

## PUBLIC NOTICE

May 18, 2023

After more than 40 years in business, it is with extreme heartbreak that Queen City College, LLC must announce that we are closing. Our end date is scheduled for the beginning of 2025; we are aware that the release of this information seems soon. To ensure that all our students can complete their programs of study, our acceptance of students will be affected. We will accept enrollments into the Barber and Cosmetology programs through August 1, 2023,\* the Esthetics Program through May 7, 2024,\* and the Nail Tech program through June 4, 2024.\* We will continue to serve all our clients until further notice.

*\*Enrollment Dates are subject to change.*

Upcoming governmental regulations have forced us to make this gut-wrenching decision. We will be mandated to meet new, unattainable benchmarks set for traditional colleges and universities. We are a small family-owned business that averages around a hundred students and will now be compared to traditional colleges and universities, which average *tens of thousands* of students. These new required "metrics" are impossible benchmarks that we painstakingly will never be able to meet.

This decision has been, unfortunately, in the making and one that was not made half-heartedly. Our lives have revolved around Queen City College, LLC, and understanding that it is going to be gone is devastating, to say the least. We will NOT allow our amazing legacy to end by being closed by the United States Government and the Department of Education for failing to obtain

DISPROPORTIONATE metrics. Queen City College, LLC did not fail; our government failed US.

We have met, taught, helped, and nurtured SO many students over the past 40 years. It is mind-blowing. We are humbled to have had the opportunity to help you along your journey into a lifetime career. We are so PROUD of each student's individual accomplishments. We value and will cherish each one of you - your stories will be told within our family forever. THANK YOU.

We want to THANK all our loyal customers who have supported our institution and students and have become our family as well. We will MISS seeing each of you regularly.

Queen City College, LLC is a family-owned business; it is impossible to count and name all the family who have worked for us throughout our journey, not to mention the friends who have worked with us and have now become our FAMILY.

To all the government regulators trying to make "things better," – thank you for FORCING our decision to close the most wonderful vocational school in Clarksville.

As we know, all good things must come to an end. We have had an incredible ride and want to end on the right note. While this is the most heartbreaking decision we will ever have to make, we hold our heads HIGH, knowing that we are closing on our OWN terms.

Our Founder, Ralph Payne, and his wife, Laura Payne, have given every ounce of themselves to this institution. They have worked endlessly to ensure that the mission of the institution, written by Laura Payne, "*dedicated to educating quality graduates who are able to meet both the present and future demands of the barber and beauty profession. Each student who is admitted to Queen City College, LLC receives not only individualized instruction and exposure to technical skills and equipment but also adequate opportunities for growth. Graduates are knowledgeable in all aspects of their desired program and be confident and able to fulfill all State Board requirements,*" has always been followed. Confirmation of their hard work is the many, many graduates, the successful operation of the institution for over 40 years, and the positive impact on the Clarksville area and surrounding communities.

***WE ARE NO LONGER ACCEPTING ENROLLMENTS  
IN THE 1500 CLOCK-HOUR  
BARBER AND COSMETOLOGY PROGRAMS.***

# **QUEEN CITY COLLEGE, LLC**

1594 Ft. Campbell Blvd.  
Clarksville, Tennessee 37042  
Phone 931.645.2361 Fax 931.551.4955  
[www.queencitycollege.com](http://www.queencitycollege.com)

## **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

Brandie Gross  
Mt. Juliet, TN/ Clarksville, TN

## **NON-DISCRIMINATION**

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

**August 2023**

All published catalogs before August 2023 are obsolete.

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## **QUEEN CITY COLLEGE, LLC HISTORY**

Ralph 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 its 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 the Southern Association of Colleges and Schools Commission on Occupational Education Institutions in December 1986.

In May 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, several 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.

In January 2017, Mrs. Payne retired from the Chief Administrator position; Brandie Gross, the Payne's daughter, was named her successor. Mrs. Gross has been employed with Queen City College since November 2009. On August 1, 2019, the school's name was changed from Queen City College to Queen City College, LLC, when Brandie Gross joined her father as an owner of the school.

## **MISSION OF THE INSTITUTION**

Queen City College, LLC 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, LLC 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. 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  
Professional Beauty Association  
Clery Center



### **ADMINISTRATIVE STAFF**

<b>Owners.....</b>	.....	Ralph S. Payne
	<i>Trevecca Nazarene College</i>	
	<i>Master Barber-Nashville Barber College</i>	
	<i>Barber Instructor-Queen City College</i>	
	.....	Brandie Gross
	<i>Queen City College</i>	
	<i>Boston University</i>	
<b>Chief Administrator/ Institutional Director....</b>	.....	Brandie Gross
<b>Financial Aid Officer/Asst. Inst. Director.....</b>	.....	Tracy Petsch
<b>Dept. Of Veterans Affairs SCO .....</b>	.....	Tracy Petsch
<b>Admissions &amp; Student Services .....</b>	.....	Brandie Gross
		Tracy Petsch
		Laura E. Payne
<b>Director of Education.....</b>	.....	Laura E. Payne
<b>Title IX Coordinator .....</b>	.....	Tracy Petsch
<b>Fire Safety Officer.....</b>	.....	Tracy Petsch

### **INSTRUCTIONAL STAFF**

All Instructional staff are licensed by the State of Tennessee

*P/T = Part-Time Instructor; F/T = Full-Time Instructor*

#### **Cosmetology:**

Laura Payne ~ Instructor/Cosmetologist/Esthetician-Rutherford B Hayes Cosmetology School (1971) *F/T*  
Robin Little ~ Instructor/Esthetician-Queen City College (2004) *P/T*  
Cynthia Gutierrez ~ Instructor/Manicurist-Queen City College (2011) *F/T*  
Stephenny Smith ~ Jr. Instructor/Esthetician-Queen City College (2011) *P/T*  
Laura Hill ~ Jr. Instructor/Cosmetologist-Austins Beauty School (1986) *F/T*  
Ralph Payne ~ Dual Instructor/Master Barber-Nashville Barber College (1962) *P/T*

#### **Barber:**

Ralph Payne ~ Instructor/Master Barber-Nashville Barber College (1962) *P/T*  
Patrick (Eddie) McNamara~ Instructor/Master Barber-Queen City College (1995) *P/T*  
Lance Evans ~ Instructor/Master Barber-Queen City College (2016) *P/T*  
Laura Payne ~ Dual Instructor/ Cosmetologist/Esthetician-Rutherford B Hayes Cosmetology School (1971) *P/T*  
Gary Sanders ~ Instructor/Master Barber-National Barber College (2003) *F/T*  
Sylvia Hardie ~ Dual Instructor/ Instructor/Cosmetology-Cosmetology Institute of Las Vegas (2014) *P/T*  
Stephen Crowder ~ Instructor/Master Barber – Queen City College (2017) *P/T*  
Moonilal (Rick) Mangroo ~ Jr. Instructor//Master Barber-Queen City College (2000) *P/T*  
Mark Howell ~ Instructor/Master Barber-Queen City College (2018) *F/T*  
Evan Wright ~ Jr. Instructor//Master Barber-Queen City College (2018) *P/T*

### **QUEEN CITY COLLEGE, LLC OFFERS:**

- |  |   |
|--|---|
| * A progressive training program                       | * Federal Financial Aid for those who qualify         |
| * Highly Educated & Qualified instructors              | * Veterans Educational Benefits for those who qualify |
| * Day & night ( <i>Barber program only</i> ) schedules | * MyCAA for those who qualify                         |
| * Placement assistance upon graduation                 | * Military Tuition Assistance for those who qualify   |

### **MESSAGE**

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

***Queen City College, LLC reserves the right to change, update, and revise any rule, regulation, or policy at its discretion.***

## **FACILITIES AND EQUIPMENT**

Queen City College, LLC occupies over 13,000 square feet. This space consists of a reception area, clinic floors, shampoo areas, classrooms, offices, a dispensary, a student break area, a storage area, and a 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. 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.

## **ADMISSION REQUIREMENTS**

All applicants must submit an Application for Admissions, be a minimum of sixteen (16) years of age, provide proof of age: birth certificate, driver's license, or state ID card, proof of prior education: an official copy of high school transcript documenting completion of twelfth (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 checklist provided on page forty-four (44) for your convenience.

## **ENROLLMENT FOR STATE LICENSURE**

Queen City College, LLC is located and licensed in *Clarksville, TN*. Students enrolling can expect to receive both practical and theoretical training as part of their program curriculum; this training is preparation for licensure testing with the **State of Tennessee**. Queen City College, LLC does **NOT** offer practical or theoretical training, in any program, in preparation for licensure testing for any other state, including Kentucky.

Students enrolling with the anticipation of using completed program hours/and or requirements earned at Queen City College, LLC to meet licensure requirements of another state acknowledge that **Queen City College, LLC does not guarantee acceptance of completed hours and requirements by any state other than Tennessee** and is not responsible for any additional fees, filing requirements, and delays a student may incur.

## **LICENSURE ELIGIBILITY**

The Tennessee Board of Cosmetology and Barber Examiners may suspend, revoke or REFUSE to issue a license for several causes, including but not limited to fraud in procuring a license; unprofessional, immoral, or dishonorable conduct; addiction to intoxicating liquors or drugs; conviction of a felony; conviction or any misdemeanor involving moral turpitude; you must be a United States citizen or possess valid documentation of authorization to work in the United States. Queen City College, LLC is not liable for denial of licensure.

## **ENROLLMENT PROCEDURES**

All applicants wishing to use Federal Financial Aid must complete a FAFSA application before enrollment (visit **WWW.STUDENTAID.GOV** and 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 items listed under admissions requirements to your scheduled appointment.



## **ENROLLMENT TRANSFERS**

Students **MUST** request, *at the time of enrollment*, permission to use previous clock hours from another school. Students must provide Queen City College, LLC 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 four hundred (400) clock hours, a pretest may be required to determine proper class placement and acceptance of hours. A fee of twenty-five dollars (\$25.00) for the placement test is due before any testing occurs. A student may enter any training program at the level they established by examination results. Tuition will be prorated for the portion of the enrollment program in which they advanced. A permanent record is maintained in the student file documenting this information.

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

## **HIGH SCHOOL DIPLOMA VERIFICATION POLICY**

All students must provide an **official** high school transcript, a high school equivalency transcript, or a GED score sheet before starting any program at Queen City College, LLC. It is the responsibility of the student to provide an official and certified translated document of a foreign high school diploma, verifying the document's authenticity. The administrative office will review all high school transcripts and GED score sheets to confirm validity. If the administrator suspects 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. The student will sign a formal transcript release form for authorization to release the information to Queen City College, LLC. Any applicable fees for said documentation will be the responsibility of the student. The admissions office will check the Department of Education's website for such schools and states to verify that a school is legitimately licensed. An official high school transcript or GED with test scores must be provided before Federal Financial Aid can be requested and awarded. Students must have acceptable documentation to test for licensure with the Tennessee Board of Cosmetology and Barber Examiners. 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, LLC 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. Queen City College, LLC's acceptance of previously earned clock hours toward program completion **does not guarantee** that transferred clock hours will have the same acceptance and/or recognition by the Tennessee Board of Cosmetology and Barber Examiners. Credit will not be granted for previous education, 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 Cosmetology Barbering, Esthetics, or Nails/Manicuring.

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

Clock hours accumulated while enrolled in any one program at Queen City College, LLC cannot be transferred to any other program at Queen City College, LLC. Queen City College, LLC is a special-purpose institution. That purpose is to educate quality graduates who can meet both the present and future demands of the barber and beauty profession. Each student admitted to Queen City College, LLC receives not only individualized instruction and exposure to technical skills and equipment but also an 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. Students should be aware that the transfer of credit/clock hours is always the receiving institution's responsibility. *Whether or not credits/clock hours will transfer is solely up to the receiving institution.* Any student interested in transferring credit/clock hours should check with the receiving institution directly to determine to what extent if any, credit/clock hours can be transferred.



## **TUITION**

Tuition is based on the number of clock hours in the program and is calculated at \$10.50 per clock hour. The total program costs include tuition, non-refundable administrative and lab fees, non-returnable/non-refundable smock, book(s), badge, book bag, and kit fees. Tuition costs are guaranteed for twelve hundred (1200) contact hours or twelve (12) months from the time of enrollment; programs with less than twelve hundred (1200) contact hours have set total tuition. Students are protected against a tuition increase if they attend the school continuously and have a signed enrollment agreement stating the tuition cost. The school reserves the right to terminate any student whose tuition is delinquent and place delinquent balances with a collection agency for payment. If the student account is turned over to a collection agency, the student will be responsible for all balances owed to the institution in addition to collection and/or attorney fees.



## **PROGRAM PRICE LIST**

PROGRAM	TUITION £	ADMIN/LAB FEE	BOOKS	KIT*	TOTAL
Cosmetology Program	\$15,750.00	\$200.00/\$400.00	\$350.00	\$1,300.00	\$18,000.00
Barber Program	\$15,750.00	\$200.00/\$400.00	\$350.00	\$1,300.00	\$18,000.00
Esthetics Program	\$7,875.00	\$200.00/\$650.00	\$350.00	\$1,425.00	\$10,500.00
Nail Tech Program	\$6,300.00	\$200.00/\$500.00	\$350.00	\$1,150.00	\$8,500.00
Cosmetology to Barber+	\$3,150.00	\$200.00/\$300.00	\$350.00	\$120.00	\$4,120.00
Barber to Cosmetology+	\$3,150.00	\$200.00/\$300.00	\$350.00	\$120.00	\$4,120.00
Cosmetology Instructor+⓪	\$3,150.00	\$200.00/\$100.00	\$350.00	\$100.00	\$3,900.00
Barber Instructor+⓪±	\$3,150.00	\$235.00/\$100.00	\$350.00	\$100.00	\$3,935.00

£ Tuition rate is \$10.50 per clock hour.

\*Students have the right to purchase a kit from sources outside of Queen City College, LLC, and have the kit charge deducted from the total program cost; however, all items and equipment on the program kit list are required and must be produced by the student on the first day of class. Kits, smocks, and books are **NOT** returnable or refundable.

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

⓪This 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***

***WE ARE NO LONGER ACCEPTING ENROLLMENTS  
IN THE 1500 CLOCK-HOUR  
BARBER AND COSMETOLOGY PROGRAMS.***

## **STUDENT KITS**

The Tennessee Board of Cosmetology and Barber Examiners requires each student, with school assistance, be required to have a kit consisting of the following materials for a course in cosmetology after two hundred (200) hours of enrollment.

### **Cosmetology Program Kit List**

Six (6) Brushes	Four (4) Combs	One (1) Pair Cutting Shears
One (1) Box of Roller Clips	One (1) Box Clips	One (1) Pair Thinning Shears
Twelve (12) Butterfly Clips	Six (6) Duckbill Clips	One (1) Razor
Three (3) Orangewood Sticks	One (1) Box Emery Boards	One (1) Cuticle Pusher
One (1) Finger Bowl	One (1) Styling Cape	One (1) Sanitizable File
One (1) Mannequin	One (1) Nail Brush	Disposable Gloves
One (1) Theory Book	One (1) Workbook	Disposable Caps
Instructions to access Online Laws & Rules	One (1) Shampoo Cape	

The student kit provided by Queen City College, LLC for a cosmetology course not only *meets* the requirements of the State Tennessee Board of Cosmetology and Barber Examiners, it exceeds them by consisting of the following materials.

### **Queen City College, LLC Cosmetology Program Kit List**

One (1) Box - Single Prong Pin Curl Clips	One (1) Box – Roller Curl Clips	Twelve (12) - Duckbill Clips
Twelve (12) - Butterfly Clips	Twelve (12) - Styling Combs	Twelve (12) - Rat Tail Combs
Mark V Comb	Round Bristle Brush	Teasing Brush
Paddle Brush	Nylon Cushion Brush	Vent Brush
Contour Bristle Brush	Twelve (12) - Perm Rods	One (1) Box End Papers
(10) Ten Dozen Assorted Rollers & Rack	(2) Color Bowls	(2) Color Brushes
Manicure Set*	Nail Brush	One (1) Box - Emery Boards
Twelve (12) - Orangewood Sticks	Manicure/Finger Bowl	Acrylic Nail Kit
State Board Odorless Acrylic Kit	Nail Buffing Block	Sable Nail Brush
(2) Practice Finger and (2) Holders	Glass Sterilizing Jar	Mannequin Head - Debra
Mannequin Head - Sam II	Mannequin Head Holder	Ionic Blow Dryer
¾" Marcel Curling Iron	3/8" Spring Curling Iron	1" Flat Iron
Vinyl Shampoo Cape	Nylon Styling Cape	5 ½" Cutting Shears
5 ½" Shear & Thinning Shear Set	Wahl Clipper Kit	Square Timer
Spray Water Bottle	Sanitizer Jar	Make-Up Mirror
One (1) Pkg of Individual Sheets of Foil	Two (2) Pair Disposable Gloves	One (1) Pkg Disposable Caps
Expandable Suitcase on Wheels	Smock	QCC Back Pack
Identification Tag	Lanyard	Milady Textbook & Workbook
Instructions to access Online Laws & Rules		

\*Manicure Set Includes: Tweezers, nippers, clippers, Sanitizable file, Scissors, and Cuticle Pusher

\*\*\*\*\*

The Tennessee Board of Cosmetology and Barber Examiners requires each student, with school assistance, be required to have a kit consisting of the following materials for a master barber course after one hundred (100) hours of enrollment.

### **Barber Program Kit List**

Four (4) Taper Combs	Four (4) Styling Comb	Four (4) Picks
Two (2) Vent-Style Brushes	Two (2) Styling Brushes	Six (6) Duckbill Clips
Twelve (12) Butterfly Clips	One (1) Blow Dryer	One (1) Curling Iron
Adjustable Clippers	T-Edgers/Trimmer	Straight Razor and Blades
One (1) Pair Shears	One (1) Pair Blending Shears	One (1) Pair Nippers
Three (3) Orangewood Sticks	One (1) Box Emery Boards	One (1) Cuticle Pusher
One (1) Finger Bowl	One (1) Sanitizable File	One (1) Nail Brush
Mannequin	One (1) Chair Cloth	One (1) Textbook
One (1) Workbook		

The student kit provided by Queen City College, LLC for a course in Barber Program not only *meets* the requirements of the State Tennessee Board of Cosmetology and Barber Examiners, it exceeds them by

consisting of the following materials.

**Queen City College, LLC Barber Program Kit List**

Twelve (12) - Taper Combs	Six (6) Flat-Top Combs	Four (4) Picks - Small/Large Set
Twelve (12) - Styling Combs	Two (2) Vent Brushes	Boar Bristle Brush
Two (2) Styling Brushes	Twelve (12) - Duckbill Clips	Twelve (12) - Butterfly Clips
Manicure Set*	Manicure Finger Bowl	Nail Brush
One (1) Box - Emery Boards	Nail Buffing Block	Twelve (12) - Orangewood Sticks
Twelve (12) - Perm Rods	One (1) Box - End Papers	Two (2) Color Brushes
Two (2) Color Bowls	Facial/Massage Cream	Twelve (12) - Spatulas
Two (2) Pair Latex Gloves	Spray Bottle	Mirror
Haircloth Clip	Barber Cloth Haircutting Cape	Vinyl Shampoo Cape
Neck Strip Dispenser	One (1) Pack - Neck Strips	Curling Iron
Blow Dryer	One (1) Practice Hand and Holder	Two (2) Mannequin Heads - Debra
Mannequin Head Holder	Andis Adjustable Blade Clipper	Andis Slimline Pro Trimmer
Wahl Taper/Fade Clipper	7 ½" Shears & Blending Shears Set	Straight Razor w/(5) Blades
Clipper Blade size 1/16	Clipper Blade size 3/16	Clipper Blade size 7/16
Clipper Blade size 9/16	Clipper Blade size 11/16	Deluxe Tote
QCC Back Pack	Smock	Milady Workbook & Textbook
Lanyard	Identification Tag	Instructions to access Online Laws & Rules

\*Manicure Set includes: Tweezers, Clippers, Sanitizable File, Nippers, and Cuticle Pusher

\*\*\*\*\*

The Tennessee Board of Cosmetology and Barber Examiners requires each student, with school assistance, be required to have a kit consisting of the following materials for a course in aesthetics after one hundred fifty (150) hours of enrollment.

**Esthetics Program Kit List**

One (1) Theory Book	One (1) Workbook	One (1) Package of Cotton Swabs
One (1) Roll of Cotton	One (1) Box Tissues	Three (3) Spatulas
Two (2) Sterilizer Jars	One (1) Tweezer	One (1) Make-Up Kit
One (1) Set of Make-Up Brushes	Two (2) Head Covers	One (1) Cleansing Cream
One (1) Astringent	One (1) Massage Cream	One (1) Night Cream
One (1) Moisturizer	One (1) All-Purpose Masque	Three (3) Towels
One (1) Shoulder Cape	One (1) Bottle of Alcohol	One (1) Pair of Disposable Gloves
Two (2) Cups	Two (2) Small Bowls	Two (2) Disposable Bags
Instructions to access Online Laws & Rules		

The student kit provided by Queen City College, LLC for an esthetics course not only *meets* the requirements of the State Tennessee Board of Cosmetology and Barber Examiners, it exceeds them by consisting of the following materials.

**Queen City College, LLC Esthetics Program Kit List**

Night Cream	Cleansing Cream	Coconut Oil Moisturizer
Massage Cream	All-Purpose Mask	One (1) 4 Layer Facial – Dry
One (1) 4 Layer Facial – Oily	One (1) 10 piece-Glycolic Applicator Set	Astringent
Bottle of Alcohol	One (1) Pkg - Cotton Swabs	One (1) Bag - 2 X 2 Gauze Wipes
One (1) Roll of Cotton	One (1) Pkg - Disposable Lip Brushes	Twelve (12) - Cleansing Sponges
Two Dozen (24) - Foam Make-Up Wedges	One (1) Pkg - Disposable Mascara Brushes	One (1) Pkg Spatulas
One (1) Box of Tissue	Two (2) - Disposable Bags	Two (2) Pair Disposable Gloves
Two (2) - Head Covers	One (1) Pair - Exfoliating Gloves	Cosmetic Shoulder Cape
Spa Client Wrap	One Dozen (12) - Towels	Seven (7) Piece - Body Brush Set
Facial Treatment Brush	Body Brush	Two (2) Measuring Cups
Glass Sterilizing Jar 6oz	Glass Stirring Rod	Glass Measuring Beaker
Two (2) Bowls	Glass Sterilizing Jar 25oz	Magnifying Glass
Stork Scissors	Make-Up Mirror	Eye Gel Mask Cold/Hot
Hair Brush	Student Eyelash Kit - Individual	One (1) Set Band Eyelashes
All-Purpose Hard Wax	Wax Starter Kit	Five (5) Piece Eyebrow Set w/Case
Nine (9) Piece Facial Tool Kit	Sixteen (16) Piece – Make-Up Brush Set	Make-Up Kit
Mannequin Head	Mannequin Head Holder - Table	Travel Case on Wheels
White Smock	Identification Tag	Lanyard
QCC Back Pack	Milady Textbook & Workbook	Instructions to access Online Laws & Rules

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The Tennessee Board of Cosmetology and Barber Examiners requires each student, with school assistance, be required to have a kit consisting of the following materials for a course in manicuring after one hundred (100) hours of enrollment.

**Nail Tech Program Kit List**

One (1) Theory Book	One (1) Work Book	One (1) Pair Nippers
Three (3) Orangewood Sticks	One (1) Box Emery Boards	One (1) Cuticle Pusher
One (1) Finger Bowl	One (1) Sanitizable File	One (1) Nail Brush
One (1) Polish Kit	One (1) Hand Form and Holder	One (1) Wet Disinfectant
One (1) Tweezer	One (1) Pair Manicure Scissors	Nail Glue
Supplies for Nail Wraps	Supplies for Sculptured Nails	Goggles
Instructions to access Online Laws & Rules		

The student kit provided by Queen City College, LLC for a course in manicuring not only *meets* the requirements of the State Tennessee Board of Cosmetology and Barber Examiners, it exceeds them by consisting of the following materials.

**Queen City College, LLC Nail Tech Program Kit List**

Two (2) - 3-Sided Buffers	Twelve (12) Dozen - Orangewood Sticks	Six (6) Buffing Blocks
Six (6) Sanitizable Files	One (1) Box - Emery Boards	Finger Brush
Deluxe Soaker Bowl	Manicure/Finger Bowl	Nail Glue
One (1) Pair Tweezers	One (1) Pair Safety Goggles	Two (2) Pair Disposable Gloves
Two (2) Practice Fingers & Holders	One (1) Practice Hand Form & Holder	Glass Sterilizing Jar/Wet Disinfectant
Eight (8) Piece Pedicure Set	Six (6) Piece CND Implement Set*	Twenty (20) Piece – Nail Art Kit
Polish Kit	Fiberglass Wrap Kit	State Board Odorless Acrylic Kit
CND Student Tech Kit	Professional Nail Drill	Milady Textbook & Workbook
QCC Back Pack	Identification Tag	Lanyard
Smock	Instructions to access Online Laws & Rules	

\*Six (6) Piece CND Implement Set includes: Two (2) Nippers, Cuticle Pusher, Manicure Scissors, Nail Clippers, Nail Cutter

\*\*\*\*\*

**Cosmetology to Barber Program Kit List**

The student kit provided by Queen City College, LLC for the Cosmetology to Barber course consists of the following materials.

Milady Textbook & Workbook	Instructions to access Online Laws & Rules	Smock	Identification Tag
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**Barber to Cosmetology Program Kit List**

The student kit provided by Queen City College, LLC for a course in Barber to Cosmetology consists of the following materials.

Milady Textbook & Workbook	Instructions to access Online Laws & Rules	Smock	Identification Tag
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The student kit provided by Queen City College, LLC for a course in either the Cosmetology Instructor Program or the Barber Instructor Program consists of the following material.

**Cosmetology Instructor and Barber Instructor Kit List**

Milady Textbook & Workbook	Instructions to access Online Laws & Rules	Smock	Identification Tag
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Queen City College, LLC reserves the right to substitute kit items based on item availability. All item substitutions will be of equal or higher value.

While every effort is made to supply complete kits to each student, Queen City College, LLC is not responsible for kit item postponement(s) due to vendor supply shortages and/or shipping delays.



## **Transferability of Credit Disclosure**

Credits earned at Queen City College, LLC may not transfer to another educational institution. Credits earned at another educational institution may not be accepted by Queen City College, LLC. You should obtain confirmation that Queen City College, LLC 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, LLC to determine if such institutions will accept credits earned at Queen City College, LLC prior to executing an enrollment contract or agreement. The ability to transfer credits from Queen City College, LLC, 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, LLC 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, LLC and any other educational institutions you may in the future want to transfer the credits earned at Queen City College, LLC before you execute an enrollment contract or agreement.

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

## **SCHOOL CALENDAR**

New classes for each program at Queen City College, LLC begin the first (1<sup>st</sup>) Tuesday of every month unless the school is closed on that Tuesday; then, the new class will start the following Tuesday, respectively. Queen City College, LLC reserves the right to postpone and/or cancel classes; enrollments affected by class postponements or cancellations (before the commencement of instruction) will be refunded all monies paid.

## **HOLIDAY SCHEDULE**

Spring Break  
One (1) week

July 4<sup>th</sup>  
One (1) week

Thanksgiving  
One (1) week

Christmas  
Two (2) weeks

Additional closings: Veteran's Day (November 11), Good Friday, Holy Saturday, and Juneteenth (June 19)

## **SEVERE WEATHER SCHOOL CLOSING & TEMPORARY SCHOOL CLOSURE**

The school will be closed when snow, icy, and/or other weather conditions make driving hazardous or impossible for our staff and students. All weather closings are based on the judgment of the Institutional Director. 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/or use proper notification procedures to inform 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 through the student notification system (Queen City College, LLC's Facebook, Instagram, and student text messaging service).

If closure is warranted after students have already arrived, students will be advised to leave the institution in an orderly manner and watch for closure updates via the student notification system. The safety of our students, staff, and clients is the number one priority for the Owners and Administration of the institution.

If an event such as a power failure, heat, air conditioning, or water outage should occur, which would affect normal campus operations, the decision may be made to temporarily close the school due to said event. Students will be notified via the student notification system.

In the event, Queen City College, LLC was forced to temporarily close for an extended period of time (examples; City, State, and/or Federal requirement, sickness (flu, etc.), or other catastrophic events (tornado, flood, etc.) the institution will notify students via the student notification system. The Department of Education, the Tennessee Higher Education Commission, the Council on Occupational Education, and the Department of Veteran's Affairs will be notified of the temporary closure and the effect the closure will cause our students, staff, and clients. Every effort will be made to accommodate our students (for example: develop and implement distance education, etc.). Additionally, the Owners and Administration will work diligently to open the facility as quickly and safely as possible. Students will be notified via the student notification system of the re-opening of the institution and any additional requirements that may be warranted.

No student hours will be affected during any temporary closure, and no overtime charges will incur.

## **CLERY STUDENT NOTIFICATIONS**

If a Clery crime has been committed and depending on the particular circumstances of the crime, Queen City College, LLC may issue an emergency notification. The Institutional Director or Administration will announce the notification and will inform students and staff, as soon as confirmation has been received, of a significant emergency or the existence of a dangerous situation and the directions to follow\*.

*\*For further information, please refer to Queen City College, LLC's Annual Security Report.*



## **CLASS SCHEDULES**

### **Day Classes \***

24 hour week	9:30am – 4:00pm Tuesday thru Friday	
30 hour week	9:30am – 4:00pm Tuesday thru Friday	9:30am – 4:00pm Saturday
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

### **Night Classes \*Barber Program Only**

24 hour week	6:00pm – 10:00pm Tuesday thru Friday	8:00am – 4:30pm Saturday
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

**\*\*Thirty-five (35) hours per week is the Maximum Full Time for Federal Financial Aid Students\*\***

## **ENROLLMENT AGREEMENT CONDITIONS**

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

1. If the school rejects the agreement, 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 eighteen (18) years of age cancels their 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, they are entitled to all monies paid to the school, less one-half of the administrative fee of one hundred dollars (\$100.00).
4. If a student fails to complete the course of training and has requested a 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 seven hundred fifty (750) hours must pay the full tuition per contract terms.*

## **ATTENDANCE REQUIREMENTS**

1. **Five (5) unauthorized/unexcused tardies or absences in a calendar month** will constitute a student suspension. The Instructor and/or Administrator determines the length of any suspension(s), and will be from one (1) to thirty (30) days. Habitual offenders will be subject to permanent expulsion. ***You are not permitted to make up suspension hours.***
2. After two (2) 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 student's immediate family member, or at the Administrator's discretion. After three (3) days of absence, a doctor's note may be required. After fourteen (14) consecutive ***calendar days*** of absences, a student will be expelled. A student may re-apply for re-entry after a period of no less than one hundred eighty (180) days. ***Eight percent (8%) of your contracted hours are allotted for absence; once the eight percent (8%) is exceeded, an hourly tuition charge of \$10.50 for each additional hour missed, excused, or unexcused, including suspensions, will be billed to the student.***
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 tardies accumulated at the end of each week. Hours for attendance and graduation will be determined solely by accumulated time on the time clock sheets.
6. Students who will be absent and/or tardy without advance notice are ***required*** to call the school at (931) 645-2361 and leave a message with the receptionist or a voicemail and/or use proper notification procedures via Facebook or Instagram by sending a direct message before 9:30am (day class) or 4:00pm (night class). If a phone call or proper notification is **NOT** received by 9:30am (day class) or 4:00pm (night class), the absence and/or tardy is counted as unexcused and cannot be made up.

### **LANGUAGE POLICY**

The English language is required to be used by all students while on the clinic floor or working with clients. Tennessee Board of Cosmetology and Barbering Examiners contracted PSI to administer the theory exam and allow you to take the exam in English, Spanish, and Vietnamese languages. Tennessee State Board of Cosmetology and Barbering Examiners contracted PSI to administer the practical exam; however, this exam is given in the English language only.

### **CHANGE OF ENROLLMENT AGREEMENT POLICY**

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

There is a two hundred fifty-dollar (\$250.00) change of enrollment agreement fee, which must be paid in full at the time of the request. Changes to hours will then become effective on the first (1<sup>st</sup>) Tuesday of the following month unless pre-approved by the Chief Administrator. According to the suspension policy, a student not making satisfactory progress at the effective date of the new enrollment agreement will be ineligible for federal financial aid funds.

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



### **LEAVE OF ABSENCE**

A Leave of Absence (LOA) is a temporary interruption in a student's program of study. LOA refers to a specific time period during an ongoing program where a student is not in academic attendance due to a temporary interruption in training for emergencies or hardships for financial or health reasons only. The approval of a LOA will be left to the discretion of the Chief Administrator.

A LOA will extend the student's contract period and maximum time frame by the same number of days taken in the leave of absence without any penalty to the student.

The LOA must be requested in advance in writing with the date, the reason for the LOA, and your signature. You must verify that your request has been approved before taking the LOA. To approve a LOA, there must be the expectation that the student will be returning to school. Any balance owed to the school up to the request point must be paid before the leave will be approved. In special circumstances, the school may authorize a LOA in the case of an emergency, such as an automobile accident or other medical emergency, that would prevent the student from requesting the LOA in advance. In such an event, the first day of the student's LOA will be established on the first date it has been determined that the student cannot attend class due to the situation.

The minimum timeframe for a LOA is fourteen (14) days and must not exceed thirty (30) days during a twelve (12) month period; this includes unscheduled days of attendance, weekends, holidays, and school closings; the school may permit more than one (1) LOA; however, *the total number of days of all combined LOA's cannot exceed thirty (30) days in a twelve (12) month period.*

Students failing to return from a LOA on the documented return date will be considered to have withdrawn from their program as of the date the student began the LOA; the withdrawal date for the purpose of calculating a refund is the student's last date of attendance. Students withdrawing from a program before completion and requesting re-enrollment, if approved, will return in the same Satisfactory Academic Progress status they withdrew in. A student may re-apply for re-entry after a period of no less than one hundred eighty



(180) days.

### **FINANCIAL AID PROGRAMS/FINANCIAL AID POLICY**

Queen City College, LLC aims to provide every eligible student with the financial assistance necessary to attend the college. Queen City College, LLC operates on a CLOCK HOUR basis and defines its academic year as nine hundred (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 estimating each student's expenses for tuition, books, kits, room and board, transportation, and personal expenses. All financial aid budgets can be reviewed in the office of the financial aid officer at the student's request.

*All balances must be paid in full by the time the student reaches the final one hundred (100) hours of their scheduled enrollment agreement, regardless of the payment method, or the student will be suspended until the total balance 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 student's 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 online at **WWW.STUDENTAID.GOV** and use our school code **017068**.

#### **B. Direct Student Loans**

Student loans are LOANS from the Federal Government, including origination fees, and must be repaid-with interest. Prospective students may apply online at **WWW.STUDENTAID.GOV**. You must complete the undergraduate Subsidized and Unsubsidized counseling and the Master Promissory Note (MPN). We offer Subsidized, Unsubsidized, and Plus loans for parents. As with the Pell Grant, Title IV funding is based on eligibility requirements that apply to all Federal Student Aid (FSA) programs.

Failure to complete your contracted program does not release a student from liability toward repayment of any student loans obtained to attend school.

*Failure to repay student loans (loan default) WILL result in penalties and fees and negative credit bureau reporting but could also lead to ... wage garnishment, bank levies, tax liens, loss of State driver's license, and PROFESSIONAL license! PLEASE - Do NOT ignore your student loans!*

#### **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, with the total balance paid **prior** to the student's final one hundred (100) clock hours. Students are required to sign an installment note\* (\*labeled "Student Loan" per TN Code § 49-7-2015 (2017)), and payments are due monthly as indicated on the student's signed enrollment agreement. Students are expected to make prompt monthly payments. QCC, LLC extends students a five (5) day grace period; if scheduled monthly payments are not received, a late fee may be assessed according to the plans, terms, and conditions. If an account becomes delinquent, the student will be suspended until all payments are made current or the total balance is paid in full.

Payments made in any form other than cash (check, money order, and/or credit card) will have a fourteen (14) day hold placed to verify payment clearance. There will be thirty-five dollars (\$35.00) return check fee assessed to the student ledger for returned checks. Queen City College, LLC reserves the right to refuse to accept any form of payment other than cash after two (2) returned checks.

#### **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 Benefit & Tuition Assistance**

The U.S. Department of Veterans Affairs permits the use of VA Educational Benefits for the following programs:

- |                                  |                                 |                       |
|----------------------------------|---------------------------------|-----------------------|
| * Barber Program                 | * Barber Instructor Program     | * Cosmetology Program |
| * Cosmetology Instructor Program | * Esthetics Program             | * Nail Tech Program   |
| * Barber to Cosmetology Program  | * Cosmetology to Barber Program |                       |

Veterans wishing to apply for their VA benefits must complete VA Form 22-1990. Please visit

<https://www.vets.gov/education/apply/> for more information and eligibility requirements.

Required documents that a Veteran or eligible dependent must bring to the school before their start date are:

1. Certificate of eligibility, VA Form 22-0557
2. Transcripts from ALL colleges attended after high school
3. DD 214 - Member-4 copy (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>)

Military Tuition Assistance covers tuition for the Barber, Cosmetology, Esthetic, and Nail Tech programs ONLY. The remaining fees and supply charges are the student's sole responsibility.

**Notice:** Using VA Educational Benefits requires you to maintain a seventy-five percent (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 the 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 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 exceptions are the days missed for an approved leave of absence.*

**Enrollment verification:** is a requirement for all VA Educational Beneficiaries using Chapter 33 (Post 911). Students are required to verify every month that they are still enrolled in the same training program that their school certified to VA.

Any covered individual will be able to attend or participate in the course of education during the period beginning on the date on which the individual provides to the educational institution a certificate of eligibility for entitlement to educational assistance under chapter 31 or 33 (a "certificate of eligibility" can also include a "Statement of Benefits" obtained from the Department of Veterans Affairs (VA) website – eBenefits, or a VAF 28-1905 form for chapter 31 authorization purposes) and ending on the earlier of the following dates:

1. *The date on which payment from VA is made to the institution.*
2. *90 days after the date, the institution certified tuition and fees following the receipt of the certificate of eligibility.*

Queen City College, LLC will not impose any penalty, including the assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or the requirement that a covered individual borrows additional funds on any covered individual because of the individual's inability to meet their financial obligations to the institution due to the delayed disbursement funding from VA under chapter 31 or 33.

**All tuition and/or fee 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 need clarification on the eligibility of a conviction, you may call (800) 433-3234.

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

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

## **POLICIES AND PROCEDURES FOR VERIFICATION**

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

1. All students will be notified verbally and/or in writing if they have been selected for verification within two (2) weeks of the school's notification of student selection. The student will be notified of the supporting documentation required to be submitted to complete the verification process.
2. The school will use the most recent verification guide supplied by the Department of Education as its reference. QCC, LLC will assist the student in correcting any inaccurate information; however, the student is required to complete verification before the institution exercises any authority under section 479A(a) of the HEA to make changes to the applicant's cost of attendance or to the values of the data items required to calculate the expected family contribution (EFC).
3. Students selected for verification will be required to submit all required and/or requested supporting documentation within thirty (30) days of notification. Failure to provide the required and/or requested supporting documentation will result in the suspension of the student until verification can be completed. In the interim, the student must make arrangements with the school for payment of all balances due or risk termination at the option of the school.
4. The school will notify the student verbally and/or in writing within two (2) weeks of any changes to the student's proposed award amount based on changes to the expected family contribution (EFC) due to verification.
5. For Post-Withdrawal disbursements, the student will have until sixty (60) days after their last date of attendance or the end of the academic year, whichever is earlier, to complete the verification.
6. 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, LLC, the school will assume that the student who applied for Title IV HEA program assistance may have engaged in fraud or other criminal misconduct in connection with their application (example: False claims of independent student status, false claims of citizenship, use of false identities, Forgery of signatures or certifications; and False statements of income) will be referred to the Department of Education's Office of Inspector General for resolution. If a student is referred, *NO financial aid will be requested or disbursed to the student.*

*No Title IV funding will be requested or disbursed prior to the completion of verification.*

## **SATISFACTORY PROGRESS POLICY**

The Satisfactory Academic Progress Policy (SAP) is consistently applied to all Queen City College, LLC students. To receive and retain Financial Aid, a student must meet the SAP requirements, maintain a specified grade point average, achieve 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. Evaluations are maintained in the student's file.

## **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 the midpoint of program enrollment.

<b>Program</b>	<b>Evaluation Periods</b>
Cosmetology Program	450, 900, 1200 completed clock hours
Barber Program	450, 900, 1200 completed clock hours
Esthetics Program	375 completed clock hours
Nail Tech Program	300 completed clock hours

## **ATTENDANCE PROGRESS EVALUATIONS**

To maintain satisfactory attendance progress, the minimum amount of monthly hours a student may attend will be calculated at sixty-seven percent (67.00%) 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 one hundred fifty (150.00) hours in June but only ATTENDED ninety (90.00) hours, Tony's attendance percentage for June is sixty percent (60%)) Students who continue the same rate of attendance and maintain at least a sixty-seven percent (67.00%) cumulative attendance at the end of **every** evaluation period are anticipated to graduate from their program of enrollment within the maximum timeframe allowed.

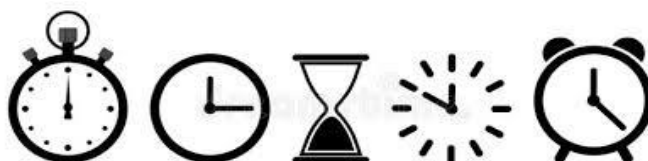
*\* To maintain satisfactory attendance progress for VA Education Benefits, the minimum amount of monthly hours a VA student may attend will be calculated at seventy-five percent (75.00%) of the monthly contracted hours; these hours will be monitored and recorded monthly.*

## **MAXIMUM TIMEFRAME**

Students must progress at the rate listed in 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, 40 hrs/wk	57 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, 30 hrs/wk	75 weeks
Cosmetology Program	1500 clock hours	2250 clock hours	Full Time, 24 hrs/wk	94 weeks
Barber Program	1500 clock hours	2250 clock hours	Full Time, 40 hrs/wk	57 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, 30 hrs/wk	75 weeks
Barber Program	1500 clock hours	2250 clock hours	Full Time, 24 hrs/wk	94 weeks
Esthetics Program	750 clock hours	1125 clock hours	Full Time, 40 hrs/wk	29 weeks
Esthetics Program	750 clock hours	1125 clock hours	Full Time, 35 hrs/wk	33 weeks
Esthetics Program	750 clock hours	1125 clock hours	Full Time, 30 hrs/wk	38 weeks
Esthetics Program	750 clock hours	1125 clock hours	Full Time, 24 hrs/wk	47 weeks
Nail Tech Program	600 clock hours	900 clock hours	Full Time, 40 hrs/wk	23weeks
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, 30 hrs/wk	30 weeks
Nail Tech Program	600 clock hours	900 clock hours	Full Time, 24 hrs/wk	38 weeks

*The maximum time for students transferring hours from another school, needing less than fifty percent (50%) of the full program requirements, will be based on sixty-seven percent (67.00%) of scheduled 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, LLC. Students must receive a passing test score in each academic theory chapter as a requirement for completion in their program of enrollment. Additionally, students receive a practical 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 monthly hour worksheets. Students must maintain a combined GPA of seventy percent (70.00%); 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	84-70
Failure	69 and Below

### **ACADEMIC GRADING**

QCC, LLC will record and retain grades regarding the student's progress in their course. A progress report will be issued to the student monthly. Tests are administered at the end of each chapter. Re-take or missed tests are administered on Wednesdays only. Students will be given thirty (30) days to make up missed exams. Refusal to take a test will result in the student being sent home. 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 or taken **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 be sent to the state board.

### **PRACTICAL GRADING STANDARDS**

Practical work and the quality, speed, and professional approach to the work are evaluated regularly. Students are required to maintain notebooks for; self-study and theory, completed mandates and sanitation duties, and **MUST** attend scheduled theory classes. Students are expected to maintain a passing grade of seventy percent (70%) 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. All educational benefits will be suspended until a passing grade of seventy percent (70%) in all phases of their work has been achieved.

### **SANITATION POLICY**

Students are required to keep their work areas clean. This includes hair on the floor, station area, chair, locker, kit, classroom(s), breakroom(s), practice area, and shampoo area. Kits must be fully equipped, sanitized with formalin, and ready for inspection at all times. The industry requirements regarding sanitation are taught in each program at Queen City College, LLC. Each student receives a sanitation grade in their monthly grade point average (GPA). In accordance with 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. 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 GPAs 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.

### **DETERMINATION OF SATISFACTORY PROGRESS STATUS**

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

### **SATISFACTORY PROGRESS WARNING**

A student failing to meet the minimum requirements for attendance and/or academic progress is placed on Satisfactory Progress Warning and considered to have made 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, they may be placed on probation and, if applicable, found ineligible to receive Title IV funding.

### **SATISFACTORY PROGRESS PROBATION**

A student's continued failure to meet the minimum attendance and/or academic progress requirements 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 that 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 the 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 who are 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, the Director of Admissions, and a member of QCC, LLC'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 student's probationary period.

### **TRANSFER HOURS/SAP EVALUATION**

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

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

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

## **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. The official notification date is considered the withdrawal date for calculating possible refund of institutional charges.

A student will be unofficially withdrawn from a program after incurring fourteen (14) consecutive calendar absences from class when they do not provide official notification of withdrawal, as described above.

For 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.

Students **withdrawing** from their program before completion will NOT receive total benefit hour allowances for their program; instead, a **pro-rated number of Hours Allowed for Absences** based on eight percent (8%) of the number of scheduled hours at the withdrawal date; please see our Financial Aid Office for further information.

Failure to complete your contracted program does not release a student from liability toward repayment of any student loans obtained to attend school.

## **APPLICATION FOR RE-ADMISSION**

Students who wish to re-enroll at Queen City College, LLC after termination or withdraw must apply to the Chief Administrator for re-admission after a period of no less than one hundred eighty (180) days; if accepted, they will re-enter in the same Satisfactory Academic/Attendance progress as when they withdrew. Any student who withdraws their enrollment (or is terminated) for a second (2<sup>nd</sup>) time will have all future applications for enrollment denied\*.

*\*Students with extenuating circumstances MAY be re-enrolled at the discretion of the Chief Administrator.*

## **REVIEW BOARD POLICY**

Queen City College, LLC's Review Board was established to provide an independent review of disciplinary decisions affecting a student's enrollment status, including suspensions, temporary expulsions, and permanent expulsions. The Review Board is usually composed of five (5) members and holds hearings at which the applicant may attend a portion of.

### **Application**

If a student feels they are the subject of unfair disciplinary action(s), an application to have their circumstances considered by the Review Board may be submitted.

Application submissions permit all members of the Review Board access to any and all student file information relevant to their enrollment status, including, but not limited to, prior counseling forms, disciplinary issues with other Instructors/Staff, notes in student file, student ledger/financial information, medical and/or mental health information, and/or prior enrollment information.

Access to this information will assist the Review Board in evaluating the student's entire enrollment history, not just the currently disputed disciplinary action(s).

All applications for review **must** be submitted within forty-eight (48) hours of the start of the disciplinary action to the Chief Administrator **via email** (qcc1594@gmail.com) and include the following:

- Student full name;
- Student ID #;
- Student's current address and phone number;
- Detailed description of the event(s) that occurred;
- Names of Instructors, Staff, and/or witnesses involved; and
- Any other pertinent information.

A Review Board hearing date will be set within seven (7) business days of application receipt by the Chief Administrator. The student will be notified by mail of the Review Board hearing date.

QCC, LLC's policy on suspended and/or expelled students is that the student(s) is **NOT** permitted on QCC, LLC property. Violation of this **WILL** result in the *filing of trespassing charges*; in light of this policy, the student will be provided a specific date and time to arrive for their portion of the Review Board hearing.

### **Communication**

There will be NO verbal and/or electronic communications about the disciplinary action(s), application, hearing date, Review Board decision, and/or any other matters surrounding this situation between any member of Queen City College, LLC Administration or Staff and/or the student. Additionally, there will be no verbal and/or electronic communications with anyone else on a student's behalf.

### **Notification**

The student will be notified by mail of the Review Board's decision within thirty (30) days of the hearing date. ***All decisions are final.***

### **NOTICE OF CONFIDENTIALITY**

***All Review Board communications, including but not limited to application requests, hearing date(s), hearing time(s), Review Board members, interviews, and Review Board decisions, are to be kept confidential. Any student violating these terms will; (1) Have their application request refused, (2) Null and void any decision(s) previously made by the Review Board, (3) Reinstatement of original disciplinary action(s), and (4) Be subject to additional disciplinary action(s).***

### **REFUND POLICY**

1. Any student or, in the case of a student under eighteen (18) years old, a parent or guardian may cancel a student's enrollment in writing or in person within three (3) business days after an enrollment agreement has been signed. If 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 the age of eighteen (18) years old, a parent or guardian who cancels enrollment prior to entering class but after three (3) business days following initial enrollment, is entitled to a refund of all monies paid to that point except for one hundred (\$100.00) of the non-refundable administrative fee.
3. A student who terminates their education for any reason after classes have begun and is not using financial aid is entitled to a refund based upon the schedule of tuition adjustment.
4. A student who terminates their education for any reason after classes have begun and has received financial aid will have any aid returned to the Department of Education up to the amount of financial aid received and earned based on the return to Title IV calculation developed by the Department of Education, and based upon the schedule of tuition adjustment.
5. Attendance time is defined as the time elapsed between the actual start date and the date the student terminates enrollment. The termination date is considered 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.
8. Account credits and/or refunds due as a result of payment(s) made by a third party (another person/institution) will be paid to the person/institution\* paying the tuition, NOT THE STUDENT. \*Certain Chapters of Veteran's Educational Benefits are exempt from this policy.
9. If the Institution permanently closes, no longer offering instruction after a student enrolled and the program began, the Institution will provide a pro-rated tuition refund to the student.

### **REFUND TABLE**

If termination occurs during or after the first day of class but prior to program completion, the following refund table will be used:

<b>Percent of Scheduled Time Enrolled to Total Program</b>	<b>Amount of Tuition* Owed to The School</b>
0.01% - 10.00%	10%
10.01% - 25.00%	50%
25.01% - 50.00%	75%
50.01% and over	100%

*\*The amount of tuition owed to the school is in **ADDITION** to the following non-refundable/non-returnable charges: administrative and lab fees, smock, books, badge, book bag, student kit†, and any additional student ledger charges. † if purchased through the institution*



## **MILITARY TUITION ASSISTANCE REFUND POLICY**

Military Tuition Assistance Recipients Military Tuition Assistance (TA) is awarded to a student, assuming that the student will attend school for the entire period for which the assistance is awarded. When a student withdraws, the student may no longer be eligible for the total amount of TA funds initially awarded. To comply with the U.S. Department of Defense policy, Queen City College, LLC will return any unearned TA funds on a proportional basis through at least a 60% portion of the period for which the funds were provided. If a service member stops attending due to a military service obligation, Queen City College, LLC will work with that service member to identify solutions that will not result in student debt for the returned portion.

Withdrawals: A student's official withdrawal date is used as the last date of attendance to calculate the earned percentage of TA. A student's official withdrawal date is determined by using the last date of attendance that is documented and submitted to the Financial Aid Office. Once the last date of attendance has been determined, Financial Aid Officer will recalculate a student's TA eligibility based on the following formula:

$$\text{Number of Hours Completed} \div \text{Total Hours of the Program} = \text{Percent of TA earned}$$

The amount of TA funding that is earned is determined on a pro-rata basis. For example, if a student completed 30% of the course, they earned 30% of the TA funds they were initially scheduled to receive; in turn, this portion will be retained by Queen City College, LLC and paid toward the student's balance. The remainder of the unearned funds (70%) would be returned to the TA program. If this results in an unpaid tuition balance, payment would be the student's responsibility. Once a student has attended at least 60% of the period for which TA funds were approved, the student is considered to have earned 100% of the TA funds. Please see the Military Tuition Assistance refund schedule for exact refund percentages based on completed clock hours.

## **ADDITIONAL CHARGES**

Excessive absences interrupt program curriculums, extend graduation time, and may jeopardize a student's Title IV eligibility. Queen City College, LLC allows enrollees a specific number of hours for absences, at no charge, which is equal to eight percent (8%) of the contracted clock hours of the program of enrollment; once these hours are exceeded, an overtime/late charge of ten dollars and fifty cents (\$10.50) ***per additional hour missed***, is added to tuition costs. ***You are not permitted to make up suspension hours.*** Suspension hours are consequently deducted from the 8% of contracted hours allowed to be missed.

Program of Enrollment*	Program Length*	# of Hours Allowed for Absences* (8%)	Additional Absences Charge* (PER HOUR)
Barber Program	1500 Clock Hours	120 Clock Hours	\$10.50 Per Additional Hour
Cos to Barber Program	300 Clock Hours	24 Clock Hours	\$10.50 Per Additional Hour
Cosmetology Program	1500 Clock Hours	120 Clock Hours	\$10.50 Per Additional Hour
Barber to Cos Program	300 Clock Hours	24 Clock Hours	\$10.50 Per Additional Hour
Esthetics Program	700 Clock Hours	60 Clock Hours	\$10.50 Per Additional Hour
Nail Tech Program	600 Clock Hours	48 Clock Hours	\$10.50 Per Additional Hour
Cosmetology Instructor	300 Clock Hours	24 Clock Hours	\$10.50 Per Additional Hour
Barber Instructor	300 Clock Hours	24 Clock Hours	\$10.50 Per Additional Hour

\*NOTE: Enrollments in programs for less than the above-stated clock hours will have a ***pro-rated number of Hours Allowed for Absences*** based on the actual number of clock hours contracted; please see our Admissions Department for further information.

**WITHDRAW STUDENTS:** Students **withdrawing** from their program ***prior to program completion*** are **NOT** entitled to receive the full benefit of eight percent (8%) of absence hour allowances for their program as indicated on their enrollment agreement. Students will receive a ***pro-rated number of absent hours*** based on total scheduled hours; please see our Financial Aid Office for further information.

*All balances must be paid in full by the time the student reaches the final one hundred (100) hours of their scheduled contract, regardless of payment method, or the student will be suspended until balances are paid.*

### **MAKEUP HOURS/ MAKEUP TESTS**

Queen City College, LLC provides students the opportunity to make up clock hours missed due to absence(s). This privilege is extended to assist those who may be in jeopardy of not meeting satisfactory progress requirements for attendance, the opportunity to meet those requirements, and/or students who have exceeded the number of allowed absences on their contract with the opportunity to avoid excessive/additional overtime/late charges. Day-scheduled students must stay after their contracted schedule to make up time. Night-scheduled students must come in before their contracted schedule to make up time. Makeup time is offered on Saturdays, but the students must be clocked in by 8:00am to receive credit for time. Further information and requirements will be discussed during enrollment and orientation. ***You are not permitted to make up suspension hours.*** Suspension hours are consequently deducted from the 8% of contracted hours allowed to be missed.

Tests are given at the end of each chapter. A student's refusal to take a test will result in the student being sent home. It is the student's responsibility to schedule make-up and/or missed test(s). Makeup tests are administered on Wednesdays *ONLY*. Missing multiple tests and failure to take missed tests WILL have a negative effect on a student's GPA; students failing to meet satisfactory academic progress risk the loss of Title IV eligibility. Additionally, if a student fails a test or would like to improve their test score, but they can retake those tests on makeup test day. The specific procedures/policies for both make-up hours and tests will be reviewed during orientation.

### **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. Additionally, Queen City College, LLC requires that all students obtain a passing grade of seventy percent (70%) on all tests.

Students who complete all course requirements with a minimum grade of seventy percent (70%) for all program tests will be awarded a diploma of completion.

The Tennessee Board of Cosmetology and Barber Examiners no longer provides State Law Books to students. Students are requested to visit the website of the 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, LLC 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, LLC *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.

### **FINANCIAL COUNSELING**

QCC, LLC provides a Financial Aid Officer to assist students concerning the different types of financial aid a 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 prevent the student from achieving their academic potential and affecting their progress. QCC, LLC 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.

### **SOCIAL NETWORKING POLICY**

Queen City College, LLC utilizes two (2) social media pages, Facebook and Instagram, and encourages our students to interact and communicate with us via this medium. Students are personally responsible for the information they publish. Students will not post, re-publish, share, or forward content on social network sites that include gossip, slander, foul language, personal attacks, ethnic slurs, bullying, and/or intimidation about students, faculty, or curriculum, and/or Queen City College, LLC facilities. Queen City College, LLC reserves the right to request the immediate removal of social media posting(s) at its discretion. Violation of this policy may result in appropriate disciplinary action.

### **SOLICITATION POLICY**

There is to be *NO SOLICITING* at Queen City College, LLC. Any person(s) offering to teach classes or provide demonstrations to students **MUST** first have approval from the Owners or Chief Administrator. No signs, posters, or flyers will be hung in the windows, displayed at the reception desk, or passed to students without prior approval from the Owners or Chief Administrator. This policy applies to the general public (former, current, and future) students and *all Queen City College, LLC employees*.

Employees are NOT allowed to offer, solicit, or sell (or by any other means) goods, services, or classes to other employees, students, and/or clients (neither during business hours nor after business) hours without first having approval from the Owners or Chief Administrator. Violating this policy is grounds for immediate termination of employment.

### **AUDIO/VIDEO RECORDING POLICY**

Queen City College, LLC must take reasonable steps to protect students, customers, staff, vendors, and or visitors from unauthorized and/or unsolicited photography, video monitoring, and/or audio monitoring/recordings or other images on our campus. Personal devices such as cellular telephones, cameras, digital recorders, or other technologies capable of capturing audio and/or video, transmitting sound and/or picture(s) for the purpose of monitoring and/or recording are prohibited from being used on Queen City College, LLC campus. Written consent from the Chief Administrator or Owners is required in advance for all approved recordings. Violating this policy will result in appropriate disciplinary action, including permanent expulsion and sanctions as defined by state law.

*Queen City College, LLC is not required to obtain consent for the video and/or audio monitoring from any person(s) entering this facility; all video and/or audio recordings obtained are for security and/or investigative purposes only.*

### **COPYRIGHT INFRINGEMENT**

Reproductions, distribution, display, or making of derivative works (in part or whole) of Queen City College, LLC materials, including but not limited to the institution's catalog, website, photographs, and/or logos without permission or legal authority, is copyright infringement. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement, to include peer to peer sharing of copyrighted materials.

Copyright infringement can result in appropriate disciplinary action, including permanent expulsion and possible civil and/or criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than seven hundred and fifty dollars (\$750.00) and not more than thirty thousand dollars (\$30,000.00) per work infringed. Anyone found liable for willful civil copyright infringement may be ordered to pay damages as high as one hundred and fifty thousand dollars (\$150,000.00) per infringement.



## **STUDENT RECORD ACCESS/RECORD RETENTION**

FERPA (Family Educational Rights and Privacy Act) limits the information schools can disclose from a student's file. If a parent wishes to examine a student's record, the student must make a written request allowing the parent to examine their record. Student's wishing to examine their record must submit a request in writing to the Chief Administrator of the college. Students will be allowed access to their file, with a staff member present, within forty-five (45) days of the request. Copies of records can be requested at twenty-five cents (\$0.25) per page.

If a student seeks to amend inaccurate information in their permanent file, a request in writing must be submitted to the Chief Administrator detailing the inaccuracies. The Administrator will thoroughly review the student file and notify the student of the outcome in writing within fourteen (14) business days. If Queen City College, LLC decides not to amend the record as requested, the student will be notified in writing of the decision, the student's right to a hearing regarding the request for amendment, and provide additional information regarding the hearing procedures. 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; or
6. To comply with judicial order or subpoena.

Queen City College, LLC maintains a hard copy of each student's record for seven (7) years from the date of graduation. Additionally, the college has maintained digital copies of basic student enrollment information since 1999.

*A record will be maintained of all student clock hours submitted to the State Board of Tennessee.*

## **TRANSCRIPTS**

Official transcripts of student enrollments are available upon request; there is a five-dollar (\$5.00) fee per transcript. Transcript requests from other institutions must be accompanied by a signed (student's signature) record/transcript release form. No transcript will be provided (official or unofficial) for any student who owes a balance to the institution.

## **CONSTITUTION DAY**

Constitution Day is an American federal observance that recognizes the adoption of the United States Constitution and those who have become U.S. Citizens. It is usually celebrated on September seventeenth (17<sup>th</sup>), the day in 1787 that delegates to the Constitutional Convention signed the document in Philadelphia. Queen City College, LLC celebrates Constitution Day on September seventeenth (17<sup>th</sup>).

*\*If September 17<sup>th</sup> falls on a Saturday (or a day the institution is closed), it is celebrated the day prior.*



## **VOTER REGISTRATION**

Students are encouraged to vote in State and Federal Elections. To register to vote in the State of Tennessee, you must be a citizen of the United States, a resident of Tennessee, at least eighteen (18) years old before the next election, not have been convicted of a felony, or if convicted, have had your legal rights of citizenship restored (or have received a pardon), not be adjudicated incompetent by a court of competent jurisdiction (or have been restored to legal capacity). Tennessee voter registration deadlines are thirty (30) days in person, by mail (postmarked), or online at <https://ovr.govote.tn.gov/> BEFORE Election Day.

*Voter registration cards are available in the Financial Aid Office.*

## **DISABILITY POLICY**

In compliance with federal law, including provisions of Title VII of the Civil Rights Act of 1964, Title IX of the Education Amendment of 1972, Sections 503 and 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA) of 1990, the ADA Amendments Act of 2008, Executive order 11246, the Vietnam Era Veterans Readjustment Act of 1974 as amended by the Jobs for Veterans Act, the Uniformed Services Employment and Reemployment Rights Act, as amended, and the Genetic Information Nondiscrimination Act of 2008, Queen City College, LLC does not discriminate against individuals on the basis of their race, sex, sexual orientation, gender identity, religion, color, national or ethnic origin, age, disability, military service, covered veterans status, or genetic information in its administration of educational policies, programs, admission policies, scholarship and loan programs, or employment.

Queen City College, LLC will implement reasonable accommodations for students with disabilities. The Americans with Disabilities define an individual with a disability as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or a record of such impairment, or a person who is perceived by others as having such impairment.

In compliance with Section 504, Queen City College, LLC shall provide an equal opportunity for the participation of qualified disabled persons in all education programs. Queen City College, LLC must provide physical access, make academic modifications, allow course examination adjustments, provide auxiliary aids, grant the use of service dogs, allow the use of tape recorders, and make reasonable accommodations for students with disabilities. The person responsible for assisting students with disabilities at Queen City College, LLC is Tracy Petsch (ADA Compliance Coordinator,) 1594 Ft. Campbell Blvd. / Clarksville, TN 37042 / (931) 645-2361.

Post-Secondary schools are not responsible for identifying a student as having a disability or for assessing the student's needs. Queen City College, LLC requests this information, on a voluntary basis, to be kept confidential; students refusing to disclose disability information will not be subject to adverse treatment; any disability information obtained will be used only on a confidential basis as to handicaps that may require accommodations.

Students with disabilities who intend to request reasonable accommodations must contact the ADA Compliance Coordinator at THE time of enrollment or in the case of a sudden onset disability in a timely manner. 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.

To assess what academic adjustment is required, the student must inform the ADA Compliance Coordinator of their accommodation request. After proper documentation has been received, the Coordinator will review the documentation, meet with the student to discuss the requested accommodations, and determine what information (on an "as-needed basis") needs to be shared with Staff to facilitate accommodations.

Please note that although our focus always remains on helping all students at Queen City College, LLC, the school is not obligated to provide accommodations that would fundamentally alter our programs. Additionally, Queen City College, LLC is not obligated to provide accommodations that would result in undue financial or administrative burdens.



## **SERVICE ANIMAL POLICY**

Students enrolling at Queen City College LLC who use a service animal must contact the institution's Disability Services Coordinator (Ms. Tracy Petsch) to register as a student with a disability. Documentation of the work or task(s) the service animal has been trained to provide is required, as well as proof of current vaccinations for the service animal. Service animals are not allowed on the furniture, and any accidents made by the service animal must be immediately cleaned and the area disinfected. Service animals must be on a leash at all times while in the institution, and it is *requested* that all service animals wear a vest, patch, or harness identifying them as service animals while on the QCC campus. Queen City College LLC does not allow the use of Emotional Support Animals, Comfort Animals, or Therapy Animals by students, administration, or instructional staff.

## **HARASSMENT, INTIMIDATION, & BULLYING POLICY**

Queen City College, LLC believes every student deserves to learn and interact with their peers in a healthy, supportive environment, free from harassment, intimidation, and bullying.

Harassment, intimidation, or bullying means ANY intentional electronic, written, verbal, or physical act, including but not limited to repeated negative behaviors such as name-calling, shunning, shaming, spreading rumors, gossiping, and making threats online causing physical harm to another student (or the student's property), substantially disrupting another student's education, is so severe or persistent that it creates an intimidating or threatening educational environment, or has the effect of substantially disrupting the orderly operation of the school.

Any person(s) participating in any form of harassment, intimidation, and/or bullying will be subject to appropriate disciplinary action. Queen City College, LLC will make every effort to maintain the confidentiality of all parties involved. Person(s) engaging in retaliatory behavior against the person(s) filing a complaint (or a witness to a complaint) are subject to appropriate disciplinary action. Person(s) intentionally filing (or corroborating) false allegations will be subjected to appropriate disciplinary action.

*Anyone affected by harassment, intimidation, and/or bullying, whether it happened to you or someone you care about, can find support by visiting [www.stopbullying.gov](http://www.stopbullying.gov)*

## **TITLE IX**

The Title IX Coordinator for Queen City College, LLC is Tracy Petsch; for information on the institution's Title IX policies or information on sexual discrimination complaints, send inquiries to Queen City College, LLC / Attn: Tracy Petsch 1594 Ft. Campbell Blvd. / Clarksville, TN 37042, 931-645-2361, [tracyp.qcc@gmail.com](mailto:tracyp.qcc@gmail.com).

## **SEXUAL HARASSMENT**

It is unlawful to harass a person because of that person's sex. Harassment can include "sexual harassment" or unwelcome sexual advances, requests for sexual favors, and other verbal or physical harassment of a sexual nature.

Harassment does not have to be of a sexual nature, however, and can include offensive remarks about a person's sex. For example, it is illegal to harass a woman by making offensive comments about women in general. The victim and the harasser can be either a woman or a man, and the victim and harasser can be of the same sex.

Sexual harassment can be verbal (comments about your body, spreading sexual rumors, sexual remarks or accusations, dirty jokes or stories), physical (grabbing, rubbing, flashing or mooning, touching, pinching in a sexual way, sexual assault) or visual (display of naked pictures or sex-related objects, obscene gestures). Sexual harassers can be fellow students, teachers, and other school officials.

The Federal courts and the Office for Civil Rights (OCR) of the United States Department of Education (ED) recognize forms of unlawful sexual harassment in education.

Although the law doesn't prohibit simple teasing, offhand comments, or isolated incidents that are not very serious, harassment is illegal when it is so frequent or severe that it creates a hostile or offensive school environment. Hostile-environment harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal, nonverbal, or physical conduct of a sexual nature by an employee, another student, or a third party.

Queen City College, LLC does not tolerate sexual harassment. Participating in sexual harassment will result in appropriate disciplinary action. Policy and procedures are in place to investigate any sexual harassment claims. Queen City College, LLC will make every effort to maintain the confidentiality of all parties involved.

All employees of Queen City College, LLC are required to immediately report any known sexual harassment to the Chief Administrator; failure to do so could result in disciplinary action. Person(s) engaging in retaliatory behavior against the person(s) filing a complaint (or a witness to a complaint) are subject to disciplinary actions. Person(s) intentionally filing (or corroborating) false allegations will be subjected to appropriate disciplinary action.

*Anyone affected by sexual harassment and/or assault, whether it happened to you or someone you care about, can find support by contacting the National Sexual Assault Hotline at 1-800-656-4673.*



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

Queen City College, LLC participates in an active Drug-Free School and Workplace Policy. Our policy is mandated for the health and safety of our students, employees, and customers. It is the policy of this college that the unlawful possession, sale, manufacturing, distribution, consumption (use), and/or being under the influence of alcohol or any illicit drug(s) and/or illegal substance(s) on campus or property owned and/or leased by Queen City College, LLC (or as part of an off-campus Queen City College, LLC activity), is strictly prohibited by students and employees. Prohibited substances covered under this policy include (but are not limited to) alcohol, illegal drugs, inhalants, edibles, and abuse of prescription and/or over-the-counter drugs and medications.

Due to the strict nature of our policy, Queen City College, LLC reserves the right to search all campus property(s), including but not limited to classrooms, clinic floor, break rooms, offices, storage/supply rooms, and parking lots. Additionally, Queen City College, LLC reserves the right to search all personal property brought onto campus property(s), including but not limited to student kits, book bags, backpacks, purses, lockers, and vehicles on campus property; refusal to cooperate may be grounds for disciplinary action.

Students under the influence (or suspected to be under the influence) may be subjected to disciplinary action. Our participation in an active Drug-Free School and Workplace Policy includes requesting the assistance of law enforcement when necessary and random visits to our campus and parking lot from the local Drug Enforcement Agency task force.

*For more information on substance abuse, contact the Tennessee REDLINE by phone or text at (800) 889-9789 or visit: <https://www.samhsa.gov/prevention>*

## **WEAPONS POLICY**

As provided in Tennessee Code Annotated §39-17-1309, any unauthorized or illegal possession of, use of, or wearing of firearms or dangerous weapons of any kind shall not be permitted on Queen City College, LLC campus.

No weapons, including the following items, may be brought on to Queen City College, LLC campus:

- An explosive or an explosive weapon. Explosive weapon means any explosive, incendiary, or poisonous gas bomb, grenade, rocket, mine or shell, missile, or projectile designed, made, or adapted to inflict serious bodily injury, death, or substantial property damage.
- A device principally designed, made, or adapted for delivering or shooting an explosive weapon.
- Any knife with a blade that opens automatically by applied pressure, gravity or inertia, bowie knife, hawkbill knife, or other weapons of like kind.
- Any other device used to inflict serious bodily injury or death that has no common lawful purpose.

Tennessee policy, T.C.A. § 39-17-1309(e)(9), was amended, allowing full-time employees of public institutions of higher education who possess a valid handgun carry permit issued under T.C.A. § 39-17-1351 to carry a concealed handgun on property owned, operated, or controlled by Queen City College, LLC. Full-time employees must meet specific requirements and have permission from the Chief Administrator and the Institution's owners to carry any concealed handgun onto the campus.

The right for employees to carry concealed handguns is subject to but not limited to the following conditions:

1. Employees shall not carry a handgun openly or in any other manner in which the handgun is visible to ordinary observation by a reasonable person (concealed).
2. Employees shall have their handgun carry permit in their immediate possession at all times when carrying a handgun and display the permit at the request of a law enforcement officer.
3. Employees shall not carry a weapon other than a handgun.
4. Higher education institutions may provide additional guidelines and requirements to carry on campus. It is the employee's responsibility to be familiar with and comply with additional policies.
5. Failure to comply with Tennessee Law or Queen City College, LLC's policy may result in criminal charges and the college disciplining the employee up to and including termination of employment.

## **ANNUAL SAFETY REPORT**

QCC, LLC's Annual Safety Report is designed to inform all students and employees about the school's safety and security policies and procedures. 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 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/compliance/>

*A paper copy of the annual safety report is available upon request.*

## **STUDENTS' RIGHT TO KNOW**

All criminal activity and accidents that occur on the school premises must be reported to the Institutional Director, who must keep a confidential file of the circumstances surrounding each incident. The Institutional Director must make this information available to the staff and students, although they will keep personal information, such as names, confidential. During weekly announcements, a general account of any criminal incident and/or accident that may have occurred will be given and then posted in the lounge for student access; confidential information will not be available.

Statistics concerning the number of arrests for on-campus crimes during the three most recent calendar years are available on page eleven (11) of Queen City College, LLC's Annual Safety Report. 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/compliance/>

*A paper copy of the campus safety and security handbook is available upon request.*

## **GRIEVANCE/COMPLAINT PROCEDURE**

Students are to 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) at 1594 Ft. Campbell Blvd. / Clarksville, TN 37042 /telephone: 931-645-2361. If a student chooses to remain anonymous with their suggestion or complaint, a suggestion box is located by the time clock.

Any person claiming damage or loss as a result of any act or practice by this institution that may be a violation of Title 49, Chapter 7, Part 20, or Rule Chapter 1520-01-02 may file a complaint with the Tennessee Higher Education Commission, Division of Postsecondary State Authorization by contacting the Commission staff at Tennessee Higher Education Commission / Division of Postsecondary School Authorization / Parkway Towers / Suite 1900 / 404 James Robertson Parkway / Nashville, TN 37243-0830 / telephone 615-741-5293. Students may also contact the Council on Occupational Education / 7840 Roswell Rd / Bldg. #300 / Suite #325 / Atlanta, GA 30350 / telephone 770-396-3898 / web site address <http://council.org/>.

## **FINANCIAL AID QUESTIONS/PROBLEMS**

The student should first go to Tracy Petsch (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 will go to Brandie Gross (Chief Administrator / Institutional Director), 1594 Ft. Campbell Blvd. / Clarksville, TN 37042 / telephone: 931-645-2361. Should the institution not achieve a resolution, the student would contact the Department of Education at 1-800-647-8733.





## **SCHOOL RULES, REGULATIONS, AND CONDUCT POLICY**

Professional conduct is expected from all students enrolled in Queen City College, LLC. Before enrolling, students are expected to familiarize themselves with the school's rules. 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 will result in appropriate disciplinary action, including dismissal. Dismissal can range from a temporary suspension to a permanent expulsion depending on the severity of the situation. Suspended or expelled students are **NOT** permitted on QCC, LLC property; violation of this **WILL** result in the *filing of trespassing charges*. Readmission after dismissal will result in an academic probationary period of at least *thirty (30) days*. If dismissal results in a permanent expulsion, readmission is not allowed. ***Students are not permitted to make up suspension hours. Students are responsible for reading, understanding, and abiding by all rules, regulations, and conduct policies.***

1. Students should arrive at 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 are to be done **BEFORE** class time, \* Bring theory book 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. *(If you forget your smock, you must go home & get it or rent one for \$2.00 a day).*
2. Theory begins promptly at the scheduled times, 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 quietly enter the classroom to avoid disrupting the 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. Disruptions, distractions, and/or rudeness during a demonstration will not be tolerated. Students who disrupt a class will be instructed 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, day class: **following theory**, and night class: upon arrival. When not working on clients, mandates must be completed and turned in by 3:00pm each Friday OR when designated by your Instructor. Students are required to complete ALL mandates as specified by their Instructor (for example, 3 per day, 9 per week, etc.). Daily sheets are to be kept current and turned in on the last day of each month. Theory complete students (those who have completed all chapters AND passed all tests required for their program) are still required to participate in theory class and may be required to re-take chapter tests to refresh the information. Dismissal of a theory complete student from theory class to service a client or complete a mandate is at the sole discretion of their instructor(s).
5. If weekly mandates are *completed*, students may perform services on each other Tuesday-Thursday, *only after* receiving permission from BOTH their Instructor and the Instructor of the department where the service is to be performed; students are limited to ONE (1) service per WEEK. A ticket from the receptionist **MUST** be issued and the release form signed (listing ALL services to be done - priced/signed by an Instructor) before the start of any service(s). **ALL INSTRUCTOR'S PRICINGS ARE FINAL**. Student services are to be paid the day they are received. Alterations to services (adding/subtracting) require Instructor approval first.
6. Barber Students have the following exemption(s) from the "student services" rules: They may perform/receive clipper cuts & beard trims on each other, Tuesday - Friday at *no charge*, with Instructor permission. Other departments may be exempt from the Friday student service(s) rule at the sole discretion of their Instructor; Friday services for Cosmetology are limited to haircuts *only*, Barber is limited to clipper cuts and beard trims, and the other departments must be able to cease the service being performed within five (5) minutes of being asked. ***Absolutely NO Student services on Saturdays, NO EXCEPTIONS.***
7. Eight (8) hour students are allotted a thirty (30) minute lunch and two (2) fifteen (15) minute breaks, six & seven (6 & 7) hour *day* students are allotted a thirty (30) minute lunch and one (1) fifteen (15) minute break, six (6) hour *night* students are allotted one (1) fifteen (15) minute break, seven (7) hour and above night students are allowed a thirty (30) minute lunch and one (1) fifteen (15) minute break. **All** students who receive a thirty (30) minute lunch break **MUST** clock out whether you leave the campus or not. If the student classroom/clinic floor count is low, Instructors may require designated/staggered lunch breaks to ensure student availability for client services.

8. All students are required to clock out if they 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\*. The suspension (s) range from one (1) to thirty (30) days, determined by the Instructor and/or Administration. There are NO warnings for violation of this rule. 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. ***You are not permitted to make up suspension hours.***

9. All junior students are to remain in the junior area or theory classroom unless their instructor gives permission to be on the clinic floor. Junior students work on self-study chapters and mandates as instructed. Junior students will be dismissed as a group for lunch (if you are allotted a lunch break) and are not permitted to wait and go at a later time.

**10. DO NOT BRING YOUR CHILDREN TO SCHOOL WITH YOU. WE DO NOT HAVE DAYCARE AVAILABLE.**

11. Students will not visit with another student who is working on a client; you must have permission from the Instructor **BEFORE** helping another student who is with a client.

12. Queen City College, LLC is a **NON-SMOKING SCHOOL**; there is a designated area for smoking outside. Federal regulations require all smoking to be fifty (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 allowed at any time.

13. 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 GPAs **WILL** result in your hours not being sent to the State Board for that month and could affect your Financial Aid eligibility and/or your Veteran’s Educational Benefits.

14. Students are responsible for their textbooks, equipment, and all personal property. **DO NOT** leave your items at school. You **must pack up your kit and supplies** and take your items home daily. QCC, LLC is **NOT** responsible for lost and/or stolen items. Lost items and/or equipment must be replaced at the student’s expense. If a student does not have the necessary equipment or supplies to complete their client service, they may be sent home\* until all missing items have been replaced. \*Hours missed for being sent home **WILL** have an hourly charge if your absences exceed the 8% of your contracted hours.

15. Using and/or selling drugs and/or alcoholic beverages are grounds for immediate termination and/or prosecution. Theft of QCC, LLC’s or another student’s products, property, and/or services is grounds for immediate disciplinary action, which may include but is not limited to, verbal warning(s), written warning(s), a temporary suspension of one (1) to thirty (30) days determined by the staff and/or faculty member, permanent expulsion and/or prosecution. No borrowing the school’s or another student’s equipment and/or supplies *without permission*. ***You are not permitted to make up suspension hours.***

16. Students will not slander, backbite, use foul language, fight, yell, and/or scream or gossip about Queen City College, LLC, other students, faculty, staff, the curriculum, and the facilities, or be involved in criminal activities. Hazing, bullying, harassment, and intimidation of students, faculty, or staff will not be tolerated. Professionalism is expected from all students **at all times**. Problems and/or questions should be directed to the Chief Administrator and will be handled on an individual basis.

17. Senior students are to take clients as assigned to them. Clients are to be greeted and handled cheerfully and professionally. The refusal of a client WILL result in a write-up and the student being sent home; Habitual offenders WILL be disciplined by a temporary suspension of one (1) to thirty (30) days determined by the Instructor and/or Administration or permanent expulsion\*. \*Hours missed for being sent home/suspended **WILL** have an hourly charge if your absences exceed the 8% of your contracted hours. ***You are not permitted to make up suspension hours.***

18. Cell phones may only be used in the break room or outside (during lunch or break). Cell phones **MUST** be switched to silent and/or vibrate when you enter the school. 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 for a **TRUE EMERGENCY**.

19. No day class students may clock in after 12:00 noon. Evening class students must clock in by 7:00pm. No student (day or night) may clock in after 12:00 noon on Saturdays. If you are making up time on Saturday, you **MUST** be clocked in by 8:00 am to receive credit.

20. Student parking is on the far side of the light poles towards Ft. Campbell Blvd. Failure to park in the designated area could result in the student's car being towed at the expense of the student. Closer parking needs to be available for clients of the shopping center. The **ONLY** exception is if you have a handicapped plate and/or placard displayed on your vehicle.

21. It is required by the Tennessee State Board and Queen City College, LLC that ID badges in the ID card holder be worn at all times while on the clinic floor.

22. On graduation day, you **MUST** attend school per your scheduled contracted daily hours.

23. Students ***will only receive hours for the period in which they clocked BOTH in and out; forgetting*** to clock in or out **WILL** result in a loss of hours; this includes lunch hour clock-ins and outs. **NO EXCEPTIONS**. If you are on the clock, you **MUST** always be accessible to the Instructors. If your time punch errors (example: "try again" displayed on timeclock), it is *your* responsibility to get with an administrator to have your log-in corrected. The time clock captures and logs every sign-in and error attempt.

24. Students are required to inform their instructor(s) when they leave the campus for any reason. Lunch breaks are thirty (30) minutes. If the student needs a longer lunch, authorization is required ***before leaving*** campus. If the student classroom/clinic floor count is low, Instructors may require designated and staggered lunch breaks to ensure student availability for client services.

25. **NO ELECTRONIC DEVICES** are to be used on the clinic floor. (Cell Phones, iPod/MP3, earbuds, Bluetooth, speakers, etc.) without the approval of the Instructor.

26. **NO GAMES** of any kind (spades, dominoes, etc.) are to be played while a student is on the clock (unless it's an activity during Theory class and conducted by the Instructor). It is against TN law to gamble for money. **Absolutely NO GAMBLING** on QCC, LLC's premises.

27. **ANY** staff or faculty member of Queen City College, LLC has the right to discipline **any** student for failing to abide by any school rules, regulations, and policies. Discipline may include, but is not limited to, verbal warning(s), written warning(s), a temporary suspension of one (1) to thirty (30) days determined by the staff and/or faculty member, or permanent expulsion. ***You are not permitted to make up suspension hours.***



## **SCHOOL DRESS CODE POLICY**

### **SMOCKS**

All students are required to wear a smock: Barber – Black smocks (per TN State Barber Board School Rules; barbers may wear aprons – QCC requires solid black only), Cosmetology, Nail Techs- Black smocks (*no aprons*), Estheticians- White smocks (*no aprons*). 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 days, and no smock will be required to be worn if you participate in professional dress days. \*

*\*You must meet or exceed the guidelines below for professional dress day.*

### **CLOTHING**

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

- Skirts/Dresses\* (females only) no shorter than three inches (3”) above the knee (front and back), and slits in skirts must be **CLOSED**. *\*Clothing can NOT be “stretched and/or pulled down” to meet this requirement.*
- Shorts: no shorter than 4” above the knee.
- **NO** rags, do-rags, bandanas, sweatbands, or hoods of either a shirt or sweatshirt can be worn on your head.
- All pants must be fastened at the waist, with a belt (if necessary), with absolutely **NO SAGGING**. **Habitual abusers WILL BE SENT HOME.**
- **NO** part of the body can be hanging out or be exposed, i.e., tops that show your belly and/or are see-through and low-riding pants.
- The following are **NOT** allowed: stirrup pants, spandex pants, bicycle shorts or pants, work-out/exercise pants or capris, yoga pants, unitards, or bodysuits.
- Leggings may ONLY be worn if the shirt, top, or dress worn with them (while your arms are raised above your head and when you bend over) covers your bottom.



### **PROFESSIONAL DRESS DAY**

- Dress clothing only: no jeans, shorts, wrinkled clothing, sneakers, or 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 will be worn in Queen City College, LLC ID Holder at all times while the student is on the time clock.

### **SHOES**

Clean closed-toed shoes and clean socks are to be worn at all times. Open-toed shoes may be worn only IF the feet are well-groomed and the toenails are 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, LLC PROGRAMS***

# ***NO LONGER ACCEPTING ENROLLMENTS IN THE 1500 CLOCK-HOUR BARBER PROGRAM.***

### **Barber Program** (Barber 2010 Certificate Program)

**Program Hours: 1500 Clock Hours**

**SOC: 39-5011 ~ CIP: 12.0402**

#### **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 barbershop.

#### **Course Description:**

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

The Tennessee Board of Cosmetology and Barber Examiners requires candidates complete fifteen hundred (1500) hours of training for a certificate of registration as a master barber. Queen City College, LLC meets or exceeds those requirements as follows:

#### **General Hours**

- History and fundamentals of barbering;
- Elementary chemistry relating to sterilization, sanitation, bacteriology, and hygiene;
- Barber Implements;
- Shaving;
- Skin, scalp, and hair;
- Haircutting, hairstyling, and hairsetting;
- Hairpieces - (sales and service);
- Chemical theory (permanent waving, hair coloring, bleaching, and straightening);
- Manicure and nail care;
- Anatomy, physiology, and system structures of the head, face, and neck, including muscles and nerves;
- Makeup and skincare;
- Theory of massage and facial treatment;
- Disorders of the skin, scalp, and hair;
- Barber law, rules, and regulations;
- Business management and salesmanship, and
- Preparation for seeking employment.

Total Hours Required: 240 hours

#### **Chemical Hours**

- Permanent waving; Hair relaxer;
- Hair coloring, bleaching and toning, and,
- Manicures.

Total Hours Required: 360 Hours

#### **Physical Hours**

- Shampooing and rinsing;
- Haircare and scalp care;
- Haircutting (male and female);
- Shaving (beards and mustaches);
- Hairpiece-fitting;
- Hairstyling;
- Facials and make-up, and
- Manicures.

Total Hours Required: 900 Hours  
**Total Curriculum Hours: 1500 Hours**

**Cosmetology to Barber Program**  
**(Barber 2010 Certificate Program)**

**Program Hours: 300 Clock Hours**

**SOC: 39-5011 ~ CIP: 12.0402**

**Objective:**

The Cosmetology to Barber Program is designed to prepare licensed cosmetologists for the Barber state board licensing exam. The course offers training in barbering skills and their practical applications, preparing graduates for entry-level employment in a barbershop. You must hold a current cosmetology license to enroll in this program.

**Course Description:**

The training encompasses all phases of clipper cuts, shaving or trimming the beard, facials, scalp massage, permanent waving, hair relaxers, hair color, bleaching, toning, cutting, and fitting hairpieces. The instructional staff teaches both theoretical and practical applications and is supplemented by special classes. Opportunities for supervised practical work with the public are provided.

The Tennessee Board of Cosmetology and Barber Examiners allows candidates holding a valid Tennessee cosmetology license to appear before and request to sit for the Master Barber Exam. The board may approve the candidate to test if they have completed three hundred (300) barbering school hours of training at a registered barber school. Queen City College, LLC meets or exceeds those requirements as follows:

**General Hours**

- History and fundamentals of barbering;
- Shaving;
- Skin, scalp, and hair;
- Clipper cutting;
- Hairstyling and haircutting;
- Men's hairpieces (sales and service), and
- Barber laws and regulations.

Total Hours Required: 100 hours

**Chemical Hours**

- Permanent waving, hair relaxers, and
- Hair color, bleaching, and toning.

Total Hours Required: 100 hours

**Physical Hours**

- Haircutting (male and female);
- Clipper cutting;
- Shaving (beards and mustaches), and
- Hairpiece fitting.

Total Hours Required: 100 hours

**Total Curriculum Hours: 300 Hours**

**Barber Instructor Program**  
**(Barber Instructor Certificate Program)**

**Program Hours: 300 Clock Hours**

**SOC: 25-1194 ~ CIP: 12.0413**

*Certification requirements of the Board of Cosmetology and Barber Examiners for a Barber Instructor are as follows: you must hold a valid certificate of registration as a master barber, having been duly registered as a master barber for a period of at least three (3) years or complete a three hundred (300) hour instructor training program at a board-certified barber school, and meets the education, and continuing education, and examination requirements.*

**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 its 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, including lesson planning and practical application.

The Tennessee Board of Cosmetology and Barber Examiners requires candidates complete three hundred (300) hours of training for a certificate of registration as a master barber. Queen City College, LLC meets or exceeds those requirements as follows:

**Lesson Planning**

- Course outlining and development;
- Lesson planning and motivation;
- Recordkeeping, and
- Testing and grading.

Total Hours Required: 100 hours

**General Hours**

- Book knowledge;
- Teaching techniques;
- Visual aid equipment;
- Classroom management;
- Student motivation;
- Product knowledge, and
- State Laws.

Total Hours Required: 100 hours

**Physical Hours**

- Permanent waving;
- Relaxers;
- Shampooing;
- Nail care;
- Facials;
- Hair coloring/Lightening;
- Haircutting, and
- Clinic floor management.

Total Hours Required: 100 hours

**Total Curriculum Hours: 300 Hours**

# ***NO LONGER ACCEPTING ENROLLMENTS IN THE 1500 CLOCK-HOUR COSMETOLOGY PROGRAM.***

## **Cosmetology Program** (Cosmetology 2016 Certificate Program)

**Program Hours: 1500 Clock Hours**

**SOC: 39-5012 ~ CIP: 12.0401**

### **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. The instructional staff teaches both theoretical and practical applications and is supplemented by special classes. Opportunities for supervised practical work with the public are provided.

The Tennessee Board of Cosmetology and Barber Examiners requires the fifteen hundred (1500) clock hours/ 45 credit hours of instruction required of applicants for a license to practice cosmetology to be apportioned. Queen City College, LLC meets or exceeds those requirements as follows:

### **General Hours**

- Sterilization;
- Sanitation and bacteriology;
- Anatomy and physiology;
- Shop ethics;
- Personality and salesmanship, and
- State Law.

Total Hours Required: 300 hours

### **Chemical Hours**

- Permanent waves;
- Hair relaxer;
- Hair coloring;
- Bleaching and toning;
- Sculptured nails;
- Hair structure, and
- Chemistry.

Total Hours Required: 600 hours

### **Physical Hours**

- Shampooing and rinses;
- Hair and scalp care;
- Hair shaping;
- Hair coloring;
- Hair extensions;
- Hairdressing and styling;
- Facials;
- Arching;
- Lash and brow tinting, and
- Manicures and pedicures.

Total Hours Required: 600 hours

**Total Curriculum Hours: 1500 Hours**



**Barber to Cosmetology Program**  
(Cosmetology 2016 Certificate Program)

**Program Hours: 300 Clock Hours**

**SOC: 39-5012 ~ CIP: 12.0401**

**Objective:**

The Barber to Cosmetology Program is designed to prepare licensed barbers for the Cosmetology 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, artificial nails, facials, and eyebrow waxing. The instructional staff teaches both theoretical and practical applications and is supplemented by special classes. Opportunities for supervised practical work with the public are provided.

The Tennessee Board of Cosmetology and Barber Examiners allows candidates holding a valid Tennessee Master Barber certificate of registration to appear before and request to sit for the Cosmetology Exam. The board may approve the candidate to test if they have completed three hundred (300) cosmetology school hours of training at a licensed cosmetology school. Queen City College, LLC meets or exceeds those requirements as follows:

**General Hours**

- History and fundamentals of cosmetology;
- Anatomy and physiology;
- Cosmetology state laws, and
- Rules and regulations.

Total Hours Required: 100 hours

**Chemical Hours**

- Permeant waves;
- Hair Relaxers;
- Hair coloring;
- Bleaching and toning;
- Artificial nails;
- Hair structure, and
- Chemistry.

Total Hours Required: 100 hours

**Physical Hours**

- Shampooing and rinses;
- Hair and scalp care;
- Hair cutting;
- Hair color;
- Skin care;
- Nail care, and
- Pedicures.

Total Hours Required: 100 hours

**Total Curriculum Hours: 300 Hours**

**Cosmetology Instructor Program**  
(Cosmetology Instructor Certificate Program)

**Program Hours: 300 Clock Hours**

**SOC : 25-1194 ~ CIP: 12.0413**

*Certification requirements of the Board of Cosmetology and Barber Examiners for a Cosmetology Instructor are as follows: hold a valid license as a cosmetologist, aesthetician, manicurist, or natural hair stylist and meet the educational and experience requirements. Effective July 1, 2015, the individual must hold a license in the field they are approved to teach for at least three (3) continuous years in order to obtain an instructor license.*

**Objective:**

The instructor training program is designed to prepare licensed cosmetologists for the state board licensing exam. The course offers lesson planning training and 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, including lesson planning and practical application.

The Tennessee Board of Cosmetology and Barber Examiners requires applicants for an instructor's license complete three hundred (300) clock hours of instruction. Queen City College, LLC meets or exceeds those requirements as follows:

**Lesson Planning**

- Visual aid equipment;
- Originate, and
- Prepare and enact lessons.

Total Hours Required: 100 hours

**General Hours**

- Book knowledge;
- Teaching techniques;
- Testing and grading;
- Student motivation;
- Product knowledge;
- Classroom control;
- Rules and regulations, and
- State laws.

Total Hours Required: 100 hours

**Physical**

- Shampooing;
- Finger waves;
- Roller construction;
- Permanent waves;
- Hair coloring and lightening;
- Haircutting;
- Relaxers;
- Nails;
- Facials, and
- Make-up.

Total Hours Required: 100 hours

**Total Curriculum Hours: 300 Hours**

**Esthetics Program**  
(Esthetics 2021 Certificate Program)

**Program Hours: 750 Clock Hours**

**SOC : 39-5094 ~ CIP: 12.0409**

**Objective:**

The basic esthetics program is designed to prepare students for the state board licensing exam. The program offers training in skincare and its 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, body waxing, lash, brow tinting, airbrush tanning, cellulite reduction treatments, anti-aging treatments, machine facials, and make-up application. The instructional staff teaches both theoretical and practical applications and is supplemented by special classes. Opportunities for supervised practical work with the public are provided.

The Tennessee Board of Cosmetology and Barber Examiners requires the seven hundred fifty (750) clock hours/ 22.5 credit hours of instruction required of applicants for a license to practice aesthetics to be apportioned. Queen City College, LLC meets or exceeds those requirements as follows:

**General Hours**

- Sterilization;
- Sanitation and bacteriology;
- Professional ethics;
- Personality;
- Salesmanship;
- Anatomy and physiology, and
- State law.

Total Hours Required: 150 hours

**Chemical Hours**

- Skin conditions and disorders;
- Nutrition;
- Aging factors;
- Product ingredients and usage;
- Waxing;
- Lash and brow tinting, and
- OSHA and EPA requirements.

Total Hours Required: 150 hours

**Physical 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
- Application of machines;
- Color psychology, and
- Make-up and corrective make-up arching.

Total Hours Required: 450 hours

**Total Curriculum Hours: 750 Hours**

**Nail Tech Program**  
(Nail Tech 2021 Certificate Program)

**Program Hours: 600 Clock Hours**

**SOC : 39-5092 ~ CIP: 12.0410**

**Objective:**

The basic manicure program is designed to prepare students for the state board licensing exam. The program offers training in artificial and natural nail care and 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, and natural nail care: manicuring and pedicuring, including spa services. The theoretical and practical applications are taught by the instructional staff and is supplemented by special classes. Opportunities for supervised practical work with the public are provided.

The Tennessee Board of Cosmetology and Barber Examiners requires the six hundred (600) clock hours/ 18 credit hours of instruction required of applicants for a license to practice manicuring to be apportioned. Queen City College, LLC meets or exceeds those requirements as follows:

**General Hours**

- Sanitation and bacteriology;
- Anatomy and physiology;
- State law;
- Salon management, and
- Ethics.

Total Hours Required: 150 hours

**Chemical Hours**

- Product knowledge;
- Ingredients and usage of materials;
- Manicuring and pedicuring, and
- EPA and OSHA requirements.

Total Hours Required: 100 hours

**Physical Hours**

- Massage;
- Manicuring;
- Pedicuring;
- Nail care;
- Nail artistry;
- Nail wraps;
- Sculptured nails;
- Nail tips;
- Gel nails, and
- Nail safety.

Total Hours Required: 350 hours

**Total Curriculum Hours: 600 Hours**

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

**CHECKLIST OF ITEMS PROSPECTIVE STUDENTS MUST BRING BEFORE 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, LLC, 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.)  
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**Are you an Independent or Dependent Student?**

According to the US Department of Education, any student over twenty-four (24) years old who reports their financial information (and, if you're married, your spouse) is classified as an **INDEPENDENT Student**.

According to the US Department of Education, an Undergraduate student who is under the age of twenty-four (24) years old as of December 31<sup>st</sup> of the award year you are considered for federal student aid purposes is a **DEPENDENT student** - HOWEVER - if you are married, have dependents other than a spouse, are an orphan, are a veteran or active-duty member of the US Armed Forces (or satisfy additional criteria) you COULD be classified as an INDEPENDENT student.

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

**Independent Students ~**

Signed copy of your tax return transcript from the IRS (<https://www.irs.gov/individuals/get-transcript>). If married and filed separately, the husband and wife's 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 online at **WWW.STUDENTAID.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.

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**\*\*TO APPLY USING VETERAN'S EDUCATIONAL BENEFITS\*\***

Veterans wishing to apply for 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 \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## A Winner's Creed

If you think you are beaten, you are;  
If you think you dare not, you don't;  
If you'd like to win, but think you can't,  
It's almost a cinch you won't.

If you think you'll lose, you're lost;  
For out in the world we find  
Success begins with a person's will,  
It's all in the state of mind.

Life's battles don't always go  
To the stronger or faster hand;  
But sooner or later the person who wins  
Is the one who thinks "I Can".

~Author Unknown~