



OPERATIONS MANUAL

2024-2026

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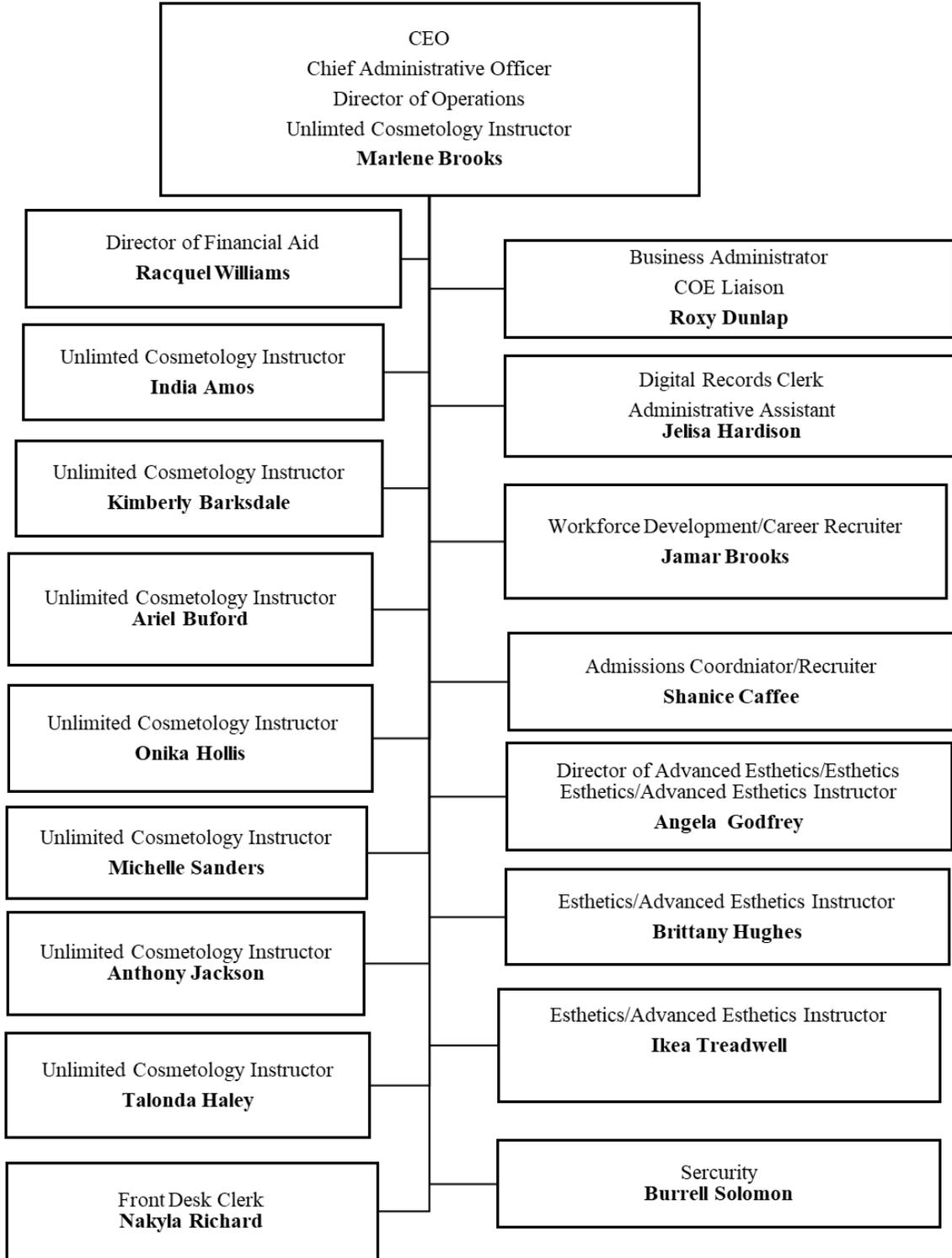
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SECTION ONE SCHOOL OPERATION

DYMOND DESIGNS BEAUTY SCHOOL

ORGANIZATIONAL CHART





INSTRUCTIONAL/ADMINISTRATIVE & SUPERVISORY STAFF

Marlene Brooks – Owner/Director of Operations	313-974-6164 ext. 105 marlenebrooks@ddbbs.edu
Raquel Williams- Director of Financial Aid	313-974-6164 ext. 103 raquelwilliams@ddbbs.edu
Roxy Dunlap- Business Administrator	313-974-6164 ext.102 roxydunlap@ddbbs.edu
Shanice Caffee- Admissions Coordinator	313-974-6164 ext.102 shanicecaffee@ddbbs.edu
Jamar Brooks- Workforce Development/Career Recruiter	313-974-6164 ext.104 jamarbrooks@ddbbs.edu
Jelisa Hardison- Records Clerk/Administrative Assistant	313-974-6164 ext. 101 jelisahardison@ddbbs.edu
Nakayla Richard – Front Desk Clerk	313-974-6164 ext. 101 nakaylarichard@ddbbs.edu
Angela Godfrey-Esthetics Instructor	313-574-2158 angelagodfrey@ddbbs.edu
Brittany Hughes-Esthetics Instructor	313-850-3016 brittanyhughes@ddbbs.edu
Ikea Treadwell – Esthetics Instructor	313-333-0995 ikeatreadwell@ddbbs.edu
India Amos-Unlimited Cosmetology Instructor	810-986-7283 indiaamos@ddbbs.edu
Kimberly Barksdale – Cosmetology Instructor	248-747-3622 kimberlybarksdale@ddbbs.edu
Anthony Jackson – Unlimited Cosmetology Instructor	313-974-6164 anthonyjackson@ddbbs.edu
Onika Hollis – Unlimited Cosmetology Instructor	248-819-0912 onikahollis@ddbbs.edu



Department: Operations
FLSA Status: Exempt
Reports to: Advisory Board
Direct Reports: 3
Amount of Travel Required: 25 to 50%

Director of Operations (Detroit-Main)

POSITION SUMMARY:

Dymond Designs Beauty School seeks a full-time Director of Operations to oversee all day-to-day operations and assist with the facilitation of all programs at the school's main campus. He/She is responsible for daily operations of all aspects, in addition to managing its resources, developing, and implementing an operational plan and ensuring that procedures are carried out properly. This position provides active and visible leadership through promotion of DDBS's culture, mission, and core beliefs. Candidates are strongly urged to have excellent organizational management. The ideal candidate will be enthusiastic, patient, a team player, friendly, and excited to learn. Excellent communication skills and the ability to manage multiple details and tasks in a fast-paced environment are essential. Interested candidates should submit a cover letter and resume to the Director of Operations.

ESSENTIAL DUTIES:

1. Overseeing daily operations and school activities of school personnel in admissions, education, student services and administration
2. Providing leadership through strong team structure and communication
3. Maintaining and improving student attendance and retention
4. Motivating campus associates through recognition and career development
5. Achieving school goals and establishing specific targets for budget
6. Monitoring student onboarding and job placements
7. Establishing partnerships within the community to facilitate job placement and alternative training opportunities
8. Excellent leadership and organizational abilities
9. Superior knowledge of industry regulations and operational guidelines
10. In-depth knowledge of data analysis software
11. Working knowledge of customer relationship management
12. Proven knowledge of performance evaluation metrics in a business setting
13. Outstanding negotiation skills
14. Excellent interpersonal, written and oral communication skills

15. Demonstrated success innovating solutions to increase productivity and profitability.
16. Overseeing daily financial operations, quarterly and yearly budgets, accounts payable/receivable.

- **Accountability** - Ability to accept responsibility and account for his/her actions and deliver upon expectations.
- **Relationship Building** - Ability to form a meaningful and genuine connection with our residents, each other and the community.
- **Respect** - Ability to show and treat all with dignity and worth.
- **Listening** - Ability to actively pay attention and seek to understand.
- **Communication, Written and Oral** - Ability to communicate effectively with others using the spoken word and writing clearly and concisely. Ability to follow verbal and written directions.
- **Technical Aptitude** - Ability to comprehend specialized information.
- **Assertiveness** - Ability to act in a self-confident manner to facilitate completion of a work assignment or to defend a position or idea.
- **Leadership** - Ability to influence others to perform their jobs effectively and to be responsible for making decisions.
- **Empathetic** - Ability to appreciate and be sensitive to the feelings of others.
- **Presentation Skills** - Ability to effectively present information publicly.
- **Decision Making** - Ability to make critical decisions while following company procedures.
- **Judgment** - The ability to formulate a sound decision using the available information.
- **Conflict Resolution** - Ability to deal with others in an antagonistic situation.
- **Problem Solving** - Ability to find a solution for or to deal proactively with work-related problems.
- **Consensus Building** - Ability to bring about group solidarity to achieve a goal.
- **Tactful** - Ability to show consideration for and maintain good relations with others.
- **Honesty / Integrity** - Ability to be truthful and be seen as credible in the workplace.
- **Coaching and Development** - Ability to provide guidance and feedback to help others strengthen specific knowledge/skill areas.
- **Training** - Ability to develop a particular skill in others to bring them up to a predetermined standard of work performance.
- **Team Builder** - Ability to convince a group of people to work toward a goal.
- **Detail Oriented** - Ability to pay attention to the minute details of a project or task.
- **Organized** - Possessing the trait of being organized or following a systematic method of performing a task.
- **Persistence** - Ability to complete tasks or continue in a course of action in spite of opposition or discouragement.
- **Innovative** - Ability to look beyond the standard solutions.
- **Change Management** - Ability to encourage others to seek opportunities for different and innovative approaches to addressing problems and opportunities.
- **Time Management** - Ability to utilize the available time to organize and complete work within given deadlines.
- **Working Under Pressure** - Ability to complete assigned tasks under stressful situations. Ability to address emergency and non-emergency situations calmly and thoroughly, applying common sense to the resolution of problems.
- **Autonomy** - Ability to work independently with minimal supervision.
- **Interpersonal/Diversity Oriented** - Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, personalities, or job type.
- **Safety Awareness** - Ability to identify and correct conditions that affect employee safety.

QUALIFICATIONS:

Education –

- High school diploma or GED
- Four years of college level work or equivalent.

Experience:

- Very strong computer skills: knowledge of MS Word and Excel required
- Bilingual English / Spanish is highly preferred
- At least two years of experience working with Trade School students is desirable.
- At least five years of Salon experience
- Preferred- a valid Michigan Instructors certification

Computer Skills-

Efficient Computer knowledge and use of Microsoft products, word processing, spreadsheets database systems, timekeeping systems, online learning systems, email and all other computer-generated systems.

Certificates & Licenses:

PHYSICAL DEMANDS

- Handling /Fingering
- Lift/Carry/Push/Pull 50 lbs. minimum
- Standing/sitting for long periods of time

Work Environment: School/Institution environment.

Evaluation:

Performance in this position will be evaluated against the essential duties, competencies, and requirements, as outlined, with frequency according to Dymond Designs Beauty School policy.

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Under Michigan law, any individual who needs a reasonable accommodation to perform the essential duties of the position they hold or seek must make a request, in writing, within 182 days of the day he/she knew or should have known of the need.

Dymond Designs Beauty School (DDBS) has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and DDBS reserves the right to change this job description and/or assign tasks for the employee to perform, as Planted may deem appropriate.

I certify that I have read and understand the responsibilities assigned to this position.

Employee Name (Please print) _____

Employee Signature: _____ Date: _____

I certify that this job description contains an outline of the responsibilities assigned to this position. I approve the delegation of responsibilities as outlined.

Approved by _____ Date: _____
Signature: Director of Operations



Department: Director of Financial Aid
FLSA Status: Exempt
Reports to: Director of Operations
Direct Reports: 0
Amount of Travel Required: 0 to 25%

Director of Financial Aid

POSITION SUMMARY:

Provide guidance to prospective loan applicants.

GENERAL ACCOUNTABILITIES:

1. Facilitate and implement policies and procedures of DDBS
2. Facilitate day to day operations of the school facility
3. Support instructors and conduct instructor meetings
4. Evaluate instructor and employees
5. Monitor SAP and Counsel students on Academics and Attendance
6. Instruct students when needed
7. Hire and conduct training for new hire orientation
8. Implement and make sure Financial Aid Program is following federal guidelines
9. Communicates with Boston Educational Network, auditors, Financial Aid Administrator, and Business Office
10. Maintains through knowledge of changes to financial aid programs to ensure compliance with federal state regulations as well as institutional policies
11. Coordinates preparation for accreditation visits, student financial aid audits, and other reviews/audits
12. Provides required reports in a timely and accurate manner

***DDBS reserves the right to add or change duties at any time.**

JOB QUALIFICATIONS

- Education: Bachelor's degree in business administration or a related field (preferred)
- Experience: 3-5 years of related experience
- Education: Financial Aid Fundamentals Training (Current Academic Year)

PREFERRED SKILLS

- Excellent written and oral communication
- Organizational skills

- Time Management
- Technical capacity
- Service orientation
- Presentation skills
- **Accountability** - Ability to accept responsibility and account for his/her actions and deliver upon expectations.
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 - company procedures.
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- **Safety Awareness** - Ability to identify and correct conditions that affect employee saf

QUALIFICATIONS:

Education –

- High school or equivalent (Required)
- Degree in Finance

Experience:

- 3-5 Years' Experience in Financial Aid
- Superior telephone manner and customer service
- Very strong computer skills: knowledge of MS Word and Excel required
- An equivalent combination of experience, education, and other qualifications may be considered.

- Bilingual English / Spanish is highly preferred

Computer Skills-

Efficient Computer knowledge and use of Microsoft products, word processing, spreadsheets database systems, timekeeping systems, online learning systems, email and all other computer-generated systems.

Certificates & Licenses:

PHYSICAL DEMANDS

- Handling / Fingering
- Lift/Carry/Push/Pull 50 lbs. minimum
- Standing/sitting for long periods of time

Work Environment: School/Institution environment.

Evaluation:

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Approved by _____ Date: _____
Signature: Director of Operations



Department: Admissions
FLSA Status: Exempt
Reports to: Director of Operations
Direct Reports: 0
Amount of Travel Required: 0 to 5%

Admissions Coordinator (Detroit-Main)

POSITION SUMMARY:

Dymond Designs Beauty School seeks a full-time, Admission Coordinator for the Admission Office at the school's main office. The Admission Coordinator manages the admission process for all applicants, oversees the DDBS admission database and provides support to three members of the office: Director of Operations, and the Finance Administrator. The Admission Coordinator is the first and main point of contact for applicants and prospects applying to our school's programs. The ideal candidate will be enthusiastic, patient, a team player, friendly, and excited to learn. Excellent communication skills and the ability to manage multiple details and tasks in a fast-paced environment are essential. Interested candidates should submit a cover letter and resume to the Chief Executive Officer of DDBS.

ESSENTIAL DUTIES:

1. Receive, read, route and/or file incoming mail, acknowledging where appropriate
2. Answer main telephone lines of Admission Office, fielding questions on admissions as well as general school information
3. Maintain online admission appointment calendar, coordinate applicant interviews and visits
4. Track progress of incoming application materials, following up on and requesting missing information
5. Attend meetings and trainings as required
6. Compose and manage correspondence; organize admission office mailings
7. Coordinate, organize and prepare for Admission Office events (open houses, exploratory sessions, information sessions, etc.) including RSVP and confirmations
8. Coordinate and supervise student volunteers and work-study as tour guides and school ambassadors
9. Assist and Manage in the reenrollment process of current and returning students
10. Create statistical reports- monthly, or as needed, to monitor all recruitment and enrollment
11. Participate in weekend and evening activities related to the Admission Office
12. Receive, Monitor, and Report all enrollment payments
13. Perform other work-related duties assigned by the Director of Operations or Dean of Students

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- **Safety Awareness** - Ability to identify and correct conditions that affect employee safety.

QUALIFICATIONS:

Education –

- High school or equivalent (Required)

Experience:

- Superior telephone manner and customer service
- Very strong computer skills: knowledge of MS Word and Excel required
- An equivalent combination of experience, education, and other qualifications may be considered.
- Bilingual English / Spanish is highly preferred

Computer Skills-

Efficient Computer knowledge and use of Microsoft products, word processing, spreadsheets database systems, timekeeping systems, online learning systems, email and all other computer-generated systems.

Certificates & Licenses:

PHYSICAL DEMANDS

- Handling / Fingering
- Lift/Carry/Push/Pull 50 lbs. minimum
- Standing/sitting for long periods of time

Work Environment: School/Institution environment.

Evaluation:

Performance in this position will be evaluated against the essential duties, competencies, and requirements, as outlined, with frequency according to Dymond Designs Beauty School policy.

Reasonable Accommodations Statement

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Employee Name (Please print) _____

Employee Signature: _____ Date: _____

I certify that this job description contains an outline of the responsibilities assigned to this position. I approve the delegation of responsibilities as outlined.

Approved by _____ Date: _____
 Signature: Director of Operations



Department: Workforce Development/Career Recruiter
FLSA Status: Exempt
Reports to: Director of Operations
Direct Reports: 0
Amount of Travel Required: 0 to 25%

WORKFORCE DEVELOPMENT/CAREER RECRUITER

POSITION SUMMARY:

Provides career counseling to students to assist them with successful entry into the job market.

ESSENTIAL DUTIES:

1. Assist students with a variety of career issues
2. Develops and deliver workshops and classroom presentations addressing career paths for various majors and other pertinent topics
3. Provides individualized attention to students requiring special assistance
4. Possesses and maintains a thorough understanding of employment market and stays abreast of trends and changes
5. Current with workshops, presentation materials, and content
6. Coordinates with educational department members to understand individual student needs
7. Establishes and maintains relationships with industries who seek to employ graduates
8. Assist with outreach efforts to students
9. Plans and attends career/job fairs and special events
10. Represents the career center at campus events and programs
11. Prepares timely and accurate reports
12. Completes all necessary paperwork, maintains files, and records
13. Perform all assigned duties from management
14. Collects and manages all Completion, Placement, and Licensure Data (CPL) for reporting metrics
15. Assist students with job readiness, resume and interview training
16. Assist in the interview process with employer partners and affiliates
17. Management has the right to implement new daily tasks when needed

JOB QUALIFICATIONS

- Education: High school diploma and some experience in the related field
- Experience: 1-2 years of related experience

REQUIRED SKILLS

Excellent written and oral communication

Service Orientation

Excellent time management skills

Thoroughness

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QUALIFICATIONS:

Education –

- High school or equivalent (Required)

Experience:

- Superior telephone manner and customer service
- Very strong computer skills: knowledge of MS Word and Excel required

- An equivalent combination of experience, education, and other qualifications may be considered.
- Bilingual English / Spanish is highly preferred

Computer Skills-

Efficient Computer knowledge and use of Microsoft products, word processing, spreadsheets database systems, timekeeping systems, online learning systems, email and all other computer-generated systems.

Certificates & Licenses:

PHYSICAL DEMANDS

- Handling / Fingering
- Lift/Carry/Push/Pull 50 lbs. minimum
- Standing/sitting for long periods of time

Work Environment: School/Institution environment.

Evaluation:

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Signature: Director of Operations



Department: Admissions
FLSA Status: Exempt
Reports to: Director of Operations
Direct Reports: 0
Amount of Travel Required: 0 to 5%

Administrative Assistant (Detroit-Main)

Dymond Designs Beauty School is offering hands on training in this position. We are eager to mentor and develop any individual who is seriously looking for a start-up career in administrations/admissions.

POSITION SUMMARY:

Dymond Designs Beauty School is interested in training a full-time or part-time candidate for the Administrative Assistant position at the school's main office. The Administrative Assistant will learn how to assist with all office duties as well customer service duties. The candidate will provide support services to all administrative team members. The ideal candidate will be enthusiastic, patient, a team player, friendly, and excited to learn. Excellent communication skills and the ability to manage multiple details and tasks in a fast-paced environment are essential.

ESSENTIAL DUTIES THAT CANDIDATE WILL BE TRAINED IN:

1. Receive, read, route and/or file incoming mail, acknowledging where appropriate
2. Answer main telephone lines.
3. Attend meetings and trainings as required
4. Compose and manage correspondence; organize administrative office mailings
5. Coordinate, organize and prepare for Administrative Office events.
6. Participate in weekend and evening activities related to the school.
7. Perform other work-related duties assigned by the Director of Operations.

- **Accountability** - Ability to accept responsibility and account for his/her actions and deliver upon expectations.
- **Relationship Building** - Ability to form a meaningful and genuine connection with our residents, each other and the community.
- **Respect** - Ability to show and treat all with dignity and worth.
- **Listening** - Ability to actively pay attention and seek to understand.
- **Communication, Written and Oral** - Ability to communicate effectively with others using the spoken word and writing clearly and concisely. Ability to follow verbal and written directions.
- **Technical Aptitude** - Ability to comprehend specialized information.
- **Assertiveness** - Ability to act in a self-confident manner to facilitate completion of a work assignment or to defend a position or idea.
- **Leadership** - Ability to influence others to perform their jobs effectively and to be responsible for making decisions.
- **Empathetic** - Ability to appreciate and be sensitive to the feelings of others.
- **Presentation Skills** - Ability to effectively present information publicly.
- **Decision Making** - Ability to make critical decisions while following company procedures.
- **Judgment** - The ability to formulate a sound decision using the available information.
- **Conflict Resolution** - Ability to deal with others in an antagonistic situation.
- **Problem Solving** - Ability to find a solution for or to deal proactively with work-related problems.
- **Consensus Building** - Ability to bring about group solidarity to achieve a goal.
- **Tactful** - Ability to show consideration for and maintain good relations with others.
- **Honesty / Integrity** - Ability to be truthful and be seen as credible in the workplace.
- **Coaching and Development** - Ability to provide guidance and feedback to help others strengthen specific knowledge/skill areas.
- **Training** - Ability to develop a particular skill in others to bring them up to a predetermined standard of work performance.
- **Team Builder** - Ability to convince a group of people to work toward a goal.
- **Detail Oriented** - Ability to pay attention to the minute details of a project or task.
- **Organized** - Possessing the trait of being organized or following a systematic method of performing a task.
- **Persistence** - Ability to complete tasks or continue in a course of action in spite of opposition or discouragement.
- **Innovative** - Ability to look beyond the standard solutions.
- **Change Management** - Ability to encourage others to seek opportunities for different and innovative approaches to addressing problems and opportunities.
- **Time Management** - Ability to utilize the available time to organize and complete work within given deadlines.
- **Working Under Pressure** - Ability to complete assigned tasks under stressful situations. Ability to address emergency and non-emergency situations calmly and thoroughly, applying common sense to the resolution of problems.
- **Autonomy** - Ability to work independently with minimal supervision.
- **Interpersonal/Diversity Oriented** - Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, personalities, or job type.
- **Safety Awareness** - Ability to identify and correct conditions that affect employee safety.

QUALIFICATIONS:

Education –

- High school or equivalent (Required)

Experience:

- Superior telephone manner and customer service

- Very strong computer skills: knowledge of MS Word and Excel required
- An equivalent combination of experience, education, and other qualifications may be considered.
- Bilingual English / Spanish is highly preferred

Computer Skills-

Efficient Computer knowledge and use of Microsoft products, word processing, spreadsheets database systems, timekeeping systems, online learning systems, email and all other computer-generated systems.

Certificates & Licenses:

PHYSICAL DEMANDS

- Handling / Fingering
- Lift/Carry/Push/Pull 50 lbs. minimum
- Standing/sitting for long periods of time

Work Environment: School/Institution environment.

Evaluation:

Performance in this position will be evaluated against the essential duties, competencies, and requirements, as outlined, with frequency according to Dymond Designs Beauty School policy.

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Under Michigan law, any individual who needs a reasonable accommodation to perform the essential duties of the position they hold or seek must make a request, in writing, within 182 days of the day he/she knew or should have known of the need.

Dymond Designs Beauty School (DDBS) has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and DDBS reserves the right to change this job description and/or assign tasks for the employee to perform, as Planted may deem appropriate.

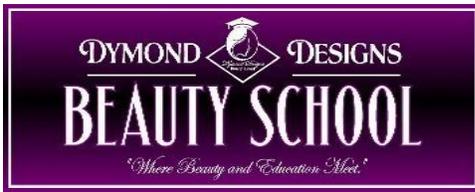
I certify that I have read and understand the responsibilities assigned to this position.

Employee Name (Please print) _____

Employee Signature: _____ Date: _____

I certify that this job description contains an outline of the responsibilities assigned to this position. I approve the delegation of responsibilities as outlined.

Approved by _____ Date: _____
 Signature: Director of Operations



Department: Admissions
FLSA Status: Exempt
Reports to: Director of Operations
Direct Reports: 0
Amount of Travel Required: 0 to 5%

User Group Trainer/ Administrative Assistant (Student/Staff) (Detroit-Main)

Dymond Designs Beauty School is offering hands on training in this position. We are eager to mentor and develop any individual who is seriously looking for a start-up career in administrations and student/instructor user group training.

POSITION SUMMARY:

Dymond Designs Beauty School is interested in training a full-time or part-time candidate for the following position at the school's main office. This position requires knowledge of administrative duties, capabilities in training staff and students, and support to four members of the office: Director of Operations, Admissions, Financial Aid Director, and Workforce Development. This position is a vital point of contact for applicants and prospects applying to our school's programs. The ideal candidate will be enthusiastic, patient, a team player, friendly, and excited to learn. Excellent communication skills and the ability to manage multiple details and tasks in a fast-paced environment are essential. Interested candidates should submit a cover letter and resume to Marlene Brooks, Director of Operations by email: marlenebrooks72@gmail.com

ESSENTIAL DUTIES THAT CANDIDATE WILL BE TRAINED IN:

1. Receive, read, route and/or file incoming mail, acknowledging where appropriate.
2. Answer main telephone lines of general school information.
3. Train students, staff, faculty, and guest on all user groups
4. Attend meetings and trainings as required.
5. Compose and manage correspondence; organize trainings for departments.
6. Assist in coordinating, organizing, and preparing for Admission Office events (open houses, exploratory sessions, information sessions, etc.) including RSVP and confirmations.
7. Perform other work-related duties assigned by the Director of Operations or Dean of Students.

- **Accountability** - Ability to accept responsibility and account for his/her actions and deliver upon expectations.
- **Relationship Building** - Ability to form a meaningful and genuine connection with our residents, each other and the community.
- **Respect** - Ability to show and treat all with dignity and worth.
- **Listening** - Ability to actively pay attention and seek to understand.
- **Communication, Written and Oral** - Ability to communicate effectively with others using the spoken word and writing clearly and concisely. Ability to follow verbal and written directions.
- **Technical Aptitude** - Ability to comprehend specialized information.
- **Assertiveness** - Ability to act in a self-confident manner to facilitate completion of a work assignment or to defend a position or idea.
- **Leadership** - Ability to influence others to perform their jobs effectively and to be responsible for making decisions.
- **Empathetic** - Ability to appreciate and be sensitive to the feelings of others.
- **Presentation Skills** - Ability to effectively present information publicly.
- **Decision Making** - Ability to make critical decisions while following company procedures.
- **Judgment** - The ability to formulate a sound decision using the available information.
- **Conflict Resolution** - Ability to deal with others in an antagonistic situation.
- **Problem Solving** - Ability to find a solution for or to deal proactively with work-related problems.
- **Consensus Building** - Ability to bring about group solidarity to achieve a goal.
- **Tactful** - Ability to show consideration for and maintain good relations with others.
- **Honesty / Integrity** - Ability to be truthful and be seen as credible in the workplace.
- **Coaching and Development** - Ability to provide guidance and feedback to help others strengthen specific knowledge/skill areas.
- **Training** - Ability to develop a particular skill in others to bring them up to a predetermined standard of work performance.
- **Team Builder** - Ability to convince a group of people to work toward a goal.
- **Detail Oriented** - Ability to pay attention to the minute details of a project or task.
- **Organized** - Possessing the trait of being organized or following a systematic method of performing a task.
- **Persistence** - Ability to complete tasks or continue in a course of action in spite of opposition or discouragement.
- **Innovative** - Ability to look beyond the standard solutions.
- **Change Management** - Ability to encourage others to seek opportunities for different and innovative approaches to addressing problems and opportunities.
- **Time Management** - Ability to utilize the available time to organize and complete work within given deadlines.
- **Working Under Pressure** - Ability to complete assigned tasks under stressful situations. Ability to address emergency and non-emergency situations calmly and thoroughly, applying common sense to the resolution of problems.
- **Autonomy** - Ability to work independently with minimal supervision.
- **Interpersonal/Diversity Oriented** - Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, personalities, or job type.
- **Safety Awareness** - Ability to identify and correct conditions that affect employee safety.

QUALIFICATIONS:

Education –

- High school or equivalent (Required)

Experience:

- Superior telephone manner and customer service
- Very strong computer skills: knowledge of MS Word and Excel required
- An equivalent combination of experience, education, and other qualifications may be considered.
- Bilingual English / Spanish is highly preferred.
- Knowledge of all user groups used for training purposes.

Computer Skills-

Efficient Computer knowledge and use of Microsoft products, word processing, spreadsheets database systems, timekeeping systems, online learning systems, email, and all other computer-generated systems.

Certificates & Licenses:

PHYSICAL DEMANDS

- Handling / Fingering
- Lift/Carry/Push/Pull 50 lbs. minimum
- Standing/sitting for long periods of time

Work Environment: School/Institution environment.

Evaluation:

Performance in this position will be evaluated against the essential duties, competencies, and requirements, as outlined, with frequency according to Dymond Designs Beauty School policy.

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Under Michigan law, any individual who needs a reasonable accommodation to perform the essential duties of the position they hold or seek must make a request, in writing, within 182 days of the day he/she knew or should have known of the need.

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I certify that I have read and understand the responsibilities assigned to this position.

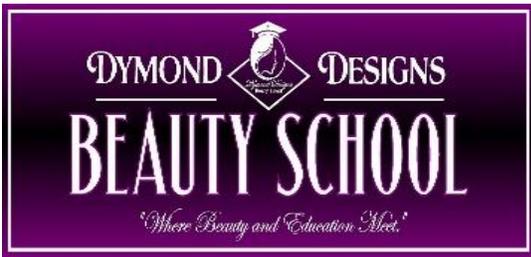
Employee Name (Please print) _____

Employee Signature: _____ Date: _____

I certify that this job description contains an outline of the responsibilities assigned to this position. I approve the delegation of responsibilities as outlined.

Approved by _____ Date: _____

Signature: Director of Operations



Department: Instructional
FLSA Status: Exempt
Reports to: Director of Operations
Direct Reports: 4
Amount of Travel Required: 10-10%

Career Development Trainer (Detroit-Main)

POSITION SUMMARY:

Dymond Designs Beauty School seeks a full-time or part-time Career Development Trainer for the Cosmetology program at the school's main office. The trainer is responsible for assuring that students are shown the industry techniques from a licensed cosmetology professional that will correlate with industry specific techniques and standards in accordance with all school, state, and federal rules, and regulations. The trainer will facilitate demonstrations with occupational job specific skills with students under the supervision of a licensed cosmetology instructor, will be enthusiastic, patient, a team player, friendly, excellent communication skills, and the ability to manage multiple details and tasks in a fast-paced environment are essential. The trainer will also oversee inventory control and product distribution in connection with the student's practical training. The Career Development Trainer reports to all licensed cosmetology instructors and to the Director of Operations.

ESSENTIAL DUTIES:

1. Assist students at DDDBS with practical skill applications
2. Assist students with improving their knowledge or career skill
3. Provide guidance with resources for their career path
4. Create a positive educational climate for the students to learn demonstrations
5. Assist instructors on making sure student performance goals are met
6. Participate in continued training session
7. Create projects designed to enhance student skills
8. Read and stay abreast of current topics in education
9. Utilize various curriculum resources
10. Work with program coordinators to ensure initiatives are being met
11. Provide daily demonstrations that will correlate with course of study
12. Must work with the school to adhere to all Federal, State, and City regulations
13. Monitor and maintain inventory control and dispensation of products related to student training and all demonstrations.

KEY RESPONSIBILITIES:

1. Excellent interpersonal, written, and oral communication skills.
2. Motivate campus associates through recognition and career development.
3. Assure that students are provided demonstrations to enhance their career skill.
4. Assist students on performing techniques in the most timely and professional manner.

MINIMUM QUALIFICATIONS:

Educational –

- High school diploma or GED

Experience:

- Basic knowledge of MS Word and Excel required
- Bilingual English / Spanish /French is preferred
- At least 3 years of experience as a licensed cosmetologist.
- Preferred- a valid Michigan State Certification
- At least 1 year as a salon management

Computer Skills-

Efficient Computer knowledge and use of Microsoft products

Certificates & Licenses:

Cosmetology Licensed

PHYSICAL DEMANDS

- Handling /Fingering
- Lift/Carry/Push/Pull 50 lbs. minimum
- Standing/sitting for long periods of time

Work Environment:

Salon stylist/ salon or spa management

Evaluation:

Performance in this position will be evaluated against the essential duties, competencies, and requirements, as outlined, with frequency according to Dymond Designs Beauty School policy.

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Under Michigan law, any individual who needs a reasonable accommodation to perform the essential duties of the position they hold or seek must make a request, in writing, within 182 days of the day he/she knew or should have known of the need.

Dymond Designs Beauty School (DDBS) has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and DDBS reserves the right to change this job description and/or assign tasks for the employee to perform, as Planted may deem appropriate.

I certify that I have read and understand the responsibilities assigned to this position.

Employee Name (Please print) _____

Employee Signature: _____ Date: _____

I certify that this job description contains an outline of the responsibilities assigned to this position. I approve the delegation of responsibilities as outlined.

Approved by _____ Date: _____
Signature: Director of Operations



Department: Admissions
FLSA Status: Exempt
Reports to: Director of Operations
Direct Reports: 0
Amount of Travel Required: 0 to 5%

Student Digital Records Clerk (Detroit-Main)

POSITION SUMMARY:

Dymond Designs Beauty School seeks a full-time position for a Student Digital Records Clerk within the administrative offices. The responsibility of this position includes but is not limited to creating and developing all student digital records through the Rollcall Software System. This position also entails inputting data such as attendance, grades, exams, Minimum Practical Applications (MPA's), start/end date, student personal information, completed clock hours, and cumulative grades/attendance for students' official transcripts. The Student Digital Records Clerk will be responsible for training faculty on how to create and input data into a student digital file. The Digital Clerk will work closely with the Admissions Coordinator and Instructors to assure all student data is correct. The Student Digital Record Clerk will receive all student hard-copy files from the Admissions Coordinator, and Director of Operations **ONLY** so that an academic digital record of the student is created. All academic and attendance is recorded by Instructors then given to the Data Clerk for input into student academic digital file.

The ideal candidate will be enthusiastic, patient, a team player, friendly, excited to learn and willing to grow within the organization. Excellent communication skills and the ability to manage multiple details and tasks in a fast-paced environment are essential. Interested candidates should submit a cover letter and resume to the Chief Executive Officer of DDBS.

ESSENTIAL DUTIES:

The Student Digital Record Clerk daily task are:

1. To create an academic digital file for each student.
2. Input all student information needed to create an official transcript such as student information, grades, course descriptions, and other information in accordance with policies.
3. Greets visitors in person or on the phone, providing customer service with guidance regarding the registration process; may refer customers to appropriate department.
4. Processes name changes, any student updates, and all academic and demographic information in the digital files.
5. Maintains digital files in proper order; pulls records for processing and refiles.
6. Performs miscellaneous job-related duties as assigned.
7. Works with DDBS RollCall Software Representative in developing or changing the student digital records (If-needed) in order to remain in compliance with the State of Michigan Department of Licensing and Regulatory Affairs (LARA) Cosmetology Division and the Council of Occupational Education.
8. Responsible for training faculty to create student digital files if there are more opportunities to grow the records department.
9. Performs other work-related duties assigned by the Director of Operations.
10. Works directly with the Admissions Coordinator with multiple tasks needed throughout the day.

- **Accountability** - Ability to accept responsibility and account for his/her actions and deliver upon expectations.
- **Relationship Building** - Ability to form a meaningful and genuine connection with our residents, each other and the community.
- **Respect** - Ability to show and treat all with dignity and worth.
- **Listening** - Ability to actively pay attention and seek to understand.
- **Communication, Written and Oral** - Ability to communicate effectively with others using the spoken word and writing clearly and concisely. Ability to follow verbal and written directions.
- **Technical Aptitude** - Ability to comprehend specialized information.
- **Assertiveness** - Ability to act in a self-confident manner to facilitate completion of a work assignment or to defend a position or idea.
- **Leadership** - Ability to influence others to perform their jobs effectively and to be responsible for making decisions.
- **Empathetic** - Ability to appreciate and be sensitive to the feelings of others.
- **Presentation Skills** - Ability to effectively present information publicly.
- **Decision Making** - Ability to make critical decisions while following
 - company procedures.
- **Judgment** - The ability to formulate a sound decision using the available information.
- **Conflict Resolution** - Ability to deal with others in an antagonistic situation.
- **Problem Solving** - Ability to find a solution for or to deal proactively with work-related problems.
- **Consensus Building** - Ability to bring about group solidarity to achieve a goal.
- **Tactful** - Ability to show consideration for and maintain good relations with others.
- **Honesty / Integrity** - Ability to be truthful and be seen as credible in the workplace.
- **Coaching and Development** - Ability to provide guidance and feedback to help others strengthen specific knowledge/skill areas.
- **Training** - Ability to develop a particular skill in others to bring them up to a predetermined standard of work performance.
- **Team Builder** - Ability to convince a group of people to work toward a goal.
- **Detail Oriented** - Ability to pay attention to the minute details of a project or task.
- **Organized** - Possessing the trait of being organized or following a systematic method of performing a task.
- **Persistence** - Ability to complete tasks or continue in a course of action in spite of opposition or discouragement.
- **Innovative** - Ability to look beyond the standard solutions.
- **Change Management** - Ability to encourage others to seek opportunities for different and innovative approaches to addressing problems and opportunities.
- **Time Management** - Ability to utilize the available time to organize and complete work within given deadlines.
- **Working Under Pressure** - Ability to complete assigned tasks under stressful situations. Ability to address emergency and non-emergency situations calmly and thoroughly, applying common sense to the resolution of problems.
- **Autonomy** - Ability to work independently with minimal supervision.
- **Interpersonal/Diversity Oriented** - Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, personalities, or job type.
- **Safety Awareness** - Ability to identify and correct conditions that affect employee safe

QUALIFICATIONS:

Education –

- High school or equivalent (Required)

Experience:

- Superior telephone manner and customer service
- Very strong computer skills: knowledge of MS Word and Excel required
- An equivalent combination of experience, education, and other qualifications may be considered.
- Bilingual English / Spanish is highly preferred

Computer Skills-

Efficient Computer knowledge and use of Microsoft products, word processing, spreadsheets database systems, timekeeping systems, online learning systems, email and all other computer-generated systems.

Certificates & Licenses:

PHYSICAL DEMANDS

- Handling / Fingering
- Lift/Carry/Push/Pull 50 lbs. minimum
- Standing/sitting for long periods of time

Work Environment: School/Institution environment.

Evaluation:

Performance in this position will be evaluated against the essential duties, competencies, and requirements, as outlined, with frequency according to Dymond Designs Beauty School policy.

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Under Michigan law, any individual who needs a reasonable accommodation to perform the essential duties of the position they hold or seek must make a request, in writing, within 182 days of the day he/she knew or should have known of the need.

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I certify that I have read and understand the responsibilities assigned to this position.

Employee Name (Please print) _____

Employee Signature: _____ Date: _____

I certify that this job description contains an outline of the responsibilities assigned to this position. I approve the delegation of responsibilities as outlined.

Approved by _____ Date: _____
Signature: Director of Operations



Department: Operations
FLSA Status: Exempt
Reports to: Director of Operations
Direct Reports: 4
Amount of Travel Required: 25 to 50%

Educational Administrator (Detroit-Main)

POSITION SUMMARY:

The Dymond Designs Beauty School's Educational Administrator is the academic administrator with primary responsibility for curriculum development for DDBS. The role will identify the development needs of students and will assure content which meets those needs as well as state licensing requirements. The Educational Administrator maintains responsibility for monitoring student's progress through the identified curricula. This position will also oversee Administrative Staff and Faculty Professional Development and related training content. The Administrator will also oversee inventory control and product distribution in connection student's practical experience on the floor. The Educational Administrator reports directly to the Director of Operations.

ESSENTIAL DUTIES:

1. Oversees each programs' curriculum and student goals.
2. Develops creative ways to convey curriculum content to students using varied methods (ie. Classroom learning, guest presenters, web content, etc.)
3. Serve as a liaison between institution administrators, faculty, and student departments.
4. Assess the needs of the student body and respond with appropriate academic content which aligns with state licensing requirements.
5. Monitor student on-boarding and job placements.
6. Maintaining and improving student attendance.
7. Administer the DDBS Professional Development Program and offer training for the purpose of continuous improvement. Maintain records of training and related progress.
8. Administer evaluation of administrators and faculty competencies and performance in connection with the Director of Operations. Maintains appropriate records of evaluations.
9. Monitor and maintain inventory control and dispensation of products related to student practices. Provides reports and details of inventory counts upon request.
10. Other work-related duties as needed.

KEY RESPONSIBILITIES:

11. Excellent interpersonal, written, and oral communication skills.
12. Ability to build relationships and partnerships in the industry.
13. Motivate campus associates through recognition and career development.

- **Accountability** - Ability to accept responsibility and account for his/her actions and deliver upon expectations.
- **Relationship Building** - Ability to form a meaningful and genuine connection with our residents, each other and the community.
- **Respect** - Ability to show and treat all with dignity and worth.
- **Listening** - Ability to actively pay attention and seek to understand.
- **Communication, Written and Oral** - Ability to communicate effectively with others using the spoken word and writing clearly and concisely. Ability to follow verbal and written directions.
- **Technical Aptitude** - Ability to comprehend specialized information.
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- **Leadership** - Ability to influence others to perform their jobs effectively and to be responsible for making decisions.
- **Empathetic** - Ability to appreciate and be sensitive to the feelings of others.
- **Presentation Skills** - Ability to effectively present information publicly.
- **Decision Making** - Ability to make critical decisions while following
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- **Judgment** - The ability to formulate a sound decision using the available information.
- **Conflict Resolution** - Ability to deal with others in an antagonistic situation.
- **Problem Solving** - Ability to find a solution for or to deal proactively with work-related problems.
- **Consensus Building** - Ability to bring about group solidarity to achieve a goal.
- **Tactful** - Ability to show consideration for and maintain good relations with others.
- **Honesty / Integrity** - Ability to be truthful and be seen as credible in the workplace.
- **Coaching and Development** - Ability to provide guidance and feedback to help others strengthen specific knowledge/skill areas.
- **Training** - Ability to develop a particular skill in others to bring them up to a predetermined standard of work performance.
- **Team Builder** - Ability to convince a group of people to work toward a goal.
- **Detail Oriented** - Ability to pay attention to the minute details of a project or task.
- **Organized** - Possessing the trait of being organized or following a systematic method of performing a task.
- **Persistence** - Ability to complete tasks or continue in a course of action in spite of opposition or discouragement.
- **Innovative** - Ability to look beyond the standard solutions.
- **Change Management** - Ability to encourage others to seek opportunities for different and innovative approaches to addressing problems and opportunities.
- **Time Management** - Ability to utilize the available time to organize and complete work within given deadlines.
- **Working Under Pressure** - Ability to complete assigned tasks under stressful situations. Ability to address emergency and non-emergency situations calmly and thoroughly, applying common sense to the resolution of problems.
- **Autonomy** - Ability to work independently with minimal supervision.
- **Interpersonal/Diversity Oriented** - Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, personalities, or job type.
- **Safety Awareness** - Ability to identify and correct conditions that affect employee safe

MINIMUM QUALIFICATIONS:

Educational –

- High school diploma or GED
- Bachelor’s degree or equivalent combination of Educational and experience.

Experience:

- Basic knowledge of MS Word and Excel required
- Bilingual English / Spanish /French is preferred
- At least two years of experience working with Vocational/Trade School students is desirable.
- At least two years of teaching or Educational experience preferred.
- Preferred- a valid Michigan Instructors certification

Computer Skills-

Efficient Computer knowledge and use of Microsoft products, word processing, spreadsheets database systems, timekeeping systems, online learning systems, email and all other computer-generated systems.

Certificates & Licenses:

Instructor’s License

PHYSICAL DEMANDS

- Handling /Fingering
- Lift/Carry/Push/Pull 50 lbs. minimum
- Standing/sitting for long periods of time

Work Environment:

School/Institution environment.

Evaluation:

Performance in this position will be evaluated against the essential duties, competencies, and requirements, as outlined, with frequency according to Dymond Designs Beauty School policy.

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Under Michigan law, any individual who needs a reasonable accommodation to perform the essential duties of the position they hold or seek must make a request, in writing, within 182 days of the day he/she knew or should have known of the need.

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I certify that I have read and understand the responsibilities assigned to this position.

Employee Name (Please print) _____
Employee Signature: _____ Date: _____

I certify that this job description contains an outline of the responsibilities assigned to this position. I approve the delegation of responsibilities as outlined.

Approved by _____ Date: _____
Signature: Director of Operations



Department: Operations
FLSA Status: Non-Exempt
Reports to: Director of Operations
Direct Reports: 0
Amount of Travel Required: 0 to 5%

Instructor-Cosmetology (Detroit-Main)

POSITION SUMMARY:

Dymond Designs Beauty School seeks a full-time or part-time Cosmetology Instructor for the Cosmetology and Cosmetology Instructors program at the school's main office. He/She is responsible for instruction at DDBS of students in accordance with all school, state, and federal rules and regulations. Will facilitate instruction with occupational job specific skills. Candidates are strongly urged to have excellent classroom management. The ideal candidate will be enthusiastic, patient, a team player, friendly, and excited to learn. Excellent communication skills and the ability to manage multiple details and tasks in a fast-paced environment are essential. Interested candidates should submit a cover letter and resume to the Director of Operations.

ESSENTIAL DUTIES:

1. Assist students at DDBS with academic milestones
2. Aide students studying for a certificate or diploma to improve their knowledge or career skills
3. Create instructional resources for use in the classroom
4. Plan, prepare, and deliver instructional activities
5. Create a positive educational climate for the students to learn
6. Meet course and school-wide student performance goals
7. Participate in continued training sessions
8. Create lesson plans and modify accordingly throughout the year
9. Maintain progress reports
10. Administer tests and evaluations for all students
11. Grade papers and perform other administrative duties as needed
12. Create projects designed to enhance lectures
13. Read and stay abreast of current topics in education
14. Utilize various curriculum resources
15. Integrate competencies, goals, and objectives into lesson plans
16. Develop professional relationships with other agencies and programs
17. Work with program coordinators to ensure initiatives are being met
18. Tutor students on an individual basis
19. Observe and evaluate students' performance
20. Manage student behavior in the classroom by invoking approved disciplinary procedures
21. Ensure student readiness for State Licensure assessments

- **Accountability** - Ability to accept responsibility and account for his/her actions and deliver upon expectations.
- **Relationship Building** - Ability to form a meaningful and genuine connection with our residents, each other and the community.
- **Respect** - Ability to show and treat all with dignity and worth.
- **Listening** - Ability to actively pay attention and seek to understand.
- **Communication, Written and Oral** - Ability to communicate effectively with others using the spoken word and writing clearly and concisely. Ability to follow verbal and written directions.
- **Technical Aptitude** - Ability to comprehend specialized information.
- **Assertiveness** - Ability to act in a self-confident manner to facilitate completion of a work assignment or to defend a position or idea.
- **Leadership** - Ability to influence others to perform their jobs effectively and to be responsible for making decisions.
- **Empathetic** - Ability to appreciate and be sensitive to the feelings of others.
- **Presentation Skills** - Ability to effectively present information publicly.
- **Decision Making** - Ability to make critical decisions while following company procedures.
- **Judgment** - The ability to formulate a sound decision using the available information.
- **Conflict Resolution** - Ability to deal with others in an antagonistic situation.
- **Problem Solving** - Ability to find a solution for or to deal proactively with work-related problems.
- **Consensus Building** - Ability to bring about group solidarity to achieve a goal.
- **Tactful** - Ability to show consideration for and maintain good relations with others.
- **Honesty / Integrity** - Ability to be truthful and be seen as credible in the workplace.
- **Coaching and Development** - Ability to provide guidance and feedback to help others strengthen specific knowledge/skill areas.
- **Training** - Ability to develop a particular skill in others to bring them up to a predetermined standard of work performance.
- **Team Builder** - Ability to convince a group of people to work toward a goal.
- **Detail Oriented** - Ability to pay attention to the minute details of a project or task.
- **Organized** - Possessing the trait of being organized or following a systematic method of performing a task.
- **Persistence** - Ability to complete tasks or continue in a course of action in spite of opposition or discouragement.
- **Innovative** - Ability to look beyond the standard solutions.
- **Change Management** - Ability to encourage others to seek opportunities for different and innovative approaches to addressing problems and opportunities.
- **Time Management** - Ability to utilize the available time to organize and complete work within given deadlines.
- **Working Under Pressure** - Ability to complete assigned tasks under stressful situations. Ability to address emergency and non-emergency situations calmly and thoroughly, applying common sense to the resolution of problems.
- **Autonomy** - Ability to work independently with minimal supervision.
- **Interpersonal/Diversity Oriented** - Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, personalities, or job type.
- **Safety Awareness** - Ability to identify and correct conditions that affect employee safety.

QUALIFICATIONS:

Education –

- High school diploma or GED
- Two years of college level work or equivalent.

Experience:

- Very strong computer skills: knowledge of MS Word and Excel required
- Bilingual English / Spanish is highly preferred
- At least two years of experience working with Trade School students is desirable.
- At least two years of Salon experience
- Must have a valid Michigan Instructors certification

Computer Skills-

Efficient Computer knowledge and use of Microsoft products, word processing, spreadsheets database systems, timekeeping systems, online learning systems, email and all other computer-generated systems.

Certificates & Licenses:

PHYSICAL DEMANDS

- Handling /Fingering
- Lift/Carry/Push/Pull 50 lbs. minimum
- Standing/sitting for long periods of time

Work Environment: School/Institution environment.

Evaluation:

Performance in this position will be evaluated against the essential duties, competencies, and requirements, as outlined, with frequency according to Dymond Designs Beauty School policy.

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Under Michigan law, any individual who needs a reasonable accommodation to perform the essential duties of the position they hold or seek must make a request, in writing, within 182 days of the day he/she knew or should have known of the need.

Dymond Designs Beauty School (DDBS) has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and DDBS reserves the right to change this job description and/or assign tasks for the employee to perform, as Planted may deem appropriate.

I certify that I have read and understand the responsibilities assigned to this position.

Employee Name (Please print) _____

Employee Signature: _____ Date: _____

I certify that this job description contains an outline of the responsibilities assigned to this position. I approve the delegation of responsibilities as outlined.

Approved by _____ Date: _____
Signature: Director of Operations



Department: Operations
FLSA Status: Non-Exempt
Reports to: Director of Operations
Direct Reports: 0
Amount of Travel Required: 0 to 5%

Instructor- Esthetics (Detroit-Main)

POSITION SUMMARY:

Dymond Designs Beauty School seeks a full-time or part-time, Esthetics Instructor for the Esthetics and Esthetics Instructors program at the school's main office. He/She is responsible for instruction at DDBS of students in accordance with all school, state, and federal rules and regulations. Will facilitate instruction with occupational job specific skills. Candidates are strongly urged to have excellent classroom management. The ideal candidate will be enthusiastic, patient, a team player, friendly, and excited to learn. Excellent communication skills and the ability to manage multiple details and tasks in a fast-paced environment are essential. Interested candidates should submit a cover letter and resume to the Director of Operations.

ESSENTIAL DUTIES:

1. Assist students at DDBS with academic milestones
2. Aide students studying for a certificate or diploma to improve their knowledge or career skills
3. Create instructional resources for use in the classroom
4. Plan, prepare, and deliver instructional activities
5. Create a positive educational climate for the students to learn
6. Meet course and school-wide student performance goals
7. Participate in continued training sessions
8. Create lesson plans and modify accordingly throughout the year
9. Maintain progress reports
10. Administer tests and evaluations for all students
11. Grade papers and perform other administrative duties as needed
12. Create projects designed to enhance lectures
13. Read and stay abreast of current topics in education
14. Utilize various curriculum resources
15. Integrate competencies, goals, and objectives into lesson plans
16. Develop professional relationships with other agencies and programs
17. Work with program coordinators to ensure initiatives are being met
18. Tutor students on an individual basis
19. Observe and evaluate students' performance
20. Manage student behavior in the classroom by invoking approved disciplinary procedures
21. Ensure student readiness for State Licensure assessments

- **Accountability** - Ability to accept responsibility and account for his/her actions and deliver upon expectations.
- **Relationship Building** - Ability to form a meaningful and genuine connection with our residents, each other and the community.
- **Respect** - Ability to show and treat all with dignity and worth.
- **Listening** - Ability to actively pay attention and seek to understand.
- **Communication, Written and Oral** - Ability to communicate effectively with others using the spoken word and writing clearly and concisely. Ability to follow verbal and written directions.
- **Technical Aptitude** - Ability to comprehend specialized information.
- **Assertiveness** - Ability to act in a self-confident manner to facilitate completion of a work assignment or to defend a position or idea.
- **Leadership** - Ability to influence others to perform their jobs effectively and to be responsible for making decisions.
- **Empathetic** - Ability to appreciate and be sensitive to the feelings of others.
- **Presentation Skills** - Ability to effectively present information publicly.
- **Decision Making** - Ability to make critical decisions while following company procedures.
- **Judgment** - The ability to formulate a sound decision using the available information.
- **Conflict Resolution** - Ability to deal with others in an antagonistic situation.
- **Problem Solving** - Ability to find a solution for or to deal proactively with work-related problems.
- **Consensus Building** - Ability to bring about group solidarity to achieve a goal.
- **Tactful** - Ability to show consideration for and maintain good relations with others.
- **Honesty / Integrity** - Ability to be truthful and be seen as credible in the workplace.
- **Coaching and Development** - Ability to provide guidance and feedback to help others strengthen specific knowledge/skill areas.
- **Training** - Ability to develop a particular skill in others to bring them up to a predetermined standard of work performance.
- **Team Builder** - Ability to convince a group of people to work toward a goal.
- **Detail Oriented** - Ability to pay attention to the minute details of a project or task.
- **Organized** - Possessing the trait of being organized or following a systematic method of performing a task.
- **Persistence** - Ability to complete tasks or continue in a course of action in spite of opposition or discouragement.
- **Innovative** - Ability to look beyond the standard solutions.
- **Change Management** - Ability to encourage others to seek opportunities for different and innovative approaches to addressing problems and opportunities.
- **Time Management** - Ability to utilize the available time to organize and complete work within given deadlines.
- **Working Under Pressure** - Ability to complete assigned tasks under stressful situations. Ability to address emergency and non-emergency situations calmly and thoroughly, applying common sense to the resolution of problems.
- **Autonomy** - Ability to work independently with minimal supervision.
- **Interpersonal/Diversity Oriented** - Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, personalities, or job type.
- **Safety Awareness** - Ability to identify and correct conditions that affect employee safety.

QUALIFICATIONS:

Education –

- High school diploma or GED
- Two years of college level work or equivalent.

Experience:

- Very strong computer skills: knowledge of MS Word and Excel required
- Bilingual English / Spanish is highly preferred
- At least two years of experience working with Trade School students is desirable.
- At least two years of Salon experience
- Must have a valid Michigan Instructors certification

Computer Skills-

Efficient Computer knowledge and use of Microsoft products, word processing, spreadsheets database systems, timekeeping systems, online learning systems, email and all other computer-generated systems.

Certificates & Licenses:**PHYSICAL DEMANDS**

- Handling /Fingering

- Lift/Carry/Push/Pull 50 lbs. minimum
- Standing/sitting for long periods of time

Work Environment: School/Institution environment.

Evaluation:

Performance in this position will be evaluated against the essential duties, competencies, and requirements, as outlined, with frequency according to Dymond Designs Beauty School policy.

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Under Michigan law, any individual who needs a reasonable accommodation to perform the essential duties of the position they hold or seek must make a request, in writing, within 182 days of the day he/she knew or should have known of the need.

Dymond Designs Beauty School (DDBS) has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and DDBS reserves the right to change this job description and/or assign tasks for the employee to perform, as Planted may deem appropriate.

I certify that I have read and understand the responsibilities assigned to this position.

Employee Name (Please print) _____

Employee Signature: _____ Date: _____

I certify that this job description contains an outline of the responsibilities assigned to this position. I approve the delegation of responsibilities as outlined.

Approved by _____ Date: _____
 Signature: Director of Operations

CONTINUOUS EVALUATION OF PERFORMANCE FOR FULL AND PART-TIME EMPLOYEES

INSTRUCTIONAL

ADMINISTRATIVE AND SUPERVISORY STAFF

<p>The first organizational Performance Evaluation takes place on or after the 91st day after the initial date of hire. The on-going evaluations will take place on or near the Faculty member's anniversary date, which is their initial date of hire.</p>	<p>The first organizational Performance evaluation takes place on or after the 91st day after the initial date of hire. There may also be a 30 Day Check In to address immediate questions and resources needs. The on-going evaluation will occur on or near the Staff member's anniversary date which is the anniversary of date of hire.</p>
<p>30 days prior to the anniversary date of their hire, each Instructional team member will be scheduled for their Annual Performance Evaluation</p>	<p>30 days prior to the anniversary date of their hire, each Administrative or Supervisory team member will be scheduled for their Annual Performance Evaluation by the Director of Operations.</p>
<p>The Director of Operations or designee will schedule a date and time and will invite the Faculty member to the meeting and ask that they bring a completed version of the evaluation (self-evaluation) along with a one- page rationale/summary with their opinion of their performance. The Education Administrator may sit in on this meeting or provide input/documentation.</p>	<p>The Director of Operations or designee will take responsibility for scheduling the Annual Performance Evaluation meeting with the team member. The Director of Operations or designee will request that the team member complete a self-evaluation and bring along a one- page rationale of their performance rating and any supporting documentation to support their rating.</p>
<p>Faculty should feel free to bring supporting documentation of their performance or evidence of their special accomplishments or going beyond the call of duty.</p>	<p>Administrative and Supervisory staff should feel free to bring supporting documentation or evidence of special accomplishments during the year.</p>

<p>The Director of Operations and/or designee will review the rationale statement and the self-evaluation information. They will discuss their view of the faculty member’s performance and will provide examples and or supporting documentation which supports their review rating. They will provide a final rating to the Faculty member.</p>	<p>The Director of Operations and/or designee will review the rationale statement and the self-evaluation. The Director of Operations or designee will also take into account any other evidence of performance or supporting evidence. The Director of Operations will then decide and share with the team member their rating,</p>
<p>The Director and/or designee will then work with the faculty member to outline specific areas for re-training to address any identified areas of improvement. They will also obtain suggestions from the Faculty member on other trainings they may need or have an interest in developing.</p>	<p>The Director of Operations and/or designee will help the team member define other training needs and will also assess if the team member has any other areas of training interest that should be considered.</p>
<p>The Director of Operations and/or designee will have responsibility of creating a written training plan to be signed off on by both parties.</p>	<p>The Director of Operations and/or designee will take responsibility for defining an annual training plan for the team member in writing. Either the Administrative or Supervisory team member; and will sign off on the plan along with the Director.</p>
<p>The Director of Operations, and/or designee, and Advisory/Occupational Committees will review the annual training progress annually to assure completion of the Annual Review’s related training plan. The Director of Operations or designee will assure that 12 credit hours of professional development are completed annually.</p>	<p>The Director of Operations, and/or designee, and Advisory/ Occupational Committees will annually revisit the annual training plan for the team members and will discuss if the elements of the plan are being completed and if the team members are being accountable.</p>

<p>If the Faculty member has any remaining comments regarding the evaluation, they can be attached to the final version of the Annual Review Evaluation.</p>	<p>Just before the final sign off, the Director checks with the team member to see if they have anything more to share. Any final points or comments can be attached to the final version of the Annual Review Evaluation.</p>
<p>Once the Director of Operations or designee has signed off on the plan, then all documented, including the Performance Evaluation form, the supporting documentation and the Training Plan will be forwarded to HR and placed on file</p>	<p>Once the Director of Operations has signed off on the training plan, then the documentation to support the evaluation and rationale, etc., will be forwarded to HR and placed in the employee's file.</p>
<p>HR will note that the Annual Performance Evaluation process has been completed.</p>	<p>HR will make a note that the Annual Performance Evaluation process has been completed.</p>

INSTRUCTOR CONTINUING EDUCATION AGREEMENT FORM

INSTRUCTOR CONTINUING EDUCATION REQUIREMENTS

All instructors are required by the school to complete a minimum of 12 hours per year (based on employment anniversary) of continuing education training, at least four of which must be devoted to academic and practical learning teaching methods. It is the personal responsibility of each instructor to meet this requirement and provide documentation of such training to management for his/her personnel file. The school may periodically require employees to participate in job training or career development activities in addition to their regular work schedule. It is the goal of the school to actively participate in the development of its employees. However, it is believed that employees must be willing to invest both time and, if necessary, money toward self-improvement and professional development. Tuition for school-sponsored events will be waived.

PLEASE NOTE:

DDBS will hold development courses for academic and practical learning, leadership development, instructional and educational development, and job training/career development. It is the responsibility of the instructor to attend the sessions held by DDBS if you will not be attending outside courses throughout the year. Available training dates will be posted well in advance. By signing this agreement, you understand what is expected of you and you will submit formal documentation of attendance on an annual basis.

Instructor Signature

Date

Faculty Evaluation Policy and Procedure

Goal:

To instruct students effectively and prepare them for successful employment in the beauty industry, which helps assure the school achieves its mission and educational objectives.

The following written plan and responsibilities must be acknowledged and performed for annual review.

Teaching Responsibilities (90% or more of daily scheduled work time)

1. Gain a working knowledge of the school's satisfactory academic progress policy, the standards of conduct, practical course requirements, grading policies and criteria, and state regulations within 30 days of employment.
2. Teach and follow the school's published curriculum, using all teaching aids and handouts provided unless deviations are approved.
3. Learn any new course or teaching methods introduced during employment and follow them consistently.
4. Maintain a thorough knowledge of the school's mission and educational objectives and strive to attain them at all times.
5. Prepare and participate in new student orientation according to school policy and as assigned.
6. Organize and prepare for each class presentation. Organize the necessary handouts, teaching aids, and equipment prior to starting the class.
7. Follow and supplement published lesson plans. Present the information without reading from the text or lesson plan.
8. Project enthusiasm and excitement. Practice proper grammar and pronunciation. Be careful of tone, volume and clarity of expression.
9. Maintain a thorough, accurate and current knowledge of the subject matter taught.
10. Use various methods for student's stimuli during presentations. Use body movement and gestures effectively.
11. Prepare practical and/or written assignments daily.
12. Inspire pride in workmanship and a professional attitude in your students towards their training and work responsibilities by your example.
13. Be fair and impartial in your dealings with all students.
14. Practice effective listening skills when interacting with students.
15. Stimulate students to think for themselves and research the answers to questions for themselves. Use examples for clarification.
16. Use effective review questions and activities.
17. Ensure tests are graded promptly and give immediate feedback to students whenever possible.
18. Control argumentative or disruptive students by getting them involved. Assign leadership tasks and praise accomplishments.

19. Conduct evaluations of practical skills according to established grading criteria. All grading must be recorded.
20. Ensure that students complete the required theory learning and practical skills training
21. Complete progress evaluations based on practical skills and theory learning. Student performance counseling will identify a plan for action for improvement as needed.
22. Properly prepare applicable graduate students for the state certification practical examinations.
23. Monitor and fairly enforce the school's policies, standards of conduct, and state regulations.
24. Never release confidential information on any student without obtaining written authorization from the student (or parent/guardian if applicable) using DDDBS authorized form(s).
25. Be readily available for students at all times. Other Duties (never more than 10% of scheduled work time)
26. Read, understand and follow the responsibilities and policies outlined in the school's written operating procedures.
27. Attend staff meetings as scheduled and participate in discussion of all required agenda items.
28. Provide employment assistance for graduating students as needed.
29. Document placement efforts and post job openings found in area newspapers and other publications on the Career Opportunities bulletin board.
30. Strive for a rate of 85% placement or better.
31. Monitor inventory needs according to policy and report needs to administration.
32. Monitor bathrooms throughout the day ensure cleanliness and sufficient supplies are available.
33. Complete any administrative tasks as assigned in a timely and accurate manner.

Employee/ Instructor Signature

Date

SECTION TWO SCHOOL OPERATION

EFFECTIVENESS OF STUDENT SERVICES PLAN

Purpose:

The purpose of the Plan is to address student retention, responsibilities for coordination, counseling of students, evaluation of this plan, academic advisement/counseling, career guidance, reasonable accommodations for special needs students, and how evaluations results are shared with staff continuously for the effectiveness of ensuring all student services are improving. The Director of Operations will be responsible for this plan, but it will be the duty of all that participate in the career success of our students to play a part in the facilitation of the overall procedures. This plan includes input from faculty.

Objective:

To ensure the plan meets the needs of the students, staff, and employers we serve. DDDBS's main objective in achieving the purpose of the plan is to make sure that the plan is focusing the energy that is deployed in support of student retention and completion achievement. This plan is reviewed annually and surveyed with timely and meaningful interaction between the students and the staff to assure that DDDBS has identified the needs of our students in a timely and accurately.

Personnel Responsible:

The Director of Operations, faculty, instructional staff, and all personnel are responsible for implementing. The admissions coordinator must inform the instructors that a student is disabled or needs accommodation or assistance due to a disability. After the staff has been informed the Director of Operations will be informed to create a plan of action.

Procedure for student services:

- DDDBS requires that students meet at least once with the following: their instructor or Director of Operations for academic counseling/assistance, workforce development recruiter career recruiter for job placement, and admissions to correspond about all services needed.
- DDDBS will utilize the instructors, Director of Operations, and the Workforce Development Career Recruiter to aid in the assistance of the student's counseling, overall performance, participation, and educational journey from enrollment to job placement.

- The Workforce Development Career Recruiter and will assist in gathering all required data for job placement and the effort to increase student retention and the data associated with retention will be the responsibility of the Director of Operations and Instructors.
- The instructors will oversee making sure the clinical floor is active and the needs of the students to perform the clinical services in the community is provided. Instructors are responsible for making sure that students have high engagement in their program from hands-on /work-based training to lecture knowledge (theory); which, will ultimately sustain higher retention rates.
- The Records and Placement Department is supervised by the Director of Operations and maintained by the Records Clerk and the Workforce Development Career Recruiter. The Records Clerk will service alumnae needs, transcript/ educational record request, and the Workforce Development Career Recruiter will assist with placement requests in a timely and efficient manner.
- Confidentiality will be followed in the keeping, documenting, and sharing of files or student sensitive data and will be managed by the Director of Operations.
- Student support services and assistance with academic advisement and assistance will be the responsibility of all faculty.
- All students will be given access to learning resources both digital and print and will be given the passcode to the school's internal server to access educational materials to ensure a successful program outcome and student retention.
- Students will be given progress reports, program assessments, and practical skills tests to ensure they are held accountable for quantitative and qualitative performance, thus ensuring students have more personal "stake" in the game.
- Students will have the opportunity to meet with potential employers and will have meaningful interaction for job opportunities upon graduation.
- Students will be given their own student portal which allows them to view grades, attendance, financial status, and the ability to update their personal information.

Plan for retention and student services:

- To promote student success and higher retention rates which can be persistent through graduation, DDBS strives to focus on improving the classrooms and clinical floor organization and management. DDBS believes that if students fail in the classroom and on the clinical floor work-based training, one course at a time, they fail in job placement. Consequently, improving classroom/clinical practices in these ways: expectations, support, assessment, feedback, involvement, communication skills, time management, academic/social integration, and employer involvement.
- First, clearly defined expectations in the classroom can help students to develop realistic expectations and begin to plan their time according to competing demands in the discipline area. All faculty members should provide clear information about course requirements, assignments, examinations, and projects. Furthermore, faculty should retain high expectations of students.
- Academic support is vital to students as they strive to meet high expectations. For underrepresented and underserved students joining our community, academic support can make or break their initial experience. DDBS sets forth internal support when external challenges for students directly impact their ability to participate in daily learning. Student mentors and faculty advisors can serve to provide a social and academic support network to struggling students.
- Frequent assessments, feedback, communication, time management, and academic/social integration can keep students informed of their progress and allow them the opportunity for correction and give the student the opportunities not only create an environment that promotes self-reflection on progress but also encourage students to think about what they are learning as they are learning.
- DDBS has a firm commitment to ensure that all students receive a quality education and experience. All efforts for retention are based on ethical conduct and clear academic goals. It is imperative that students, staff, and administrators are responsible for upholding the school's mission. DDBS is prepared to serve its students and offer the most comprehensive support services to retain its students and increase its population.

Special needs accommodation

DDBS has a non-discrimination policy that complies with section 504 of the rehabilitation act

and the Americans with Disabilities Act which are federal laws that prohibit discrimination based on disability. DDBS must provide academic adjustments, auxiliary aids and reasonable accommodations to students with disabilities that are necessary to ensure students are not denied the benefits of, or excluded from participation in, the school program.

Evaluation:

- The evaluation of the plan will be a combined effort from the Director of Operations, Workforce Development Career Recruiter, Admissions Coordinator, and the instructors which are also responsible for maintaining and gathering data. The Records Clerk is responsible for student records and data such as clock-hours, recording student minimum practical application hours, and attendance. The Director of Operations is ultimately responsible for the compliance of all records and student data.
- The student retention and CPL data will be reviewed on no less than an annual basis by all staff, committees, and employers at the annual meetings. It will be at this time all recommendations, suggestions and comments on student services and student retention will be addressed. We will assess if we are hitting our completion, placement, and licensure metrics.
- Student, employer, graduate, and employee surveys are reviewed to see if DDBS is meeting the needs of those that we serve.
- The Director of Operations, Instructors, and all other management/administrative staff will make recommendations, suggestions and report findings of noncompliance or potential deficiencies reported on the survey feedback forms.
- The Occupational and Institutional Advisory Board Committees will have the opportunity to assess all information from survey feedback forms from the students, employers and all staff on an annual basis and make recommendations for deletion, addition, or potential changes in the event they deem necessary findings should be addressed.
- The Director of Operations, Workforce Development Career Recruiter, and Admissions Coordinator will evaluate all feedback after the annual and biannual meetings have taken
- place and discuss the final changes, additions, or deletions to the plan to further support the students.

- All final changes will be made to the plan by the Director of Operations and will be updated and then shared with all staff, management, and committee members at the next biannual or annual meeting. Changes will be available immediately to all on the website in digital and in print format in the Director of Operations Office and throughout the institution.
- The plan will also be available to all students, staff, and visitors of the facility. This plan is located on the school's website in digital format and in print inside the student handbook and operational manual located inside the media resource room and administrative offices.
- An email will be sent to all staff and board members regarding the plan's changes and the newly revised plan will be attached to the email.
- The plan will be continually monitored and assessed throughout the year and changes will be made sooner if necessary than annually if the need arises.

DDBS PROGRAM AND OUTCOMES FOLLOW-UP PLAN

This plan ensures that the institution is evaluating program outcomes systemically with the purpose of assessing program efficiency, effectiveness, and relevancy by achieving specified quantitative requirements for the following: completion, placement, and licensure data. This plan also has a follow-up and retention plan implemented that identifies the responsibilities for coordination, survey completers, retention, and employers to assess the level of satisfaction, methods of data collection for completion, placements, and licensures, data collected from completers and employers, and student retention that focuses on program effectiveness and the evaluation of this plan.

Follow-up Surveys

Follow-up surveys are conducted for students, graduates, and employers that hire DDBS graduates. The surveys are used to collect data for program effectiveness, various modes of delivery, relevance to job requirements and completion and licensure exams data. All follow-up data is made available to instructional personnel and administrative staff during our end of the year mandatory meeting. Various media resources, equipment, training methods, CPL data and strategic plan are reviewed and or altered if a need is presented.

Placement and Follow-up Data

Placement and follow-up data are used to evaluate and improve the quality of program outcomes as well as the success of the institution in achieving its mission and are reviewed by staff, instructional personnel, administration, Director of Operations, and Institutional/ Occupational Advisory Committees. The workforce and career recruiter tracks data for all completion, placements, licensures, and testing data through DDBS's Completion, Placement, Licensure, and Testing Dates Trackers. DDBS maintains placement assistance and arrangements for job placement through our Workforce Development and Career Recruiter/Department. Instructors assist students with resume building, interview preparation, communication skills, and professional development for job leads and employment opportunities. All graduates' information for placement is collected during the exit interview process and immediately provided to the Workforce Development and Recruitment Department for possible employment.

As prescribed by state law, we cannot guarantee placement as an inducement to enrollment. Therefore, the school does not guarantee placement services. All institutional employees are encouraged to make a recommendation upon the adjournment of our Employee Meeting after all data has been reviewed, distributed, and discussed. All reviews take place prior to the upcoming new year. The end of the year meeting is mandatory for all institutional instructional, administrative and supervisory staff.

Collection of Data on Completion, Placement, Follow-up, and Licensure Exams and Pass Rates

DDBS is a smaller organization, so data collection is a combination of effort from all staff. Whether it's an instructional, administrative, or supervisory staff member, all are a part of the gathering of follow-up data and the processes. All Student files are kept on the main campus

which includes: the period of enrollment, financials, academic and current educational progress records. The files are kept on campus for a period of no less than 5-7 years from the date of enrollment. The instructors are responsible for making sure all students fill out an exit survey form upon final interview with the Director of Operations and completion of the student's respective program. All data from the survey is then entered into a software program for data organization which will make information retrievable upon job placement and licensure notifications. The Director of Operations verifies with instructors that they have collected exit surveys for all students. Once collected, the Director of Operations will review and exit students out of the program. During this process the Workforce and Career Recruiter is setting up job placements and interviews for the students and the business center is preparing students to receive licensure exam dates through the State of Michigan (LARA). After all data has been collected the records clerk will enter all data into the student digital and hard-copy file and into the completion and placement tracker. Further data of student placements and licensure exams are collected by the workforce development and career recruiter, instructors, and the admissions coordinator. Once the student has completed the program the student will complete the licensure and placement survey which allows DDBS to track student licensure

exam pass rates accurately after the student has graduated. The means of collecting placement data is in the form of the employer affiliate with students sending an employment offer through email, exit surveys from the students, social media, via telephone, or web retrieval. Verifiable collection of state exams and licensure data is by means of the State of Michigan.

Exit Surveys and evaluation from the Program Completers, and Employers of Completers for determination of Program Effectiveness.

DDBS believes in delivering top notch education and to do so, we must provide track data and metrics so we can measure the success of our programs and the impact we make on those we can train. Program effectiveness is evaluated by distributing survey feedback forms to our completers and employers of completers. The questions on the survey ask specific quality questions to determine if we are meeting our mission statement in providing quality training programs. Getting "real time" feedback from the employers and graduates of our program helps us to grow and strengthen areas of weakness or that are underdeveloped. Upon annual review of the survey feedback forms at our mandatory end of the year employee meetings we ask for feedback, suggestions, or comments on areas of development. We measure our outcomes by our licensure/placement rates and retention of students that graduate and complete their program. Exit surveys that are complete help us to recognize what our graduates and employers see as our strengths and weaknesses for our program method of delivery. Upon request by students, transcripts will be provided that will include the following: program of study, course or units of study completed with corresponding grades, date of enrollment, attendance, and graduation date. Questions asked for in the survey allow us to see satisfaction with our school and the quality of candidates sent to our hiring partner affiliates. Items on the exit surveys ask questions such as the level of rating on topics as follows, but not limited to: Modes of training delivery, facility and equipment, curriculum, instructor review

Plan for retention and student services:

- To promote student success and higher retention rates which can be persistent through graduation, DDBS strives to focus on improving the classrooms and clinical floor

organization and management. DDBS believes that if students fail in the classroom and on the clinical floor work-based training, one course at a time, they fail in job placement. Consequently, improving classroom/clinical practices in these ways: expectations, support, assessment, feedback, involvement, communication skills, time management, academic/social integration, and employer involvement.

- First, clearly defined expectations in the classroom can help students to develop realistic expectations and begin to plan their time according to competing demands in the discipline area. All faculty members should provide clear information about course requirements, assignments, examinations, and projects. Furthermore, faculty should retain high expectations of students.
- Academic support is vital to students as they strive to meet high expectations. For underrepresented and underserved students joining our community, academic support can make or break their initial experience. DDBS sets forth internal support when external challenges for students directly impact their ability to participate in daily learning. Student mentors and faculty advisors can provide a social and academic support network to struggling students.
- Frequent assessments, feedback, communication, time management, and academic/social integration can keep students informed of their progress and allow them the opportunity for correction and give the student the opportunities not only to create an environment that promotes self-reflection on progress but also encourage students to think about what they are learning as they are learning.
- DDBS has a firm commitment to ensure that all students receive quality education and experience. All efforts for retention are based on ethical conduct and clear academic goals. It is imperative that students, staff, and administrators are responsible for upholding the school's mission. DDBS is prepared to serve its students and offer the most comprehensive support services to retain its students and increase its population.

Evaluation and Review

DDBS believes that an evaluation of all program and institutional outcomes should be reviewed on an annual basis with all staff including Administrative, Instructional and Supervisory, and no less than an annual basis with Institutional and Occupational Committee members. The addition, deletion and revision of the plan is on an as-needed basis but will take place no less than on an annual basis unless the need arises. The distribution and review of the plan and all collected data for follow up, placement and institutional outcomes data helps us to continue to strive to meet excellence in our overall efforts for successful outcomes.

Procedures

1. Data Collection upon Enrollment
2. Immediate meeting or interview with Admissions Coordinator or Workforce Development and Career recruiter.
3. Students will be notified of their needed efforts to report licensure and job placement data with the use of the student licensure and placement survey feedback forms upon completion and the assistance of the State of Michigan website that allows DDBS to verify exams and licensure data.
4. All data for placement and licensure are collected from Instructors, Admissions Coordinator, Workforce and Career Recruiter, and all other administrative staff members in the form of exit surveys, licensure and placement surveys, social media, online platform retrieval, state of Michigan licensure follow-ups, testing centers, and employer partners that have hired our

graduates. Contact can be made via telephone, email, text messages, social media, and our school's communication app called Remind.

5. The Workforce Development Recruiter, Admissions Coordinator, Director of Operations, and Records Clerk are responsible for housing collected data in the Student Information File System digital/hard copy format which is in the locked fire-proof safe cabinet and located on company's computers which is also back up all data collected by a third-party IT Company. All hard-copy and digital copies of files are only accessible through the file clerk or designated administrative staff.
6. The collected data is gathered, evaluated, and analyzed on an annual basis at staff meetings and Institutional/Occupational Committee Members meetings.
7. All staff instructional staff are to report all student evaluations, SAP's, academic counseling forms, and daily minimum practical application forms signed by students and instructors to assist in tracking student retention and follow-up.
8. Revision to the plan is done on an "as needed basis", but no less than annually.

Placement Services

DDBS has a Workforce and Career Placement department that focuses on job placement services to assist graduates and non-graduates. Within the curriculum, students are assisted with their resume, interview skills, personal presentation, for employment and portfolio for placement opportunities. The Workforce and Career Recruiter is responsible for maintaining and sharing student portfolio's and resumes with employers seeking graduates and are available to employers for review and/or sent via email, letter, or in-person by the career recruiter. With the student's verbal permission, the career recruiter will act on behalf of the student for employer verification.

Job Openings

Job opening is provided by the Workforce and Career Development Center, and openings are on display in the Media Resource Room for students seeking employment.

Student Follow-up

Student records that do not show exemption from follow-up, placement, or follow-up information are considered unverifiable. The workforce development recruiter, instructors, records clerk, admissions coordinator, or the director of operations will review the Student Outcome reports to evaluate student needs and retention, with a further evaluation and follow-up with the student after review. Student follow-up attendance and performance records are reviewed on no less than an annual basis. All feedback is assessed and gathered, it is at this time the recommendations for change, adjustment or implementation are made. All feedback from the staff and committee members is taken into consideration and the plan is updated by the Director of Operations immediately after final review.

Follow-up methods

1. Employe/student emails, or verbal communication.
2. Student and Employer feedback forms for placement, exams, and licensure
3. Student Exit surveys for placement
4. Student Licensure and Placement Data Survey forms
5. Emails, text, remind messages from students verifying employment.
6. Calling the State for licensure and exam data

7. Call testing centers for passing or failing records.
8. Director of Operations and Admissions Coordinator verbal verification from student and or employers
9. Social media and online platform retrievals
10. Open house and employer affiliate partner hiring events on campus for verification of employment.

Follow-up methods Continued

The Admissions Coordinator, Workforce Development and Career Recruiter, and Instructors will contact the student to complete the exam, licensure, and placement data survey after the completion of the program. All employers of graduates will be contacted to complete an employer placement data survey to provide feedback on the quality of the former student's knowledge, skills and performance or the Occupational Committee Members will communicate with the employer partners to gather the necessary program and institutional outcomes data

EDUCATIONAL RESOURCES PLAN

Dymond Designs Beauty School recognizes the need to provide comprehensive educational resources and learning tools for students to have open access to a wide variety of reference materials both through distance (hybrid)/traditional education. DBS has a secure LMS system, CIMA, through Milady that provides our staff and students with access, to all digital learning materials within a subscription service plan that offers on-demand learning platforms, eBook, online homework/testing, virtual simulation/lab, and study tools within one location of the platform. Students are allowed access 24 hours a day and not just through traditional training.

Availability of Educational Resources

Students have access to learning resources within a modern facility that will prepare them for the workforce. All students are given secure login through an app called Rollcall which is our School's Information System (SIS) connected to our school's server. CIMA (Milady) which is our school's Learning Management System (LMS) requires students to sign-in to receive access to access to all instructional materials, curriculum, exams, quizzes, syllabi, and much more. The eBook also comes with read-out-loud accessibility. This platform also stores portfolio materials for gainful employment opportunities upon completion/licensure of all programs.

Learning resources are available to students during the instructional period as determined by the institutions published hours as stated above in the section listed as instructional media. After-hours access to the program's media may be granted to students by instructors when appropriate supervision is available, and safety can be assured.

Students shall have wireless access to the internet on their own devices anywhere on the campus from DDBS Guest network. Additionally, all administration departments, faculty, staff, and instructors shall have access through the DDBS portal. Students shall have wireless access to the internet on their own devices anywhere on the campus from DDBS Guest network. Additionally, all administration departments, faculty, staff, and instructors shall have access through the DDBS portal.

Programs that require the use of other instructional/educational materials are available for use and must be requested in advance. All inventory is tracked by the Director of Operations and the business center for all instructional and educational supplies. Instructors check out inventory through supply/equipment request forms that must be signed, dated, and submitted to the Director of Operations for approval. After approval any supplies/equipment is updated to a form and tracked daily/weekly if needed.

All property which is purchased from any of the institutions funding sources for the use of the school becomes property of the school. All donated items must follow all health and safety, and data security requirements. All items purchased by the institution **MUST** be on a purchase order and designated to the Director of Operations or Designee for school property records. Lost or stolen property **MUST** be reported to the Director of Operations, who will determine if local law enforcement must be contacted. All lost or stolen property **MUST** be submitted on an authorized form and given to the Director of Operations.

Orientation for User Groups for Staff/Students

The orientation to all user groups is provided through hands-on training during staff/student orientation. Training provides staff/students with the necessary tools to effectively implement all media/educational resources and online resources. All school rules, policies, and training are provided during orientation which also includes times of access to the media resource room.

Implementation and Coordination of Educational Media Services Staff Roles and Responsibilities

The Director of Operations is responsible for the provision of educational/media services and supplies in coordination with all instructors and the Business Center Administrator. The responsibilities include coordinating, implementing, providing, and maintaining all educational/media services, educational/instructional supplies, media resources/services that are within their respective programs with guidance and support from the Director of Operations and each program occupational committee. The Director of Operations will maintain appropriate supplies, shelving, clinical flooring supply rooms/dispensaries for each class, floor space and adequate storage to accommodate all educational/instructional media resources that are offered by DDBS excluding the digital institutional platforms. Hybrid instructional training is granted equal access to identical materials and resources.

Program Instructors:

- Maintain and oversee the use of program support materials (manuals, technical books, and periodicals)
- Assist in orientation of user groups and any digital technology software training. Instructors also assist with all media services and resources within the institution.
- Recommend specific books, multimedia items, and any specialty media equipment
- Monitor and assist students with the use of computers
- Submit purchase request for technology or instructional equipment
- Direct students to appropriate media resources
- Provide students technical assistance with all educational software and other references for researching information.
- Maintain all assigns learning resources and equipment in accordance with the Dymond Designs Beauty School Media Services Plan
- Create instructional media (both print and non-print)
- Maintain a list of books or a catalog of program reference materials and other resources for delivery of instruction
- Oversee all hybrid instructional learning which consists of tests, quizzes, minimum practical application uploaded to digital training platform, and attendance monitoring through digital platform.

Annual Budget for all Educational Media Services

DDBS has an annual budget for all educational media services reviewed by the Institutional/Occupational Advisory Committee. All instructors must complete a written request form for all media/technology items and submit each request to the Director of Operations or Designee before the beginning of the month. The Director of Operations or designee will review

the requested item(s). The Director of Operations will then evaluate the budget and availability of funds for the department and entity. After the budget has been evaluated, a decision will be made on this purchase funding. The Director of Operations and Business Center Administrator are responsible for maintaining the budgets and keeping accurate records of expenses for each program department and will work as part of a cohesive team with Mrs. Shaniece Bennett (licensed CPA/ Institutional Advisory Committee Member), and Mrs. Julianna Perry (VP Business Banking Fifth Third Bank/ Institutional Advisory Committee Member)

Educational Materials available

DDBS provides a list of program-specific resources in which the overall responsibility for the availability and coordination of media services is implemented through its instructors. The media room has adequate space, and shelving to house the media resources needed to provide educational materials. The media services lab houses computers available online books as well as the reading materials in our media room and library.

Audio-visual materials & equipment

- Televisions
- Computers

Print and Digital format Materials:

- Audio/Visual aids
- Web training tutorials
- Milady Hard-Copy Books
- Milady Exam Books
- Foundations Book
- Digital books
- Flash Drives
- Instructional DVD
- CD's
- Televisions
- Computers
- Projectors
- Projectors

Educational/Media/Materials Resources for Teachers:

- Milady Master Educator hardcopy/digital book
- Milady Digital Correlator
- Educational slides
- Milady Exam Book
- Cima Digital Training Platform
- Loreal Digital training Platform
- Zoom
- Remind application
- Instructional DVS's
- CD's
- Audio/Video
- Computers
- Projectors
- Televisions
- Rollcall software for student software management
- Instructional manuals, books, and periodicals
- MindTap software to track student performance

Orientation for user groups for instructors, students, and others

The orientation to all media services for user groups for faculty, instructors, students, and others are given and reviewed during all new student and employee orientations as well as on the first day of class. The Director of Operations may designate an instructor or designee to assist in each user groups orientation. Continuing education occurs for all staff as new media services are added. During orientations all user groups (instructors, faculty, and students) will be instructed on the use and availability of all media and resources during their initial program/employment orientation and again as required when new resources are being implemented during instruction and employment.

Facilities, Technology, and Infrastructure for the use of media materials

DDBS educational platform is offered through CIMA which supports the digital training book (Milady) through Cengage for instructional software. DDBS has computers that are available to all students within the Media Resource Room within the designated hours of operations which are Tuesday -Wednesday 8:30am-9:00pm Friday-Saturday 830am-4:00pm. All students are logged into all applicable software's including the digital book during orientation. After students are enrolled into the digital book all necessary applications for curriculum will be available that is taught at DDBS. All staff/students/employees will have access to the internet, computer software, printers, copier, data on shared drives and other audio/visual equipment. DDBS' quality instructional media supports the educational content of its programs' curriculum. Instructional media is available to each program, including but not limited to; reference materials, audio/visual materials, read aloud software, digital references, online supplemental materials provided by CIMA, zoom platform and web training tutorials by the Milady and Loreal Platform, Master curriculum binders, catalogs, and manuals are also available for print instructional materials in in the Media Service Room.

Rollcall software is utilized in administration/finance, while Western Digital Software and writing for wired and wireless backup. Software for anti-viruses and firewall protection are monitored by Webroot, while Bitlocker manages all data for encryption. All IT is outsourced through Electronic

Brain Solutions. The institution has a budget for all installations, on-going services, and purchases. If network changes are needed to the DDBS technical infrastructure they will be considered as budgetary constraints allow. If there are repairs/purchases needed to media services, all instructors and faculty must complete purchase or work order and submit it to the Director of Operations. The Director of Operations will then check the budget with the Business Center Administrator for availability if it is deemed an immediate, potential, or current need. The Director of Operations will then purchase based on available budget allowance and will plan strategically to complete the necessary request as the resources/cash flow becomes open.

Evaluation of the effectiveness of educational media services

The effectiveness of all educational and media resources is determined by the number of students enrolled at DDBS. Staff, Instructor, and Students will complete an annual survey to determine if the educational resources/media resources/equipment provided for each program met their needs. Students upon exiting the program will be given a survey which will allow them to evaluate all media, instructional, and educational supplies and equipment. The information from all students and staff will be collected for the Director of Operations to review for any modifications or improvements. During the annual employee meeting, staff will discuss the feedback gathered from students, staff, instructors, employers, and employees. The data will then be analyzed to determine effectiveness of DDBS educational/media/technology, facilities, and materials are comprehensive and current. Evaluation of educational services is conducted annually by faculty, employers, and employees, with the use of survey feedback forms during entry/ or exiting orientation. Students are also given a survey upon exiting the program as well. These results and recommendations are used to assist, modify, and improve our school's media services. This will create a better Effectiveness of Media Services with the use of the evaluations and utilizations for continued improvements for media services.

Repair, Maintenance, and Replacement of educational media supplies

All instructors are responsible for reporting to the Director of Operations on a written request form for repairs and purchases. Any media equipment that needs repair /purchased will be on an "as need" basis. For replacement equipment, purchases will be based in accordance with normal wear and tear of equipment. The Director of Operations or designee must review all quotes from vendor, suppliers, or maintenance company or person

Dymond Designs Beauty School is committed to providing sufficient media equipment, supplies, and learning resources. It is expected that repairs, replacements, and maintenance will be needed for existing media equipment, supplies, and learning resources. DDBS has procedures for purchases and/or repair of equipment and a plan for maintaining, replacing, and disposing of obsolete equipment found in our Plans, Policies & Procedure Manuel.

INSTITUTIONAL INFRASTRUCTURE PLAN

Overview:

DDBS provided an institutional infrastructure plan that addresses adequacy, improvements, and protection of the technical infrastructure, which includes distance education (hybrid). This plan also addresses the ongoing operation and maintenance of technical infrastructure that ensures privacy, safety, and security of institutional data, computer systems and network reliability whether provided directly by DDBS or through contractual arrangements. This plan is evaluated annually and is available to all administration, faculty, and staff.

General Responsibilities

DDBS Director of Operations is responsible for directing the overall planning and management of DSDT's physical resources and technical infrastructure which includes budget allocation, policy enforcement, equipment procurement, technical support provision, maintenance of the distance education infrastructure (hybrid) if applicable, maintenance scheduling, and data security assurance. This responsibility will ensure that DDBS will continue to enhance the quality of the physical environment by providing pleasant, efficient, safe, and a functional atmosphere.

Improvement, and Protection of Physical Resources and Technical Infrastructure

DDBS physical facilities are managed by the Director of Operations, staff, and Topp Gunn Janitorial Services. Physical resources are inventoried and maintained by the Director of Operations and all staff (administrative/instructional). The Director of Operations, if deemed necessary to add additional space for student classroom (s), lab (s), or common spaces the director will be responsible for the process of developing additional space within the building that DDBS occupies which will include plans that will be drawn up for replacement, repair, and new procurements when needed. Daily checks are performed to ensure that the physical resources meet the school's requirements. Technical infrastructure is added as budgetary constraints arise.

Day to Day Management

DDBS's Director of Operation is responsible for the day-to-day operations and management which includes overseeing the inventory of physical; resources and technical equipment, ensuring regular maintenance of facilities, supervising IT infrastructure, and monitoring the functionality and safety of all equipment, Routine checks for data safety and security are conducted to ensure and technological issues are promptly addressed. DDBS also follows fire, electrical, and sanitary codes that are found in State and City inspections that are given annually and biyearly.

Maintenance /Physical Facility/Technical Infrastructure:

Major repairs and maintenance to the physical facility such as building repairs, and heating and cooling breakdowns, are managed by the school's landlord. However, in some instances, the Director of Operations may be able or required to hire an outside contractor. Please contact the

School Director of Operations for further clarification. Generally, this will be in the event the landlord is unreachable or it is for the equipment or supplies owned and operated by DDBS. If it is a need for the physical equipment, supplies or infrastructure owned by DDBS, the Director of Operations should be notified. The Director of Operations will deem if it is an immediate need,

or potential danger to the school and if not, the request or need will be prioritized in the order it was requested or deemed necessary by all management. All exterior maintenance such as lawn services and parking lots are maintained by the landlord of the entire complex of businesses and immediate landlord of the individual building occupied by that of the DDBS campus. DDBS is not required to do any exterior up-keep to the surrounding property or land. Snow removal is performed by the landlord of the complex. The on staff building maintenance/janitorial contractor is responsible for cleaning the internal facility and keeping up with the cleanliness of the institution. The general maintenance/janitorial provider will be on campus five times per week. All duties performed for the general and janitorial duties include the bathrooms, common areas, media center, classrooms, windows, floors and general grounds clean up. The Director of Operations is responsible for ensuring the school has all the necessary daily operational supplies such as pens, paper, note pads, folders, files, toilet paper, paper towel, sanitizer, restroom soap and water, cleaning supplies, etc. and all staff is responsible for the general clean-up of their individual areas within the facility including any distance educational infrastructure used for hybrid training. The Director will work directly with the business center administrator to develop a plan for all online platforms to incorporate seamless integration of any hybrid training into DDBS campus.

Technical Support and Student Orientation to Technology

Student Orientation to technology is provided and technical support is readily available to all students through all modes of delivery (hybrid/traditional). DDBS goal is to ensure that all students have the necessary support needed to become successful when using technology resources. Support can be reached through the following emails roxydunlap@ddbs.edu or www.milady.com/support. Staff and students are trained and given instructions on the use of all technologies used at DDBS during orientation prior to beginning at DDBS. DDBS technology platforms include office 365, Rollcall, Cima, and Remind. All instructions (staff/students/faculty) are given in training prior to courses starting, however, additional instructions are provided by Roxy Dunlap (Business Center Administrator) and instructors during courses. All training materials are provided by the school's business center.

Equipment

All equipment needing repairs is reported to the Director of Operations or through designated personnel a work order on a "as-needed" basis. The School Director will decide if the equipment needs repair or needs replacement. The Director of Operations will check the budget with the CPA that helps compile the budget for a final decision. If there is an emergency purchase needed and the Director of Operations is unreachable, the designated personnel from administration will make further decisions based on budget. All emergency purchases can take twenty-four to seventy-two hours to arrive. DDBS ensures network functionality for both hybrid and traditional education means of instructional delivery.

Disposal of Obsolete Equipment

DDBS has a procedure for replacing and disposing of obsolete equipment. First, DDBS will replace the equipment on an "as needed" basis and based on industry relevancy. Most of our obsolete equipment is donated to salons. If by chance we need to dispose of the equipment our janitorial teams also provide those services of removing the obsolete equipment to be recycled from the premises as needed. DDBS has biyearly inspections of all equipment from the State of Michigan that ensures that all equipment is relevant, current, and accurately accounted for along with an inventory supply and equipment list that is collaboratively from staff, faculty, and instructors. The State of Michigan approval of equipment and supply inspections helps DDBS to

continue to stay committed to state equipment regulations.

Appropriate and Required Safety Standards for Instructional Equipment

All instructors must test the equipment to ensure safety and to make sure the equipment is working effectively.

This will confirm that all equipment that is being operated is safe according to the manufacturer's recommendations. If the instructor finds material or equipment to be damaged or malfunctioning in a manner that can affect the safety of staff or students, staff are required to inform the Director immediately or another administrative personnel if the director is unavailable. Inspection of all equipment is handled by the director and instructors. A bi-annual inspection given by the State of Michigan on all supplies and equipment is given to ensure safety along with an annual City of Detroit Building and Safety Inspection that analysis the fire and safety equipment. The Detroit Fire Department runs fire drills annually for DDBS to help ensure safety if a fire occurs and the Detroit Police Department also trains staff and students in a course annually called "Active Shooter Training", and the "Stop the Bleeding Training". The Director along with staff must perform an inventory and supply management assessment to ensure safe usage and maintenance of computers and other equipment so they are verified as operational.

Safety, Privacy, and Security Data

All faculty, staff, and students have received and signed a data security agreement. Signed forms are kept in each employee or students' permanent records. This policy is included in both the employee and student handbooks. DDBS has two servers, multiple laptops, and desktop computers that data is backed up from daily using Western Digital Software. The Western Digital Software is kept off-site using MSP360 storage cloud called Wasabi which is utilized remotely. Fully encrypted data transmission and storage is utilized through BitLocker®. DDBS maintains our firewall protection through Electronic Brain Solutions. All the computers and/or other network related systems require authentication. All licensing is included in the contractual agreement with Electronic Brain Solutions.

Wi-fi is offered throughout the campus of DDBS. A DDBS secured network is separate from general usage to prevent backlog and public access to server information. All campus computers (staff, students) automatically filter all backlisted or potentially infected sites. Student and staff emails are protected by Google® Access Control List, which allows for the protection all critical data. In compliance with the Family Educational Rights Privacy Act (FERPA) there are certain procedures that DDBS implements to ensure that the institution is complying.

Every computer has security software called Webroot anti- virus, firewall and protection. The Director of Operations or designee maintains the status of the school's technical infrastructure and monitors if financial needs have changed. If there is a breach of safety or security to any student, faculty, instructor, or staff member the breach will be corrected immediately, and all parties involved in breach will be notified. Electronic Brain Solutions will then work with the Director of Operations to fix any activity or data that may have been breached and will need to ensure emergency backup of all data within or on the networks.

Safety of Staff, Students, and Guests

Dymond Designs Beauty School (DDBS) strives to maintain a safe environment for all students, staff, and guests. The campus includes classrooms, clinical floor, labs, media resources/educational room, bathrooms, and common areas. DDBS performs campus walk throughs daily, has annual fire inspections, and environmental inspections that are performed by staff daily. Our Remind app provides students of severe weather updates, more information regarding weather and safety can be

found in the DDBS Emergency Response Plan.

Incident reporting for any accident which may be from staff, faculty, student, or guest is reviewed for improvements that can be made to avoid future incidents.

DDBS has the following:

- Fire extinguishers located throughout the school and common with signage
- First aid supplies throughout the school and common areas
- Insurance or accidents and other needs through Hartford Insurance
- Personnel that are present from 8:30 am 9:00pm/ Outdoor Security that is provided by the landlord/front desk receptionist that acts as CSA to control daily and nightly traffic and supervises students as they enter and leave the building to reduce accidents/emergencies. The interim CSA and our school personnel will report any accidents /emergencies to the Director of Operations. The Director will report to the campus ground security or to the proper authorities.

Distance Education Infrastructure

The Director of Operations at DDBS oversees establishing and maintaining the infrastructure for distance education (hybrid). In close collaboration with the business center and administrative team, the Director of Operations plays a key role in planning and integrating all online platforms to smoothly incorporate the hybrid training into DDBS programs. Students have access to all delivery modes and resources, software, support infrastructure, including Rollcall, Cima, Microsoft office 365, networks and servers.

Both distance (hybrid) and traditional modality at DDBS are identical and students will receive the same opportunity to offer feedback on technical infrastructure. Feedback will contribute to the annual budget planning for improvements or enhancements to online learning.

Feedback:

DDBS recognizes the value of the students, instructors, and all staff suggestions and feedback. The Director of Operations along with the management staff will review all evaluations, plans, policies, procedures, and survey feedback forms no less than on an annual basis. The institution monitors the operations of the server to observe any disruptions, errors, or repairs that may occur. If any problems occur the staff, faculty, and instructors must submit a work order to the Director of Operations for approval in the event it is not an emergency.

Plan Availability:

The Plan is available and accessible in digital or print format. All Staff will have copies of the plan distributed at the meetings but will have access on campus in the manuals in any of the administration offices, and Media Service Center. The students will have access upon or prior to enrollment on the school's website and in the student handbook and on campus in the Media Service Center inside the Plan, Policies, & Procedures Manuel. All students and staff will have access to the digital copy via the DDBS school website or upon request.

HEALTH & SAFETY PLAN SECTIONS

Overview

The DDBS administrative, instructional, and support staff is diligent in ensuring a safe, orderly, and positive physical learning environment for the protection of the Health and Safety of students, staff, and guests. The Michigan Consumer and Industry Service Board of Examiner and Cosmetology (Policy and Procedures) along with the OSHA Guidelines is implemented to fulfill the goal of a safe and healthy environment daily. DDBS school policies, processes, and procedures relating to Health and Safety issues are implemented, regularly evaluated, and revised with input from employees, board members and students. In addition, all staff must follow a system for reporting and investigating accidents. The school has developed and promotes a comprehensive program to ensure the safety of its employees, students, and visitors. The safety program includes guidelines and procedures for responding to emergencies and activities to help reduce the frequency of accidents and injuries. To prevent or minimize injuries to employees, students, and to protect and conserve DDBS equipment, employees must comply with the following requirements:

1. Observe safety rules: familiarize yourself with DDBS'S critical plan for fire evacuation, incident plans/ procedures and emergency preparedness protocols which is available inside the media resource room and in the administrative offices:
 2. Always keep work areas clean and orderly
 3. Immediately report all accidents to the Director of Operations, Administrative Team Member or Instructor.
 4. All students **MUST** operate instructional material/equipment only after proper training has been administered and under the supervision of Instructor/and or School Director.
 5. Instructors/Faculty **MUST** read directions before using any instructional equipment.
 6. All students must always wear their uniform, face mask, name tag, with closed toe shoes that have a rubber sole while on campus. **(NO TENNIS/GYM SHOES, HIGH HEELS, or OPEN-TOE ARE ALLOWED)**. Students may purchase face masks, DDBS T-shirts, and uniforms from the school.
 7. Employees/Students/Patrons with questions or concerns relating to safety programs and issues should contact the Director of Operations, or the Police department/Fire department. The local numbers are posted on the walls of the institution and in your student, manual made available prior to enrollment.
1. **Visitors in the Workplace:** All visitors are required to enter the facility through the main entrance and check in at the front desk with a sign in sheet, (stating name, phone number, email, and reason for the visit). All visitors **MUST** sign the Covid-19 questionnaire before entering the campus.

Unless escorted by staff, school visitors must show proper identification and be screened through the school's management or clinical floor director. Please note this is to ensure the safety of our students, employees, and guests. Employees who observe an unauthorized individual on the district premises should immediately direct him or her to the building office or contact the administrator in charge.

No employee of the school shall have a weapon in his/her possession while on school property or at a school activity. Guns whether operable or inoperable, loaded or unloaded, facsimile weapons or antique weapons may not be brought on to school property including the parking lot or to a school activity. Any weapon confiscated shall be immediately turned over to the Director of Operations who shall turn the weapon over to the proper authorities. Authorized law enforcement officers may have weapons in their possession while on duty. DDBS enforces that all students and school employees have an educational setting that is safe, secure, and free from harassment and bullying.

- 2. Accident Reporting System:** The following are general processes and procedures designed to assure students, staff, and guests that DDBS provides a safe and healthy environment in which to teach and learn. DDBS follows district policies and procedures regarding the reporting of accidents to employees, students, or the public. If an employee/student suffers work/school related injury/illness, DDBS is committed to returning them to the same status of function they enjoyed before the injury/illness and bringing them back to work/classes as quickly as possible. As an employee/student, you have a right to receive timely and appropriate medical care for injuries sustained during or arising out of your employment or classroom activities. Receive timely and understandable information concerning your treatment including available alternatives and their potential effectiveness. Receive your treatment with dignity, courtesy, respect, privacy, and with all the confidentiality specified. Request a one-time independent medical examination. As an employee/student, you are responsible to: Immediately report any injury received on the job or inside the school to the Instructor or Team Member. The employee/student must notify his/her Director of Operations, who in turn, will receive urgent care/ medical/ ambulance authorization prior to obtaining care. The injured employee/student must be available by telephone to discuss his/her injury status with the Director of Operations. **ALL INJURIES SHOULD BE REPORTED THE SAME DAY THEY OCCUR WITHOUT DELAY.** Emergency Care: If it is a true emergency, have someone call 911 or take you to the nearest emergency room. Please contact your immediate instructor or School Director to help facilitate. Any additional medical care that is needed will be coordinated through them whether you are an employee or a student.
- 3. Accident Investigation System:** The Faculty/Instructor completes a Health and Injury Report as necessary and submits the report to the Director of Operation administration. The Director of Operations will submit the report to the Records Clerk to be uploaded into the secure digital file and the hard copy will be filed away in employee/student records before the end of the working day on which the incident is reported. An Incident Report is to be submitted to the Director of Operations and will be investigated through department procedures. A copy of the file will also be put into the respective student or employee file and held on campus for a period of no less than 5 years.
- 4. Site Emergency Plan:** Every DDBS classroom and clinical area has access to the campus Evacuation and Safety/ Health emergency plan located in the administrative offices and the media resource room. The plan is designed as a quick reference resource for the classrooms and is part of the DDBS student handbook, Emergency plan, Operational Manuel, and Employee handbook. It provides essential information to assist staff in responding to a wide range of threats and hazards that may affect the school. The DDBS Emergency Operations Plan is aligned with the emergency planning practices at national, state, and local levels – and includes the five phases of emergency preparedness: Prevention, Protection, Mitigation, Response, and Recovery. Part of the school Emergency Operations Plan requires the school site to conduct regular drills for various scenarios. (Fire, bomb threat, severe weather, public lockdowns, limited lockdowns, directional evacuations, etc.) For staff, students, and visitors to be prepared during critical incidents, the Site Emergency Plan has easy-to-follow directions, scripts, and staff responsibilities for each

critical incident. DDBS utilizes the trainers from the local Police Department who will come in to train the staff and students on the above-mentioned critical, emergency, potential situations. Signals or codes identify the nature of the threat or danger. Each classroom has an Emergency Evacuation Map posted on the walls outside of the classroom and throughout the institution that Instructors discuss with their classes.

The school has fire drills through the fire department and two practice drills. Drills are conducted so that students and personnel can react quickly and appropriately to an actual incident on campus. This plan is revised annually or more frequently if needed.

5. **Crisis Response Plan:** The DDBS Crisis Response Plan in the Student handbook is part of the DDBS Emergency Operations Plan. It provides the school site with a guide for effective response to a critical incident. The plan is divided into five sections including Hazard Analysis, Method of Operations, Emergency Management Goals and Objectives. The site will be adequately prepared to deal with an emergency. Roles and responsibilities will be outlined to aid in the organization of preparation, response, and recovery from a threatened or actual emergency.
6. **Fire Extinguisher Maintenance Plan:** All fire extinguishers and the fire alarm systems are maintained by DDBS through the Detroit Fire Department and sprinkler system by the landlord (A.F. Jonna Management). They are checked by employees for maintenance and tested for efficiency. Annual inspections from the Fire Marshall are given and Biennial inspections from the City of Detroit Building and Safety Engineering and Environmental Department and Property Maintenance Division.
7. **Evaluation & Revision** DDBS's Health and Safety Plan is reviewed annually by DDBS school's committees, employers, employees, and students and is revised as necessary. The Health and Safety Plan is distributed to all Employees and Students during Employee/Student Orientation and is available to students in the Student Handbook and Catalog, to employees in the Employee Handbook, and to visitors inside the Operational Manuel located in the administrative offices and with the institution's website. Survey Feedback forms are used by employees, committees, and students to evaluate the Health & Safety Plan for additions, deletions, or revisions.
8. **Incident Report** Students, employees, and all visitors will use this form to report all school related injuries, illness, or "near miss" events (which could have caused an injury or illness) – no matter how minor. This helps us to identify student plans/procedures and emergency preparedness protocols and correct hazards before they cause serious injuries. This form shall be completed by employees/students/visitors as soon as possible and given to the school Director of Operations, Administrative Staff, or Instructor for further action. Always keep work areas, classrooms, common areas, break rooms, waiting area clean and orderly. Immediately report all accidents to the school Director of Operations, Faculty, Staff, or Instructor. Instructors and Faculty will only use or operate all instructional material/equipment after proper training has been administered and directions have been read and students under the supervision of an Instructor, Faculty, Director of Operations. All employees must wear a lab coat, mask, and badge while on campus and students must always be in uniform, wear mask, and have their name tags while on campus (badges/masks can be purchased by students or staff on campus). All black scrubs or DDBS t-shirts with scrub pants will be worn daily by students. Students may purchase DDBS T-Shirts that can be worn with scrub pants or jeans on Saturday with closed in rubber sole shoes (**NO GYM SHOES**). Contact the Director of Operations, or Detroit MI. Police Department/ Fire Department for any questions or concerns relating to safety programs, procedures, or any issues with employees/students caring for injuries sustained during or arising during school hours on campus and if the incident is out of the control of the staff member someone should immediately contact the local authorities/911/fire department. The numbers are posted on the walls of the campus outside the classrooms and common areas. The information is also to all employees, student's and visitors

prior to enrollment, services, and employment online on the school's website inside the student catalog, employee handbook, and operational manual and available on campus in the administrative offices and media resource room. All visitors are required to enter the facility through the main entrance and check in at the front desk with the sign-in sheet, stating name, phone number, email, and reason for visit. Unless escorted by a staff member the visitor may be asked to go through a brief screening by providing identification and purpose for visit through management or clinical floor director. In the event of an emergency or unforeseen event that needs immediate care other than what the institution can accommodate, call 9-1-1 and complete an Incident Report Form. The Director of Operations/ Faculty/Instructor or student, will chart the incident, acknowledge, and sign off on the documentation.

Individual completing this form, please circle the correct one:

Director of Operations

Instructor

Employee

Student

Signature _____ **Date** _____

Accident or Incident Report

Address of Main Campus: DDBS: 3300 E. Jefferson Ste. 450 Detroit, MI 48207

Students, Employees, and all Visitors will use this form to report all school related injuries, illness, or “near miss” events (which could have caused an injury or illness) – no matter how minor. This helps us to identify and correct hazards before they cause serious injuries. This form shall be completed by students or the staff as soon as possible and given to a school director/instructor for further action.

Accident or Incident

Is this accident or incident: work related student related visitor related

Is this an: injury illness near miss

Are you an: Employee Student Visitor

Your Name:

Are you the person that the incident /accident occurred? Yes No

If not, who are you?

If employee; Job Title:

Who did you inform of the incident? Director of Operations Instructor Staff Member

Date of injury/near miss/illness: Time of injury/near miss/illness

Names of witnesses (if any):

Where, exactly, did it happen?

What were you doing at the time?

Describe step by step what led up to the injury/near miss/illness (continue the back if necessary).

What could have been done to prevent this injury/near miss/illness?

Did you see a doctor? Yes No

If yes, whom did you see? Doctor’s phone number:

Was the situation unsafe?

Why did the event occur?

Date: Time:

Has this part of your body been injured before? Yes No

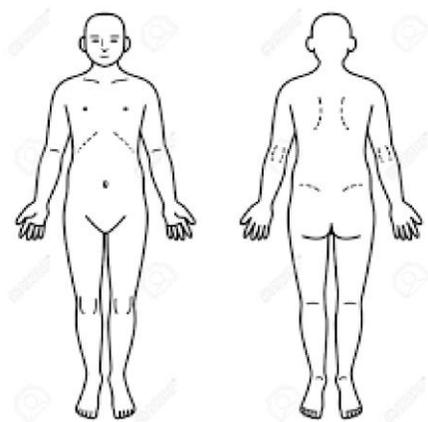
If yes, when? Director/Instructor Name:

Your Signature: Date:

Step 1: Show injury/near miss/illness location

Part of body affected: (shade all that apply)

Nature of injury: (most serious one)



What parts of your body were injured/near miss/ illness? (

If a near miss, or illness how could you have been hurt?

Abrasion, scrapes

- Amputation
- Broken bone
- Bruise
- Burn (heat)
- Burn (chemical)
- Concussion (to the head)
- Crushing Injury
- Cut, laceration, puncture
- Hernia
- Illness
- Sprain, strain
- Damage to the body system:
- Other _____

Step 2: Describe the incident

Exact location of the incident:

Your Name:

Sex: Male Female

Age:

This information can be attached to the report if needed.

Number of attachments:

Written witness statements:

Photographs:

Maps/drawings:

What personal protective equipment was being used (if any?)

Describe step-by-step the events that led up to the injury/near miss/illness. Include names of any machines, parts, objects, tools, materials, equipment, product, and other important details.

Description continued attached sheets:

Step 3: Why did the incident happen?

<input type="checkbox"/> Inadequate guard	<input type="checkbox"/> Operating without permission
<input type="checkbox"/> Unguarded hazard	<input type="checkbox"/> Operating at unsafe speed
<input type="checkbox"/> Safety device is defective	<input type="checkbox"/> Servicing equipment that has power to it
<input type="checkbox"/> Tool or equipment defective	<input type="checkbox"/> Making a safety device inoperative
<input type="checkbox"/> Workstation layout is hazardous	<input type="checkbox"/> Using defective equipment
<input type="checkbox"/> Unsafe lighting	<input type="checkbox"/> Using equipment in an unapproved way
<input type="checkbox"/> Unsafe ventilation	<input type="checkbox"/> Unsafe lifting
<input type="checkbox"/> Lack of appropriate equipment/tools	<input type="checkbox"/> Taking an unsafe position or posture
<input type="checkbox"/> Unsafe clothing	<input type="checkbox"/> Distraction, teasing, horseplay
<input type="checkbox"/> No training or insufficient training	<input type="checkbox"/> Failure to wear personal protective equipment
<input type="checkbox"/> Other:	<input type="checkbox"/> Failure to use the available equipment/tools
_____	<input type="checkbox"/> Other: _____

Was the condition unsafe?

Why did it occur?

Were there unsafe acts or conditions reported prior to the incident? Yes No

Have there been similar incidents/ near misses/illnesses prior to this one? Yes No

Step 4: How can future incidents be prevented?

What changes do you suggest preventing these incident/near miss/illnesses from happening again?

Stop this activity

Redesign school area

Train/enforce policy

Step 5: Who completed and reviewed this form? (Please Print)

Written by:

Title:

Department:

Date:

Names of investigation team members:

Reviewed by:

Title:

Date:



EMERGENCY PLAN



Terror



Fire



Severe storm



Tornado

Version Date: 2024-2026

3300 E. JEFFERSON STE 450
DETROIT, MI 48207
MAIN PHONE LINE: 313-974-6164
www.ddbs.edu

PURPOSE

DDBS provides employment opportunities in the Beauty Industry to the students we serve. Sometimes incidents may emerge that require immediate actions therefore it is mandatory that the school has an emergency readiness plan. The purpose of the Emergency Response and Evacuation Plan (EREP) is to ensure the safety of all who work, attend, or visit the school's campus in accordance with local, state, and federal regulations.

DDBS campus is required to maintain an Emergency Response and Evacuation Plan (EREP) which incorporates the five phases of emergency preparedness: **Prevention, Protection, Mitigation, Response, and Recovery**. Together these elements assist in ensuring campus faculty, students and visitors alike have guided instructions outlined and detailed in the event of an emergency and evacuation. The chief operations officer/director is designated as the emergency safety authority (ESA). In this role, the chief operations officer shall be responsible for reporting and ensuring the evacuation of the campus in case of an emergency.

Within the procedures for terror, fire, severe storm, and storm that preventative, protective, mitigation, responses, and recovery is implemented with the goal for preparedness.

PERSONNEL RESPONSIBLE

Employee Responsibilities

- Reporting any emergency
- Reading and understanding this Procedures
- Awareness of primary secondary emergencies exists.
- Asking questions when any Information is unclear, or not understood.
- Understanding the proper operation of emergency evacuation equipment.
- Informing Director/Manager of special emergency evacuation needs.

Director of Operations Responsibilities

- Providing staff, students, and visitors emergency response information and training
- Identifying mobility impaired employees/students/patrons who might need assistance during the evacuation.
- Provide opportunities for employees to ask questions.
- Reporting to all agencies and follow-up

EMERGENCY REPORTING AND EVACUATION PROCEDURES

Types of emergencies to be reported by Director of Operations are:

- Fire
- Bomb Threat
- Severe Weather
- Public Lockdowns
- Limited Lockdowns
- Directional Evacuations
- Other (specify) _____
- (e.g., terrorist attack/hostage taking)

FIRE EMERGENCY

Procedure

When fire is discovered:

- Activate the nearest fire alarm (if installed)
- Notify the local Fire Department by calling 313-596-2900.
- If the fire alarm is not available, notify the Director at 248-506-6888 and she will notify the landlord.

Fight the fire ONLY if:

- The Fire Department has been notified.
- The fire is small and is not spreading to other areas.
- Escaping the area is possible by backing up to the nearest exit.
- The fire extinguisher is in working condition and personnel are trained to use it.

Upon being notified about the fire emergency, occupants must:

- Leave the building using the designated escape routes.
- Assemble in the rear parking lot next to the chase bank.
- Remain outside until the Director of Operations announces that it is safe to reenter.

ESA must:

- Disconnect utilities and equipment unless doing so jeopardizes his/her safety.
- Coordinate an orderly evacuation of personnel.
- Perform an accurate headcount of personnel reported to the designated area.
- Determine a rescue method to locate missing personnel.
- Provide the Fire Department personnel with the necessary information about the facility.
- Perform assessment and coordinate weather forecast office emergency closing procedures.

All members of the staff must:

- Ensure that all employees have evacuated the building.
- Report any problems to the Director of Operations at the assembly area.

Assistants to Physically Challenged should:

- Assist all physically challenged employees in emergency evacuation.

EVACUATION ROUTES

Evacuation route maps are posted throughout the institution, classrooms, and work areas. Faculty and staff should know at least two evacuation routes. The following information is marked on evacuation maps:

- Emergency exits.
- Primary and secondary evacuation routes.
- Locations of fire extinguishers.
- Fire alarm pull stations location.

TELEPHONE BOMB THREAT CHECKLIST

Procedure

The official procedure for a bomb threat is to remain calm and do not hang up the phone. Keep the caller on the line for as long as possible. If possible, signal another staff member to listen to & notify the Director and authorities. If the phone has a display, copy the number and/or letters on the display. Immediately call the police department to report the threat. Notify the Director and complete the procedure. Having evaluated the creditability of the threat, it should be necessary to decide whether to 1) take no action 2) search without evacuation 3) initiate a partial evacuation 4) conduct a complete evacuation and search.

Evacuation

1. Check evacuation routes according to where you are located within the campus. Evacuation routes are located throughout the campus and outside every classroom.
2. Establish a signal. For example: a drill/ or someone calmly asking people to exit the building.
3. The supervisory team and instructors must prepare to direct and control the evacuees with calmness and reassurance.
4. Evacuation areas are on the corner of Jefferson and Addair across from Chase Bank.
5. Remember, re-entry into the building unauthorized should not be permitted during the evacuation phase.

Bomb Facts

PRETEND DIFFICULTY HEARING* KEEP CALLER TALKING *IF THE CALLER SEEMS AGREEABLE TO FURTHER CONVERSATION, ASK QUESTIONS LIKE:

When will it go off?

Certain Hour?

Time remaining?

Where is it located?

Building?

Area?

What kind of bomb?

What kind of package?

How do you know so much about the bomb?

What is your name and address?

If the building is occupied, inform the caller that detonation could cause injury or death.

Activate malicious call trace: Hang up phone and do not answer another line. Choose the same line and dial *57 (if your phone has this capability). Listen for the confirmation announcement and hang up.

Call Security which is on campus grounds at **313- 259-5578** and relay information about the call.

Did the caller appear familiar with the campus (by his/her description of the bomb location)?

Write out the message in its entirety and any other comments on a separate sheet of paper and attach it to his checklist.

Notify the Director of Operations immediately.

SEVERE WEATHER

Procedures for the following:

TORNADO:

- When a warning is issued by sirens or other means, seek inside shelter.
 - **Consider the following:**
 - Small interior rooms on the lowest floor and without windows,
 - Hallways on the lowest floor away from doors and windows, and
 - Rooms constructed with reinforced concrete, brick, or block with no windows.
 - Stay away from outside walls and windows.
 - Use Arms to protect the head and neck.
 - Remain sheltered until the tornado threat is announced to be over.

EARTHQUAKE:

- Stay calm and await instructions from the ESA.
- Keep away from overhead fixtures, windows, filing cabinets, and electrical power.
- Assist people with disabilities in finding a safe place.
- Evacuate as instructed by the ESA.

FLOOD:

If indoors:

- Be ready to evacuate as directed by the ESA.
- Follow the recommended primary or secondary evacuation routes.

If outdoors:

- Climb to high ground and stay there.
- Avoid walking or driving through flood water.
- If a car stalls, abandon it immediately and climb to higher ground.

Blizzard:

If indoors:

- Stay calm and await instructions from the ESA.
- Stay indoors!
 - **If there is no heat:**
 - Close off unneeded rooms or areas
 - Stuff towels or rags in cracks under doors.
 - Cover windows at night.
- Eat and Drink. Food provides the body with energy and heat. Fluids prevent dehydration.
- Wear layers of loose-fitting, lightweight, warm clothing, if available.

If outdoors:

- Find a dry shelter. Cover all exposed parts of the body.
- If shelter is not available:
 - Prepare a lean-to, wind break, or snow cave for protection from the wind.
 - Build a fire for heat and to attract attention. Place rocks around the fire to absorb and reflect heat.
 - Do not eat snow. It will lower your body temperature. Melt it first.

If stranded in a car or truck:

- Stay in the vehicle!
- Run the motor about ten minutes each hour. Open the window a little for fresh air to avoid carbon monoxide poisoning. Make sure the exhaust pipe is not blocked.
- Make yourself visible to rescuers.
 - Turn on the dome light at night when running the engine.
 - Tie a colored cloth to your antenna or door.
 - Raise the hood after the snow stops falling.
- Exercise to keep blood circulating and to keep warm.

LOCK-DOWNS

Procedure

In the event of an emergency and notification of a campus lockdown, please follow the procedures below.

- Remain calm. Encourage others to remain calm.
- Immediately cease all activity (i.e., teaching, group work, meetings etc....)
- Lock or barricade all doors where possible, use furniture or desk as cover.
- If possible, cover any windows or openings that have a direct line of sight into a hallway.
- Shut the blinds or pull the shades down. Turn off the lights and try to give the impression that the room is empty.
- Stay low, away from windows and doors.
- Sit on the floor or crouch under or behind desks and bookshelves where possible, to be as invisible as possible.
- Immediately put all cell phones on “Vibrate” or “Silent” mode. Calls to 911 should be made only if specific information becomes available regarding the location or conduct of the intruder or if the status of the emergency changes.
- Be as quiet as possible.
- DO NOT respond to anyone at the door until an “all clear” message is received via campus notification systems or if you are certain that it is safe to do so (i.e., if police are at the door.)
- If you are directed by the police to leave your secure area, assist others in moving as quietly as possible.
- Do not sound the fire alarm in the building unless there is a fire. People may be placed in harm’s way when they are attempting to evacuate the building. If a fire alarm does go off during a lockdown, do not evacuate unless you smell smoke or see fire in your area.
- If you are outside of a building when a lockdown is announced, if it is safe to do so, run into the nearest building with your hands raised above your head and palms facing outward and follow the above lockdown instructions. If it is not safe to run into a building, hide behind a large heavy object (i.e., vehicle, tree). Notify 911 of your location when safe to do so. If off-campus do not return and follow official instructions from the campus notification system.
- Be aware of alternate exits if it becomes necessary to flee.

TERRORISTS ATTACKS

Procedure

DDBS has active shooter and stop the bleeding training yearly to prepare for any events of terrorists. Within this plan you will find the appropriate procedures for such attacks.

- Remain calm and be patient.
- Listen to instructions from authorities.
- If an event occurs near you, check for injuries. Give first aid and help seriously injured people.
- Check for damage.
- If needed, shut down damaged utilities.
- Proceed to a room that can be locked.
- Close and lock all doors/ turn off lights.
- Get on the floor.
- Call 911
- Advise dispatcher of what’s taking place and location
- Remain in place until police or director known to you gives you the clear
- Remain calm until police can assist and exit you out of the building.

REPORTING FIRE OR OTHER EMERGENCIES

In case of natural disasters, fires, and other emergencies, the staff must report to the following:

EMERGENCY RESPONSE PHONE NUMBERS

Campus non-emergencies	248-506-6888
Campus Emergencies	911
Police Department	313-596-5700
Fire Department	313-596-2900
Ambulance	313-879-2020
Severe weather updates	local channel 2 & 4 se-miclosings.com remind app.

For additional information, please contact the school director at 313-974-6164 ext. 105.

MARLENE BROOKS

Marlene Brooks, CEO
Dymond Designs Beauty School
3300 E. Jefferson suite, 450
Detroit, Michigan 48207
Cell Number: 248-506-6888
Work: 313-974-6164 3xt 105

ACTIVE BOMB THREAT FORM

YOUR NAME: _____

TIME: _____ DATE: _____

CALLERS IDENTITY SEX: Male: _____ Female: _____ Adult _____ Juvenile _____

APPROXIMATE AGE: _____ ORIGIN OF CALL: Local _____ Long distance _____

VOICE CHARACTERISTICS	SPEECH	MANNER	LANGUAGE
<input type="checkbox"/> Loud	<input type="checkbox"/> Fast	<input type="checkbox"/> Calm	<input type="checkbox"/> Excellent
<input type="checkbox"/> Soft		<input type="checkbox"/> Angry	<input type="checkbox"/> Good
<input type="checkbox"/> High Pitch	<input type="checkbox"/> Distinct	<input type="checkbox"/> Rational	<input type="checkbox"/> Fair
<input type="checkbox"/> Deep	<input type="checkbox"/> Stutter	<input type="checkbox"/> Irrational	<input type="checkbox"/> Poor
<input type="checkbox"/> Raspy	<input type="checkbox"/> Slurred	<input type="checkbox"/> Coherent	<input type="checkbox"/> Foul
<input type="checkbox"/> Pleasant	<input type="checkbox"/> Slow	<input type="checkbox"/> Incoherent	<input type="checkbox"/> Nasal
<input type="checkbox"/> Intoxicated	<input type="checkbox"/> Distorted	<input type="checkbox"/> Deliberate	<input type="checkbox"/> Other
<input type="checkbox"/> Other	<input type="checkbox"/> Nasal	<input type="checkbox"/> Righteous	BACKGROUND NOISES
ACCENT	<input type="checkbox"/> Other	<input type="checkbox"/> Emotional	
<input type="checkbox"/> Local		<input type="checkbox"/> Laughing	<input type="checkbox"/> Factory
<input type="checkbox"/> Foreign			<input type="checkbox"/> Machines
<input type="checkbox"/> Race			<input type="checkbox"/> Trains
<input type="checkbox"/> Not Local			<input type="checkbox"/> Music
<input type="checkbox"/> Region			<input type="checkbox"/> Other

Dymond Designs Beauty School

STUDENT ACCESS TO FILES AND RECORDS

PROCEDURE:

A student can review any items in his/her student file after a written request has been submitted, reviewed, and approved by the records clerk and director. A request must be submitted in writing to an instructor or the records clerk. This request will be granted within a reasonable amount of time (1-2 business days). No student may remove any items from their file at any time while viewing the file. However, a copy may be made. The Director of Operations and Records Clerk is the official custodian of the records. All records will be maintained for a period of 5-7 years from the date of graduation or release/ termination from the school and kept in the main records room in a fireproof locked cabinet. The Director of Operations or Records Clerk may request other school personnel to assist in answering any questions that the students may have regarding their records.

PROCESS:

In cases where access to student education information is requested, except as provided in this policy, a written request to view the files must be made by the student to their instructor. The instructor will give the request to The Records Clerk or Director of Operations within 3 business. A date and time will be granted for the student to have access to their files. The student or anyone that the student authorizes to view records shall examine the file in the presence of the Director of Operations and /or another person(s) designated by her/him. The record itself may not be taken from the school premises. However, upon request, one copy of the records shall be provided within a reasonable time at no charge. Any additional copies will be at a cost of \$.75 per page.

If a request from an outside agency for information regarding a student is received, the school will not release any information without the student's express permission. The request must be made in writing, clearly stating the agency requesting the information, and including the student's signature. Only the Director of Operations or records clerk will be allowed to release information.

Documentation of any correspondence will be placed in the student's file. The school will not disclose personal, identifiable information from the records of a student without written consent from the student to the following parties:

- Any school employee who has a "need to know" basis.
- Any organization that is doing authorized studies or reports for the school.
- Individuals who have obtained court orders or subpoenas, or in case of health and/or safety emergencies.

Location : 3300 E. Jefferson Ave Ste. 450 Detroit, MI 48207

Main Telephone Number: 313-974-6164

www.dpbs.edu

ONGOING OPERATION AND MAINTENANCE OF PHYSICAL FACILITIES PLAN

The Ongoing Operations and Maintenance Plan for the Physical Facility and Technical Infrastructure of DDBS is overseen by the Director of Operations. The plan encompasses a broad spectrum of services, competencies, and processes to ensure the environment will perform the functions for which the facility was designed and constructed. Operations and maintenance typically include the day-to-day activities necessary for the building/built structure, its systems and equipment, and occupants/users to perform their intended duties. This plan addresses the sufficiency and improvements of all physical and technical infrastructure needs, budget, non-instructional equipment and supplies and state law compliance. DDBS has established the basis for management and procedures governed by the institution regarding all operations, maintenance of physical facilities, data privacy, safety, and security of all technical infrastructure.

If any of the following issues arise, it must be reported immediately to the Director of Operations: Due to DDBS leasing the building, the Director of Operations will report any mishaps that is not the tenant responsibility to the landlord for immediate attention:

- Building plumbing
- Gas leak or hazardous fluid
- Hanging wires or potential and fire hazards (electrical malfunctions)
- Fire Extinguisher malfunction or lack of service
- Water main breaks
- Roof or wall collapse or leaks
- Smoke detector malfunction
- Or any immediate danger or threat that is not able to be handled by staff or the Director of Operations

The Director of Operations will contact the landlord of the building to report any of the above issues for repair. If necessary, local authorities must be contacted. Examples of this would be to contact DTE for down power lines, and Consumers Energy for gas leaks or in the event the landlord is not able to be contacted immediately.

Personnel Responsible

Major repairs and maintenance to the physical facility such as building repairs, and heating and cooling breakdowns, are managed by the school's landlord. However, in some instances, the Director of Operations may be able or required to hire an outside contractor. Please contact the School Director of Operations for further clarification. Generally, this will be in the event the landlord is unreachable or it is for the equipment or supplies owned and operated by DDBS. If it

is a need for the physical equipment, supplies or infrastructure owned by DDBS, the Director of Operations should be notified. The Director of Operations will deem if it is an immediate need, or potential danger to the school and if not, the request or need will be prioritized in the order it was requested or deemed necessary by all management.

All exterior maintenance such as lawn services and parking lots are maintained by the landlord of the entire complex of businesses and immediate landlord of the individual building occupied by that of the DDBS campus. DDBS is not required to do any exterior up-keep to the surrounding property or land. Snow removal is performed by the landlord of the complex.

The on staff building maintenance/janitorial contractor is responsible for cleaning the internal facility and keeping up with the cleanliness of the institution. The general maintenance/janitorial provider will be on campus five times per week. All duties performed for the general and janitorial duties include the bathrooms, common areas, media center, classrooms, windows, floors and general grounds clean up.

The Director of Operations is responsible for ensuring the school has all the necessary daily operational supplies such as pens, paper, note pads, folders, files, toilet paper, paper towel, sanitizer, restroom soap and water, cleaning supplies, etc. and all staff is responsible for the general clean-up of their individual areas within the facility including any distance educational infrastructure used for hybrid training. The Director will work directly with the business center administrator to develop a plan for all online platforms to incorporate seamless integration of any hybrid training into DDBS campus.

General Responsibilities

Dymond Designs Beauty School's Director of Operations is responsible for directing the overall planning and management of the physical facilities and technical infrastructure of the company. This responsibility consists of preserving and enhancing a quality physical environment which provides efficient, functional, safe and pleasant surroundings. Responsibilities of the Director of Operations also include upkeep, expansion, and upgrading of technical infrastructure. DDBS follows fire, electrical, and sanitary codes as found in annual and biyearly inspections.

Improvements to Physical Facilities

DDBS physical facilities are managed by the Director of Operations, staff, and Topp Gunn Janitorial Services. Physical resources are inventoried and maintained by the Director of Operations and all staff (administrative/instructional). The Director of Operations, if deemed necessary to add additional space for student classroom (s), lab (s), or common spaces the director will be responsible for the process of developing additional space within the building that DDBS occupies which will include plans that will be drawn up for replacement, repair, and new procurements when needed. Daily checks are performed to ensure that the physical resources meet the school's requirements. Technical infrastructure is added as budgetary constraints arise.

Technical Infrastructure

Technical Infrastructure is added as student population and staff needs change. All staff members, faculty, and instructors are responsible for reporting all IT issues. If there are repairs/purchases needed, the instructors, and faculty must fill out a work order and submit it to the Director of Operations or designated personnel. The Director of Operations will then check the budget for availability if it is deemed an immediate, potential, or current need. The Director of Operations will then purchase, or repair based on available budget allowance and will plan strategically to complete the necessary request as the resources/cash flow becomes open. DDBS is a third-party IT

company that handles all IT issues. If purchase is deemed to be an emergency contact the Director of Operations and if the Director of Operations is not available, the school will have a Designee to accommodate the emergency.

Equipment and Supplies (Non-Instructional and Instructional)

As mentioned above: Supplies are maintained by the Director of Operations. Supply levels are checked daily and will be purchased accordingly on an “as needed” basis only. Only the Director of Operations or designated personnel are allowed to order materials. Suggestions may be made at employee meetings based upon feedback from students and employees. All other basic supplies are ordered monthly and are maintained by a strict budgeting system and allotment of funds specific to needs. If the Director of Operations should not be available physically to request supplies, please refer to designated personnel. All supplies will be delivered via the Director of Operations or Designee then given to the individual staff member that requested the supplies outside of the ordinary routine purchases/response time if deemed an emergency.

All equipment needing repairs is reported to the Director of Operations or through designated personnel a work order on a “as-needed” basis. The School Director will decide if the equipment needs repair or needs replacement. The Director of Operations will check the budget with the CPA that helps compile the budget for a final decision. If there is an emergency purchase needed and the Director of Operations is unreachable, the designated personnel from administration will make further decisions based on budget. All emergency purchases can take twenty-four to seventy-two hours to arrive.

Replacing and disposing of obsolete equipment will be done when the need arises and after the Employee/Institutional Advisory Committee and Occupational Committee annual meeting. Then all will have the opportunity to evaluate all survey feedback forms from students, staff, employers, and all that patronize the facility. The plan is made available to the employees and the students both in digital and print format and all will have the opportunity to comment, suggest and recommend if the equipment is obsolete or should be upgraded. This plan is reviewed no less than on an annual basis and updated when necessary. In the event of an emergency purchase or repair of the equipment or supplies that all need to be made, the Director of Operations will handle the need at that time or at the time of the request. Disposing of obsolete equipment will be through the means of donating or recycling at an authorized center.

All student records are maintained on a secure server system and managed by a third-party company called Electronic Brain Solutions and in hard-copy which is in a fire-proof cabinet located in the records room. Western Digital Software is used for wired and wireless backup stored on-site and offsite using MSP360 for encrypted files and security software stored in a cloud called Wasabi, which is backed up nightly for fully encrypted data transmission and storage through BitLocker. Staff and faculty have separate passcodes from the students. Manual files, and extra drives are kept in secure fireproof file cabinets for a 5-year period. Electronic Brain Solutions are contracted for all technical infrastructure privacy, safety, and security needs.

Safety standards of Instructional Supplies

DDBS takes inventory of all instructional supplies before each course begins. All instructors must test the equipment to ensure safety and to make sure the equipment is working effectively. This will confirm that all equipment that is being operated is safe according to the manufacturer's recommendations. If the instructor finds material or equipment to be damaged or malfunctioning in a manner that can affect the safety of staff or students, staff are required to inform the Director immediately or another administrative personnel if the director is unavailable. Inspection of all equipment is handled by the director and instructors. A bi-annual inspection given by the State of Michigan on all supplies and equipment is given to ensure safety along with an annual City of Detroit Building and Safety Inspection that analysis the fire and safety equipment. The Detroit Fire Department runs fire drills annually for DDBS to help ensure safety if a fire occurs and the Detroit Police Department also trains staff and students in a course annually called "Active Shooter Training", and the "Stop the Bleeding Training". The Director along with staff must perform an inventory and supply management assessment to ensure safe usage and maintenance of computers and other equipment so they are verified as operational.

Emergency Purchases and Repairs of Equipment

DDBS equipment is maintained according to industry standards and in accordance with scheduled assessments, and the repairs are made on an "as-needed" basis. If the need for an emergency purchase should arise, the business center and the director of operation will meet to discuss the appropriate allocation of general funds monies for the purchase, acquisition, or repair of the necessary equipment within a timely fashion which will allow DDBS to maintain the continuous support and instruction of the student and faculty. DDBS includes in its budget for supplies an allocation for expedited or overnight emergency supply or equipment purchases in case there is an error in the order, or if DDBS runs out of supplies during the course.

Replacing and Disposing of Obsolete Equipment

DDBS has a procedure for replacing and disposing of obsolete equipment. First, DDBS will replace the equipment on an "as needed" basis and based on industry relevancy. Most of our obsolete equipment is donated to salons. If by chance we need to dispose of the equipment our janitorial teams also provide those services of removing the obsolete equipment to be recycled from the premises as needed.

Budget for Maintenance and Improvement

DDBS ensures the quality of available facilities which includes a budget for facility maintenance and improvements. The budget will allow DDBS to address essential maintenance tasks, cleaning tools/equipment, safety upgrades, and any enhancements that are needed to benefit staff and students. This budget is reviewed and revised annually.

Compliance of Relevant State Law, Federal Codes, and Procedures

The written Operations and Maintenance plan of the physical facility is under the State of Michigan, Department of Education, as well as the local city of Detroit guidelines. DDBS follows the on-campus guidelines and is following both and has applicable documentation to provide proof for both traditional and hybrid training modes of instructional delivery.

Annual Evaluation of the Plan

The Operation and Maintenance of Physical Facilities Plan is revised, reviewed, and evaluated on an annual or on a “as needed” basis. All instructors, staff, students, and advisory committee members are required to complete at least one survey annually to determine if the operations and maintenance plan addresses all facets of the institution’s operation, maintenance, and physical facility’s needs. Students will be asked to complete a survey that will evaluate the facilities and physical resources upon completion of the program. All institutional and occupational committee members are required to provide feedback on the operations and maintenance of physical facilities plan annually at the committee meeting. All information collected will be reviewed by the Director of Operations and used for modifications and improvements. During the bi-annual employee meetings, staff will discuss the feedback gathered from the students, staff, instructors, employers, and advisory members. All the collected data will be analyzed to determine the effectiveness of DDBS operations and Maintenance of Physical Facilities Plan. If a need presents, additions will be made within annual budgetary constraints. All DDBS employees are encouraged to give honest feedback at employee bi-annual meetings and will be considered for review.

DDBS Employee Grievance Policy and Procedures

PURPOSE OF THE PROCEDURE

Dymond Designs Beauty School's aim is to ensure that employees with a grievance relating to their work conditions or co-workers can use a process, which can help to resolve grievances as quickly and as possible.

POLICY

Any employee who feels they have not received adequate and fair treatment in all matters related to school policies, regulations, and procedures in accordance with the current employee handbook may seek consideration through a formal grievance policy.

PURPOSE

To provide all employees with means for impartial consideration in grievance procedures.

SCOPE

This policy applies to all staff, faculty, and instructors who are employed at Dymond Designs Beauty School.

GUIDELINES AND CHAIN OF COMMAND

PHASE 1: **Grievance:** If the employee feels that the matter has not been resolved through informal discussions with management/employee meeting, the employee should put their grievance in writing to Director of Operations or his/her designee within three (3) days of the incident.

PHASE 2: **Investigation:** The Director of Operations will investigate in connection with any staff, faculty, or witnesses that may have knowledge of or involvement in the alleged incident/concern. Witnesses are involved only on a "Need to Know basis."

PHASE 3: **Meeting:** The Director of Operations or Designee will arrange a grievance meeting within five (5) days receipt of the official grievance notice. An official meeting notification will be provided to the employee. Employee's submitting the appeal electronically will own the responsibility of following up to make sure the grievance was received. Employee's **Must** take all reasonable steps to attend the meeting, but for any unforeseen reason the employee or the Director of Operations or his/her designee cannot attend, the meeting must be rearranged. These time limits may be extended by mutual agreement.

PHASE 4: **Response:** After the meeting, the Director of Operations or his/her designee hearing the grievance must write a letter to the employee informing them of any decision/action or offer them the right of appeal. This response should be issued within five (5) working days of the grievance meeting and should include the details on how to appeal.

APPEAL: If the matter is not resolved to the employee satisfaction, they must set out their grounds of appeal in writing within five (5) working days of receipt of the decision letter. Within ten (10) working days of receiving an appeal letter, the employee should receive a written invitation to attend an appeal meeting with a member of the Institutional Advisory Committee. The Director of Operations will not be present for the appeal meeting. Both the employee and appellant must attend the appeal meeting. The Institutional Advisory Committee members will issue an official response in writing of their decision within three (3) working days of the meeting. The Institutional Advisory Committee Members decision is **FINAL**.

If conflict is still unresolved, please contact:

Council on Occupational Education, 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350, Telephone:770-396-3898/Fax: 770-396-3790, www.council.org.

OR

State of Michigan Bureau of Professional Licensing
PO Box 30670 Lansing, MI 48909

Telephone: (517) 241-9288 Website: www.michigan.gov Email: [bpl BPLHelp@michigan.gov](mailto:bplBPLHelp@michigan.gov)

DDBS EMPLOYEE GRIEVANCE FORM

NAME _____
ADDRESS _____
STUDENT NAME _____
TELEPHONE _____

1. Please describe the nature of your complaint in full detail indicating what happened when the event occurred and who was involved. If additional space is needed, use the reverse side.

2. Indicate when and with whom you have already spoken regarding this grievance and what attempts have been made toward resolution.

3. Indicate what specific resolution you are seeking or recommending.

I hereby certify that the statements made pertaining to my complaint are truthful and accurate.

Signature of Complainant

Date

DDBS STUDENT GRIEVANCE POLICY AND PROCEDURES

PURPOSE OF THE PROCEDURE/INTRODUCTION:

Dymond Designs Beauty School's aim is to ensure that students with a grievance relating to their education or attendance can use a procedure, which can help to resolve grievances as quickly as possible.

POLICY

Any student who feels they have not received adequate and/or fair treatment in all matters related to school policies, regulations, and procedures in accordance with the current student handbook may seek consideration through a formal grievance policy.

PURPOSE

To provide all students with means for impartial consideration in grievance procedures.

GUIDELINES

Stage 1: Statement of Grievance: If the student feels that the matter has not been resolved through informal discussions with the instructor/student meeting, the student should put their grievance in writing to the Director of Operations to further resolve the said issue.

Stage 2: The Grievance Meeting: The Director of Operations must schedule the Grievance meeting within three (3) days receipt of the grievance. If the grievance includes the Director of Operations, the Director of Operations or assigned personnel may coordinate the meeting.

Stage 3: The response: The Director of Operations will respond, in writing, and the response shall be issued to the student within five (5) days following the grievance meeting.

PROCEDURE:

Students must take all reasonable steps to attend the meeting, but for any unforeseen reason the student or the Director of Operations cannot attend, the meeting must be rearranged. Should a student companion and/or parent/guardian be unable to attend then the student must make contact within 3 days of the date of the letter to arrange an alternative date within five (5) days of the original date provided. These time limits may be extended by mutual agreement.

APPEAL: If the matter is not resolved to the student's satisfaction, they must state their grounds of appeal in writing within five (5) business days of receipt of the decision letter. Within ten (10) business days of receiving an appeal letter, the student should receive a written invitation to attend an appeal meeting. A member of the school's Advisory Committee will take part in the appeal meeting. After the appeal meeting with the advisory committee member, the Director of Operations must inform the student in writing of their decision within three (3) business days of the meeting. No further action can be taken.

If conflict is still without resolve, please contact Council on Occupational Education 7840 Roswell Road, Building 300, Suite 325 Atlanta, GA 30350 Telephone: 770-396-3898 / FAX: 770-396-3790 www.council.org.

Or

State of Michigan Bureau of Professional Licensing

PO Box 30670 Lansing, MI 48909

Telephone: (517) 241-9288

Website: www.michigan.gov

Email: BPLHelp@michigan.gov

STUDENT GRIEVANCE FORM

Name of Complaint: _____

Student Name: _____

Phone Number: _____

Address: _____

- 1. Please provide a one or two sentence description of your complaint.**

- 2. Please describe the nature of your complaint in full detail indicating what happened, when the event occurred and who was involved. If additional space is needed, use the reverse side.**

- 3. Indicate when and with whom you have already spoken regarding this grievance and what attempts have been made toward resolution.**

- 4. Indicate what specific resolution you are seeking or recommending.**

***I hereby certify that the statements made pertaining to my complaint are truthful and accurate.**

Student Signature of Complainant

Date

APPEAL FORM

Rules cannot be written that will apply to every situation in every business. Therefore, any policy established by DDBS may be appealed due to mitigating circumstances. Anyone wishing to appeal against a policy must do so using this form and attach any applicable documentation. Appropriate personnel will review the appeal and a determination will be made. All decisions on appeal are final. Indicate which policy is being appealed below. Appeals regarding an SAP must be made within 15 days of the negative determination.

Re: _____

Attention Director of Operations:

I wish to appeal against the decision and/or policy of the school regarding the above-indicated manner. The mitigating circumstances and pertinent information relating to the decision or policy are stated below.

Supporting documentation Attached: YES NO

Student signature:

Parent or Guardian signature (If applicable):

Date:

OFFICE USE ONLY APPEAL APPEAL DENIED

EXPLANATION OF DECISION: REQUIREMENTS OF STUDENT TO ACHIEVE SATISFACTORY ACADEMIC PROGRESS AT THE END OF THE PROBATIONARY PERIOD:

DATA PRIVACY, CYBER INCIDENT & INFORMATION SECURITY RESPONSE PLAN

Overview

In accordance to the Department of Education implementing regulations at 34 C.F.R., Standards for Safeguarding Customer Information, 16 C.F.R. Part 314, issued by the Federal Trade Commission (FTC), compliance with the Family Educational Rights and Privacy Act (FERPA), as required by the Gramm-Leach-Bliley Act (GLBA) Act, P.L. 106-102, and upon signing a Program Participation Agreement (PPA) that requires financial institutions to explain their information-sharing practices to their customers and to safeguard sensitive data. Colleges participating in the Federal Student Aid (FSA) programs are subject to the information security requirements established by the FTC for financial institutions. DDBS is responsible for complying with the limitations on the disclosure of PII in students' education records under FERPA and is subject to Sections 501 and 505 (b) (2) of the GLB Act.

Financial Services Modernization Act of 1999 (Public Law 106-102, 113 Statue 1338) also known as the GLB Act regulates the protection, collection, and disclosure of consumers nonpublic personal information or personally identifiable information (PII) by financial institutions.

As a financial institution covered under these information security requirements, Dymond Designs Beauty School (DDBS) has developed, implemented, and maintains a comprehensive data and information security program that is designed to create and implement the following: the written incident response, safeguards to control identified risk, monitor and test regularly/daily the effectiveness of our safeguards, train staff, and monitor our service providers by keeping this information security program current. DDBS has annual risk/technology assessments provided by Electronic Brain Solution which includes a perform control analysis, assess risk analysis, recommended control measures, and a threat vulnerability statement. DDBS has qualified staff members that oversee, implement, and report to our boards annually any changes, deletions, additions, and suggestions for this program.

Designated Qualified Employees & Personnel Responsible

Marlene Brooks-Director of Operations

Roxy Dunlap- Business Center Administrator

Third-Party Contractual IT Company

Doug Pettigrew -Electronic Brain Solutions

Hartford Insurance

Plan Evaluation, Revision, and Training

The Data Privacy, Cyber Incident & Information Security Response Plan is in the Title IV Manuel in hard copy print throughout the school and on digital print on the school website www.ddbs.edu. This plan is reviewed annually by school committees, and employees. Training for this plan is conducted annually with the personnel responsible for this plan and the third-party contractor who is over all our IT on-site and off-site.

Information Security Plan

This Information Security Plan ("Plan") describes safeguards implemented by DDBS to protect covered data and information in compliance with the FTC's Safeguards Rule promulgated under the Gramm Leach Bliley Act (GLBA). With the use of the following updated firewall configuration, protection, and security software called Huntress, Webroot, Canari, RMM Monitoring, and Pen Testing Scanning. These safeguards are provided to:

- Ensure the security and confidentiality of covered data, student, and information.
- Protect against anticipated threats or hazards to the security or integrity of such information; and
- Protect against unauthorized access to or use of covered data and information that could result in substantial harm or inconvenience to any customer.

Information Security Program

DDBS has developed written policies and procedures to manage control information such as identity and assess the risks that may threaten covered data and information maintained by DDBS. Directories have been created and controlled to allow for the sharing of data in one centralized controlled location. There are adjustments for the future of this program which includes annual and daily meetings and discussions around technology with Staff, Board Members, and IT Contractors which will allow DDBS to reflect on any changes in technology, the sensitivity of covered data/information, and internal or external threats to information security.

Risk Management & Compliance Assessment of Risks to Student/Customer Information

Risk assessments are conducted to identify, quantify, prioritize, and manage risks. Controls, which are applicable to each situation, have been applied to avoid violations of any legal obligation (e.g., statutory, regulatory, or contractual) which is also assessed through Electronic Brain Solutions (EBS). DDBS recognizes that it is exposed to both internal and external risks, including but not limited to the following:

Unauthorized Access: For unauthorized access of covered data and information by someone other than the owner of the covered data and information access control is done by specific sharing with only one person having access to specific data. In addition, DDBS has implemented a policy for risk management & compliance by locking doors, locking computer screens when not in use and not leaving data on screen when not in use, and the use of strong computer passwords. This plan will assist with making sure that data/information is not compromised as result of system access by any unauthorized person.

Interception of Data: The business center at DDBS is responsible for the set-up and management of all email systems through Microsoft. Every message that is sent from the Microsoft account is encrypted. Employees do not use Gmail accounts to send anything with PII. Offsite data backup is encrypted at transit and at rest.

Privacy Settings: The privacy settings on each device can be changed to limit the amount of personal data shared.

Data Back-up

Western Digital Backup is used along with an image backup to the cloud to ensure that data/information is protected offsite with encryption. It is also used for detecting and remediating errors in the system, corruption of data, unauthorized access of covered data and information, unauthorized request for covered data and information/pretext calling which is followed by DDBS policy and procedure that states that no one will be allowed access to PII of another person, unauthorized access through hardcopy files/reports(files are kept in a fire proof locked cabinet in the padlocked data room) and unauthorized transfer of covered data and information through third party(third parties are vetted and not allowed access to data without an escort of DDBS personnel).

Recognizing that this may not represent a complete list of the risks associated with the protection of covered data and information, and that new risks are created regularly, the DDBS Information Security Program Coordinator along with the third-party contractor Electronic Brain Solutions, will actively participate and monitor appropriate cybersecurity advisory groups for identification of risks. There is also an annual 3rd party penetration testing and remediation assessment that is conducted.

Current safeguards are implemented, monitored, and maintained by the DDBS Information Security Program Coordinator and Electronic Brain Solution (third-party contractor) are reasonable, and considering current risk assessments are sufficient to provide security and confidentiality to covered data and information maintained by the school. Additionally, these safeguards reasonably protect against currently anticipated threats or hazards to the integrity of such information.

Personnel Security Policy and Procedure

References and/or background checks (as appropriate, depending on position) of new employees working in areas that regularly work with covered data and information, financials, and financial aid are checked. DDBS has contractual agreements in place that target keeping client information secure.

Training & Awareness Policy and Procedure

Employees are trained annually to understand this plan and about all changes and revisions to this plan. Employees are taught what is acceptable regarding client data which allows staff to become educated on the secure use of all applications and technology solutions During employee orientation, each new employee in these departments receives proper training on the importance of confidentiality of student hard-copy and digital records, user-groups, student financial information, and all other covered data and information. Each new employee is also trained in the proper use of computer information and passwords. Training includes controls and procedures to prevent employees from providing confidential information to an unauthorized individual, as well as how to properly dispose of documents that contain covered data and information. These training efforts should help minimize risk and safeguard covered data and information. Refresher training is required on an annual basis.

Physical Security Plan/ Policy

DDBS has addressed the physical security of covered data and information that will allow unauthorized parties the inability to access sensitive data by limiting access to only those employees who have a legitimate business reason to handle such information. For example, financial aid applications, income and credit histories, accounts, balances, and transactional information are available only to DDBS employees with an appropriate business need for such

information. Furthermore, each department is responsible for maintaining covered data and information and is instructed to take steps to protect the information from destruction, loss, or damage due to environmental hazards such as fire and water damage or technical failures. This Plan/Policy has been implemented, this plan is implemented for permitting and enabling physical access to alternate authorized individuals (e.g., in the event primary authorized individuals are sick or not available).

Information Systems Network Security Plan/Policy

Access to covered data and information via DDBS computer information system is limited to those employees and faculty who have a legitimate business reason to access such information. DDBS has policies and procedures in place including but not limited to access controls list for any data stored on the server to complement the physical and technical safeguards to provide security to DDBS information systems. Social security numbers are considered protected information under both GLBA and the Family Educational Rights and Privacy Act (FERPA). The following are existing controls:

- Authorized individuals only.
- Workstations with passwords.
- Information sent electronically is encrypted and sent by authorized individuals only.
- Vulnerabilities on both network and systems are constantly monitored and addressed.
- All systems must be managed on a managed services platform to ensure systems are patched when needed.
- Unauthorized access to third parties is not permitted.

Logical Access- Processes are in place to ensure unauthorized access to systems does not take place, users setup using permissions and groups based on job function by doing the following:

- All users must have unique ID's not only for windows but for 3rd party software as well.
- Email's systems have unique user ID's/Passwords in place.
- User rights must be adjusted as needed for employees' current job function.

Operations Management- Operating systems are established to protect documents, computer media, tapes, removeable media, disks, input/output data and system documentation to protect sensitive information from unauthorized disclosure, modification, removal, and destruction by doing the following:

- All sensitive data is handled appropriately by the authorized person.
- Equipment containing data that has been decommissioned or repaired must have any data wiped to DOD standards provided the hardware contains any data.
- IT providers will test as needed at their facility.
- Employees will have other employees with different job functions check and double check that data has been entered correctly and is not mistakenly modified.
- Any changes must be discussed with the designated employee(s) that are trained in how to appropriately use equipment/software that was modified to prevent errors and/or risks.

Management of System Failures

DDBS Information Security Program Coordinator has developed procedures to detect any actual or attempted attacks on DDBS systems and has detailed instructions for responding to an actual or attempted unauthorized access to covered data and information. In the event of a system failure The Program Coordinator/Contractual IT Company must first discover the cause of failure (If the failure was due to corrupt files or a hardware failure, addressing/fixing the issue and then restoring from backup), if the cause of the failure is determined to be a third party attack or something malicious, each machine effected should be disconnected from the network but kept running. It is important to contact the cybersecurity insurance provider first for guidance as to how to proceed within the parameters of policy.

Oversight of Service Providers

Electronic Brain Solutions and DDBS will oversee the oversight of service providers by the requirements of the GLBA. DDBS has taken reasonable steps to select and retain service providers who maintain appropriate safeguards for covered data and information. This Information Security Program ensures that such steps are taken by contractually requiring service providers to implement and maintain such safeguards.

Procedure for Reporting Security Breaches to Students and the Department

The Department considers any breach in the security of student records and information to be a demonstration of a potential lack of administrative capability.

Schools' SAIG Agreements include a provision that schools must notify the Department at CPSSAIG@ed.gov the same day of actual breaches as well as suspected breaches of the security of student records and information, and ED strongly encourages schools to notify their students of the breach at the same time.

- In their reports to the Department, schools should include the following:
- Date of breach (suspected or known)
- Impact of breach (# of records, etc.)
- Method of breach (hack, accidental disclosure, etc.)
- Information Security Program Point of Contact - Email and phone details
- Remediation Status (complete, in process - with detail)
- Next steps (as needed)

If you cannot email, contact the Departments security operations center (EDSOC) at 202-245-6550 to report data listed above. EDSOC operates 24 hours a day, seven days per week.

Procedures to Maintain Compliance with the GLB Act Re: Personally Identifiable Information (PII)

1. All records containing PII are stored and maintained in a secure location.
 - a. Paper records and files are always stored in a locked fireproof cabinet in a locked room that is locked when unattended. The School Director of Operations controls access to these areas.
 - b. All stored data are protected against destruction or potential damage such as floods, fire, etc. by employing fire-proof cabinets.
 - c. Paper records and electronic customer information are also stored on a secure server whose access is controlled by the Information Security Program Coordinator, Electronic Brain Solutions. Access to this information is password protected and not available to students.
 - d. Staff computers are password protected and students do not have access to them.
 - e. Student and employee PII are not stored on any computer system with a direct internet connection.
 - f. All student information is backed up daily through Electronic Brain Solution. Backup is stored in a secure location as determined by the Director of operations. All credit card information is processed through QuickBooks.
2. All electronic transmissions of student and employee PII are secured.
 - a. Social Security information, IRS information, and other sensitive financial data transmitted to DDBS directly from students shall use a secure connection such as a Secure Sockets Layer (SSL) or other currently accepted standard. This is so that the security of such information is protected in transit. Such secure transmissions are automatic. Students are advised against transmitting sensitive data via electronic mail.
 - b. DDBS contractually requires that inbound transmissions of PII, delivered to DDBS via other means, be encrypted or otherwise secured.
 - c. All outbound transmissions of PII are secured in a manner acceptable to the Information Security Program Coordinator. If PII must be transmitted to DDBS by e-mail, such transmissions are password protected or otherwise secured against compromise at the discretion of the Information Security Program Coordinator.
 - d. The Information Security Program Coordinator and third-party services review all student applications to ensure an appropriate level of security both within DDBS and within the third-party server and the IRS.
 - e. Sensitive data must be transmitted to DDBS by electronic mail, such transmissions are password controlled or otherwise protected from theft or unauthorized access at the discretion of the Director of Operations.
3. All paper transmissions of student and employee information by DDBS are secure.
 - a. Any PII delivered by DDBS to third parties are always kept sealed.
 - b. Paper-based student/employee information is never left unattended in an unsecured area.
 - c. All paper transmission of student and employee information is stored in a fireproof locked cabinet inside a padlocked records room.
4. All PII is disposed of in a secure manner.

- a. The Information Security Program Coordinator (Director of Operations/Business Center Administrator) will supervise the disposal of all records containing PII.
 - b. Paper-based PII is shredded and stored in a secure area until a disposal or recycling service picks it up.
 - c. All hard drives, diskettes, magnetic tapes, or any other electronic media containing PII shall be erased and/or destroyed prior to disposal. All hardware is recycled.
 - d. All PII is disposed of in a secure manner after any applicable retention period.
5. The Information Security Program Coordinator (Director of Operations/Business Center Administrator) maintains an inventory of the school computers and handheld devices on or through which PII may be stored, accessed, or transmitted.
 6. The Information Security Program Coordinator (Director of Operations/Business Center Administrator) develops and maintains appropriate oversight and audit procedures to detect the improper disclosure or theft of student information.

Definitions

- As used in the Gramm-Leach-Bliley Act, “customers” (those to whom DDBS provides services of any kind for).
- For the purposes of this Safeguarding Program, “customer information” is defined as any record containing non-public, personally identifiable financial information regarding any of the school’s customers, whether records are maintained on paper, electronically, or by any other means, this security program does not create contractual agreements between the student and any other entity or person.

Applicability

This program applies to all DDBS departments with access to student loan data or other customer information regardless of the purpose or frequency of use and applies to gathering, storing, processing, transmitting, and disposing of customer information. This program also applies to outside service providers, such as loan servicing agents and collection agencies to which student loan data may be transferred or who may gather it on behalf of the school.

Information Security Program Policies and Procedures

By using an updated firewall configuration, protection, and security software (huntress, Webroot, canari, RMM Monitoring, and Pen testing Scanning) DDBS continues to keep the objectives of the Information Security Program. DDBS implements, maintains, and enforces the following attack and intrusion safeguards to detect, prevent, and respond to attacks, intrusions, or other system failures.

DDBS employs Rollcall educational management software and Boston Educational Network, a fully encrypted school interface. Participating school administrators must be secured with a unique logon ID and password for access.

The Information Security Program Coordinator(s):

DDBS Information Security Program Coordinator is Marlene Brooks (Director of Operations), and Roxy Dunlap (Business Center Coordinator). They are responsible for ensuring DDBS has adequate procedures in place to address any compromise of DDBS’s information safeguards. The procedures include appropriate responses to specific types of attacks i.e., hackers, general security failure, denial of access to databases and computer systems, etc.

Based on the information contained in the questions below, there is a mix of hardware and software solutions to help protect and defend DDBS’s infrastructure. The coordinators are responsible for the following:

1. Maintaining a working knowledge of appropriate technology for the protection of student PII.
2. EBS trains Spec Ops on a weekly basis along with other training throughout the year.

3. Ensuring that DDBS has installed the most recent updates needed to resolve software vulnerabilities, the Information Security Program Coordinator periodically communicates with DDBS's computer vendor.
4. Making sure updates are installed automatically 4-5 days after they are released. They are monitored for any issues or failures. Third party patching occurs as updates are released.
5. Ensuring DDBS utilization of anti-virus and EDR software that updates automatically. Currently using Webroot monitored Anti-virus along with Canauri for ransomware protection and huntress for IDS and EDR.
6. Ensuring that DDBS maintains up-to-date firewalls. Firewall is updated per schedule of releases from the firewall company.
7. Managing DDBS's information security tools for employees and passing along updates about any security risks or breaches. Updates provided related to DDBS's specific infrastructure.
8. In the event of a computer or other technological failure, the Information Security Program Coordinator's will implement previously established procedures to preserve the security, confidentiality, and integrity of student PII. Electronic Brain Solutions will be managing or making repairs so they will know where the data is located and who is accessing it. Once the computer dies, Electronic Brain Solutions will destroy (physically) the hard drive and recycle the computer.
9. Ensures that access to student information is granted only to legitimate and valid users. The student information that resides on the server is access controlled by active directory logins.
10. Notifies students promptly if their PII is compromised.

DDBS has established a way for a person whose "personal identification information" was the subject of a" data breach" in compliance with the mandatory "data breach" notification statutes or regulations to contact students if PII is found to be compromised and a monitoring service that provides "data breach" victims with credit, fraud, public records or other monitoring alerts through Electronic Brain solutions as well as services that are covered under The Hartford.

Cyber Incident Response Plan/Policy

In the event of a cyber incident (ransomware, breach, successful phishing attack etc...) the qualified coordinators or IT provider must do the following:

1. Disconnect the computer from the network but keep the system powered on. This may be done with huntress software but if not, it will require someone to physically disconnect the machine.
2. After the qualified individual has been alerted, they will reach out to Electronic Brain Solutions if that has not already been done.
3. The coordinator or Electronic Brain solutions will contact The Hartford which provides the cyber liability policy for instructions on how to proceed.
4. The Hartford will indicate the next steps and if a 3rd party investigator or response unit will be needed.

Physical Incident Policy

In the event of a physical disaster (fire, flood, etc.) the following must be performed:

1. The coordinator must have access to the school to assess the damage to physical storage as well as technology.
2. After the assessment The Hartford insurance company will be notified.
3. An onsite evaluation of all IT equipment will be performed by the qualified coordinators and Electronic Brain Solutions.

4. After the assessment of any damage by the IT coordinator and Electronic Brain Solutions is performed and if a new server or solution is needed to restore the backup files and get the business applications up and running must be functioning as soon as possible.
5. Physical media will also be evaluated for damage and restoration possibilities.
6. If physical IT equipment is rendered useless, a virtual machine will be created in the cloud and all data, and all data and information temporarily migrated to that server.

Incident Management Strategy Policy

A consistent approach to managing information security incidents, consistent with applicable law is in place to handle information security events and weaknesses once they are reported by doing the following:

- reporting any security incidents by documenting the incident completely. Logs and any other evidence of a “security breach” are saved for review.
- Measures to correct any breaches are taken immediately to stop ongoing attacks if found.
- Communicate information security events and vulnerabilities associated with information systems effectively, allowing for appropriate and timely corrective actions.
 - **Incident Response:** This formalized plan outlines detailed procedures for incident prevention, detection, assessment, forensics, containment, and recovery activities. This plan aims to mitigate computer security risks through comprehensive, structured responses to incidents.
 - **Designated Incident Response Personnel:** Designated personnel are responsible for responding to incidents. The responsible personnel are responsible for executing the procedures detailed in the Incident Response Plan. These responsibilities include initial response, investigation, mitigation actions, and coordination with external experts if necessary.

Business Continuity Management Policy/System failure

Backup and recovery plans are documented, distributed, through the organization and easily obtained by office personnel if an event occurs by doing the following:

- Any Backup and recovery options that are presented to DDDBS are reviewed and tested regularly to ensure that the best plan is in place per DDDBS needs.
- Currently all data is backed up offsite and tested for recoverability in the event of data loss.
- Physical security analysis of both electronic and hardcopy records regularly.

Threat Assessment Policy

This policy is in place to detect and prevent malware, phishing, compromised credentials or passwords along with sabotage and or fire by doing the following:

- The use of the anti-virus with Webroot.
- Constant monitoring with Huntress and anti-ransomware with Canauri.
- Monitoring via RMM.
- Firewall logs and updates.
- Backups both onsite and offsite are performed for disaster recovery.

Records Policy

This policy explains how records are protected including stored information such as: financial records school (restricted), financial records student(private), tax information(restricted), loan applications(restricted),employee HR information(restricted), employee contact information(private), student contact information(private), student account balances(private), website content(public), student personal information(private), parent personal information(private), client personal medical information(private), student financial aid information(private), student grades and attendance(private), emergency contact(private), student paper files(private), student digital files(private). These are the procedures as follows:

- Working with Galactic Scan.
- Penetration testing is done annually.
- All information transferred to DDDBS.
- Huntress 24/7
- SOC reviews possible incidents and removes nodes from the network if necessary.
- Traditional anti-virus by Webroot

- Monitoring by RMM.
- Canauri is staffed 24/7 and has alerts for any attempts to remove ransomware.
- Data housed on a specific drive or specific program named Rollcall which doesn't have encrypted database but relies on the security of the server where it resides.

Disposal

DDBS requires the shredding of all paper containing any customer information prior to disposal. In the event of any recycling of personal computers containing customer information, all memory components of such computers will be completely reformatted or otherwise erased for any new use as determined by the department.

Monitoring and detection

All institutional data and computing resources must be continuously monitored to detect any events that may compromise their security. This includes system, security, and operational events. This is to ensure that DDDBS identifies potential security incidents promptly and effectively.

Commitment to Continuous Improvement

DDDBS commits to continually improving its response capabilities. This includes regular reviews and updates to the Data Privacy, Cyber Incident & Information Security Response Plan and training programs for the Incident Response Personnel to ensure they are prepared to manage new and evolving threats.

Audits and Monitoring

DDDBS reserves the right to perform audits periodic and random checks. This continuous monitoring of its networks and systems will ensure compliance with this cybersecurity policy.

Handling Non-Compliance

Non-compliance with this policy must be reported to the Director of Operations. An assessment of the non-compliance, potential risks involved, and the corrective actions to require preventing future occurrences will be reviewed and if necessary, escalated review and action of the individual (s) involved.

Incident Reporting and Investigation

All breaches of information security, whether actual or suspected, must be immediately reported to the designated personnel. Designated personnel are responsible for initiating an investigation and working with relevant parties to address the breach. A standard procedure for reporting and managing breaches will be outlined in the Incident Response Plan.

Disciplinary Actions

Individuals found in violation of this policy are subject to disciplinary action, which may include, but not limited to, loss of computer and network access and privileges, reprimands, suspension, termination of employment, or legal action, depending on the severity of the breach. Disciplinary measures will be applied consistently and in accordance with DDDBS policies.

Compliance Training

To support compliance with this policy, DDDBS will provide regular training and awareness programs to all members of the DDDBS staff. These programs will cover the importance of information security, the specific requirements of this policy, and the roles and responsibilities of individuals in maintaining security.

INSURANCE to COVER DATA and INFORMATION POLICY

The Hartford Data Breach Response Expense Policy and Procedure

The Hartford will pay for "data breach expenses" that DDDBS incurs because of a "data breach" of personally identifiable information. The following is the procedure in event of a loss you must:

- Report the "data breach" to The Hartford within 30 days of the discovery of the "data breach."
- Immediately record the specifics of the "data breach" and the date discovered.
- Cooperate with the investigation of the "data breach."
- Assist The Hartford, upon request in the enforcement of any right against any person or organization which may have accessed, stolen or disclosed the information or data giving rise to a "data breach."
- DDDBS may not, except at your own cost, voluntarily make a payment, assume any obligation, or incur any expense without prior written consent.
- DDDBS has 1 year from the date of reporting a "data breach" to initiate services provided to the school.

- As soon as possible, give The Hartford should be told the description of how, when and where the “data breach” occurred, including but not limited to all the following, information as it becomes known to you:
 1. The method of “data Breach”
 2. The approximate date and time of the “data breach”
 3. The approximate number of files compromised because of the “data breach.”
 4. A detailed description of the type and nature of the information that was compromised.
 5. Whether or not the information was encrypted, and if so, the level of encryption.
 6. Whether or not law enforcement has been notified
 7. If available, the place of domicile for all persons whose “personally identifiable information” was the subject of a “data breach.”
 8. If available, who received the information contained in the “data breach.”
 9. Any other access, information or documentation were reasonably required to investigate or adjust the loss.
 10. Take all reasonable steps to protect “personally identifiable information” remaining in your care, custody, or control.
 11. Preserve, and permit us to inspect, all evidence of the “data breach.”
 12. If requested, permit The Hartford to question DDBS under oath, orally or in writing, at such times as may be reasonably required about any matter relating to the insurance or loss, including copies of DDBS books and records. In answering questions in writing DDBS answers must be signed.

The Hartford Data Breach Defense Policy and Procedure

The Hartford will pay for “loss” on behalf of DDBS resulting from a “data breach claim” if the following conditions are met:

- The ‘data breach claim’ was first made against DDBS during the policy period. A “data breach claim” will be deemed to have been made when notice of such “data breach claim” is received by you or by The Hartford, whichever comes first.
- DDBS had no knowledge of the “data breach” out of which the “data breach” arises.
- The “data breach claim” is reported to The Hartford within 30 days after you receive notice of the claim, but in no event later than 30 days after the end of the “policy period.”
- The “data breach” must involve “personally identifiable information” that was held by DDBS or on behalf in the “coverage territory.”
- DDBS must cooperate with The Hartford in any investigation, settlement, or defense of the “data breach claim”, and assist The Hartford, upon their request in the enforcement of any right of recovery regarding any payment of “loss” under DDBS Data Breach Policy. DDBS must execute all papers required and do everything necessary to secure and preserve such rights, including the execution of any documents needed to enable The Hartford to bring suit in DDBS’s name.
- DDBS may not, except at our own cost, voluntarily make a payment, assume any obligation, or incur any expense without prior written consent.
- DDBS must take all reasonable steps to protect “personally identifiable information” remaining in the care of DDBS.
- DDBS must preserve all evidence of the “data breach”.

DDBS has established crises management services through Electronic Brain Solution that will be able to perform services a way for a person whose “personal identification information” was the subject of a “data breach” in compliance with the mandatory “data breach” notification statutes or regulations to contact students if PII is found to be compromised.

Continuing Evaluation and Adjustment

The Information Security Program will be reviewed annually by the schools’ boards, staff, and 3rd party IT company, and will be subject to periodic review and adjustment. Continued administration of the development, implementation and maintenance of the program will be the responsibility of the designated Information Security Program Coordinators, who will assign specific responsibility for technical (IT), logical, physical, and administrative safeguards implementation and administration as appropriate.

Additional Definitions

Covered data and information - for the purpose of this program includes student financial information (defined below) that is protected under the GLBA. In addition to this coverage, which is required under federal law, DDBS chooses as a matter of policy to include in this definition all sensitive data, including

credit card information and checking/banking account information received during business hours by the school, whether such information is covered by GLBA. The covered data and information will include both paper and electronic records.

Pretext calling - occurs when an individual attempts to improperly obtain personal information of DDBS customers to be able to commit identity theft. It is accomplished by contacting the school, posing as a customer or someone authorized to have the customer's information, and using trickery and deceit, convincing an employee of the school to release customer-identifying information.

Student financial information - is that information that DDBS has obtained from a student or customer in the process of offering a financial product or service, or such information provided to the school by another financial institution. Offering a financial product or service includes offering student loans to students, receiving income tax information from a student's parent when offering a financial aid package, and other miscellaneous financial services. Examples of student financial information include addresses, phone numbers, bank and credit card account numbers, income and credit histories and Social Security numbers, in both paper and electronic format.

Data Breach- means loss, theft, accidental release, or accidental publication of "personally identifiable information", or circumstances objectively giving rise to a substantial risk that such a loss, theft release, or publication has occurred.

Data Breach Expense- Notification expenses to notify a person whose "personally identifiable information" was a subject of a "data breach" notification statutes or regulations.

Loss- meaning civil awards, settlements, and judgments (including any award or prejudgment interest), expenses incurred in the defense of a "regulatory proceeding."

Regulatory Proceeding- meaning an investigation, demand or proceeding, including a request for information, brought by, or on behalf of, the Federal Trade Commission, Federal Communications Commission or other administrative or regulatory agency, or any federal, state, local or foreign governmental entity in such entity's regulatory or official capacity seeking relief based upon a "data breach."

FTC regulations: 16 CFR 313.3(n) and 16 CFR 314.1-5 Gramm-Leach-Bliley Act: Sections 501 and 505(b)(2) U.S. Code: 15 USC 6801(b), 6805(b)(2)

SECTION THREE ADMISSIONS

DDBS STUDENT ADMISSION POLICY & PROCEDURE

General Admission Requirements & Policy

Dymond Designs Beauty School (DDBS) is an equal opportunity employer and follows the same policies in accepting applications from potential students. DDBS is open to all students without regard to race, color, religion, age, sex, creed, disability, or marital status. The admissions policy is within compliance, with the U.S. Department of Education (Michigan), State of Michigan Department of Licensing and Regulatory Affairs, Council on Occupational Education Accrediting Agency guidelines, and the Veterans Administration Education Department. To be eligible for admissions, an applicant must:

- Must be 17 or older with a high school diploma, GED, or college degree.
- Fill out the application in-person or via on-line
- Submit a registration fee: \$100.00 (non-refundable/if applicable)

If we determine that your documents are not valid, you will be denied admission to the school. If DDBS has reason to believe that the high school documentation is not valid, the admissions coordinator must evaluate the validity of the student's high school completion. DDBS does not recruit students who are already enrolled in a similar program at another institution. DDBS requires that individuals who receive TITLE IV funds complete all the admissions requirements.

Applicant Must Complete the Following Steps:

Step 1- Tour of the facility and advise applicants to visit the school's website

Step 2- Complete a personal interview with the admissions coordinator prior to registration.

Step 3- Write a 2-paragraph essay about the program of interest and why did they choose DDBS

Step 4- Must pass a comprehensive exam

Applicant Must Complete the Following:

- Driver's License/State Identification/Passport/Birth Certificate
- Proof of income, age,
- Copy of your high school diploma/GED/Degree or high school transcripts
- Complete Enrollment Contract & Enrollment Documentation
- Optional: FASFA if an applicant chooses to participate in Financial Aid, please see notable admissions information below for more details:
 - Discuss Financial Aid options and estimates
 - Explain Entrance Loan Counseling and Master Promissory Note
 - Discuss out of pocket options

Notable Admissions Information:

Dymond Designs Beauty School will access the NSLDS as it has all the pertinent information about student loans and financial history.

Readmissions Policy

Students who have been terminated or withdrew from school may re-enroll (if determined eligible) within 180 days and will not incur additional charges; however, these students will be responsible for repaying remaining balances from the previous enrollment that can't be reinstated with reinstated federal funds. Students who have been terminated or withdrew from school and re-enrolled (if determined eligible), after more than 180 days will pay a \$100.00 registration fee and will be charged for contracted hours at the current tuition date. All re-enrolling students will be provided with the school's re-enrollment policy and will be evaluated by the school's administrator for placement in the curriculum and kit needs (if applicable). Re-enrolling students may be required to purchase the current school kit. Students applying for re-entry or transfer -in from other schools will be required, as a condition of enrollment, to bring delinquent prior student loans to a current status.is at the discretion of the school administration.

A determination of SAP will be made and documented at the time of withdrawal. Students re-entering after exiting the school will not be evaluated as new students and consideration will be given to the student's progress status at the time of previous withdrawal. Re-enrollment
Revised- 2-28-2025

DDBS Student Transfer Policy and Procedure

Transfer Student Policy

Students with previous training shall be evaluated by an instructor using practical applications and reviewing the transcripts. Appropriate credit will be given for comparable previous education and training. The training period will be shortened accordingly based on the shortened training period.

Note: The school only transfers hours not GPA's.

If a transfer student is admitted to the program, a notarized transcript from the sending school must be received prior to the student starting class at Dymond Designs Beauty School. If the sending school has closed, the transfer student must obtain a clock hour report from the State of Michigan Department of Licensing and Regulatory Affairs before starting class at DDBS. Transfer students will be required to purchase a kit or kit items to meet DDBS requirements. Transfer hours are recorded in student attendance under bulk hours in the student database. Decisions concerning the acceptance of transfer hours are at the discretion of the administrator. In addition, the student will be charged based on the current tuition rate and how many hours are needed for completion.

Admissions Procedure for Transfer Students

Admissions Coordinator

1. Will greets the prospective student.
2. Review the information packet documents.
3. Tour the school with prospect
4. Advise students to visit the school's website at www.ddbs.edu for access to Program Information, Catalog/Consumer Information and Links
5. Give students a signed copy of enrollment agreement, school retains original agreement

Business Center Liaison

1. Update the student database (BEN) to include all enrollment information such as: start date, schedule, social security number, birth date, family status, high school graduation date, tuition, books and supplies, academic chart

Financial Aid Administrator

1. Discuss Financial Aid options and estimates
2. Discuss self-payment options
3. Discuss the process of FA or reviews the obtained ISIR
4. Interacts with students about questions and items needed for Verification
5. Reviews of the Award Letter

Date of Last Revision: 2/28/2025

Transfer Student Procedure

Admissions Coordinator

1. Reviews and confirms notarized transcript
2. Keeping a copy of transcript in student file
3. Meet with the student to discuss the outcome
4. Credits student of the amount of clock hours approved by the Director

Revised: 2/28/2025

High School Diploma Verification Policy

The DDBS and the U.S. Department of Education recognize several equivalents to a high school diploma:

- General Educational Development (GED) certificate.
- Certificate or other official completion documentation demonstrating that the student has passed a state-authorized examination that the state recognizes as the equivalent of a high school diploma such as: Test Assessing Secondary Completion (TASC), the High School Equivalency Test (HiSET), or in California, the California High School Proficiency Exam. Certificates of attendance and/or completion are not included in this qualifying category).
- Prospect can have an associate degree.
- Successful completion of at least 60 semester or trimester credit hours or 72 quarter credit hours that does not result in the awarding of an associate degree, but that is acceptable for full credit toward a bachelor's degree at any institution: or
- Enrollment in a bachelor's degree program where at least 60 semester or trimester credit hours or 72 quarter credit hours have been successfully completed, including credit hours transferred into the bachelor's degree program.
- Foreign diplomas.
- For a student who enrolls without completing high school, a transcript must be provided indicating the student has excelled in high school.
 1. The student must no longer be enrolled in high school
 2. Must satisfy your school's written policy for admitting such students and must start a program that leads at least to an associate degree or its equivalent.
 3. Note that merely possessing a certificate of attendance and/or high school completion is not sufficient for a student to be Title IV aid eligible.
 4. Such a certificate may be issued without a student having to complete all the academic graduation requirements, including passing any required examinations.

5. A state must consider a certificate or high-school-completion-equivalency test as equivalent to a high school diploma in that state for it to be considered equivalent to a high school diploma for Title IV aid eligibility purposes.

Date of Last Revision: 3/6/2025

Veterans Benefit Policy

Dymond Designs Beauty School (DDBS) is approved by the State of Michigan Approving Agency (The Department of Veterans Affairs) to accept funding for all programs offered at DDBS. A Veteran, spouse or child of a Veteran are eligible to take advantage of these benefits. It is the student's responsibility to apply for the benefits online at www.gibill.va.gov or by completing the paper form VA 22-1990. Once applied, DDBS will need a copy of the student's Certificate of Eligibility (COE) and a copy of the DD-214 discharge paperwork. An Administrator will evaluate official transcripts and documentation of previous education and training, and if possible, apply appropriate credit. Evaluation periods for GI® bill benefits will be evaluated every 30 scheduled days. Students must receive 75% in both academics and attendance to be considered maintaining satisfactory progress. If at the end of the probation period he/she is not making satisfactory progress, their benefits will be terminated and to continue will pay on a cash basis

Chapter 30 Veterans Only

Students will be required to sign an acknowledgment of financial responsibility form.

Students Who Use 3rd Party Funding Sources Only

Students will be required to sign a private education loan disclosure statement.

Homeschool Verification Policy

Homeschooled students are not considered to have a high school diploma or equivalent, they are eligible to enroll and potentially receive FSA funds if their secondary school education was in a homeschool that state law treats as a home or private school. Some states issue a secondary school completion credential to homeschoolers.

- If this is the case in the state where the student was homeschooled, he/she must obtain this credential to be eligible for FSA funds if the state requires it.
- The student can include in his/her homeschooling self-certification that he/she received this state credential.

An eligible institution is defined in part as one that admits as regular students only those who have a high school diploma or equivalent, are beyond the compulsory age of attendance for the school's state or are dually enrolled at the college and a secondary school. For students who finish homeschooling at a younger age, the Department considers them to be beyond the age of compulsory attendance if:

- Dymond Designs Beauty School (DDBS) follows our State of Michigan regulations that would not require homeschooled students to obtain a secondary completion credential as provided under state law; or the student has completed a secondary school education in a homeschool setting that qualifies as an exemption from compulsory attendance under state law.

Homeschool Verification Procedure

1. Admissions Coordinator/Business Center Liaison
2. Accept the diploma
3. Review for accuracy
4. Verify all High School Diploma's by confirming it lines with the policy
5. Diploma mills and Ability to Benefit are not accepted.

Date of Last Revision: 3/6/2025

Foreign Diploma Policy

Must have evidence that verification of a foreign high school diploma has been performed by an outside agency that is qualified to translate documents into English and confirm the academic equivalence to a U.S. high school diploma.

- 1) Note: High school diplomas/transcripts from other countries are acceptable toward the student eligibility general requirement if the diploma is equivalent to a U.S. high school diploma.
- 2) Documentation of proof of completion of secondary education from a foreign country must be officially translated into English and officially certified as the equivalent of high school completion in the United States, at your own expense.

At student's expense the student can contact one of the Translation/Evaluation Companies (check with your state to see which ones meet their requirements) for an official certification and translation of the student's foreign high school diploma or transcript:

Fees vary by each organization and type of evaluation and translation requested. Students should contact both to determine which is best for their situation.

Foreign Diploma Procedure

Director/Admissions Coordinator Procedure:

- Don't accept Diploma if it is not translated
- If unsure, accept the diploma
- Review for accuracy
- If suspicions occur that it is from a Diploma Mill; Investigate
- May require student to provide another proof of Education

Date of Last Revision: 3/6/2025

Diploma Mill

All students must provide evidence that they possess a high school diploma, GED, a home study certificate or transcript from a home-study program that is equivalent to high school level and is recognized by the state of issuance.

In the event the validity of the high school diploma is in question, Dymond Designs Beauty School (DDBS), will use any or all the following methods to determine validity.

1. We will cross check the diploma with a list of "diploma mills" that has been generated through the industry.
2. If the name of the school issuing the diploma appears on this list, the high school diploma will require further investigation including but not limited to determining accreditation

status, viewing transcripts provided to the student and, viewing the subjects completed by the student.

Diploma Mill Procedure

Director Admissions Coordinator

1. Don't accept Diploma if it's known to be from a Diploma Mill
2. If unsure, Accept the diploma
3. Review for accuracy
4. If suspicions occur that it is from a Diploma Mill; Investigate
5. May require student to provide another proof of Education

Date of Last Revision: 3/6/2025

Acceptance Policy:

After an applicant has completed the enrollment application process the admissions coordinator will review the applicant required admissions materials and access the personal interview to determine acceptance. Upon the decision of the enrollment, the applicant will receive notification of the acceptance or denial letter via email, telephone, or in-person. **Note: All applicants must go through the entire enrollment application process (detailed in catalog, online publication, and enrollment application).**

Date of Revision:

Secondary School Students

DDBS does not accept secondary school students.

Vaccination Policy

Dymond Designs Beauty School nor does the State of Michigan require vaccinations for admission into this school or chosen field.

FERPA Policy & Procedure

This policy can be found in DDBS's Title IV Manual in hard copy print and on digital print via website and throughout the campus

Enrollment Information

Enrollment periods: DDBS is on a continuous enrollment schedule, thus placement will be depending upon space availability. Please contact DDDS for exact start dates, holidays, and school closures: DDBS allows the following holidays off: New Year's Day, Dr. Martin Luther King Jr., Memorial and Independence, Labor Day, Thanksgiving and December 24th and 25th.

Enrollment Contract

DDBS clearly outlines the obligation of both the school and the student in the Enrollment Agreement Contract. A copy of the Enrollment Agreement Contract and information covering costs and payment plans will be furnished to students prior to the beginning of class attendance.

Orientation

All applicants accepted into the program **MUST** attend the school's orientation to complete signing necessary documents, review all schools' policies, procedures, and plans, receive the

Student Handbook & Catalog, receive their syllabus/ course outline and curriculum, and orientate for user-groups after they have been accepted into the program of choice.

Alcohol and Drug Policy

The alcohol and drug policy can be found in DDBS's Title IV Manuel in hard copy print and on digital print via website and throughout the campus.

Students Convicted of Possession or Sale of Drugs Policy

Students convicted of possession or sale of drugs alcohol and drug policy can be found in DDBS's Title IV Manuel in hard copy print and on digital print via website and throughout the campus.

Payment Schedule

DDBS offers a of monthly financial payments schedules that includes a cash payment agreement upon enrollment. Please see the DDBS Admissions Coordinator /Business Center Administrator for details.

Admissions and Recruiting

Any changes to these publications, rules of admissions, contract enrollment agreements and/or any printed admissions information will be given to all current, prospect, and future students in a timely manner.

All employees of DDBS have a firm commitment with the admissions coordinator and the Director of Operations for recruiting activities at the school to ensure all activities are of ethical conduct. DDBS student support services must be clear and in place to ready to serve students and meet their needs. Students are encouraged to complete the full clock hour program to achieve their Certificate of Completion. All recruitment activities and material used describe our mission with our occupational programs, student performance reports and completion requirements with clock hour tuition, fees, and instructional outcomes thoroughly detailed.

Placement Assistance

DDBS maintains placement assistance and arrangements for job placement through our Workforce Development and Career Recruiter/Department. Instructors assist students with resume building, interview preparation, communication skills, and professional development for job leads and employment opportunities. All graduates' information for placement is collected during the exit interview process and immediately provided to the Workforce Development and Recruitment Department for possible employment.

As prescribed by state law, we cannot guarantee placement as an inducement to enrollment. Therefore, the school does not guarantee placement services.

Refund Policy

REFUND POLICY AND SIGNATURE FORM

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 refund shall be made within 45 days of the planned start date.

2. Refunds for Students Who Withdraw on or Before the First Day of Class. If tuition and fees are collected in advance of the start date of classes and the student does not begin classes or withdraws on the first day of classes, no more than \$100 of the tuition and fees may be retained by the institution. Appropriate refunds for a student who does not begin classes shall be made within 45 days of the class start date.

3. Refunds for Students Enrolled Prior to Visiting the Institution. Students who have not visited the school facility prior to enrollment will have the opportunity to withdraw without penalty within three days following either attendance at a regularly scheduled orientation or following a tour of the facilities and inspection of the equipment.

4. Refunds for Students Enrolled in Professional Development, Continuing Education, or Limited Contract Instruction. Institutions engaging in programs, which are short-term, must have a written policy or contract statement regarding whether or not fees and instructional charges are refundable.

5. Refunds for Withdrawal after Class Commences

Refunds policy for programs obligating students for periods of 12 Months or less the refund policy for Students attending non-public institutions who incur a financial obligation for a period of 12 months or less shall be as follows: (i) During the first 10% of the period of financial obligation, the institution shall refund at least 90% of the tuition; (ii) After the first 10% of the period of financial obligation and until the end of the first 25% of the period of obligation, the institution shall refund at least 50% of the tuition; (iii) After the first 25% of the period of financial obligation and until the end of the first 50% of the period of obligation, the institution shall refund at least 25% of the tuition; and, (iv) After the first 50% of the period of financial obligation, the institution may retain all of the tuition.

6. Refund Policy for programs obligating students for periods beyond twelve months

Programs longer than 12 months that financially obligate the student for any period of time beyond 12 months shall release the student of the obligation to pay beyond the 12 months if the student withdraws during the first 12 months. The calculation of the refund for the unused portion of the first 12 months shall be based on section above. If the student withdraws during any subsequent period following the first 12 months, the student's refund for the unused portion of the tuition applicable to the period of withdrawal shall be based on the section above. Student agrees to comply with the assigned schedule for applicable All Beauty

Programs, which may change from time to time at the discretion of the school. Students agree to attend theory class as scheduled for the duration of the course of study regardless of whether all required tests have been taken and passed.

REFUND POLICY-NOTICE OF CANCELLATION

For applicants who cancel enrollment or students who withdraw from enrollment a fair and equitable settlement will apply. The following policy will apply to all terminations for any reason, by either party, including student decision, course or program cancellation, or school closure.

Any funds due the applicant or students shall be refunded within 45 days of official cancellation or withdrawal. Official cancellation or withdrawal shall occur on the earlier of the dates that:

- (1) Applicant is not accepted by the school: The applicant shall be entitled to a refund of all monies paid.
- (2) A student (or legal guardian) cancels his/her enrollment in writing within three business days of signing the enrollment agreement. In this case all monies collected by the school shall be refunded, regardless of whether or not the student has actually started classes.
- (3) A student cancels his/her enrollment after three business days of signing the contract but prior to starting classes. In these cases, he/she shall be entitled to a refund of all monies paid to the school less the registration fee in the amount of \$100.00
- (4) A student notifies the institution of his/her withdrawal in writing.
- (5) A student on an approved leave of absence notifies the school that he/she will not be returning. The date of withdrawal shall be the earlier of the date of expiration of the leave of absence or the date the student notifies the institution that the student will not be returning.
- (6) A student is expelled by the school: (Unofficial withdrawals will be determined by the institution by monitoring attendance at least every 30 days.)

- (7) In type 2, 3, 4 or 5, official cancellations or withdrawals, the cancellation date will be determined by the postmark on the written notification, or the date said notification is delivered to the school administrator or owner in person.

- (8) Any student who either officially or unofficially withdraws before six (6) calendar days after the beginning of school will be considered to be a “pre-registered” or never attended student.

For students who enroll and begin classes but withdraw prior to course completion (after three business days of signing the contract), the following schedule of tuition earned by the school applies. All refunds based on scheduled hours:

PERCENT OF SCHEDULED TIME TOTAL TUITION SCHOOL ENROLLED TO TOTAL COURSE/PROGRAM SHALL RECEIVE/RETAIN

0.01% to 04.9%	20%
5% to 09.9%	30%
10% to 14.9%	40%
15% to 24.9%	45%
25% to 49.9%	70%
50% and over	100%

All refunds will be calculated based on the student’s last date of attendance. Any funds due to a student who withdraws shall be refunded within 45-days of a determination that a student has withdrawn, whether officially or unofficially. In the case of disabling illness or injury, death in the student’s immediate family or other documented mitigating circumstances, a reasonable and fair refund settlement will be made. If permanently closed or no longer offering instruction after a student has enrolled, the school will either provide a full refund of all funds paid or completion of the course at a later time. If the course is canceled subsequent to a student’s enrollment, the school will either provide a full refund of all funds paid or completion of the course at a later time.

Student Signature

Date

NEW STUDENT ORIENTATION PROCEDURE

Purpose

The goal and objective of the student orientation procedure is to communicate how our institution introduces students to the campus and the support services offered to assist in their educational and personal goals (media room, information technology, academic, clinical floor training, student services and other departments).

PERSONNEL RESPONSIBLE

The Admissions Coordinator is responsible for student orientation. The instructional staff participants in the orientation process as well to assure a smooth transition into their educational career

New Student Orientation Expectations:

1. Teach students to utilize the resources & services that will help them be successful at DDBS.
2. Guide students in understanding the steps needed to achieve their academic and career goals.

Admission Requirements:

- Meet with an Admissions Representative
- Must submit High School Diploma or Equivalent, Driver's License/Picture ID
- Must sign enrollment agreement
- Attend an on-campus or online orientation

After our New Student Orientation, you will be more familiar with:

- The types of programs offered at DDBS
- Accessing Milady Digital/ Hard-copy MindTap books
- Campus Resources
- How to set up the remind app
- Tuition & fees and the registration process
- Being ready for the first day of classes
- What are Minimum Practical Applications (MPA's)

PROCEDURE

- Students are informed that this will be considered a full day of class prior to attending orientation.
- Students are given an orientation date.
- During the orientation students are given the orientation package and Student Handbook and Catalog for the purpose of understanding the policies, procedures, general rules, and guidelines for attending and receiving an education at DDBS. The Admissions Coordinator and Director of Operations will supervise the orientation.
- Students are required to sign all necessary documents to have a complete orientation/financial checklist.
- After all documents are completed students will receive a more detailed tour of the campus to learn how things are operated throughout the school. They are given a chance to meet other students/ faculty and they will understand how work-based learning is offered at DDBS.
- Students will also learn all safety procedures and policies of DDBS.
- Once a student has successfully completed the MANDATORY orientation, they are provided with locker assignments, learning materials and other resources (if applicable).

DDBS SATISFACTORY ACADEMIC PROGRESS POLICY AND PROCEDURE

The Satisfactory Academic Progress Policy is consistently applied to all students enrolled at DDBS. It is printed in the catalog to ensure that all students receive a copy prior to enrollment. The policy complies with the guidelines established by the Council on Occupational Education.

EVALUATION PERIODS

Evaluations will determine if the student has met the minimum requirements for satisfactory academic progress. The frequency of evaluations ensures that students have had at least one (1) evaluation by midpoint in their respective courses. Evaluation periods are determined by the length of the program and the student's enrollment date.

ACADEMIC PROGRESS EVALUATIONS

The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic learning. Students are assigned academic learning and a minimum number of practical experiences. Academic learning is evaluated after each unit of study. Practical assignments are evaluated as completed and counted toward course completion only when rated as satisfactory. If the performance does not meet satisfactory requirements, it is not counted, and the performance must be repeated. At least two (2) comprehensive practical skills evaluations will be conducted during the course. Practical skills are evaluated according to text procedures and set forth in practical skills evaluation criteria adopted by the school. Students must maintain a written grade average of 75% and pass final theory and practical exams prior to graduation. Students must make up failed, missed tests, and incomplete assignments. Numerical grades are considered according to the following scale:

Interpretation: Excellent, Good, Satisfactory, Failing.

GRADING SYSTEM USED FOR ALL TESTS IS AS FOLLOWS:

100-90%.....	EXCELLENT
89-80%.....	GOOD
79-75%.....	SATISFACTORY
BELOW 74%.....	FAILING

Only courses for which the student receives a passing grade are acceptable for unit requirement in calculating the SAP status. Incomplete courses and withdrawals are not counted as completed units. Students are required to verify attendance for terms in which they receive unsatisfactory grades.

DETERMINATION OF PROGRESS

Students meeting the minimum qualitative 75% GPA requirement for academics and quantitative 67% for attendance; (considered the pace) at the scheduled evaluation point are SATISFACTORY.

ACADEMIC PROGRESS

Until the next scheduled evaluation: For a student to be making satisfactory academic progress as of course midpoint, the student must meet 67% in both attendance and 75% academic requirements on at least one evaluation by midpoint in the course.

ATTENDANCE:

All student attendance is calculated based on the total number of attended days and expected program days. Regardless of the average level of attendance, students who have more than 30 days of consecutive absences will be dismissed. When calculating attendance, a leave of absence will extend a student's contract end period and maximum time frame by the same number of days taken in the leave of absence. The frequency of evaluations ensures that students have ample opportunity to meet both the attendance and academic progress requirements of at least one evaluation by midpoint in the course.

MAXIMUM TIME FRAME (Quantitative Measurement)

A leave of absence will extend the students' contract period and maximum time frame by the same number of days in the leave of absence. All attempted courses, and withdrawals, (except incompletes) at DDBS are counted toward the 100% eligibility. Depending on circumstance students who have reached their duration may be placed on probation.

WARNING POLICY

Students who fail to meet minimum requirements for attendance or academic progress are placed on warning. The student will be advised in writing on the actions required to attain satisfactory academic progress by the next evaluation. The student must meet both the attendance and academic requirements or be placed on probation.

PROBATION POLICY

Students who fail to meet minimum requirements for attendance or academic progress after the warning period will be placed on probation. Additionally, only students who do not have the ability to meet satisfactory standards may be placed on probation. Students placed on an academic plan must be able to meet requirements. Students who are progressing will be considered satisfactory. The student will be advised in writing of the actions required for satisfactory that must be met by the next evaluation. The student must meet attendance and academic requirements that are given by the institution or it will be considered non-compliant.

MAKE-UP TIME POLICY

Students are expected to make up missed days and exams. Students may utilize the various school schedules and classes to complete make up time and exams.

SUSPENSION AND TERMINATION POLICY

Suspension or termination from DDBS may happen if the student is found in violation of the student code of conduct, but particularly if he/she participates in any of the following but not limited to:

1. Possession of illegal drugs or alcohol on school premises, grounds, or parking lot.
2. Theft from Students, or of School property, or supplies.
3. Willful destruction of School property.
4. Insubordination
5. Loud, boisterous behavior or foul language.
6. Failure to pass the satisfactory Academic Program Probation

ACADEMIC REVIEW PROCEDURES AND APPEAL PROCESS

If a student is determined to not perform satisfactorily, the student may appeal the determination within ten (10) calendar days. Reasons for which students may appeal a negative progress report determination include death of a relative, an injury or illness of the student, or any other allowable special or mitigating circumstance. The student must submit a written appeal to the school describing why they failed to meet satisfactory along with supporting documentation of the reason why the determination should be reversed. This information should include what has changed about the student's situation that will allow them to achieve a satisfactory next evaluation point. Appeal documents will be reviewed, and a decision will be made and reported to the student within 30 calendar days. The appeal and decision documents will be retained in the student file.

CERTIFICATIONS OF COMPLETIONS

Once a student has completed all of the required course hours and course requirements, a certificate of completion will be issued to the student or program funder. The institution may withhold official academic transcripts and certificate of completion if the student has not met all financial obligations. Once all school obligations are met each student must take state board exams within 30 days of course completion. They must complete the Practical and Theory Test and achieve a 75% on each test to receive a Michigan State license.

CHANGING DEGREES/TRANSFER PROGRAMS

DDBS does not allow students to transfer programs. No credit hours can be transferred to any other programs. If a student requests to change a program after the fifth day, he/she must receive approvals from the school's director, financial aid department, and wait until the next program's availability

date.

WITHDRAWAL POLICY

A student will be considered withdrawn if the following occurs:

1. The student notifies the Director of his/her intent to withdraw
2. A formal termination (unofficial withdrawal) by the student shall occur more than 14 days from the last day of physical attendance.
3. The school officially notifies the student of dismissal from the program.

SEMESTER/TERMS

DDBS recognizes the use of semester terms, however program enrollment is not determined by academic terms.

TRANSFER CREDITS

DDBS does accept most transfer credits for coursework completed at another institution. Transcripts will be evaluated for eligible clock hour transfers. Transcripts will be accepted from the State of Michigan. Students with eligible transfer hours exceeding more than half the DDBS program clock hours will be required to issue a placement exam for transferable clock hour totals.

SATISFACTORY ACADEMIC PROGRESS EVALUATION FORM

Student Name	Date
Start Date	Evaluation Period

Scheduled Hours		Cumulative Attendance %	
Actual Hours		Cumulative Academic Grade	
Student is making satisfactory academic progress?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
Notice of Warning/Probation provided to student?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Reason for Warning/Probation:	<input type="checkbox"/> ATTENDANCE	<input type="checkbox"/> ACADEMICS	<input type="checkbox"/> N/A

Warning

You have until the next evaluation period to bring up your grades and/or attendance up to minimum requirements.

Probation

If the student has still not met progress requirements at the end of the warning period, the student will be considered not making satisfactory academic progress. You have until the next evaluation period, which shall not exceed 30 academic days, to bring your grades and/or attendance up to minimum requirements, or up to the requirements set forth in an agreed upon academic plan. If satisfactory performance is not achieved by the end of the probationary period according to satisfactory academic progress requirements or your academic plan, you will be dropped/terminated from the program.

Student Signature	Date
Accepted by School Official	Date

TITLE IV SATISFACTORY ACADEMIC PROGRESS STANDARDS AND POLICY

Policy Reason

An institution must establish a reasonable Satisfactory Academic Progress (SAP) policy for determining whether an otherwise eligible student is making satisfactory academic progress in their educational program and may receive assistance under Title IV, *Higher Education Act of 1965* (HEA) federal assistance programs.

SAP Policy

The SAP policy is applied consistently to all students enrolled at DDBS (full-time or part-time). It is printed in the DDBS Program Catalog & Student Handbook to ensure that all students receive a copy before enrollment. The policy complies with the guidelines established by the Council on Occupational Education (COE) and federal regulations established by the United States Department of Education (ED).

Students must maintain satisfactory academic progress throughout their training to comply with DDBS policy and to remain eligible for Title IV student financial assistance. Also, students who do not receive financial aid and are paying out-of-pocket must maintain SAP progress throughout their training. The academic and attendance requirements apply to every student enrolled in the school, whether they receive financial aid or pay cash—all periods of enrollment count towards SAP, including periods when a student does not receive financial assistance. The school's policy is to apply SAP consistently to all students enrolled in all offered programs, whether full-time or part-time.

Both qualitative (academics/grades) and quantitative (attendance, pace of progression, and time frame) standards are used to evaluate Standard Academic Progress. Students must meet the school's academic and attendance standards on a **cumulative basis** (start date to evaluation date) to maintain SAP and for Title IV eligibility.

Minimum Qualitative Requirement

Academic Standard

The qualitative element used to determine Satisfactory Academic Progress is a reasonable grading system defined by assigned academic learning. Students receive an academic education and a minimum number of practical experiences. Academic knowledge is evaluated after each unit of study. Practical assignments are evaluated as completed and count toward course completion only when rated as satisfactory. If the performance does not meet satisfactory requirements, it is not counted, and the student must repeat the performance. Each student is given at least two (2) comprehensive practical skills evaluations during the course. Practical skills are evaluated according to text procedures and outlined in the school's practical skills evaluation criteria.

Students must maintain a written grade average of **75%** and pass the final theory and practical exams before graduation. Students must make up for failed or missed tests and incomplete assignments. Numerical grades are recorded according to the following scale:

Interpretation: Excellent, Good, Satisfactory, Failing

GRADING SYSTEM USED FOR ALL TESTS IS AS FOLLOWS:

100-90%.....	EXCELLENT
89-80%.....	GOOD
79-75%.....	SATISFACTORY
BELOW 74%.....	FAILING

Cosmetology, Advanced Esthetics, and Esthetics students must maintain an academic average of at least 75% or higher on a cumulative basis as of the evaluation date to meet the academic standards of this policy to be considered making progress (satisfactory).

DDBS rounds percentage calculations using normal rounding methods.

Only courses for which the student receives a passing grade are acceptable for the unit requirement in calculating the SAP status. Incomplete courses and withdrawals are not counted as completed units. Students are required to verify attendance for terms in which they receive unsatisfactory grades.

Minimum Quantitative Requirements

Attendance Standard

Students must attend a minimum of **67%** of the hours they are scheduled to attend based on the student's enrollment agreement. A student's attendance is determined by dividing the total hours attended by the total clock hours scheduled as of the evaluation date.

Note: Regardless of the average level of attendance, students who have more than 30 days of consecutive absences will be dismissed. When calculating attendance, a leave of absence will extend a student's contract end period and maximum time frame by the same number of days taken in the leave of absence. The frequency of evaluations ensures that students have ample opportunity to meet academic progress and the attendance requirements of at least one evaluation by midpoint in the course.

Pace of Progression

At least **67%** of all coursework attempted must have successfully passing grades. The pace of progression progress is calculated by dividing **cumulative** hours that have been completed by the **cumulative** hours attempted by the student. The 67% completion rate maintains a pace of progress toward the degree or certificate that ensures completion of the academic credential within the maximum time frame allowed. DDBS rounds pace to the nearest whole number using normal rounding methods.

Maximum Time Frame

Students must complete their program and certificate in no more than 150% of the program's average published length in clock hours. For an *undergraduate program measured in clock hours*, the maximum timeframe cannot be longer than 150 percent of the educational program's published length, as measured by the cumulative number of clock hours the student is required to complete and expressed in calendar time. Students may use their total program clock hours required multiplied by 1.5 to determine the clock hour limit, as shown below. DDBS rounds percentage calculations using normal rounding methods.

A full-time student, by definition, is scheduled to complete 35 clock hours per week, and the number of weeks varies by program. A part-time student, by definition, is scheduled to complete 20 clock hours per week, and the number of weeks varies by program.

The maximum time allowed for students to complete each program within Satisfactory Academic Progress is listed below:

Cosmetology – 2,250 clock hours and 68 weeks (full-time)
Advanced Esthetics – 1,125 clock hours and 35 weeks (full-time)
Esthetics – 1,125 clock hours and 35 weeks (full-time)
Cosmetology – 2,250 clock hours and 99 weeks (part-time)
Advanced Esthetics – 1,125 clock hours and 53 weeks (part-time)
Esthetics – 1,125 clock hours and 53 weeks (part-time)

All accepted transfer hours from another institution are counted as both attempted and completed hours to determine when the maximum allowable timeframe has been exhausted.

Note: Federal financial aid regulations require DDBS to discontinue federal financial aid if an SAP review indicates that the student cannot complete their program within 150% of the program's average published length.

A leave of absence will extend the student's contract period and maximum time frame by the same number of days in the absence.

Students who do not complete within the maximum of the required timeframe will be permitted to continue to graduation. However, any student not completing the course within their contracted time will be charged the hourly fee as stated on their enrollment agreement for each hour needed to complete the course.

Evaluation Periods

Evaluations will determine if the student has met the minimum requirements for Satisfactory Academic Progress. The frequency of assessments ensures that students have had at least one (1) evaluation by the midpoint in their respective courses. Evaluation periods are determined by the length of the program and the student's enrollment date.

The policy provides that a student's academic progress is evaluated at the end of each payment period if the educational program is either one academic year in length or shorter than an academic year; or for all other educational programs, at the end of each payment period or at least annually to correspond with the end of a payment period.

Students are evaluated for Satisfactory Academic Progress based on actual clock hours completed at the end of each period as follows:

Cosmetology: 450, 900, 1200

Advanced Esthetics: 375

Esthetics: 375

Transfers: If the hours needed at the school are less than 900 hours (for cosmetology), then the first evaluation period will occur at the mid-point of the hours required rather than at 450 or 300, based on the program.

For all students receiving Title IV funds, students will be evaluated when they reach both the clock hours and the number of weeks for disbursements of funds.

Students who meet both the quantitative and qualitative requirements described herein will be deemed to be making progress until the subsequent scheduled evaluation.

Determination of Progress Status

New students will be considered making **progress** from their actual starting date until their first evaluation period. Students meeting the minimum requirements for academics and attendance at the evaluation point (450-900-1200 actual clock hours) are considered to be making progress until the subsequent scheduled evaluation.

Students who fail to meet minimum requirements for academics and attendance at the evaluation point each payment period are placed on "**Warning**" and are considered making Satisfactory

Academic Progress during the warning period until the subsequent scheduled evaluation. Students in “Warning” status are eligible to receive Title IV funds.

Students who fail to meet minimum requirements for academics and attendance at the next evaluation point after the “Warning” period will be placed on “**Probation**” and considered to be making satisfactory academic progress while during the probationary period if the student successfully appeals the decision. Additionally, students who cannot meet satisfactory standards may be placed on probation. Students placed on an academic plan must be able to meet requirements. Students who are progressing will be considered satisfactory.

After a student has been placed on “Warning” or “Probation” status, students not meeting the minimum requirements for academics and attendance at the next evaluation point are placed on “**Suspension**,” and the student will be determined as NOT making Satisfactory Academic Progress. If applicable, students will not be deemed eligible to receive Title IV funds during that period.

Students will receive a copy of their Satisfactory Academic Progress determination (“Progress,” “Warning,” “Probation,” or “Suspension”) at the time of each evaluation. The administration will advise the student in writing on the actions required to attain Satisfactory Academic Progress. Students will be notified via email of any changes to their Title IV eligibility (positive or negative) as a result of an SAP issue. Students deemed not maintaining Satisfactory Academic Progress may have their Title IV funding interrupted unless the student is on Warning, has received approval from an appeal resulting in a Probation status, or meets minimum academic and attendance requirements on the subsequent scheduled evaluation.

Warning Policy

Students who fail to meet minimum requirements for academics and attendance are placed on warning. The student will be advised in writing on the actions required to attain Satisfactory Academic Progress by the subsequent evaluation. The student must meet both the academic and attendance requirements or be placed on probation in the following review.

Warning Procedure

An academic warning status will be for one academic period and will be determined based on:

- (1) Failure to meet the minimum qualitative 75% GPA requirement for academics and the quantitative 67% attendance or
- (2) Failure to progress at a pace to ensure completion within the maximum timeframe

The student will be advised in writing by a designated school official. Satisfactory Academic Progress policy specific to “Warning” below:

- (1) Students may not appeal an Academic Warning.
- (2) Students on Academic Warning are eligible to receive Federal Title IV funds for one

additional academic period.

(3) DDBS will review the student's attendance and academic status, and the student will be counseled as necessary to determine if the student can reasonably meet the SAP requirements. This may include a recommendation for termination.

(4) Students may not be placed on Academic Warning for consecutive academic periods.

(5) A student failing to meet the SAP requirements at the end of the academic warning period will be sent a Probationary letter detailing their option to appeal the decision.

Probation

Probation status is assigned to a student who fails to make Satisfactory Academic Progress on the second SAP evaluation. Aid eligibility may be reinstated for one payment period, and the student is required to fulfill specific conditions as stipulated in a Probation Plan. See below.

If it is determined, based on the appeal, that the student should be able to meet the SAP standards by the end of the subsequent payment period, they may be placed on probation without an academic plan. Probation is for one payment period only.

Probation Plan

Students placed on an academic Probation Plan must meet the academic plan's requirements by the end of the next evaluation period. The student will be advised in writing of the actions required to attain Satisfactory Academic Progress by the subsequent evaluation. Students who are progressing according to their specific academic plan will be considered making Satisfactory Academic Progress.

Suppose at the end of the probationary period the student has still not met both the academic and attendance requirements required for Satisfactory Academic Progress or as specified by the academic plan. In that case, they will be determined as NOT making Satisfactory Academic Progress and, if applicable, the student will not be deemed eligible to receive Title IV funds. Students will not be placed on academic probation for consecutive academic periods.

Notification

Students will be notified via email of any changes to their Title IV eligibility (positive or negative) as a result of an SAP issue. Notifications include warning status, appeal decisions, loss of eligibility, or regaining of eligibility.

The SAP Process



Re-establishing SAP

Students may re-establish Satisfactory Academic Progress and Title IV aid, as applicable, by meeting minimum academic and attendance requirements by the end of the warning or probationary period.

Suppose the student begins a payment period not making Satisfactory Academic Progress but reverses that designation before the end of that payment period. In that case, the student will be eligible for federal aid for the next payment period.

Make-up Time Policy

Students are expected to make up missed days and exams. Students may utilize the various school schedules and classes to complete make-up time and exams. All attendance make-up time will be completed during normal school hours but in the student's non-scheduled class time.

Interruptions, Course Incompletes, Repetitions, and Withdrawals

If enrollment is temporarily interrupted for a Leave of Absence, the student will return to school in the same progress status as prior to the leave of absence. Hours elapsed during a leave of absence will extend the student's contract period and maximum time frame by the same number of days taken in the leave of absence and will not be included in the student's cumulative attendance percentage calculation. Students who withdraw prior to completion of the course and wish to re-enroll will return in the same satisfactory academic progress status as at the time of withdrawal if the student returns within 180 days.

Course incompletes, repetitions, and non-credit courses have no effect on the satisfactory academic progress policy.

A grade of incomplete (I) may be changed to a passing grade within the program length from the date of receiving the grade if the student satisfactorily completes all of the requirements set forth by the course instructor. Otherwise, the incomplete grade of an "I" will automatically be changed to an "F."

A student is given 14 days from the end of the term to make arrangements with their instructor if they have an "I" grade because of excused absences. To change the "I" grade, the student must make up the missing coursework within 14 days. Once the 14-day mark has passed, the failing (F) grade will become permanent if the work remains incomplete, and the student has to retake the coursework. When a grade of "I" is changed to a grade, SAP is re-calculated.

Because of the generous make-up time policy at DDBS, students are expected to make up missed days and exams. Therefore, course repetition does not apply to this institution.

When a student withdraws from a class, those hours are counted as attempted and not completed.

Non-credit, Remedial Courses, and Repetitions

Non-credit, remedial courses, and repetitions do not apply to this institution. Therefore, these items have no effect upon the school's satisfactory academic progress standards.

Withdrawal Policy

A student will be considered withdrawn if the following occurs:

1. The student notifies the Director of his/her intent to withdraw
2. A formal termination (unofficial withdrawal) by the Student shall occur more than 14 days from the last day of physical attendance.
3. The School officially notifies the Student of dismissal from the program.

Changes in Majors or Degrees

DDBS does not allow students to transfer programs. No clock hours can be transferred to any other programs. If a student requests to change a program after the fifth day, he/she must receive approvals from the school's Director of Operations, the Financial Aid department, and wait until the next program's availability date.

Pursuit of a Second Degree

Students choosing to pursue a second program or certificate at DDBS after completion of a first program or certificate will have their satisfactory academic progress calculated starting with the second program or certificate. Any coursework from the initial program or certificate that also applies to the second program will be included in the SAP calculations.

Semesters /Terms

DDBS recognizes the use of semesters and terms, however program enrollment is not determined by academic terms.

Transfer Hours

DDBS does accept most transfer hours for coursework completed at another institution. Transcripts will be evaluated for eligible clock hour transfers. Transcripts will be accepted from the State of Michigan. Students with eligible transfer hours exceeding more than half the DDBS program clock hours will be required to issue a placement exam for transferable clock hour totals.

Transfer hours accepted by DDBS do count towards the student's maximum time allowed in the SAP calculation.

Suspension and Termination Policy

Suppose at the end of the probationary period, the student has still not met both the academic and attendance requirements required for Satisfactory Academic Progress or by the academic plan. In that case, they will be determined as NOT making Satisfactory Academic Progress, and, if applicable, the student be deemed NOT eligible to receive Title IV funds.

Suspension or termination from DDBS may happen if the student is found in violation of the student code of conduct, but particularly if he/she participates in any of the following but not limited to:

1. Possession of illegal drugs or alcohol on school premises, grounds, or parking lot,
2. Theft from students, or of School property, or supplies,
3. Willful destruction of School property,
4. Insubordination,
5. Loud, boisterous behavior or foul language, or
6. Failure to pass Satisfactory Academic Program probation.

Academic Review Procedures and Appeal Process

If a student is determined to be in probationary or suspended status, the student may appeal the determination within ten (10) calendar days of notification. Appeals submitted outside of this deadline will be accepted and considered but may be applied for a subsequent academic period.

Reasons for which students may appeal a negative progress determination include:

- the death of a relative,
- injury or illness of the student, or
- other special or mitigating circumstances.

The student must submit a written appeal to the school describing why they failed to meet SAP **with** supporting documentation of why the determination should be reversed.

Note: This information should include what has changed about the students' situation to allow them to achieve SAP by the next evaluation point.

The Satisfactory Academic Progress Appeals Committee will review the appeal documents, and a decision will be made and reported to the student within thirty (30) calendar days. The appeal and decision documents will be retained in the student file. If the appeal is approved, the Satisfactory Academic Progress determination will be updated, and federal financial aid will be reinstated, if applicable. The committee's decision is final.

Certificates of Completion

Once a student has completed all of the required course hours and course requirements, a certificate of completion will be issued to the student or program funder. The institution may withhold official academic transcripts and certificate of completion if the student has not met all financial obligations. Once all school obligations are met each student must take state board exams within 30 days of course completion. They must complete the Practical and Theory Test and achieve a 75% on each test to receive a Michigan State license.



Satisfactory Academic Progress Appeal Form
 (Please print neatly – illegible forms will not be processed)

Name: _____

Address: _____

Email/phone: _____

Meeting financial aid satisfactory academic progress (SAP) standards is a requirement for financial aid eligibility. If you do not meet SAP standards, you may submit an appeal requesting financial aid reinstatement consideration. Email complete appeal to raynakarpuk@ddbbs.edu.

Reasons for Appeal	Required Documentation
<input type="checkbox"/> Personal illness or injury <input type="checkbox"/> Personal crisis <input type="checkbox"/> Illness of a family member <input type="checkbox"/> Death in the family <input type="checkbox"/> Second degree <input type="checkbox"/> Other NOTICE: Lack of awareness of withdrawal policies and/or requirements for SAP and lack of preparation for college coursework are not acceptable reasons for an appeal.	<p>ATTACH a <u>one-page explanation</u> of what happened and what has changed AND supporting documentation of your situation</p> <p>NOTE: Include your <i>name</i> and <i>student ID</i> number at the top of each document.</p> <p>The explanation must include:</p> <ul style="list-style-type: none"> ▪ What happened and why the event(s) caused you to be unable to maintain satisfactory progress ▪ What has changed and what steps you have taken or will take to achieve and maintain satisfactory academic progress <p>Note: If this not your first SAP appeal, you MUST submit the Student Improvement Plan-SAP Part 2 Form.</p>

SAP review components are:

- (1) **Cumulative Grade Point Average (GPA):** 75% is required for academics and 67% is required for attendance
- (2) **Pace of Progression (completion percentage):** At least 67% of all coursework attempted must have successfully passing grades.
- (3) **Maximum Time Frame:** Students must complete their program in no more than 150% of the program’s average published length.

Incomplete appeals will be denied. We may request additional documentation.

Signature _____

LEAVE OF ABSENCE POLICY AND PROCEDURE

Purpose

DDBS recognizes that it is sometimes necessary for students to interrupt their enrollment for a short period of time and take a leave of absence. The policy and procedure will guide the student through the processes needed to grant request.

An authorized leave of absence (LOA) is a temporary interruption in a student's program of study. LOA refers to the specific time period during a program when a student is not in attendance. A LOA is not required if a student is not in attendance only for an institutionally scheduled break. However, a scheduled break may occur during a LOA. A LOA must meet certain conditions to be counted as a withdrawal requiring an institution to perform a refund calculation. For a student at DDBS to be approved for a Leave of Absence rather for medical or personal reason, the following conditions must be met:

Leave of Absence Procedures

- The school's policy for a Leave of Absence (LOA) requires a student to submit a request in writing.
- The written request must contain dates for the leave and the reason for the request and include the student's signature.
- The LOA together with any additional Leaves of Absence must not exceed a total of 180 days in any 12- month period.
- The school's policy requires a student to apply in advance for a LOA unless unforeseen circumstances (emergency) prevent the student from doing so. For example, if a student were injured in a car accident and needed a few weeks to recover before returning to school, the student would not have been able to request the LOA in advance.
- The school may grant an LOA to a student who did not provide the request prior to the LOA due to unforeseen circumstances if the school documents the reason for its decision and collects the request from the student at a later date either via mail, email, fax, an authorized individual or in person. In this example, the beginning date of the approved LOA would be determined by the school Director/Administrator to be the date the student was unable to attend school because of the accident.
- The request for Leave of Absence Form is made available in the Student Handbook & Catalog.
- A student granted a LOA that meets these criteria is not considered to have withdrawn, and no refund calculation is required at that time. For the Leave of Absence to be approved, there must be a firm and clear reasonable expectation that the student will return from the LOA. If it is determined that the student has no intention of returning, refer to the Withdrawal Policy. The student's contract will be extended by the same number of days taken in the LOA. Changes to the contract period on the enrollment agreement must be initiated by all parties. If the student does not return by the withdrawal date for the purpose of calculating a refund, is always the student's last day of attendance.

- When the student returns from a LOA, the student's education will continue from the actual hours earned. The start and ending date will be adjusted accordingly.
- Please note that any student who fails to return to the school at the end of an approved Leave of Absence is considered to have withdrawn from the school.
- Students who do not follow the procedure for obtaining an approved Leave of Absence will be subject to the school's stated policies on attendance for any and all absences recorded, regardless of circumstances.

Responsible:

Director of Operations/Admissions Coordinator

- Receive request in advance in writing, from instructor which will include the reason for the student's request and include the student's signature within two weeks.
- Approve the leave
- Make sure the leave of absence does not exceed 30 days with any additional leaves with a twelve-month period (only 1 leave will occur within 12-month period).
- The Admissions Coordinator will make an addendum on the original contract to make sure it is the same number of days taken in the LOA then report it to the Digital Records Clerk for file update.
- The Director of Operations along with instructor assure the education of the student continues upon his return

Student

- Request in advance in writing a request for leave of absence
- Get approval following the policy of the institution
- Make sure it does not exceed 30 days with any additional leaves within a 12-month period.
- Make sure an addendum is made to student contract
- Return with request days of actual leave of absence