



# **ESTHETICS PROGRAM POLICY HANDBOOK**

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# Welcome

From the Owner & Founder  
of NoVa Laser & Esthetics Training

Welcome to the exciting field of esthetics. You are about to embark on a journey of advanced learning. You will be exposed to new skills every day, adding valuable tools to “your tool box”. These new skills will equip you to take the Virginia State Boards and be industry ready. The sky's the limit in this industry, as you move through the programs you will perfect your skills and develop new ones. Finding your niche and passion is what it is all about. We at NoVa Laser & Esthetics Training are dedicated to partnering with you in your success. Whether you work in a day spa, medical spa, doctor's office, equipment/product sales or as a makeup artist you can create your dream and we will be there for you every step of the way. Wishing you much success!

Sincerely,

A handwritten signature in black ink that reads "Marget Kleber". The signature is written in a cursive, flowing style.

Marget Kleber

## **Overview**

### **Mission Statement**

To provide quality education to working adults, stay at home parents, and others, in the field of esthetics on a schedule that accommodates demands outside of the classroom, to provide quality instructors, curriculum and equipment and to confidently prepare the student for State Board licensure.

### **History**

NoVa Laser & Esthetics Training (NVLET) opened in 2007 with one program, one laser, and a 10' x12' classroom for hands-on instruction. Though we certainly weren't the largest school for lasers, we were one of the very few, and our curriculum was every bit as competitive. Our program continued to grow and went international as we conducted onsite training for companies in Europe and Canada.

In 2015, we made the decision to expand into an esthetics school offering basic and master esthetics programs because the need for esthetics training, education, and licensure in our commonwealth is endless. The Bureau of Labor Statistics predicts the esthetics field to grow by 40% by 2022. We are excited for our future as well as yours and look forward to many more years of continued excellence and integrity in professional education and training.

### **Memberships & Affiliations**

NoVa Laser & Esthetics Training is a US Member of the Association of Skin Care Professionals (ASCP), International Spa Association (ISPA), and a member of the Better Business Bureau (BBB).

### **Accreditation & Licensing**

NoVa Laser & Esthetics Training is Licensed by the Virginia Department of Professional and Occupational Licensing & Certified to Operate by State Council of Higher Education in Virginia (SCHEV).

## School Information

### Facility

NoVa Laser & Esthetics Training feet of dynamic educational space which includes, administration space, retail area; clinic floors, spa rooms, storage and student break areas. We believe that a very clean and modern facility is conducive to learning.

### Staff Directory

Faculty and administration may be met within class during lunch, before or after class, or as agreed between student and staff. Additionally, students may email instructors and administrators at any time using the faculty's contact information.

Owner and Founder: <a href="#">Margaret Kleber</a>	<a href="mailto:mkleber@nvlet.com">mkleber@nvlet.com</a>
Licensed Esthetics Instructor: <a href="#">Sharon Turner Hayes</a>	<a href="mailto:shayes@nvlet.com">shayes@nvlet.com</a>
Assistant Instructor: <a href="#">Terri Johnson Finnerin</a>	<a href="mailto:admin@nvlet.com">admin@nvlet.com</a>
Substitute Instructor of Master Esthetics: <a href="#">Vicki Neulinger</a>	<a href="mailto:admin@nvlet.com">admin@nvlet.com</a>

### School Hours

A schedule of start and end dates for each course will be provided to the student in the orientation/enrollment packet given on or prior to the first day of class.

### Basic Esthetics Program

Morning Course: Monday and Tuesday from 9:00 am to 4:00 pm (Break 12-12:30pm)

Evening Course: Monday, Tuesday, and Wednesday from 4:30 pm-9:30 pm (Break 6:00-6:30pm)

### Master Esthetics Program

Friday from 9:00 am to 7:00 pm (Break 5-5:30pm)

### Holiday Schedule

The School will not be open in observance of certain public holidays. The students will be given 30 days' notice of exact dates the school will be closed.

- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving
- Christmas Day through New Year's Day
- Columbus Day

## **Equipment**

NVLET is a single classroom with an esthetics lab furnished with modern esthetics equipment to include facial beds, trolleys, esthetics tools, professional skin care products and esthetic machines. Everything needed to perform the functions of an esthetician is available to the student to ensure their success. Students are provided with clinic supplies, textbooks, and online learning access (Mindtap) in addition to classroom equipment that will be needed to complete each course. Supplies and equipment are included in the student's tuition.

NVLET is not responsible for repairing or replacing student textbooks and supplies. Broken, malfunctioning, or missing items must be fixed/replaced at the student's expense. If a student needs additional supplies for their kit, they must replace these on their own in order to complete their clinics, program, and prepare for state boards.

## **School Curriculum**

Curriculum developed by NVLET is self and student reviewed and evaluated yearly to ensure we offer the best programs and remain up to date relative to the current trends and practices in the fields. NVLET uses comments and suggestions made by students as well as instructors to improve the curriculum.

## **Lab and Clinic Requirements**

Students must complete the practical performances in the school clinic. Students are required to complete practical performances.

Student clinics are an integral part of the school's curriculum. Students will learn first-hand what it's like to work in a spa-like environment providing newly learned services to the public while gaining valuable work experience prior to graduation. Students will learn important skills such as communication, professionalism, and time management. ALL students must participate and perform their assigned clinic appointments. Additionally, ALL students are required to model themselves during class demonstrations and clinics.

## **Online Learning Requirements**

Students must complete the online course requirements using the provided online learning management program, MindTap. Online courses will be assigned to students with a start and end date. Online courses are to be completed at home. (see course descriptions)

## **Class Sizes**

NVLET can accommodate up to 20 students at any given time. Should the maximum number of students occupy a course; prospective students will need to wait until the next available course in which the number of students is reduced. NVLET will not begin a new course with less than four students enrolled.

## **Esthetician Programs**

### ***Basics Esthetics Course Outline***

*Our BES 100 courses are strictly online. All assignments and tests are completed through our Mindtap program and must be completed by the end of your studies.*

BES101: Orientation and Business - minimum of 25 hours of instruction

History of Esthetics and career opportunities, professional image, professional ethics and practices, successful communication, human relations, client consultations, career planning, resume building and job search, types of compensation, continuing education, the business of skin care, management, insurance, selling products and services, and record keeping.

BES102: State Laws and Regulations - minimum of 10 hours of instruction

State Laws and Regulations regarding Esthetics. Board for Barbers and Cosmetologists, OSHA

BES103: General Sciences - minimum of 80 hours of instruction

Principles of infection control, principles of prevention, universal precautions, federal agencies, professional spa and salon image, OSHA requirements, Material Safety Data Sheets, basics of electricity, and general procedures and safety measures.

BES104: Applied Sciences - minimum of 95 hours of instruction

General anatomy and physiology, skin structure and function, skin disorders and diseases, and skin conditions.

*This part of your program is taught through lecture, classroom demos/hands-on, clinics, class tests as well as graded assignments and practice tests assigned on Mindtap.*

BES 205: Skin Care - minimum of 255 hours of instruction

The treatment room, supplies and set up, client intake forms, skin analysis, skin types, basic manual facial procedures, extraction techniques, facial massage movements, facial machines, electrical facial treatments, machines and electricity, cosmetic chemistry, product ingredients, nutrition, and general procedures and safety measures.

BES 206 - Body Treatments - minimum of 20 hours of instruction

Body masks, body scrubs, body wraps, aromatherapy, advanced topics, and general procedures and safety measures.

BES 207: Hair Removal - minimum of 50 hours of instruction

Hair morphology, hair growth cycles, methods of hair removal, waxing techniques, general waxing procedures, types of wax, general procedures and safety measures.

BES 208: Makeup - minimum of 65 hours of instruction

Makeup products, tools, and supplies, brushes, color theory, client consultation, special occasion makeup, camouflage, false lash application and removal, lash extensions, lash perming and tinting, retailing, and general procedures and safety measures.

**Basics Esthetics Practical Performance Requirements**

Consultations, cleansings and analysis of face and body	35
Manual facials and treatments	65
Machine or electrical facials and treatments	50
Body treatments and back treatments	20
Makeup	25
Hair Removal	25
TOTAL	220

**Cost of Attendance for the Basics Esthetics Program**

Tuition	Fees	Books & Supplies	Total
\$6800	\$100	\$2000 (included in tuition)	\$8900

Total Tuition includes kit - ONCE YOU HAVE RECEIVED YOUR KIT, IT IS NON-RETURNABLE or REFUNDABLE.

All students, regardless of the payment option, are expected to pay the non-refundable Registration fee of \$100.00 at the time of enrollment.

## **Master Esthetics Course Outline**

*Our MES 201 and 202 courses are strictly online. All assignments and tests are completed through our Mindtap program and must be completed by the end of your studies.*

MES201: Orientation and Advanced Business - minimum of 45 hours of instruction

School policies, Ethics and professional conduct, professional ethics and practices, microbiology, bacteriology, infection control, client records and documentation, insurance and liability issues, business skills, financial planning, IRS, marketing, continuing education and personal protective equipment

MES202: State Laws and Regulations - minimum of 10 hours of instruction

State Laws and Regulations regarding Esthetics. Board for Barbers and Cosmetologists, OSHA

*This part of your program is taught through lecture, classroom demos/hands-on, clinics, class tests as well as graded assignments and practice tests assigned on Mindtap.*

MES203: Advanced anatomy and physiology - minimum of 65 hours of instruction

Advanced anatomy and physiology, hormones, advanced chemistry and biochemistry, advanced skin structure and functions, wellness management, advanced skin disorders and diseases, advanced skin typing and analysis, advanced cosmetic ingredients, skin care products, advanced ingredients and products, botanicals and aromatherapy, pharmacology, advanced facial massage and advanced homecare.

MES204: Advanced skin care and advanced modalities - minimum of 90 hours of instruction.

Intro to microdermabrasion and dermaplaning, indications and contraindications for crystal microdermabrasion, general procedures and safety measures for crystal microdermabrasion, indications and contraindications for crystal free microdermabrasion and dermaplaning, general procedures and safety measures for crystal free microdermabrasion and dermaplaning, equipment safety: crystal and crystal free microdermabrasion and dermaplaning, waste disposal, OSHA, intro to microdermabrasion techniques and proper protocols, machine parts, operation, protocols, care, waste disposal and safety, practical application and consultation for crystal microdermabrasion, practical application and consultation for crystal free microdermabrasion and dermaplaning, and pretreatment and posttreatment for microdermabrasion.

MES205: Advanced procedures and chemical exfoliation - minimum of 270 hours of instruction

Advanced skin analysis and consultation and health screening and documentation, advanced procedures, light treatments, light-emitting diode (LED), intense pulsed light device (IPL), advanced manual, machine, and electric treatments, microcurrent, and ultrasound, introduction to chemical exfoliation and peels of the epidermis, fundamentals of skin care associated with chemical exfoliation and peels and wound healing, pretreatment and post treatment for chemical exfoliation and peels, assessing suitability and predicting chemical exfoliation efficacy, general practical application and consultation protocols, practical application and consultation for enzymes, herbal exfoliations, and vitamin-based peels, indications and contraindications for enzymes, herbal exfoliations, and vitamin-based peels, general procedures and safety measures for herbal exfoliations, and vitamin-based peels, pretreatments and post treatments for herbal exfoliations, and vitamin-based peels, practical application and consultation for alpha hydroxy peels, indications and contraindications for alpha hydroxy peels, general procedures and safety measures for alpha hydroxy peels, pretreatment and posttreatment for alpha hydroxy peels, practical application and consultation for beta

hydroxy peels, indications and contraindications for beta hydroxy peels, general procedures and safety measures for beta hydroxy peels pretreatment and post-treatment for beta hydroxy peels, practical application and consultation for Jessner and Modified Jessner peels, indications and contraindications for Jessner and Modified Jessner Peels, general procedures and safety measures for Jessner and Modified Jessner peels, pretreatment and posttreatment for Jessner and Modified Jessner peels, practical application and consultation for trichloroacetic acid peels, indications and contraindications for trichloroacetic acid peels, general procedures and safety measures for trichloroacetic acid peels, and pretreatment and posttreatment for trichloroacetic acid peels.

MES206: Lymphatic drainage - minimum of 120 hours of instruction

Introduction to lymphatic drainage, tissues and organs of the lymphatic system, functions of the lymphatic system, Immunity, etiology of edema, indications and contraindications for lymphatic drainage, lymphatic drainage manipulations and movements, face and neck treatment sequence, lymphatic drainage on the trunk and upper extremities, lymphatic drainage on the trunk and lower extremities, cellulite, using lymphatic drainage with other treatments, and machine-aided lymphatic drainage.

**Master Esthetics Practical Performance Requirements**

Advanced treatments	40
Microdermabrasion	50
Chemical exfoliation	75
Lymphatic drainage treatments	50
TOTAL	215

**Cost of Attendance for the Master Esthetics Program**

Tuition	Fees	Books & Supplies	Total
\$6800	\$100	\$2000 (included in tuition)	\$8900

Total Tuition includes kit - ONCE YOU HAVE RECEIVED YOUR KIT, IT IS NON-RETURNABLE or REFUNDABLE.

All students, regardless of the payment option, are expected to pay the non-refundable Registration fee of \$100.00 at the time of enrollment.

## **Admission**

### **Entrance Requirements**

NoVa Laser & Esthetics Training operates on a revolving curriculum which enables students to enter the program at the next available course start date. To enroll in NVLET, future students must schedule an appointment to meet with the student coordinator and/or instructor for an enrollment meeting. On the day of enrollment, a deposit of \$2,000 is required.

NoVa Laser & Esthetics Training admits as students only persons having all of the following:

- A copy of driver's license, state issued ID card, official birth certificate or U.S. passport
- A high school diploma accredited by an agency authorized by the US Department of Education. Through investigation into the validity and accuracy of the diploma will be executed. If the diploma is proven to be invalid documentation, the student will be dismissed from school.
- A GED (General Equivalency Diploma) accredited by an agency authorized by the US Department of Education
- **CONDITIONAL ENROLLMENT:** if appropriate documentation cannot be gathered prior to enrollment, conditional enrollment may be granted by the School Administrator.

### **New Students**

After an interview with an admissions representative, the prospective student will tour the facility and complete a pre-enrollment checklist. Accepted students will be notified of orientation for new students (attendance at which is required for all students) held on or before the start of classes to introduce the student with the school's policies and procedures of the Institute.

### **Re-Admission**

NVLET reserves its right to refuse readmission to any student who has withdrawn and requests readmission.

### **Former Students**

Re-entering students will be charged at the current tuition rates for newly entering students. Amounts paid during their first period of enrollment will be credited to this account. If the student re-enters within twelve months of the withdrawal, the registration fee will be waived; however, a re-entry fee of \$100.00 is charged. Any outstanding tuition must be paid in full before consideration for re-enrollment.

## **Transfer Student**

### **Transfer Policy**

NoVa Laser & Esthetics Training will accept hours for the specific programs as stated below:

Esthetician Program- from 200 hours up to 500 hours from an accredited institution. If a student has less than 200 hours he/she will be advised to start the program from the beginning. A student must have a 75% average or better to be considered for admission. Transfer students must pay for the hours needed to complete the program and meet state board requirements. The tuition does not include the student kit. The decision to accept the requested transfer of credits and hours rests solely with NoVa Laser & Esthetics Training.

### **Transfer of Credits**

Transfer requirements from existing esthetician schools located in Virginia:

- Official school transcript from previous ACCREDITED and RECOGNIZED esthetics school, stating hours and credits received
- Copy of High School Diploma or GED
- Copy of Driver's License

Transfer from out-of-state school to NVLET:

- Official letter from the Virginia state board stating hours required
- Official school transcript from previous ACCREDITED esthetics school stating hours and credits received
- A high school diploma accredited by an agency authorized by the US Department of Education, or a GED
- A copy of driver's license, state issued ID card, official birth certificate or U.S. passport

Once received, the Principal will make the final decision on the transferability and will adjust student files and dues accordingly. The student will be informed once a decision is made. Students who began an esthetics program with similar areas of study and hours at another institution may receive a maximum of 300 credits toward graduation requirements based on transcripts or an assessment given by NVLET.

The number of hours credited may not exceed 300 hours per VAC 41-70-190 subsection D of the Virginia Department of Professional & Occupational Regulations, Esthetics regulations. Records of transcripts and assessment results will be kept in the student's file. There is no fee for transcript assessments. NVLET does not give credit for prior experience in the field nor does NVLET guarantee transfer of any hours or courses received at NVLET to other schools. Acceptance of hours, courses or certificates from NVLET is at the discretion of the Principal. Transfer credit requests after the first day of class will not be considered.

## Financing

### Financial Aid

NVLET does not offer financial aid (FAFSA), scholarships or grants. The average student indebtedness at graduation is \$800-\$1000.

### Payment Options

Cash, Check, Credit or Debit Card

NoVa Laser & Esthetics Training recognizes that there may be certain situations in which our students are unable to pay in full for their tuition and are unable to use credit or secure a loan. For these students, we've structured the following in-house payment plan options:

#### **12 Month Payment Plan:**

This program requires a \$2000 down payment and 12 Installments of \$658.33. Total Investment: \$9900

#### **Pay As You Go:**

This program requires a \$1000 down payment with 7 monthly payments of \$1200 Total Investment: \$9400.

### Financial Responsibility

Students are required to meet all their financial responsibilities promptly. A student who is delinquent in their financial obligations to NVLET will not be allowed to graduate, receive any official school transcripts, grade or attendance reports until all financial obligations have been met. Complete tuition charges are published in the student catalogue. Tuition is due at the beginning of the program. Students who pay monthly installments those payments are due by the 15th of every month. Tuition and fees are subject to change and students who choose to pay monthly will need to sign tuition installment agreement and be subject to monthly charges.

### Cash Paying Students

Payments are due by the 1st or 15th of the month. Time clock will be blocked, no hours or credits will be issued until payment is made

## Additional Charge Information

### Graduation Dues

Dues are \$45 per student and cover student caps, gowns, tassels, and any additional graduation expenses. Dues must be paid no later than 30 days before the student's graduation ceremony. Students who fail to do so may attend their graduation ceremony but cannot walk nor bring guests.

Please see our Student Coordinator/Manager for updated list of fees

- Tutoring
- Make-up & Incomplete Fees

# Refunds

## Refund Policy

The School's tuition refund for students who commence classes who incur a financial obligation to the school covering a period for programs twelve months or less is listed below.

**\_\_\_\_(initial) Please note, students who have chosen to finance their education through an NVLET payment plan, are not permitted any refunds unless classes are canceled by the institution. Additionally, students enrolled after 4/15/2020, must have their accounts paid in full before they are candidates for the State Board:**

### 1. Refunds for Classes Canceled by the Institution

If tuition and fees are collected in advance of the start date of a program and the institution cancels the class, 100% of the tuition and fees collected must be refunded. The student may elect to transfer the enrollment and fees to the next class start date, if applicable.

### 2. Refunds for Students Who Withdraw Within Grace Period

An applicant who provides written notice of cancellation within three (3) business days of executing the enrollment agreement is entitled to a refund of all money paid, excluding the \$100 registration fee.

### 3. Refunds for Students Who Withdraw Before the First Day of Class

An applicant requesting cancellation more than three days after executing the enrollment agreement and making an initial payment, but prior to the first day of class, is entitled to a refund of all monies paid, less a 5% fee of the total course costs (excluding finance fees).

### 4. Refunds for Withdrawal after Class Commences

Students who withdraw or are dismissed after the commencement of classes will receive a prorated refund (minus the non-refundable application fee of \$100.00) according to the following refund policy. Our refund policy is calculated according to instructional hours:

a) After three (3) business days from signing the enrollment agreement or the student completing no more than five (5) percent of the program is refunded no less than ninety-five (95) percent of tuition; b) The student completing more than five (5) percent but no more than ten (10) percent of the program is refunded no less than ninety (90) percent of tuition; c) The student completing more than ten (10) percent but no more than twenty-five (25) percent of the program is refunded no less than seventy-five (75) percent of tuition; d) The student completing more than twenty-five (25) percent but no more than fifty (50) percent of the program is refunded no less than fifty (50) percent of tuition; e) The student completing more than fifty (50) percent of the program is not due a refund.

<b>Scheduled Instructional Hours</b>	<b>Owed to the School</b>
5% - 10%	10%
10% - 24%	25%
25% - 49%	50%
50% and over 100%	100%

All refunds due will be made no later than 45 days after formal withdrawal or date of determination of withdrawal. The \$100.00 registration fee is non-refundable. If the student owes additional monies to NVLET, they are given a period of 90 days to pay the balance. If unpaid by the completion of that time period, the student is sent to a collection agency.

The refund policy is reasonable and proper for refunding unused portions of tuition, fees, or other charges in the event a student withdraws from, is dismissed, or fails to begin a program of study. The refund policy is described in the school catalog, student handbook, enrollment agreement and website. In the event of extenuating circumstances such as student injury, prolonged illness or death, or other circumstances which prohibit completion of the program of study the Owner/Founder will determine a settlement which is reasonable and fair to the student and the Institute.

#### **Withdrawal Information**

A student choosing to withdraw from the school after the commencement of classes must provide a written notice to the director of the school. The notice must include the expected last date of attendance and must be signed and dated by the student.

If special circumstances arise, a student may request, in writing, a leave of absence, which should include the date the student anticipates the leave beginning and ending. The withdrawal date will be the date the student is expected to return to class from leave of absence but fails to do so.

A student will be determined to be withdrawn from the institution if the student misses seven consecutive instructional days and all of the days are unexcused. Failing grades indicate an unofficial withdrawal.

## **Student Learning Resources**

### **Classroom Resources**

Reference books and textbooks and esthetic magazines are available in the classroom for student use. These books are to remain on school property. A refrigerator and microwave are provided for student use but is the student's responsibility to keep those appliances clean. Material Safety Data Sheets and Fire Safety References are also available to students.

### **Multimedia Center**

All student resources are available online through the student online classroom and Milady Cengage digital learning solution.

### **Replacement Equipment**

NVLET is not held responsible, nor will the Institute replace equipment provided to a student as part of the kit, that is lost, broken, or stolen. If the device is not working or determined to be damaged due to manufacturer defect, the student must return the device with original packaging and all cords, accessories and components to Administration in order to receive a replacement if warranted.

### **Mannequin Heads**

Mannequins are provided as part of the esthetician student kit. The mannequin head is utilized within the for practice of the cleansing routine, massage routine, basic facials and makeup applications. The mannequin head is also used for state board review and preparations.

# Policies and Student Conduct

## Policies of the Institute\Student Conduct

NoVa Laser & Esthetics Training is renowned for providing superior education in an above industry standard training facility. Students are required to behave in a professional manner on campus and when representing the school on field trips. Any students found to have behaved in a manner that does not emulate our high standards and is seen to be breaking any of the outlined policies defined in the student handbook below will be counseled and if the misconduct is repetitive or deemed to be serious enough in nature, probation, suspension or dismissal from the program may be necessary. In all cases the final decision will be made by the school director.

- Students are prohibited from coming to school intoxicated. This type of behavior will result in immediate suspension. A thorough investigation will take place and the offense may result in school suspension or expulsion upon the discretion of the school director.
- No weapons allowed on school property.
- You will be assigned spa management duties that include but not limited to dispensary duties, clean up, laundry and guest services. These and other duties count as spa management credits and will be assigned to you by an instructor. These activities teach you sanitation and safety procedures required in the workplace.
- All state board sanitation and disinfection procedures are to be adhered to at all times.
- You are expected to follow instructions given to you by your educators, staff members and student instructors.
- Students may not refuse to perform assigned spa services and or spa management duties. If the students refuse to do spa services or any duties assigned by the instructor the student will be counseled and sent home (no credits or hours will be allotted for that day). Repeat offenders may result in suspension or termination from the program.
- If ill and not capable to perform services, credits and duties on the clinic floor then you will be dismissed from school. No hours or credits will be recorded for that day.
- You are a student not an employee. You will not be paid for providing services to the public which is part of your course curriculum and fulfills the requirements for obtaining your completion certificate.
- NVLET has a zero tolerance policy concerning cheating, taking NVLET property or copying any testing materials. Offenders are subject to suspension and may result in expulsion upon the discretion of the Director.
- Locks and Lockers are provided for the safekeeping of all personal belongings. The Institute is not responsible for any loss, theft or damage to personal belongings.
- There are limited parking spaces in front of the school. Please park around the center parking spots throughout the complex and consider carpooling with one another.
- Using cell phones for any reason during class times when not on a designated break
- No Texting in classrooms or in clinic
- School uniform is to be worn at all times, this includes bringing your name tag, kit, textbooks, or tablet. If you come to school without uniform, you may purchase a replacement uniform at retail pricing or you will be sent home.

- It is your responsibility to bring your tools, student kit and equipment needed contained in your student kit each day. You will be sent home if you come to class unprepared and repetition of this behavior may result in probation or suspension.
- Lost items from your kit are to be replaced by the student. Replacement costs will be charged at regular retail pricing.
- Once you have received your Student Kit, it is non-returnable and non-refundable even in the event of withdrawal or dismissal.
- No chewing gum on school premises.
- Students may not bring their own products to school.
- Clock in and out every day in a timely manner. Failure to clock in or out continuously may result in disciplinary action.
- No clocking your fellow students in or out.
- Students must clock out if leaving the school campus for breaks, lunch or any personal circumstances
- Students are expected to behave professionally at all times
- Theft of school property or personal property is grounds for automatic dismissal from the program.
- Profanity, gossip and or verbal abuse will not be tolerated
- Social visits are not permitted at any time. All guests are to check in at the front desk and are not permitted to remain on campus unless receiving a service.
- Timesheets to be totaled every day for that date's credits (do not leave the school without totaling your timesheet) failure to total your timesheet may result in disciplinary action. They must be signed by the attending instructor. If you make edits after their signature, you must have them initial the change. Timesheets are NOT permitted to leave school property.
- Timesheets for the month are totaled on the last day of the calendar month. It is the students' responsibility to total the timesheets daily and then monthly. Failure to total your timesheets can result in disciplinary action.
- Undisciplined behavior that is in direct violation of any or all of these guidelines may result in losing your hours and or credits for that day. Continual disciplinary problems may result in suspension or dismissal from the program.
- Failure to bring your kit will result in you being asked to leave for the day and no credits or hours will be allotted to you.

In abiding by NVLET Standards of Behavior, all members of the school are expected to refrain from:

- Behavior that discriminates based on economic status, race, color, national or ethnic origin, language group, religion, gender, sexual orientation, age or ability
- Any violent or bullying behavior (physical, verbal, or electronic)
- Making derogatory or hateful comments toward an individual or group; Threatening a person or group or threatening to damage or destroy property
- Using language that is violent, profane or discriminatory
- Cheating or using aid in gaining an unfair advantage over other students
- Disrupting class by preventing other students from learning or by preventing the instructor from maintaining control of the classroom.

## **Drug Policies**

NoVa Laser & Esthetics Training is in full compliance with the Drug-free Schools and Communities Act Amendment of 1989 (Public Law 101-226); 49 Code of Federal Regulations, Part 40: Procedures for Workplace Drug and Alcohol Testing; 49 Code of Federal Regulations, Part 382: Controlled Substances and Alcohol Use and Testing; and the Omnibus Transportation Employee Testing Act of 1991; and is committed to a program that discourages the illegal use and abuse of alcohol and controlled substances by students and employees. NVLET prohibits the unlawful possession, use, manufacture, distribution or dispensing of alcohol or controlled substances by students or employees in NVLET buildings, on grounds or property, or as part of any college activity. Any full- or part-time student/employee found to be in violation of this policy is subject to disciplinary action in accordance with the policies and laws of the college, the city, the county, the state and the federal government. Students also are responsible for the actions of their guests. Controlled substances include, but are not limited to, marijuana, cocaine, cocaine derivatives, heroin, barbiturates, LSD, PCP, amphetamines, tranquilizers and inhalants. Students and employees are to be aware that illegal manufacture, possession, use, distribution or dispensing of controlled substances may subject individuals to criminal prosecution.

## **Smoking policy**

Students who smoke may do so only on breaks and only in designated smoking areas. Smoking is not allowed in the school or outside in front of the school. Smoking will not be allowed during the school day while working with clients (student clinic) as cigarette smoke lingers on clothing.

## **Dress Code**

Grey or navy blue scrubs are required and are the responsibility of the student. Clean sneakers or athletic shoes should be worn. Hair must be clean and worn up and out of the face. Makeup should be kept professional. Tattoos and body piercings should be covered as best as possible. Finger nails must be active length (no more than 2 cm past the nail bed) and manicured with clear or neutral polish. Jewelry should not be worn on the hands or wrists as it interferes with practical performances (with the exception of wedding bands). Only small necklaces and small stud earrings should be worn. Failure to attend class in the proper attire will result in a written warning.

## **Jewelry**

Students are permitted to wear a necklace only if it is for religious purposes. The necklace must be unseen and not inhibit your ability to perform services. Stud earrings are permitted but NO MORE than 2 in each ear. Watches and marriage/engagement rings are permitted however NVLET is not responsible for loss, theft or damage to any personal items including jewelry.

## **Hygiene**

NVLET Students are expected to meet hygiene requirements during regular class and spa hours for the duration of their curriculum. Maintain personal cleanliness by bathing daily. Any noticeable odor will be addressed and students may be asked to go home.

- Oral hygiene (brushing of teeth) required.
- Use deodorant / antiperspirant to minimize body odors.
- No heavily scented perfumes, colognes and lotions. These can cause allergic reactions, migraines and respiratory difficulty for some employees, students and clients.
- Clean and trimmed fingernails (¼ inch long or less). No polish (No American or French tips, gels, acrylics allowed)
- Wash hands after eating, or using the restrooms.
- Scrubs and uniforms must be washed regularly to prevent stains and odors.

## **Bullying**

NoVa Laser & Esthetics Training takes harassment or bullying very seriously and may result in suspension or termination. At present, no federal law directly addresses bullying. In some cases, bullying overlaps with discriminatory harassment which is covered under federal civil rights laws enforced by the U.S. Department of Education (ED) and the U.S. Department of Justice (DOJ). No matter what label is used (e.g., bullying, hazing, and teasing), schools are obligated by these laws to address conduct that is: Severe, pervasive or persistent. Creates a hostile environment at school. That is, it is sufficiently serious that it interferes with or limits a student's ability to participate in or benefit from the services, activities, or opportunities offered by a school. Based on a student's race, color, national origin, sex, disability, or religion\*

Although the US Department of Education, under Title VI of the Civil Rights Act of 1964 does not directly cover religion, often religious based harassment is based on shared ancestry of ethnic characteristics which is covered. The US Department of Justice has jurisdiction over religion under Title IV of the Civil Rights Act of 1964.

## **Field Trips**

Students will attend field trips throughout the programs. These field trips are community and spa industry related excursions. Field trip waivers will be completed prior to the field trip. Any student who refuses to complete the waiver will not be permitted to attend the industry outing. Students may not wear jeans on field trips. Business casual attire, name badge and NVLET name tag to be worn at all times. Wearing inappropriate attire or displaying inappropriate behavior will result in you being sent home, written up, and counselled and or suspended. Dismissal from the school may be the result of such action.

## **Equipment**

All program equipment is part of the valuable training tools at NoVa Laser & Esthetics Training; please report any broken equipment to your instructor immediately. Please do not attempt to move or lift any equipment. Only the Instructors and supervisors are permitted to move equipment. Misuse of any equipment will result in disciplinary action. Under no circumstances are students permitted to remove steamer jars from the steamers. All steamers are to be filled from the top of the receptacle. Any student seen to be removing the jars and replacing them on their own will be retrained and counseled. Student, staff and client safety is a

priority at NoVa Laser & Esthetics Training students requiring assistance with equipment must call upon the instructors immediately.

### **Attendance & Tardiness Policy**

Students are presumed to recognize their responsibility for regular class attendance. Attendance is imperative for successful completion of all programs and is a requirement to hold a job in the industry. NVLET only allows absences of up to 10% (60 hours) of the required 600 hours if the absences are excused or explained.

### **Excused Absence**

An excused absence is due to illness, doctor's appointment, leave of absence, serious illness, or death of a family member. Students must go to the instructor for the planning and execution of hours that will be missed and request make-up work.

### **Unexcused Absences**

An absence in which the student is out of school that does not qualify as excused or explained is an unexcused absence. The student will be required to make up time or missed work if necessary.

*Explained:* An explained absence is (not an absence due to illness, doctor's appointment, serious illness, or death of a family member) when the student is out of school with the instructor's prior knowledge and approval. Students will be required to get assignments for classes to be missed and an assignment form completed prior to leaving the school. The assignments will be due on the day the student returns to school. Failure to follow this policy will result in the absence being recorded as an unexcused absence. Leave of absences fall under excused absences

### **Excessive Absences**

A student who has more than 10% of unexcused absences will be required to repeat the course at the cost of the course, or make up insufficient hours at the instructor's discretion for a fee of \$25 per hour. An unexcused absence of 5 or more days will result in dismissal from the Esthetics program except for a leave of absence.

### **Tardiness**

Tardy students will be deducted the time missed from the course's hours. Information and work missed during tardiness must be made up by the student.

### **Veterans Attendance Policy**

By authority of Title 38, United States Code 3685 21.4253 (d) and 3686 21.4254 (c)(14), the State Approving Agency may set any additional reasonable criteria for approval of programs for veterans and other persons eligible for VA education benefits (wherever the word "veteran" is used, it is intended to include all persons receiving VA education benefits). The following Attendance Policy has been established to set minimum standards of attendance for students enrolled in non-college degree (NCD) programs and receiving VA education benefits, and is considered reasonable additional criteria will become a part of 3686 approvals (if institution's existing attendance policy is more restrictive, then that policy will be used), will be listed as an addendum to the institution's catalog, bulletin, or handbook:

Veterans enrolled in NCD programs will be interrupted for unsatisfactory attendance when accumulated absences, tardies, and class cuts exceed twenty (20) percent of class contact hours (if the institution's existing policy is more restrictive, then that policy will be used). The Interruption will be reported to the Department of Veterans Affairs (VA) within 30 days of the veteran's last date of attendance (use VA Form 22-1999b). A veteran may be re-enrolled for benefits at the beginning of the term following interruption because of unsatisfactory attendance only when the cause of unsatisfactory attendance has been removed. Once re-enrolled, a veteran will be interrupted for unsatisfactory attendance when Accumulated absences, tardiest, and class cuts exceed twenty (20) percent of the remaining contact hours (if the institution's existing policy is more restrictive, then that policy will be used). The interruption will be reported to the Department of Veterans Affairs (VA) within 30 days of the veteran's last date of attendance (used VA Form 22-1999b). Veterans interrupted a second time for unsatisfactory attendance shall not be allowed to re-enroll for VA education benefits in the absence of mitigating circumstances.

- Serious illness of the veteran.
- Serious illness of death in the veteran's immediate family
- Emergency financial obligations or change of place of employment or work schedule which preclude pursuit of the program/course.
- Active duty military service, including active duty for training.

Institutions having a published "Leave of Absence Policy" should discontinue VA educational benefits (use VA Form 22-1999b) while that student is on "official leave of absence."

### **Behavior Policy**

Professionalism is essential for obtaining and keeping a job and clientele. Consider your education your job. All state board of cosmetology sanitation and disinfection procedures are to be adhered to at all times. Lockers are provided for the safekeeping of all personal belongings The Institute is not responsible for any loss, theft or damage to personal belongings.

### **Clinic**

Student clinics are an integral part of the school's curriculum. Students will learn first-hand what it's like to work in a spa-like environment providing newly learned services to the public while gaining valuable work experience prior to graduation. Students will learn important skills such as communication, professionalism, and time management. ALL students must participate and perform their assigned clinic appointments. Additionally, ALL students are required to model themselves during class demonstrations and clinics.

### **Cleaning**

ALL students are required to follow cleaning and sanitation procedures as outlined by state and our school. Students are required to clean, sanitize, and prep their work stations, rooms, dishes, equipment, and implements used in class. Additionally, students are required to clean the school once a week as a group. This may entail sweeping, vacuuming, dusting, cleaning windows, bathroom, trash disposable and laundry.

### **Illness**

\*Flu-related absences: In an effort to reduce the spread of the H1N1 virus, the NoVa Laser & Esthetics Training is implementing various protocols suggested for colleges and universities by the Centers for Disease Control and Prevention. Students who experience flu-like symptoms should not attempt to attend

class until 24 hours after symptoms subside. Students who miss class due to the flu virus must contact the school immediately, before class if possible but within 24 hours of the class meeting to discuss makeup options if they are available. Students should ensure that all absences are used wisely in case they become ill and need to miss class. Students who contract the flu virus may be granted leniency with the attendance policy, (please supply doctor's note to the school) but must complete all required course assignments and attain all required learning outcomes. Individual circumstances will be reviewed on a case-by-case basis by the school director. Students with an illness or injury that restricts your ability to perform services and duties assigned by your instructor will be sent home. NVLET policy is "if you are too sick to work on clients, credits or perform class work then you are not well enough to attend school. Students who have a temperature will be sent home immediately.

### **Non-Discrimination**

NVLET is committed to the principle of equal employment and educational opportunities for all. Per the Title 45, Pt A6 of the Code of Federal Regulations, NVLET does not permit discrimination on the basis of race, color, religion, sex, national origin, sexual orientation, age or handicap in the administration of any educational programs or activity including participation in, or receiving the benefits or, admission to or employment in such programs or activities.

### **Standards of Progress**

The minimum attendance standard to maintain satisfactory progress is 90%. Unless the enrollment agreement is otherwise revised\* the student will attend a minimum of 54 hours per month to meet this standard. If students do not meet the minimum percentage of attendance, the student will be placed on attendance probation for one month\*\*. If at the end of probation, the student's attendance does not meet the standard, the student will be taken off probation

### **Grading System**

The grading scale for NVLET is shown in the table below. The minimum passing grade for a course is 80%. The minimum passing grade for a test is 75%. A student who fails a course will be placed on an academic probation for one month until grades improve. Academic probation includes an instructor conference and additional work if needed (counseling form). Should a student be unable to meet the minimum passing grade after academic probation is complete, the student may be recommended for dismissal from the program. The final grade for the entire program must be 80% or higher. Students who are struggling academically may request tutoring. Students who graduate with a combined course average of 95 or higher will receive an Honors Diploma.

Passing Percentage	Grade	GPA	Failing Percentage	Grade	GPA
97-100	A+	4	77-79	C+	2.33
93-96	A	4	73-76	C	2
90-92	A-	3.67	70-72	C-	1.67
87-89	B+	3.33	67-69	D+	1.33
83-86	B	3	63-66	D	1
80-82	B-	2.67	60-62	D-	0.67

Grades are given for homework, tests, online distance learning and other assignments given. A course grade is given at the end of each course as an average of homework and test grades. A midterm evaluation of a student's progress will be given when the student completes half of the program at approximately 300 hours.

### **Terminations and Suspensions**

NVLET practices a three strikes rule. Students demonstrating inappropriate behavior for a first offense will receive a written warning to be added to their student file. Second offenses will result in another written warning and the student will be dismissed for the rest of the class day with a loss of hours. Third offenses will result in dismissal from the program.

### **Conflict Resolution**

Sometimes situations arise from stress, frustration, or personal life. If a problem arises please request a private meeting with your instructor to address the situation. If a resolution cannot be made you may request a meeting with the student coordinator. Students may contact SCHEV as a last resort at 101 N. 14<sup>th</sup> Street, 9<sup>th</sup> Floor, James Monroe Building, Richmond, VA 23219. ***Students WILL NOT be subjected to adverse actions for initiating a complaint by any school official.***

### **Grievance Policy**

Students with grievances are always encouraged to find their own solutions and to address problems head on and work them out with others directly. However, if these efforts do not result in a resolution, students may request without prejudice, a meeting with our Principal, Margaret Kleber.

### **Leave of Absence**

One leave of absence may be granted to a student for emergency situations only (i.e. critical care) Leave of absence may be granted to a student with satisfactory attendance (80%) and the student's financial ledger must be up to date. The Leave of Absence is dated from the last day of attendance for the student. A student may not exceed 60 calendar days during a 12 month period. Additionally, the length of the LOA does NOT alter or lengthen the original Enrollment Agreement completion date unless authorized by the Director. A leave of absence is conditional on the following procedure in order for a leave of absence to be granted.

- If special circumstances arise, a student may request, in writing, a leave of absence, which should include the date the student anticipates the leave to begin and end.
- If the amount of leave needed exceeds the hours required in the students' current course, the student may arrange to repeat the course(s) when the course is offered again at no additional charge.
- Though no additional charges apply, students on a payment plan must continue to pay their tuition as scheduled during their LOA.

### **Cheating and Plagiarism**

NVLET will not condone academic cheating or plagiarism in any form. Faculty are expected to uphold and support the highest academic standards in this matter. Instructors should be diligent in reducing potential opportunities for academic cheating and plagiarism to occur.

- Cheating is defined as obtaining or attempting to obtain, or aiding another to obtain credit for work, or any improvement in evaluation of performance, by any dishonest or deceptive means. Cheating includes, but is not limited to: lying; copying from another's test or examination; discussion at any time of answers or questions on an examination or test, unless such discussion is specifically authorized by the instructor; taking or receiving copies of an exam without the permission of the instructor; using or displaying notes, "cheat sheets," or other information devices inappropriate to the prescribed test conditions; allowing someone other than the officially enrolled student to represent same.
- Plagiarism is defined as the act of using the ideas or work of another person or persons as if they were one's own without giving proper credit to the source. Any student found cheating or plagiarizing will automatically be dismissed from the program.

# Security and Safety

## Control Measures

### Fire or impending danger

1. All students and staff evacuate the building by moving to the nearest exit.
2. All evacuated persons must report to the bottom parking (away from the building to allow ambulances and or fire trucks easy access to the main entrance)
3. The supervisor on duty must call 911
4. The supervisor must take roll to account for all staff and students.
5. The school director must be called immediately to be apprised of the situation.

### Severe Weather Warning

1. The school director will notify the local TV station upon school closing due to inclement weather.
2. If power outage occurs in extreme cold/hot weather:
  - a. Staff and instructors will ensure that all windows and doors are closed to prevent heat loss in cold weather and that all doors and windows are open to allow for ventilation in hot weather.
  - b. If indoor temperature drops below 60 degrees F. or goes above 88 degrees F., notify the school director immediately for additional instructions.

### Violent Acts by a Group or Individual

Senior person closest to the scene will notify the school director or supervisor on duty. The supervisor on duty is to direct bystanders away from the immediate area and call the police (911).

### Bomb Threat

1. Every threat is to be taken seriously.
1. Record the following information:
  - a. Time of call
  - b. Type of bomb
  - c. Location of bomb
  - d. Expected time of detonation
  - e. Voice (male or female)
  - f. Keep the person on the phone as long as possible. Ask why the bomb was placed and whom the caller wishes to hurt.
3. Report the incident to the school director or supervisor immediately.
4. School Director/Supervisor will contact 911 for bomb squad assistance

### Weather and School Closure

Unless students are otherwise notified, our school follows the federal government's closing procedures for inclement weather. Please make the necessary preparations to get to class on time. Absences for weather are unexcused. You may also refer to NoVa Laser & Esthetics Training Facebook profile for updated posts on future closings [facebook.com/novalaserandesthetics](https://www.facebook.com/novalaserandesthetics) or the student classroom portal.

## **Graduation Requirements**

Students are required to attend the state board review class and pass an exit exam in order to graduate from NVLET. Esthetic Students must complete a 600 clock hours. Students may not sit for the exit exam until all class work and assignments have been handed in. In order to graduate, students must successfully complete the designated work assignments for the course in which he/she is enrolled. If the student has completed the required hours, passed the final examinations with a 75% grade or better and after satisfying all financial obligations to the school, the student will be considered a graduate and receive a certificate from NVLET. All financial obligations must be in good standing before sitting for the school exit exam.

NVLET takes pride in all of our students' successes including graduations. Graduation ceremonies are held every 4 months on the 4th Thursday of that month. Ceremonies are inclusive of all instructors and all BES and MES students who have successfully completed all 600 hours and have yet to walk. Our students' completion of coursework may be months ahead of their "walk" date. Therefore, many of our students test and receive licensure in advance of their ceremony. Qualifying students are provided graduation invitations and are allowed up to 4 guests outside of their immediate household.

Unless otherwise noted, all graduations are held at 11 am at Northern Virginia Laser and Esthetics Training

## **Licensing requirements for VA**

The Esthetician program is licensed By the Virginia State Board. Graduates are required to take and pass a written and practical exam in order to receive the state license. NVLET will assist the graduate with filling out the Paperwork for the examination.

## **State Licensing Disclaimer**

A. Any individual wishing to engage in esthetics or master esthetics shall obtain a license in compliance with § 54.1-703 of the Code of Virginia and meet the following qualifications:

1. The applicant shall be in good standing as a licensed esthetician in Virginia and all other jurisdictions where licensed. The applicant shall disclose to the board at the time of application for licensure any disciplinary action taken in Virginia and all other jurisdictions in connection with the applicant's practice as an esthetician. This includes monetary penalties, fines, suspensions, revocations, surrender of a license in connection with a disciplinary action, or voluntary termination of a license. The applicant shall disclose to the board at the time of application for licensure whether he has been previously licensed in Virginia as an esthetician or master esthetician. Upon review of an applicant's prior disciplinary action, the board, in its discretion, may deny licensure to any applicant wherein it deems the applicant is unfit or unsuited to engage in esthetics or master esthetics. The board will decide each case by taking into account the totality of the circumstances. Any plea of nolo contendere or comparable plea shall be considered a disciplinary action for the purposes of this section. The applicant shall provide a certified copy of a final order, decree, or case decision by a court, regulatory agency, or board with the lawful authority to issue such order, decree, or case decision, and such copy shall be admissible as prima facie evidence of such disciplinary action.
2. The applicant shall disclose his physical address. A post office box is not acceptable.
3. The applicant shall sign, as part of the application, a statement certifying that the applicant has read and understands the Virginia esthetics license laws and this chapter.
4. In accordance with § 54.1-204 of the Code of Virginia, each applicant shall disclose the following information regarding criminal convictions in Virginia and all other jurisdictions:

- a. All misdemeanor convictions involving moral turpitude, sexual offense, drug distribution, or physical injury within two years of the date of the application; and
  - b. All felony convictions within 20 years of the date of application. Any plea of nolo contendere shall be considered a conviction for purposes of this subsection. The record of a conviction received from a court shall be accepted as prima facie evidence of a conviction or finding of guilt. The board, in its discretion, may deny licensure to any applicant in accordance with § 54.1-204 of the Code of Virginia.
5. The applicant shall provide evidence satisfactory to the board that the applicant has passed the Board approved examination requirement administered either by the board or by independent examiners.

The Virginia Board may deny licensure on the grounds that the applicant knowingly made a false statement of fact required to be revealed in the application for such license. Students who are not U.S. citizens or who do not have documented authority to work in the United States will not be eligible to apply to take the state licensure examination. NVLET is not responsible for students denied licensure. If any of the above applies to you please discuss your particular situation with the state board as they make the final decision on a case by case basis.

### **Transcripts**

Once all graduation requirements are fulfilled (see graduation Requirements) the student will receive one transcript without charge. Additional transcripts will be provided for a fee of \$15.00 each. In the Event of withdrawal or termination, all financial obligations to the school must be completed before any transcript information will be released.

### **Graduate Placement Assistance**

NVLET does not offer career advising or placement services. We do, however, post job openings for our graduates on social media when businesses call us looking for graduates. Additionally, we are happy to write a letter of recommendation for those students who met or exceed all expectations during our class and in clinics. Assistance assembling a resume' is also available by request with the Principal.

## Legal and Collection Fees

If there is any legal action or arbitration between the parties arising out of this Agreement, the school, if it prevails, shall be entitled to recover its reasonable attorney fees in addition to any relief in which it may be entitled. Also the school shall be entitled to recover any attorney or collection agency fees and interest associated with the collection of delinquent accounts of the student.

I \_\_\_\_\_ (student name) have received, read and understand the policies outlined in the student handbook and hereby acknowledge that I received the NVLET student handbook and understand and accept the policies contained within. I understand my responsibilities and duties as a student, as well as financially, and accept them with full understanding and ownership. I will do my best to represent my school and work to maintain a professional attitude and excellence as a student as well as support my fellow classmates in their efforts to do the same.

### Student Acknowledgment and Acceptance of Policies and Procedures

Student Name (print) \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Student sign \_\_\_\_\_

This handbook will be updated on a regular basis to remain compliant with these laws. School rules and regulations are subject to updates and changes at any time. A copy of the latest version of the handbook is available online at [www.nvlet.com](http://www.nvlet.com) and administration offices.