROLL\*\*\*\***

**CHECK LIST OF ITEMS PROSPECTIVE STUDENTS MUST BRING PRIOR TO ENROLLING:**

Proof of Age: \_\_\_\_\_ Valid Driver's License **OR** \_\_\_\_\_ Birth Certificate

Proof of Education: \_\_\_\_\_ Official High School Transcript° **OR** \_\_\_\_\_ GED/w Test Scores

°To obtain an official transcript contact the district/central office of the city/county where the high school you graduated from is located. Transcripts should be sent to: Queen city College Attn: Transcripts 1594 Ft. Campbell Blvd Clarksville, TN 37042 or faxed to (931)551-4955.

Social Security Card with correct name **and** signature \_\_\_\_\_

Documentation of any name change(s), if applicable (marriage certificate, legal court documents etc.) \_\_\_\_\_

**TO APPLY FOR TITLE IV FUNDS (PELL GRANTS) YOU MUST BRING**

**Independent Students**

Signed copy of your tax return transcript obtained from the IRS (<https://www.irs.gov/individuals/get-transcript>). If married and filed separately both husband and wives tax return transcripts are required.

**Dependent Students**

Signed copy of your **AND** your parent's tax return transcript from the previous year obtained from the IRS (<https://www.irs.gov/individuals/get-transcript>).

Apply on-line at [WWW.FAFSA.ED.GOV](http://WWW.FAFSA.ED.GOV) and use our school code **017068**.

If you did not file a tax return, or are not required to file a return, a Verification of Non-Filing Letter must be obtained from the IRS (<https://www.irs.gov/individuals/tax-return-transcript-types-and-ways-to-order-them>) and submitted.

**TO APPLY USING VETEREN'S EDUCATIONAL BENEFITS**

A veteran wishing to apply to use their VA benefits must complete VA Form 22-1990. Please visit <https://www.ebenefits.va.gov/ebenefits/homepage> or <https://vets.gov> for more information and eligibility requirements.

The required materials that a Veteran must bring to the school before their start date are:

1. Certificate of eligibility, VA Form 22-0557
2. Transcripts of all previous education beyond high school
3. DD 214 (if applicable)
4. Change of program, VA Form 22-1995 (if applicable)

List of any schools you attended beyond high school with dates of attendance \_\_\_\_\_

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