

**TONI & GUY**  
HAIRDRESSING ACADEMY



Coeur d'Alene

**STUDENT CATALOGUE**

## TABLE OF CONTENTS

|                                       |               |
|---------------------------------------|---------------|
| TABLE OF CONTENTS                     | Page 1        |
| TONI&GUY WELCOME                      | Page 2        |
| TONI&GUY HISTORY                      | Page 3        |
| TONI&GUY COEUR D'ALENE FACILITY       | Page 3        |
| FACULTY AND STAFF                     | Page 4        |
| ADMISSIONS                            | Page 4,5      |
| REQUIREMENTS                          | Page 4        |
| PROCEDURES                            | Page 5        |
| TRANSFER STUDENTS/CROSSOVER PROGRAM   | Page 5        |
| REQUIREMENTS FOR GRADUATION           | Page 5        |
| TUITION                               | Page 6        |
| CANCELLATION AND SETTLEMENT POLICY    | Page 6,7      |
| REFUND POLICY                         | Page 7,8      |
| SCHOOL CALENDAR                       | Page 8        |
| START DATES                           | Page 8        |
| SCHOOL HOURS                          | Page 8        |
| HOLIDAYS                              | Page 9        |
| SEVERE WEATHER                        | Page 9        |
| COSMETOLOGY PROGRAM                   | Page 9,10     |
| <br>                                  |               |
| INSTRUCTOR TRAINING PROGRAM           | Page 11       |
| DAILY SCHEDULE                        | Page 12,13    |
| STUDENT CONDUCT                       | Page 13       |
| TITLE IX/NO HARASSMENT POLICY         | Page 14       |
| ETHICS                                | Page 15       |
| DRESS CODE                            | Page 15       |
| DAILY DUTIES                          | Page 15       |
| LUNCH AND BREAKS                      | Page 16       |
| CLIENT SERVICES                       | Page 16       |
| GRATUITIES                            | Page 16       |
| RECEPTION AREA                        | Page 16       |
| NON-SMOKING POLICY                    | Page 16       |
| EATING & DRINKING                     | Page 16       |
| SAFETY                                | Page 16       |
| TELEPHONES                            | Page 17       |
| STUDENT SERVICES                      | Page 17       |
| ACADEMIC SUPPORT                      | Page 17       |
| LIBRARY/RESOURCES                     | Page 17       |
| PLACEMENT ASSISTANCE                  | Page 17       |
| STUDENT SERVICES /HUMAN RESOURCES     | Page 17       |
| PERSONAL SERVICES                     | Page 17       |
| RETAIL PRODUCTS/ID BADGES             | Page 17       |
| ADDITIONAL PURCHASES                  | Page 18       |
| MAKE-UP WORK                          | Page 18       |
| RECORDS                               | Page 18       |
| CONFIDENTIALITY POLICY                | Page 18       |
| TARDINESS                             | Page 18       |
| ABSENTEEISM                           | Page 18       |
| TIME CLOCK POLICY                     | Page 18       |
| LEAVE OF ABSENCE                      | Page 18, 19,  |
| SATISFACTORY ACADEMIC PROGRESS POLICY | Page 19,20,21 |
| LEVELS OF CORRECTIVE ACTION           | Page 21,22    |
| READMISSION                           | Page 22       |
| WITHDRAWAL                            | Page 22       |
| FINANCIAL AID                         | Page 22,23,24 |
| RETURN OF TITLE IV FUNDS              | Page 24,25    |
| REESTABLISHMENT OF FINANCIAL AID      | Page 25       |
| DRUG POLICY                           | Page 25,26    |
| DIRECTIONS TO THE ACADEMY             | Page 26       |
| STUDENT COMPLAINTS/GRIEVANCE POLICY   | Page 26,27    |
| CHANGES IN FEES AND SCHEDULES         | Page 27       |

# TONI&GUY HAIRDRESSING ACADEMY

## STUDENT CATALOGUE

### Welcome

Thank you for considering TONI&GUY Hairdressing Academy Coeur d'Alene as the first step in your new career. The following academy catalogue is designed to create a clear understanding of our structure and organization and to ultimately inform you of the TONI&GUY worldwide education.

### Mission

**The Academy will strive to provide the essential foundation, environment, and facilities for you to excel - from its worldwide presence, rapid growth and maturity, to where it is today. We want you the student, to find an outstanding environment for learning and personal development.**

**TONI&GUY Hairdressing Academy has a tradition of excellence and friendliness and wants to continue to build on our success. The Academy seeks to offer the means for each individual to develop their talents and abilities to the fullest. The instructors and staff of the academy are committed to an unprecedented level of excellence and service. Academic and practical programs are of the highest quality and will provide you the opportunity for preparation for life, as well as a cosmetologist and/or instructor.**

### Objective

The objective of the TONI&GUY hairdressing program is to surpass the criteria necessary for students to meet state guidelines and pass the state exam required to obtain a Cosmetology or Instructor license. Our goal is to have our students complete their program as skilled, confident professionals.

Programs at TONI&GUY Hairdressing Academy are designed to teach current theory and practical applications in a precise and exciting manner that will have relevance in the salon environment.

Thank you for selecting TONI&GUY Hairdressing Academy as the first step in your new profession.

Sincerely,  
Sandra Chandler  
Owner/CEO  
TONI&GUY Hairdressing Academy  
Colorado Springs / Coeur d'Alene

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Coeur d'Alene, ID 83815  
208.930.1276  
208.930.1297 FAX  
[www.toniguy.edu](http://www.toniguy.edu)

# TONI&GUY Our Story

In 2015, TONI&GUY celebrated our 30th anniversary in the United States, with 44 salons in the nation and over 475 salons worldwide, 18 cosmetology hairdressing academies, 3 advanced training hairdressing academies, and TONI&GUY exclusively uses and recommends the TIGI/BED HEAD line of professional haircare products and cosmetics.

For over 50 years, Bruno Mascolo and his brothers Toni, Guy and Anthony have built the TONI&GUY name into a powerful brand with recognition and presence throughout the world. TONI&GUY culture combines the allure of high fashion with hairdressing, adapting couture styles to the individual tastes and preferences of each client. More than just classrooms and techniques, the sleek design and progressive curriculum of TONI&GUY academy immerses students in a unique environment and provides an exceptional learning experience.

Combining our distinct approaches to hairdressing and education, TONI&GUY has established learning facilities that produce talented and well-trained hairdressers and color technicians for salons across North America. Our academies bring the quality and consistency to hairdressing education that makes TONI&GUY legendary in the salon industry. We also offer world-class continuing education to instructors, as well as advanced training to licensed hairdressers and technicians.

## **HISTORY & FACILITY**

TONI&GUY HAIRDRESSING ACADEMY Colorado Springs opened its doors in 1993 at its former location, and on May 29, 2012, the Academy moved to its current location in the heart of beautiful Colorado Springs, CO. The Academy adopted the world renowned TONI&GUY education in 1996. It is located in one of the most desirable and fastest growing areas in the country. As a growing community, Colorado Springs is surrounded by the Rocky Mountains and is located at the base of the astonishing Pikes Peak with Denver only an hour away.

Sandra Chandler, owner and visionary is a leader in the hairdressing industry. Success has been synonymous with Sandy since she first entered the hair industry more than 45 years ago. Sandy has played a pivotal role since 1971 as a stylist, salon owner, school owner, and business manager. In addition to the Academy, she opened the TONI&GUY Salon in Colorado Springs in 1997. Under her direction and innovative curriculum, our students have caught the attention of leaders in the industry. Sandy is dedicated to the TONI&GUY philosophy and the same vision and mission that Bruno Mascolo embraces. Sandy and her support staff focus on the student and strive to provide the highest quality of education possible. She believes that personalized service and commitment play an integral part in creating a lifelong relationship between TONI&GUY and the student.

Continuing a legacy of excellence, Sandy opened TONI&GUY HAIRDRESSING ACADEMY Coeur d'Alene in May 2017. Located in the beautiful Inland Northwest, this campus gives students the opportunity to receive their Cosmetology or Instructor Instruction in a modern, 15,000 square foot building. The facility is divided into several different areas. When walking in the front door you are greeted by our receptionist and will immediately be drawn to the expansive retail center and our beautiful reception area. As you make your way onto the clinic floor straight ahead, there are three learning areas all equipped with mobile stations for each student to have a place to store their styling tools and equipment.

The clinic floor visually resembles a salon in its accessibility and accommodations for both students and clinic floor clients. There is a dispensary for shampoos, conditioners, styling products, hair colors and developers. Students are provided a break room equipped with refrigerators, microwaves and a coffee maker. Restrooms are ADA compliant and are available for students, faculty, staff, clinic floor clients and guests.

The classrooms are used to conduct theory every daily from 8:30 AM to 9:20 AM. The first two months of the basic program are held in two separate classrooms which each contain plasma TV monitors to view educational videos for the ultimate educational experience.

The Academy is owned by Chandler Salon LLC. The officers of the school and members of the governing board are Sandra Chandler, Owner/Manager of Chandler Salon LLC; and Robert Chandler Owner/manager of Chandler Salon LLC.

## **FACULTY AND STAFF**

|                             |   |
|-----------------------------|---|
| Executive Owner/CEO         | Sandra Chandler                                     |
| Academy Executive Director  | Steve Chandler                                      |
| Academy Director            | Barbara Lyon  |
| Director of Education       | Ryley Fox   |
| Financial Aid Administrator | E. Chad Lyon  |
| Director of Recruitment     | Anastaisa Marshall                                  |
| Administrative Assistant    | Diana Jensen  |
| Instructors                 | Charlene Wicks<br>Tina McMaster<br>Brienne Lockwood |

|  |                              |
|--|------------------------------|
| Front Desk Coordinators/Visual Merchandisers | Diana Jensen<br>Katelyn Lyon |
|--|------------------------------|

## **ADMISSIONS**

### **Requirements**

- Minimum of 16 years of age
- Complete an Interview
- Tour of School
- High School Diploma, GED or Equivalent
- Birth Certificate or Social Security Card
- State Issued or Government Issued ID
- Registration Fee of \$100
- Signer and Co-Signer State Issued or Government Issued ID
- 2 Passport Pictures
- Entrance Examination is not a requirement for those who provided high school diploma, GED, or Associates or Bachelors degree from an Accredited Institution or Equivalent Documentation

### **Admission Procedures**

To apply for admission, applicants should contact the Director of Recruitment to schedule an appointment for a personal interview and tour of the school facilities. At this time, applicants will complete the application for enrollment, the interview, and the tour. The interview is a great way to understand the Academy's expectations of the students, and the prospective student's expectations of the Academy. Upon acceptance, an enrollment date is agreed upon. During enrollment, the accepted student must provide a copy of their high school diploma or equivalent, social security card or birth certificate, driver's license, two passport photos, and a \$100.00 registration fee.

### **Transfer Students**

TONI&GUY Hairdressing Academy, Coeur d'Alene may accept transfer hours from other cosmetology schools or programs on an case by case basis with approval from the Academy Director. If transferring from another TONI&GUY Hairdressing Academy, all transfer hours will be accepted.

Transfer hours will be evaluated in terms of the quality of the student's work and the relationship of the subject matter to the TONI&GUY Curriculum. Other factors to be evaluated will include the student's last day they attended their previous school, their grade point average/failed exams, projects completed and attendance percentage.

Tuition balances do not transfer from one school to another. Transfer student's tuition is pro-rated per hour for the remaining hours needed to complete the program. All transfer students will be required to purchase a current TONI&GUY Hairdressing student kit.

### **Graduation Requirements:**

A. Complete with an 80% SAP; SAP is compiled from projects, written exams, and practical exercises AND

Completion of minimum number hours:

Cosmetology Program: 2000 Hours

Instructor Training Program: 1000 Hours

B. Successful completion of the academy's written and practical examination, and completion of the required number of projects in each subject.

C. Upon satisfactory completion of the program of training by the student, and upon fulfillment by the student of the terms of this agreement, the academy will issue a diploma and an official record of completion.

D. Should a student leave TONI&GUY Hairdressing Academy owing a balance, the school will not release records until the balance is paid in full, unless other arrangements have previously been made and approved by the TONI&GUY Director.

## TUITION/KIT/MISC. FEES

Cosmetology Tuition \$15,860 / Student Kit \$3,565 Including State Tax

|  |          |
|--|----------|
| Registration/Enrollment Fee  | \$100.00 |
| Signed Contract Cancellation Fee   | \$150.00 |
| Re-Registration/Enrollment Fee for Re-Entry  | \$100.00 |
| Class Repeat Supplies Fee For Unsuccessful Passing Score of Freshman or Sophomore Program  | \$600.00 |
| Lab Fee for Unsuccessful Passing Score Of The Mock Mini-Board Final Practical Exam   | \$75.00  |
| Duplicate Copy of Transcript   | \$75.00  |
|  | \$25.00  |
| Program/Schedule Switch Processing Fee   | \$500.00 |
| *Every student must provide their own State Board Exam kit which can be used at the PSI exam facility after program completion. A State Board Exam kit is required for use in State Board training and the Mock Mini-Board Final Exam. |          |

To promote good work ethics and to give each student the proper experience with clients, Saturday (all day attendance is mandatory for 3 day or 5 day schedules. Each student is granted 2 missed Saturdays. Thereafter, a \$100.00 fee will be charged. Saturday fees are due before students are eligible to take their final Mock Mini-Board exams.

Student kits are a required purchase for each student and are non-refundable.

If a student does not graduate within the time frame as stated in this Agreement, additional training will be provided at the rate of \$100.00 per day for additional hours to meet the minimum hours required by the program, Cosmetology: 2000 hours and Instructor Training: 1000 hours. These additional fees will be charged to the student until the student attains the number of hours necessary to graduate. The maximum time frame shall not exceed 1.5 times the normal duration of the program.

### Cancellation Policy

Cancellation Policy:

All notices of cancellation should be in writing, signed, dated, and mailed to  
TONI&GUY HAIRDRESSING ACADEMY  
410 W. Neider Avenue Suite B, Coeur d'Alene, Idaho 83815

- A. The student applicant will be refunded all monies paid if:
1. The school rejects the applicant.
  2. The student applicant cancels this agreement within three (3) business days after signing the agreement, and making an initial payment.
  3. The student applicant cancels this agreement within three (3) business days following a tour of the school and inspection of school equipment.
  4. The school discontinues a program during a period within which a student could have reasonably completed, except that this provision shall not apply in the event the school ceases operation.
  5. No penalty will be charged to the student applicant if the student fails to notify the school in writing.
  6. If the school cancels a program start date, the student applicant can opt to move any monies paid into an alternate start date.
- B. A student will receive a refund of tuition and fees when:

An applicant requesting cancellation more than three (3) days after signing an enrollment agreement, and making initial payment, but prior to entering the school, is entitled to a refund of all monies paid minus cancellation charge (\$150.00).

- C. Students who have not visited the school facility prior to enrollment will have the opportunity to withdraw without penalty within three (3) days following a tour of the school facilities and inspection of equipment.
- D. A student will be terminated from this academy who does not comply with the code of conduct as stated in the Student catalogue. Any refund due to the student will apply as stated on pages 7-8 of this catalogue.
- E. When a student discontinues training, prior to graduation, the balance due, or refund, will be determined according to chart 1A seen on page 8.
- F. If an outside agency (i.e. Collection Agency/Lawyer) is required to collect the balance due, the student is required to pay reasonable collection costs and TONI&GUY Hairdressing Academy's reasonable lawyer fees, if any (as defined by said agency within state laws) .

**Refund Policy for all courses:**

The school shall refund unearned tuition and other charges to a student attending the school that withdraws or otherwise fails to complete the period of enrollment. The school shall make a pro-rated refund of tuition and other charges as defined below:

- A. A refund is based on the period of the student's enrollment, expressed in number of days enrolled, number of days enrolled is defined as:
  - 1. The time elapsed between the actual starting date and the date on which the student formally terminates enrollment as herein provided. (Days Enrolled).
- B. The effective date of the termination for refund purposes is the earliest of:
  - 1. The last date of enrollment of the student which is terminated by the school
  - 2. The date on which the school receives written notice of the student's intent to discontinue the program or the date on which the student violates published school policy, which provides for termination.
- C. No student shall be continued on an inactive basis in violation of school policy without written consent of the student.
- D. Inactive students must be terminated no later than 30 days of the next available start date and refunded appropriate prepaid tuition at that time.
- E. That except for retention of a cancellation charge not to exceed \$150.00, the policy for cancellation settlement, and refund of tuition and fees provides for at least the following:
  - 1. For a student terminating his/her training within the first ten percent of his/her program, the student shall be entitled to a refund of ninety percent of the tuition and fees of the program exclusive of books, tools, and supplies.
  - 2. For a student terminating his/her training after ten percent, but within the first twenty-five percent of his/her program, the student shall be entitled to a refund of seventy-five percent of the tuition and fees of the program exclusive of books, tools, and supplies.
  - 3. For a student terminating his/her training after twenty-five percent, but within the first fifty percent of his/her program, the student shall be entitled to a refund of fifty percent of the tuition and fees of the program exclusive of books, tools, and supplies.
  - 4. For a student terminating his/her training after fifty percent, but within the first seventy-five percent of his/her program, the student shall be entitled to a refund of twenty-five percent of the tuition and fees of the program exclusive of books, tools, and supplies.
  - 5. For a student terminating his/her training after seventy-five percent of his/her program, and has entered the final twenty-five percent, shall not be entitled to any refund, and shall be obligated for the full price of the program, which constitutes the maximum obligation.



CHART 1A

| Number of Days Enrolled to Total Number of Days in Program | Amount Academy Shall Retain | Amount Academy Shall Refund |
|--|-----------------------------|-----------------------------|
| 0.01% TO 10%   | 10%                         | 90%                         |
| 11% TO 25%   | 25%                         | 75%                         |
| 26% TO 50%   | 50%                         | 50%                         |
| 51% TO 75%   | 75%                         | 25%                         |
| 76% OR OVER  | 100%                        | 0%                          |

- F. A refund owed under this section must be paid no later than the 30<sup>th</sup> day after the date on which the student becomes eligible for the refund. If a refund is not made within the period required by this section, the school shall pay interest on the refund for the interval beginning with the first day following the expiration of the refund period and ending with the day immediately after the date the refund is made. If the refund is made to a lending institution, the interest shall also be paid to that institution.
- G. The policy for the granting of hours for previous training shall not impact the refund policy.
- H. Refund calculation is based on the number of days enrolled divided by number of days in program to determine percent of refund as shown on chart 1A.

**Special refund circumstances:** In case of prolonged illness or accident, death in the family, or other documented circumstances that make it impractical to complete a period of enrollment, the school will make a settlement that is reasonable and fair to all parties.

## SCHOOL CALENDAR

### Program Start Dates

The Cosmetology and Instructor Training programs begin the first Thursday of every month. The maximum enrollment within a class start is sixteen (16) students. Student Orientation is held on the first day of a new class start. Any changes in the orientation day will be written in your acceptance letter. Additional orientations will be held for each level of the program.

### Postponement Of A Starting Date

A written agreement signed by the student and the school is required. The agreement must set forth:

- A. Whether the postponement is for the convenience of the school or the student, and:
- B. A deadline for the new start date, beyond which the start date will not be postponed.  
If the program is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the deadline of the new start date set forth in the agreement, determined in accordance with school's refund policy, and all applicable laws and rules concerning the Private Occupational Act of 1981.

### School Hours

School hours are determined by the program selected. New students attend school Thursday, Friday and Saturday from 8am to 6:30 pm. A student will determine upon enrollment either to stay on the 3 day schedule, or switch to a 5 days schedule (Tuesday through Saturday, 8:30AM to 4PM) after attending the first 2 months. Program hours and days may be adjusted by the administration to allow for holidays or other events warranting a schedule change.

## **Holidays**

The following holidays are observed: New Years Day, Memorial Day weekend (Saturday through Monday), Fourth of July , Labor Day weekend (Saturday through Monday), Thanksgiving (Thursday through Monday) , Christmas Break (4-6 days).

## **Closure Due To Inclement Weather**

Closure or Delay will occur when the Director deems the weather to be severe. All delays and closures will be listed on all major local news network TV scrolls and their websites, as well as the Academy's Facebook page. It is up to all individuals to use their best judgment concerning driving conditions.

## **COSMETOLOGY PROGRAM**

2000 Hours / 61 WEEKS – 5 Day Schedule

2000 Hours / 71 WEEKS – 3 Day Schedule

(Program duration may increase based on student absent time and inclement weather closures.)

TONI&GUY Hairdressing Academy offers a Basic Cosmetology program to individuals seeking to become licensed within the field of Cosmetology. Our program produces qualified hairdressers invested in the concept of hair fashion. The Basic Cosmetology program introduces and guides beginning students in the areas of modern haircutting, colouring, and hairdressing. Our program teaches these techniques to help students meet the level of proficiency in cosmetology required by the state. The program is designed to help prepare you to obtain the knowledge and skills needed for an entry level position in the cosmetology field. Students will learn TONI&GUY's unique haircutting, styling & colouring techniques in the levels listed below.

### **Program Format:**

The curriculum for students enrolled in the Cosmetology program shall consist of 2000 clock hours of technical instruction, practical operations and theory as mandated by the State. Theory and technical instruction means instruction given by demonstration, lecture, classroom participation, and examination. Practical operation shall mean actual performance by the student of a complete service on another person or mannequin.

### **Freshman**

Skills Learned: cutting methodology/terminology, handling cutting/styling tools, ergonomics, head sheets, shampooing, up-dos, thermal styling, perm, texturizing techniques and cutting/styling ten (10) TONI&GUY Classic Cuts.

### **Sophomore**

Skills Learned: colouring methodology/terminology, basic colour theory, TIGI colour product knowledge, nine (9) TONI&GUY Classic Colouring techniques, relaxers, Mizani product knowledge, makeup, hair removal, manicure, pedicure, artificial nails, facials and Dermalogica product knowledge, clinic floor operations, introduction to State Board Testing procedures

### **Junior A**

Skills Learned: advanced colour theory, lightening, toning, corrective colour consultations, techniques & applications, specialty styling, and avant garde concepts & techniques. Students will now begin taking clients.

### **Junior B**

Skills Learned: ongoing hands-on in specialty styles, consultation & closing the service, advanced cut & chemical techniques. Students are available to take clients all day.

### **Salon Ready**

Skills Learned: salon business, portfolio & resume building, state board kit check, state board overview. Students will prepare for their Senior Test Out and must be able to perform practical Toni&Guy Classic techniques to become a senior. Students are available to take clients all day.

## Senior

Skills Learned: all applications of state exam procedures, including all required tests and practical test-outs to prepare for Mini-Board Exam. Students must pass mock State Board exam. Students are available to take clients all day.

The normal time to complete the cosmetology program for a 5 day student is 61 weeks and 3 day student is 71 weeks. However, program duration may increase based on time off due to holiday or inclement weather closures.

Please review the following requirements for program completion for submission to the Idaho Bureau of Occupational Licenses:

| <u>Category</u>    | <u>Hours of Theory</u> | <u>Hours of Lab</u> |
|--------------------|------------------------|---------------------|
| Hairstyles         | 200                    | 440                 |
| Scalp Treatment    | 10                     | 50                  |
| Perms/Relaxers     | 130                    | 90                  |
| Haircutting        | 150                    | 180                 |
| Bleaching          | 10                     | 50                  |
| Tints              | 75                     | 50                  |
| Semi-Tints         | 20                     | 50                  |
| Frost/Highlights   | 10                     | 100                 |
| Facials/Makeup/Wax | 30                     | 100                 |
| Manicuring         | 30                     | 75                  |
| Pedicuring         | 5                      | 25                  |
| Artificial Nails   | 10                     | 110                 |

TOTAL: 2000 Hours

Upon completion of the program, a successful state board exam and subsequent licensing, the graduate becomes an entry-level licensed cosmetologist.

Career paths for a licensed Cosmetologist can be in the following areas:

Entry-level Salon Stylist or Chemical Technician, Salon Manager, Salon Owner, Salon Director, Salon Educator, Product Company Representative, or Platform Artist.

To become a Cosmetology Instructor, further training is required. Other positions mentioned may also require additional education.

\*Note: It is the students' responsibility to meet with the Academy Director to pick up all necessary paperwork to apply for the State License Examination and consequent licensure and pay all applicable fees.

\*Note: Once a student is licensed, it is the student's responsibility to contact the Admission's Director regarding licensure including graduate's current name, address, telephone number and of his/her employer once employed in the field.

**INSTRUCTOR TRAINING PROGRAM**  
 1000 Clock Hours / 30 Weeks - 5 Day Schedule  
 1000 Clock Hours / 36 Weeks - 3 Day Schedule

Toni&Guy Hairdressing Academy offers a 1000 hour Cosmetology Instructor Training Program. This program will prepare a licensed cosmetologist to instruct cosmetology students.

**Program Format:**

The curriculum for students enrolled in the Instructor Training program shall consist of 1000 clock hours of technical instruction, practical operations and theory as mandated by the State. Theory and technical instruction means instruction given by demonstration, lecture, classroom participation, and examination.

We use the following instructional methods:

1. One on one learning from licensed instructors
2. Demonstration based
3. Class room observations
4. Shadowing licensed instructors on clinic floor
5. Class room preparation
6. Reviewing/Learning games

Please review the following requirements for program completion for admission to the Idaho Bureau of Occupational Licenses:

| Category                                  | Hours of Theory | Hours of Lab |
|---|-----------------|--------------|
| Lesson Planning                           | 40              | 25           |
| Audio Visual Aid Prep                     | 5               | 25           |
| Classroom Mgmt/Theory Classes             | 25              | 25           |
| Practical Class Instruction/Demonstration |                 | 25           |
| Testing & Evaluation Theory               | 10              | 15           |
| Testing & Evaluation Practical            | 10              | 15           |
| Clinic Floor Supervision                  |                 | 700          |
| Teacher Maturity                          | 10              |              |
| Personality / Professional Conduct        | 10              |              |
| Course Development                        | 20              |              |
| Teaching Principles                       | 10              |              |
| Student Learning Principles               | 10              |              |
| Teaching Adults                           | 10              |              |
| Communications                            | 10              |              |

Total Hours: 1000

Upon completion of the course, a successful board exam, and subsequent licensing, the graduate becomes a licensed Instructor.

Career paths for a licensed Instructor can be in the following areas: Instructor, School Supervisor, School Director, Owner, Salon Educator, and Product Company Representative.

\*Note: It is the students' responsibility to meet with the Academy Director to pick up all necessary paperwork to apply for the State License Examination and consequent licensure and pay all applicable fees.

\*Note: Once a student is licensed, it is the student's responsibility to contact the Admission's Director regarding licensure including graduate's current name, address, telephone number and of his/her employer once employed in the field.

## **TONI&GUY HAIRDRESSING ACADEMY DAILY SCHEDULE**

### **Five (5) Day School Hours**

In order to excel in any of our programs, you will need to attend all scheduled classes. Attendance is mandatory for all students. Class hours are Tuesday through Saturday, 8:30 am – 4:00 pm and Theory class runs Tuesday through Friday from 8:30 am to 9:20 am. Students are responsible to clock themselves in and out. Generally, time clock adjustments will only be made in the circumstance of a time clock failure or any other extenuating circumstances that may arise, as approved by the academy Director at their sole discretion. The required arrival time is 8:15 am in order to be prepared for class by 8:30 am. You are considered tardy at 8:31 am and will be unable to accrue hours until 9:20 am. The Academy administration may adjust program hours and days to allow for holidays or other events warranting schedule adjustment. Students shall be informed of any schedule adjustments by written notice prior to any changes.

### **Three (3) Day School Hours**

As in the 5 day schedule, in order to excel, you will need to attend all scheduled classes. Attendance is mandatory for all students. Class hours are Thursday, Friday and Saturday 8:00 am – 6:30 pm based on Enrollment Agreement start date. Theory class runs from 8:00 am to 9:20 am. Students are responsible to clock themselves in and out. Generally, time clock adjustments will only be made in the circumstance of a time clock failure or any other extenuating circumstances that may arise, as approved by the academy Director at their sole discretion. The required arrival time is 7:45 am in order to be prepared for class by 8:00 am. You are considered tardy at 8:01 am and will be unable to accrue hours until 9:20 am. The Academy administration may adjust program hours and days to allow for holidays or other events warranting schedule adjustment. Students shall be informed of any schedule adjustments by written notice prior to any changes.

### **Five (5) Day Daily Schedule**

|                |  |
|----------------|--|
| 8:15 – 8:30 am | Clock in and be seated in the designated room. Roll call begins at 8:30 am. Theory class begins promptly at 8:30 am. You will be considered tardy at 8:31 am.  |
| 9:30 am        | Junior and senior students go directly to their stations on the clinic floor and begin their assignments.  |
| LUNCH BREAK    | Every student is required to take a 30 minute lunch break, as scheduled by the Academy Administration. If you are servicing a client past your regular lunch time, you are required to notify your instructor and the front desk to reschedule your lunch break. |
| 3:30 – 4:00 pm | Sanitize and clean your station. Complete your assigned duty as requested prior to leaving. All students must clock out by 4:00 pm unless servicing a client.  |

### **Three (3) Day Daily Schedule**

|                |  |
|----------------|--|
| 7:45 – 8:00 am | Clock in and be seated in the designated room. Roll call begins at 8:00 am. Theory class begins promptly at 8:00 am. You will be considered tardy at 8:01 am.  |
| 9:30 am        | Junior and senior students go directly to their stations on the clinic floor and begin their assignments.  |
| LUNCH BREAK    | Every student is required to take a 30 minute lunch break, as scheduled by the Academy Administration. If you are servicing a client past your regular lunch time, you are required to notify your instructor and the front desk to reschedule your lunch break. |
| 6:00– 6:30 pm  | Sanitize and clean your station. Complete your assigned duty as requested prior to leaving. All students must clock out by 6:30 pm unless servicing a client.  |

### **STUDENT CONDUCT**

We want all of our students to be successful and to have an outstanding educational experience. To establish a path of success, there are particular guidelines within the Academy that need to be followed. Should any of the guidelines not be followed, the student may not benefit from the program as intended. Proper student conduct is important for the culture of the Academy as our desire is to lead everyone to a successful career path. TONI&GUY Hairdressing Academy complies with all local, state and federal laws that apply. Corrective action will be taken for any violation of the policies listed in this catalogue, interference of another student's work, disruptive behavior, or for students under the influence of drugs or alcohol. (See section on Termination).

## **TITLE IX NOTICE OF NON-DISCRIMINATION**

Toni&Guy Hairdressing Academy does not discriminate on the basis of sex in its education programs or activities and is committed to ensuring an educational environment free of sexual harassment, including sexual violence, and to full compliance with Title IX of the Education Amendments Act of 1972 and other federal and state laws governing such conduct.

The following individuals have been designated as the Title IX Coordinators by Toni&Guy Hairdressing Academy to handle inquiries regarding Toni&Guy Hairdressing Academy Title IX policies, including receiving and responding to information about any incident of sex discrimination:

E. Chad Lyon, Financial Aid Administrator  
410 Neider Avenue, Suite B  
Coeur d'Alene, ID 83815  
(208) 930-1276  
eclyon@toniguy.edu

Barbara Lyon, Director  
410 Neider Avenue, Suite B  
Coeur d'Alene, ID 83815  
(208)930-1276  
blyon@toniguy.edu

### **NO HARASSMENT POLICY**

It is Toni&Guy Hairdressing Academy's intent to provide an environment free from all verbal, physical, and visual forms of harassment. All students and staff are expected to be sensitive to and respectful of their fellow students, coworkers, clients, and others with whom they come into contact while representing our school. We prohibit all forms of harassment, whether due to sex, sexual orientation, race, religion, disability or any other reason.

Toni&Guy Hairdressing Academy is committed to providing workplaces and learning environments that are free from harassment on the basis of any protected classification including, but not limited to, race, sex, gender, color, religion, sexual orientation, age, national origin, disability, medical condition, marital status, veteran status or on any other basis protected by law. Such conduct is unprofessional, unproductive, illegal, and generally considered bad for business. Consequently, all conduct of this nature is expressly prohibited, regardless of whether it violates any law.

### **DEFINITION OF SEXUAL HARASSMENT**

Sexual harassment consists of unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature where by submission to such conduct is an explicit or implicit term or condition of admissions or of a person's status in a course program or activity, or in an academic decision; by submission to or rejection of such conduct is used as a basis for an academic decision; or such conduct has the purpose or effect of unreasonably interfering with an individual's work or academic performance or creating an intimidating, hostile, or offensive work or educational environment.

Examples of sexual harassment include, but are not limited to, unwanted sexual advances; demands for sexual favors in exchange for favorable treatment; verbal abuse of a sexual nature; graphic commentary about an individual's body, sexual prowess or deficiencies; leering; touching; pinching; assault; coerced sexual acts; suggestive, insulting or obscene comments or gestures; stalking; and displaying sexually suggestible objects or pictures. Toni&Guy Hairdressing Academy prohibits all conduct of this nature whether or not such conduct violates any applicable laws.

### **OTHER FORMS OF HARASSMENT**

Verbal abuse, insulting comments and gestures, and other harassing conduct are also forbidden under this policy when directed at an individual because of his or her race, color, sex, sexual orientation, familial status, age, religion, ethnic origin, or disability. It is the responsibility of each employee and each student to conduct him or herself in a professional manner at all times and to refrain from such harassment.

### **COMPLAINT PROCEDURE FOR HARASSMENT**

If at any time you believe you are being subjected to harassment, or if you become aware of such conduct being directed at someone else, you should promptly notify the Title IX Coordinator and the Director. All reported incidents will be investigated. Promptly after learning of such alleged conduct, the Title IX Coordinator and the Director will conduct an investigation for the purpose of determining whether prohibited harassment has occurred. Efforts will be made to ensure confidentiality to the extent consistent with the goal of conducting an appropriate investigation. Students who initiate or participate in such investigations in good faith will be protected against school-related retaliation. If an investigation confirms the allegations, the school will take prompt corrective action, which may include discipline, up to and including immediate dismissal.

## STUDENT ETHICS

TONI&GUY Hairdressing Academy believes in focusing on the best in others and does not promote unethical behavior such as gossiping. Avoiding gossip will provide students with a positive learning environment. Being a professional with students as well as clients is an integral part of the program. Keeping conversations with clients positive and avoiding sensitive topics such as religion, personal relations or gossip will aide students in building a solid relationship with a client. Using profane language is not tolerated. Clients, instructors, students and Administration should all be treated with respect.

## DRESS CODE

Students are required to wear all black clothing, with no other colors, logos or emblems, to exclude TONI&GUY emblems.

Professionalism should be first and foremost in choosing your wardrobe for school. You may wear an approved apron over your clothes on the clinic floor. TONI&GUY t-shirts may be worn but must be clean and pressed.

If you choose to wear skirts with a hemline above the knee, you must wear solid black leggings underneath. Skirt lengths must not be shorter than fingertip with arm fully extended.

Hosiery, leggings, and tights must be worn at all times in the color black.

Ties and jewelry may be any color while belts and scarves must be black.

Armpits and chest must be covered at all times. No bare stomachs. If top rises when arms are lifted and reveals bare flesh, the top is too short.

Shoes may be any color, but must have a closed toe, closed heel, cleaned and polished. Sandals, clogs and workout shoes are not permitted. Wear comfortable shoes as you will be on your feet all day.

Slippers, house shoes, sweat pants, low cut blouses, men's undershirts, colored undershirts, tank tops, shorts, rompers, lingerie, see-through fabrics, and bare feet are not permitted. Wearing leggings as pants is not allowed.

Sunglasses may not be worn in the Academy. Bandanas wrapped on the head are not permitted.

Undergarments must be nude or black. Colored undergarments which are visible through clothes will not be permitted. Undergarment lines and body suit lines should not be visible through clothing. Slips must be worn when fabric is sheer.

If a student does not meet dress code, they are clocked out and sent home to change and must return to school within the hour.

## DAILY DUTIES

All students will be assigned daily duties. Please take pride in fulfilling the assigned duty and carry out the task with attentiveness. Students will not clock out until all the duties have been completed. Styling stations and mirrors need to be cleaned and sanitized every day. Items should not be left out or left overnight and all personal items need to be secured at all times. **The Academy is not responsible for any lost or stolen items.** Cleaning the break room, classroom and the clinic floor should be performed daily. Additionally, keeping all areas where clients are serviced should be maintained properly as per State Regulations. These areas include the shampoo area, dispense, styling stations, etc.



## **LUNCHES AND BREAKS**

Students receive one (1) thirty minute (30) lunch period. All students are scheduled two (2) ten (10) minute breaks in the morning and afternoon.

## **CLIENT SERVICES**

As a learning establishment, students are required to perform practical procedures. Refusing to service a client and trading tickets with another student will result in corrective action. All services performed on a client should result in a consultation with an instructor. All tickets are to be signed off by an instructor prior to bringing the ticket to the front desk.

## **GRATUITIES**

Students may receive tips from clients. However, please do not solicit tips from the clients. It is strictly the client's prerogative to leave a tip and should not be expected. Receiving a tip is a compliment to a student. Clients may have reasons, whether it is economical, personal or otherwise, for not offering a tip.

## **RECEPTION AREA**

Students are not permitted behind the receptionist desk at any time. Students are not allowed to view, make changes to, or touch the appointment books. In addition, congregating around the front desk is not allowed. The receptionists are working hard to make appointments and service clients to assist you in your education. Your help is greatly appreciated by greeting your clients in timely manner, assisting them in making product purchases and checking out.

## **NON-SMOKING POLICY**

A smoke-free environment is provided for all students and staff. Students may only smoke in the designated student smoking area. Students may not congregate or loiter in front of the school or adjacent to surrounding businesses at any time.

## **EATING AND DRINKING**

Eating and drinking is not permitted on the clinic floor. Please refrain from doing so; the break room is the proper place for these activities. Only a sealed lid type of water bottle with water is acceptable in the classroom and on the clinic floor.

## **SAFETY**

In an effort to provide a safe environment for all of our students, we have established the following safety guidelines:

1. Walking through the school as opposed to running.
2. Aisles and work areas must be clear from clutter and obstruction.
3. Avoid lifting heavy objects by yourself; seek assistance from another person.
4. Report anything that would cause an injury or place someone in a dangerous situation such as chipped glass, broken equipment, sharp or rough edges, electrical problems, or water seepage or spills.
5. Report any incident that results in an injury or threatens safety.
6. Report any situation which may be suspicious or out of the ordinary.
7. Fire escape routes are posted throughout the school and must be utilized in case of a fire. Each classroom or area has a route designated and must be followed. Please inspect each

area for the fire escape plan as you will be working in various areas of the Academy.

## **TELEPHONES**

The lobby telephone is for the use of service clients and is not for the use of students. Cell phones are permitted with supervised usage only when necessary. Students must get permission to use their cell phones when not on breaks or lunch. Students may not use cell phones on the clinic floor, classrooms, and any other areas besides student break room or outside break area. Students must provide the school's phone number for emergency types of situations.

## **STUDENT SERVICES**

### **Academic Support**

The mission of the Academy is to provide assistance to students to facilitate growth in their academic potential. Students with educational needs are encouraged to seek guidance from any of the staff. To assist students in maximizing their growth, the staff will provide instruction on note-taking, meaningful text reading, exam preparation, time management, and a variety of other skills deemed necessary for success. These services will be provided through individual meetings that assess a student's needs and concerns. An individualized plan is then developed to strengthen specific academic study skills.

### **Library / Resources**

The bulk of academic material required for each program is covered during regular theory hours. Resources consist primarily of teaching videos, trade magazines and specialty books. Students wishing to enhance their education with additional materials may do so by reviewing the resources available to them. These resources are available upon request. Hours of Operation are: Tuesday and Wednesday 8:30am-4:00pm and Thursday, Friday and Saturday 8:00am-6:30pm.

### **Placement Assistance**

Upon completion of the Salon Ready class, the student will be given the opportunity to have a one-on-one interview with the Salon Ready Instructor to practice interviewing techniques and styles, as well as, present their portfolios for constructive criticism. During the interview with the student, employment opportunities from our career opportunities book will be discussed along with recommendations for salons designed to meet each individual's needs. The employment opportunities book is updated quarterly and is accessible at all times in the computer lab area. TONI&GUY does offer employment assistance to all graduates. TONI&GUY does not guarantee employment.

### **Student Services/Human Resources**

The TONI&GUY Hairdressing Academy offers student services/human resource assistance. Please see the Director if you have questions or concerns pertaining to student services/human resources. Student Services/Human Resource books are made available in the Computer Lab to all students and lists resources such as childcare, health assistance, transportation assistance, etc.

### **Personal Services**

Student clinical services are offered to every student and are a privilege. Students may receive services only upon approval from an Instructor. Clients will be considered before any student clinic service will be performed. Students are required to pay product costs for chemical services which will be collected prior to the service performed. Refusals to make payment prior to the services performed will result in revoking service.

### **Retail Products / Id Badge**

Discounts are available for active students only for personal use. A student identification badge will be issued to every student for the purpose of identification, in particular upon making purchases at the Academy and supply houses. The badge will identify the dates of enrollment and will not be acceptable after the expired date.

If a student should lose their ID badge an additional badge must be purchased for \$5.

**Additional Purchases**

Trolley keys must be purchased for \$15 if issued key is lost.

Students are required to purchase and assemble a State Board Kit for Salon Ready/Kit Prep Class.

**MAKE-UP WORK**

Make-up work is allowed when a student is excused from illness, emergency or unusual circumstance beyond the student's control that prevent the student from the completing the assigned work or examination(s) prior to the end of their program.

**RECORDS**

All student records will be maintained by Administration. Only Administration may have access to these files. If a student wishes to review his/her file, they may do so in the presence of the Director. If the student is a dependent minor, the parents or legal guardian may have access to the student's file. In this event, the Director will assist the parent while interpreting the contents of the file.

**CONFIDENTIALITY POLICY**

As the contract for every student is made solely between the student and TONI&GUY Hairdressing Academy, the information and details of the transaction are not to be shared with other parties. Additionally, any and all student advisement or conversations between the administration and a student are confidential and private. Students are not to discuss their contracts or interaction with other parties.

**TARDINESS**

A student on the 3 day schedule is allowed to clock in at the beginning of each day at 7:45am and no later than 8am. A student on the 5 day schedule is allowed to clock in at 8:15am and be in class no later than 8:30am. If a student is not clocked in at those times, the student will be considered tardy. If a student does not check in using the time clock, they will not receive the hours.

Should a life circumstance cause you to be tardy, it is mandatory that you contact the Academy Director or leave a message on voice mail before 8:00am (3 day) or 8:30am (5 day). If a student is tardy more than 3 times, corrective action will be taken. Being tardy on a regular basis reflects a lack of commitment to the program and will be addressed accordingly by implementation of the "Levels of Corrective Action" as defined below.

**ABSENTEEISM**

The student's attendance is vital to their success in both the Cosmetology and Instructor Training programs. TONI&GUY academy promotes regular attendance and punctuality because it will help students develop good habits required for successful careers. To maintain satisfactory attendance, students must be present for 89 percent of classes during their entire enrollment period. If a student falls below 89 percent attendance in a one month period, the student will be placed on attendance probation. The student will be terminated if we do not receive any contact after being absent for 14 consecutive days. Should a life circumstance cause you to be absent, it is mandatory that you contact the Academy Director.

**TIME CLOCK POLICY**

A student is required to use the time clock to record student hours for the day. A student will not be credited if they do not clock in and out appropriately. TONI&GUY Hairdressing Academy will not make adjustments to the time clock for any student. Additionally, a secondary sign in/sign out record is required. Please remember it is your responsibility to sign in/out and clock in/clock out at the appropriate times including the start and close of each day and lunch breaks. If a student signs in/out for another student, both students will be subject to termination.

**LEAVE OF ABSENCE**

You may request a Leave of Absence (LOA) for a minimum of one week and a maximum of sixty (60) days. You must submit a written LOA request to the Director and an exact date of return to the program. Approval of a LOA is not guaranteed. Under special circumstances, such as documented health issues, the Director may approve an extended LOA and grant additional days. However, the LOA together with any other previous LOA's must not exceed a total of 180 days in any 12 month period.

If the LOA request is approved, you must return by the date specified. If you fail to return from the LOA by the specified date, you will be considered to have withdrawn from the program, effective the first day of the approved leave period, with the following consequences:

- a. If you are entitled to a refund, the Academy will pay you within thirty (30) days of the date upon which the Academy learns that you are not returning from the approved LOA period.
- b. If you received any federal student grants and / or loans, the extent of any unearned grant or loan funds that either you and/or the Academy must return to the federal student aid programs and lenders will be determined using the beginning date of your LOA as the last date on which you completed scheduled class hours.
- c. If you received any federal student loans, your six month "grace" period will be deemed to begin the first day of the approved LOA period, and all the time in the "leave" period will count against the six month grace period.

Any unforeseen personal emergency to extend the LOA will be at the sole judgment of the Academy Director.

## **MINIMUM ATTENDANCE REQUIREMENTS**

TONI&GUY Hairdressing Academy is required to develop and apply consistent and reasonable standards of satisfactory attendance progress for all students. All students are required to maintain an 89% attendance rate on a continuous and monthly basis. Student attendance standards are monitored and reported to the student on a monthly basis. If a student's attendance progress does not meet the required standards of 89%, the policy for Levels of Corrective Action will be followed, and without improvement may lead to termination. The student's maximum time frame to complete the program shall not exceed 1.5 times the normal duration of the program: 2000 hours Cosmetology and 1000 hours Instructor Training.

## **SATISFACTORY ACADEMIC PROGRESS POLICY**

### **1. Overview**

Enrolled students are required to achieve and maintain satisfactory progress in attendance and academics. Satisfactory progress standards apply to all students regardless of whether they participate in financial aid programs. Students must maintain satisfactory progress to be eligible for funding from Title IV financial aid programs.

### **2. Minimum Satisfactory Progress Levels for Attendance**

The minimum attendance level for enrolled students is 89% of the total scheduled attendance hours. The minimum attendance level is calculate by dividing the cumulative actual hours by the cumulative scheduled hours recorded during the student's enrollment (e.g. 534 actual hours/600 scheduled hours = 89% attendance). To meet on time enrollment agreement completion date attendance should be 93%.

### **3. Maximum Timeframe for Program Completion**

The maximum timeframe for program completion is 1.5/ 150% of the published length of the program.

### **4. Minimum Satisfactory Progress Levels for Academics**

Cosmetology and Instructor Training students must maintain an 80% cumulative GPA. Practical and written tests determine the GPA.















## **Standards of Conduct**

In compliance with the Federal Drug Free Schools and Communities Act, the Academy prohibits the unlawful manufacture, dispensation, possession, use, or distribution of a controlled substance (illicit drugs and alcohol) of any kind and of any amount. These prohibitions cover any individual's actions which are part of any Academy activities, including those occurring while on Academy property or in the conduct of Academy business away from the campus.

Disciplinary sanctions for Academy employees who violate drug and alcohol laws in violation of this policy

It is a violation of Academy policy for any member of the faculty, staff, or student body to jeopardize the operation or interests of the Academy through the use of alcohol or drugs. Sanctions that will be imposed by the Academy for employees who are found to be in violation of this policy may include expulsion and/or termination of employment. Compliance with this policy is a condition of employment for all employees.

## **DIRECTIONS TO THE TONI&GUY HAIRDRESSING ACADEMY**

From Interstate 90, exit to Highway 95 North. Turn West on Neider Avenue and enter the Mountain View Shopping Center. The Academy is located at 410 W. Neider Avenue, Coeur d'Alene, Idaho 83815.

## **STUDENT COMPLAINT/GRIEVANCE POLICY**

Should a student have a complaint, the complaint needs to be reported in a written statement and submitted to the Academy Director. Upon receipt, the complaint will be discussed with the Administrative Staff and a response will be provided within five (5) working days. If the complaint cannot be resolved it will be referred to the school's complaint committee.

The school's complaint committee consists of three members that are selected from the following categories: school owner, director, instructor, financial aid administrator, or member of the public interest. The committee will meet within 21 calendar days of the school receiving the complaint to review the allegations.

If the committee needs more information after reviewing the allegation, a letter will be written outlining the additional information needed. If the additional information is not received by the committee within 15 calendar days, the committee can take any action including dismissal of the complaint.

Complaints, which cannot be resolved by direct negotiation between the student and the school, may be filed with the State of Idaho Bureau of Occupational Licenses, 700 W. State Street, Boise, Idaho 83720, (208) 334-3233 or online at <https://ibol.idaho.gov/IBOL/>.

**Idaho Statute 6-48-603. Complaints of deceptive trade or sales practices.** (1) A person claiming pecuniary loss as a result of a deceptive trade or sales practice, pursuant to the Idaho Consumer Protection Act, section 6-48-603, by a school or agent shall first exhaust all complaint and appeals processes available at the school. If the person's complaint is not resolved to the person's satisfaction, the person may file with the Idaho Bureau of Occupational Licenses a written complaint against the school or agent.

## **CHANGES**

TONI&GUY reserves the right to change or modify the program content, schedules, equipment, staff, or materials as it deems necessary. Such changes may be necessary to keep pace with technological advances and to improve teaching methods or procedures. In no event will any such changes diminish the competence or content of any program.

# TONI & GUY®

## HAIRDRESSING ACADEMY

Proposed Branch Campus  
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83815 208.930.1276 PHONE 208.930.1297 FAX  
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TONI&GUY HAIRDRESSING ACADEMY IS ACCREDITED BY



Accrediting Commission of Career Schools and Colleges

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