



Pet Grooming Program

2024 Catalog

1757 16th Ave. North
Nashville, TN 37208

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Pet Grooming

Overview

The Crossroads Campus is a 501(c)(3), nonprofit organization that provides job training, employment, vocational training and affordable housing for young adults. We are governed by a Board of Directors, and a listing of our board, including officers and directors, is provided as Appendix A to this catalog. That listing also identifies our leadership team, including our CEO Lisa Stetar, lisa@crossroadscampus.org, who serves as our Institutional Director.

Crossroads is committed to recognizing the dignity and worth of all individuals. We extend equal opportunities to all qualified applicants, employees, program participants and students without regard to race, color, religion, gender, gender identity, gender expression, sexual orientation, age, national origin, military status or disability—which if needing accommodation, may be reasonably accommodated as required by law. Questions or concerns regarding any type of discrimination at Crossroads should be brought to the attention of a member of management or the CEO, Lisa Stetar. Individuals may raise concerns and make reports without fear of reprisal.

Pet Grooming: Crossroads currently offers one post-secondary vocational training program, the Pet Grooming Program, which is a certificate program. The mission of the Pet Grooming Program is to prepare our graduates for a fulfilling career that offers a sustainable wage and opportunities for wage growth. The program operates in accordance the values of Crossroads Campus (see Appendix B) and the principles of trauma informed care and humane education.

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

This catalog is provided for individuals who are interested in learning more about the Pet Grooming Program, including admissions requirements, the enrollment process, and the policies that govern the operation of the grooming program.

Program Objectives

The program is designed to prepare graduates for an entry-level position within the field of professional pet grooming. This grooming program is designed to assist the student with obtaining the necessary skills to professionally groom dogs in a salon, mobile grooming, veterinary practice or other animal care settings. The program focuses on working with grooming equipment, customer relations, animal behavior, breed recognition, first aid, nail trimming, diseases of the skin, bathing, hair drying, ear cleaning, combing, brushing, de-matting and clipper and scissor work. All aspects of our curriculum and instruction are focused on ensuring graduates have the skills and confidence to successfully enter the profession of pet grooming. Upon graduation, students will receive a Pet Groomer Certificate.

Job-Placement and Retention Assistance

Job placement assistance will be provided to students by the Crossroads Campus Workforce Development team and will include assistance with resume writing, job searches, interview skills coaching and post-employment follow ups and supports.

Program Costs:

There is not an application fee to apply for the Pet Grooming Program.

- Tuition: \$5500
- Grooming Tools: \$825 (estimated cost)
- Books: \$115 (estimated cost)

Payment of Tuition: 50% of the Tuition is due before the first day of class, but cannot be accepted more than ten (10) days prior to the start of class, and the remaining 50% is due no later than 90 days from the first day of class.

Books and Tools: Books and grooming tools can be purchased through Crossroads or through outside vendors. Books must be purchased and available for use by the beginning of the third (3rd) week of class and tools are required by the beginning of the ninth (9th) week of class. **Refund Policy:** See Appendix C to this catalog for the Pet Grooming Program's Refund Policy

Program Description and Operations

The Pet Grooming Program is located in the first floor of a mixed-use building located at 1757 16th Ave. North, Nashville, TN 37208. Parking is available onsite and our location is accessible by bus and bike. Hands-on bathing and grooming training and some lecture will occur in a 1256 square foot grooming/bathing salon. The teaching salon is fully equipped as a professional grooming salon, with quality, adjustable height grooming tables, grooming table arms, tubs, dryers, nail clippers and dremel tools, grooming clippers, grooming scissors and hearing protection and a commercial washer and dryer. Additionally, a 1040 square foot classroom is available for lectures, online assessments, independent study and other group activities. A 277 square-foot breakroom and four restrooms (150 square feet total) are conveniently located next to the grooming-training salon and classroom.

The day-to-day operations are overseen by the Grooming Program Manager, and classes are led by a full-time grooming instructor with assistance from the Grooming Program Manager and other professional groomers and grooming assistants who will assist with individualized, hands-on training.

Program Length and Clock Hours

The program length is six months and provides 510 Clock Hours of instruction which includes 200 hours of lecture and classroom activities and 310 hours of hands-on bathing and grooming experience (lab hours) during which students will learn proper animal handling techniques, nail trimming, bathing, de-matting, drying, ear cleaning, clipper cutting and scissoring techniques. Additionally, students will learn

proper groom-salon cleaning and disinfecting procedures and participate in cleaning activities as part of each hands-on learning session. Proper cleaning and disinfecting are a routine part of a groomer's daily activities and essential to maintaining a safe and healthy environment for groomers and the animals they groom. Students will also have the opportunity to participate in career planning and work readiness coaching sessions offered by the Crossroads Campus program team.

The Pet Grooming Program does not count contact hours earned at another educational institution or previous work experience toward the completion of our grooming program.

Crossroads Campus is a special purpose institution. That purpose is to provide job training, employment, vocational training and affordable housing for young adults. Students should be aware that transfer of contact hours is always the responsibility of the receiving institution. Whether or not contact hours transfer is solely up to the receiving institution. Any student interested in transferring contact hours should check with the receiving institution directly to determine to what extent, if any, contact hours can be transferred.

Grooming Program Calendar

Hours of Operation

- Monday Class 8:00 am – 4:30 pm
- Tuesday Class 8:00 am – 4:30 pm
- Wednesday Class 8:00 am – 4:30 pm

2024 Summer/Fall Program Enrollment Period: May 1 to July 5, 2024

- Classes Start on July 8, 2024 and end on December 9, 2024

Crossroads Campus Holidays:

- New Year's Day 1/1/2024
- Martin Luther King Day 1/15/2024
- Memorial Day 05/27/2024
- Juneteenth 6/19/2024
- Independence Day 07/04/2024
- Labor Day 09/02/2024
- Thanksgiving 11/28/2024 and 11/29/2024
- Christmas Day 12/25/2024

Admission Requirements and Enrollment Procedures

All students must be 18 years of age; otherwise a parent or legal guardian must consent and approve student registration. Enrolling students must show proof of a high school diploma or completion of the GED or HiSet. Acceptable proof of graduation can also be an Associate, Bachelor or Master degree. A copy of the diploma or transcripts showing graduation date must be on the document provided. All home-schooled students must show proof of a homeschooling self-certification that is recognized by the pertinent state.

Ability to Benefit (ATB) Admission Policy: A student who has not completed high school, the GED or the HiSet, may be admitted as an ATB student if the student has terminated secondary enrollment and is

beyond the age of compulsory attendance, provided they take and pass a standardized test that is recognized and approved by the United States Department of Education that measures basic skills in reading and math. The Pet Grooming Program will depend on either the Wonderlic Basic Skills Test (WBST), for which required minimum scores will be Verbal: 200 and Quantitative: 210, or the Comprehensive Adult Student Assessment System (CASAS) for which the minimum score will be a Level 3. A student will have no more than three attempts within a six-month period to obtain an acceptable score.

Grooming is physical work and requires the ability to stand for long periods of time and to lift dogs from the floor, tubs, kennels and tables. Therefore, grooming would present challenges to Individuals who have physical limitations that inhibit their ability to stand for two to three hours at a time or to lift at least 45 pounds

Program Enrollment: Prior to enrolling in the program, potential students will complete a program interest form, available through the Crossroads Campus website ([Program Interest Form](#)) or upon request. In response to the form, a meeting will be scheduled for the student with either the Crossroads Director of Young Adult Programs, eric@crossroadscampus.org, the Crossroads Manager of Workforce Development, ebony@crossroadscampus.org or the Pet Grooming Instructor. Students will have the option of meeting in person, by phone or via Zoom. As part of that meeting an admissions questionnaire will be completed. Based on that questionnaire, the student will either be asked to provide proof that they meet the admissions requirements or they will be invited to schedule an Ability to Benefit test. Interested students will also be required to tour the program and complete a minimum of 8 hours of shadowing in our grooming classes or the Crossroads grooming salon prior to completing the enrollment process to ensure the demands of grooming and the expectations of the program are fully understood.

Students who meet the admission requirements, including those who secure the required minimum ABT score, will be eligible to enroll in the program once they have completed the shadowing requirement. Staff will work with the student to complete the Pre-Enrollment Checklist and the Enrollment Agreement. No tuition or fees will be collected prior to completion of the enrollment process and no tuition or fees will be collected more than 10 days in advance of the first day of class. The enrollment process must be fully completed by the end of the enrollment period. Late enrollments cannot be accommodated.

Grading and Satisfactory Progress

Student progress will be evaluated based on attendance and examination scores on written tests and grooming skills demonstration assessments for which a grading rubric will be provided in advance of the assessment. The following grading system will be used:

Letter Grade	Percentage	GPA
A	90-100	4.0
B	80-89	3.0
C	70-79	2.0
D	60-69	1.0

The Grade Point Average (GPA) is calculated for all students. The GPA is calculated every six weeks and at the end of the course by dividing the total points earned on examinations by the total examination points possible for that evaluation period. A student will be allowed to retake any failed examination, including grooming skills assessments. For retakes, the same content will be covered but the questions that are asked will be changed. A passing grade on the retaken examination will replace the original failed grade. The student will be given two chances to retake the exam to achieve a passing score. If the student is unable to achieve a passing score, the highest score achieved will be used for grading calculations.

Examination scores will be shared with students in writing on an ongoing basis. Additionally, students will be evaluated every six weeks to determine satisfactory progress toward successful completion, and the results will be provided to the student in writing. That evaluation will be based on attendance, measured as the clock hours attended divided by the clock hours of instruction provided and a student's grade point average (GPA). Satisfactory progress is defined as attendance of at least 85% and a minimum GPA of 2.0. If a student is not meeting the minimum requirement for satisfactory progress, the student will be placed on academic probation for the following six-weeks during which time the student will receive weekly updates as to their attendance and GPA.

Requirements for Successful Completion

To graduate, a student must have a minimum GPA of 2.0 and have completed 510 contact hours.

Attendance Policy and Make-Up Policy: Students must make up all hours missed to satisfy the 510 clock hour requirement. A clock hour is based on an actual hour of attendance. Students who are absent for 14 consecutive days without an official written notice will be withdrawn/terminated from the program.

A student can make up missed hours but must still complete the program within the maximum time frame of nine months (150% of the allotted initial timeframe of six months). Official Leaves of Absence and withdrawals are not computed in the maximum time-frame.

Leave of Absence (LOA). A Leave of Absence is a temporary interruption in a student's program of study. A leave of absence must meet certain conditions for it not to be considered a withdrawal. Examples include illness of a family member, for whom a student must provide care, that requires an extended recovery time, death of an immediate family member or other significant trauma in a student's life that impairs the student's emotional and/or physical health.

Official Withdrawal and Unofficial Withdrawal: A student may officially withdraw from the program by emailing or using US postal mail service and making it known to the Grooming Program Manager or the Program Director that they no longer wish to continue the program. A student may unofficially withdraw by simply no longer attending class. Fourteen days from their last attending day will be considered their withdrawal date and the refund procedures will go into effect.

Academic Dismissal Policy

A student will be dismissed by the Pet Grooming Program Manager or the Director of Programs prior to completion of the program for any of the following reasons: 1) continued insufficient progress toward successful completion following three six-week periods of academic probation, 2) fourteen consecutive days of absence without written notice, 3) failure to successfully complete the program within the maximum time frame, which is nine months (150% of the allotted initial timeframe of six months).

Appeal Process: Students may appeal any action taken to terminate their training. An appeal must be in writing, providing thorough explanation of events leading up to said action and why the student feels the action should be reversed. Appeals must be submitted within five days of the student's termination. Appeals received must be reviewed by the Program Director and/or the Grooming Program Manager within 5-7 business days. Students will be notified of the decision promptly. The Program Director or CEO will render the final resolution on all appeals.

Re-Admission Policy: A student who has dropped out or been academically dismissed is eligible to re-enter the program under the following procedure:

The student meets with Crossroads' program staff to reflect on and evaluate the reason(s) for the drop or dismissal, and the staff finds that the previous barriers have been sufficiently addressed or that they could be sufficiently addressed through the development of a re-entry action plan. In such cases, the action plan will be developed with input from the student, and the student must agree to the plan in writing. A student who has dropped out or been academically dismissed more than two times will not be eligible for re-admission.

A student must re-enroll within 6 months from the drop date in order to maintain the same tuition price. If it has been more than 6 months and the tuition has increased, the student will have to pay the difference between the current tuition rate and the rate at the time they initially enrolled. There is no application fee to be re-admitted into the program, and the student will only be required to pay an amount of tuition equal to the amount, if any, that was refunded at the time of their departure/dismissal plus any increase in tuition that has occurred since their initial enrollment in the event that more than six months has passed since their drop date and there has been a tuition increase.

It is recommended that a student re-enter the program at the beginning of the term and work through the entire program with the current class, so they have the opportunity to review the any material they previously covered which will enhance the likelihood of successfully completing the program. However, if a student chooses to wait to re-enter the program at a point that aligns with their point of departure from the program, they may do so provided they can demonstrate they have the knowledge and skills that would should have been acquired up to that point by passing a written exam and, if applicable based on the point within the curriculum, by passing a hands-on grooming skills assessment. It is not possible for a student to re-enter the program to complete levels of work that differ from what is currently begin covered in class.

Student Grievances or Appeals

There is a procedure to handle all student grievances and appeals. Grievances and appeals are appropriate, but not limited to, instances in which a student has experienced discrimination, violation of constitutional rights or violation of Crossroads' policy. All student grievances will be reviewed and investigated and responded to in writing or by email within 15 business days. Information about the grievance and appeal procedure is available in Appendix D to this catalog or from the Crossroads CEO, Lisa Stetar, lisa@crossroadscampus.org.

Student Conduct

Pet Grooming Program students are members of the Crossroads Campus community and are expected to maintain acceptable standards of conduct. Admission to the Pet Grooming Program carries with it privileges and responsibilities. In an effort to provide a secure and stimulating atmosphere, Crossroads has developed a Student Code of Conduct which is contained in Appendix E to this catalog. The Student Code of Conduct is intended to govern student conduct on Crossroads Campus property. Additionally, violation of any section of the Code of Conduct will subject a student to disciplinary measures by Crossroads whether or not such conduct is simultaneously a violation of local, state, or national laws.

APPENDICES

APPENDIX A: Board of Directors and Leadership Team

2024

Board Officers

Board Chair: Karen Christian

Board Vice Chair: David Conrad

Board Secretary: Janina Lawrence

Board Treasurer: Karen Christian B

Board Assistant Treasurer: Brent Mather

Leadership Team

Lisa Stetar: Executive Director

Eric Davis: Director of Young Adult Programs

Daryl Evans: Director of Social Enterprise

Dott Freeman: Director of Development

Board Members

Margie Arnold

Danny Brown

Trey Calfee, DVM

Karen Christian

Robin Cohn

Ally Conner

David Conrad

Ann Curtis

Bev Fulkerson

Emmylou Harris

Janina Lawrence

Darlene Lawson

Brent Mather

Keith Merrill

Casey Mulligan

Jihan Strange

James Williams

APPENDIX B: Crossroads Campus Values

Our Values were developed to capture the most important attributes we seek to reflect in the world. We ask all employees., interns, and students to live into these values as we strive to fulfill our Mission and provide the very best service and care to our customers, our animals, each other and our community.

These statements serve as an entry point to the standards of behavior and the specific competencies tied to each role at Crossroads.

Whether you are a staff member, an intern, a student, a Board member, or a volunteer, you play an important role in fulfilling the Crossroads Campus Mission:

“To transform lives by creating opportunities for individuals facing poverty and homelessness to care for homeless animals.”

Values

1. Individually I **respect** the uniqueness of everyone I interact with. I am **responsible** for my actions and am guided by **grace** and **compassion**.
2. As members of a team, we work to build **trust** and a community of **belonging** where everyone’s **strengths** are **recognized**, **boundaries** are **protected**, and a sense of **safety** is ever present.
3. Together we **persevere** and deliver **excellence** and **professionalism** as an organization. Recognizing the importance of **accountability**, **learning**, and **reliability** in our work.

Shorthand:

- I respect everyone.
- **We** trust each other.
- **Crossroads** perseveres.

APPENDIX C: Crossroads Cancellation and Refund Policy

Refunds will be made according to refund policy outlined below. When computing refunds, the last day of attendance for a student will be one of the following:

- a) The date on the termination notice if a student is terminated from the institution
- b) The date the institution receives a written notice of withdrawal from a student;
- c) When no written notice of withdrawal is given, the institution shall use the last day of attendance as the date of withdrawal; or
- d) The date the student fails to return from an approved leave of absence.

Eligible refunds will be provided within 45 days of written or email notification of withdrawal or from the date of termination. If no written or email notice of withdrawal is provided, the last day of attendance will be used as the date of withdrawal.

Crossroads Cancellation and Refund Policy:

- (a) A student who at any time withdraws, is withdrawn (including expulsion) by the institution, or otherwise fails to attend class is entitled to a full refund of any fee, regardless of whether the fee is included in tuition, paid to the institution for tangible goods or services not delivered to or fully provided to the student.
- (b) In addition to Item (a) above, if a student fails to begin class on the program start date as written in the enrollment agreement or as amended by the institution, the refund shall equal the sum of all refundable fees paid and, if the student has institutional loans, forgiveness of the amounts owed by the student, less an administrative fee of one hundred dollars (\$100.00).
- (c) In addition to Item (a) above, if after the program has commenced and before expiration of twenty percent (20%) or less of the period of enrollment for which the student was charged, a student withdraws, is withdrawn (including expulsion) by the institution, or otherwise fails to attend classes, the refund shall be a pro rata portion of refundable fees, less an administrative fee of one hundred dollars (\$100.00). If applicable, the refund shall include forgiveness of institutional loans. For example, if a student's last day of attendance equals ten percent (10%) of the period of enrollment for which the student was charged, the institution is entitled to retain only ten percent (10%) of the refundable fees charged for the period of enrollment as well as one hundred dollars (\$100.00). However, in no instance will the institution be responsible for any refund in excess of the amount paid by or on behalf of the student for the period of enrollment for which the student was charged.
- (d) Except as provided in Item (a) above, if after expiration of twenty percent (20%) of the period of enrollment for which the student was charged, a student withdraws, is withdrawn (including expulsion) by the institution, or otherwise fails to attend classes, the student may be deemed obligated for one hundred percent (100%) of the refundable fees charged by the institution up to the last period of enrollment charged.
- (e) For a student who cannot complete one (1) or more classes because the institution discontinued such a class during a period of enrollment for which the student was charged, the institution shall refund the sum of all refundable fees paid and, if the student has institutional loans, forgive the amounts owed by the student.

APPENDIX D: Student Grievance/Complaint Procedure

All student grievances and complaints will be taken seriously and fully investigated. Grievances must be submitted on the Crossroads Campus Student Grievance form. The form can be obtained on the Crossroads Campus website, requested by email (info@crossroadscampus.org), or picked up in person from the Crossroads Administrative Manager: danelle@crossroadscampus.org.

The completed forms should be submitted by email, mail or in person to the Program Director, eric@crossroadscampus.org, Eric Davis, Director of Young Adult Programs, The Crossroads Campus, 1757 16th Ave. North, Nashville, TN 37208. The Program Director will date stamp the form when received. All student grievances and complaints will be reviewed and investigated and responded to in writing or by email within 15 business days. Provided the complaint is not against the Program Director, the Program Director will be responsible for investigating and responding to the complaint. If the complaint is with the Program Director, the Crossroads CEO, Lisa Stetar (lisa@crossroadscampus.org) will take the lead. All complaints and the results of the investigation will become part of the student's record.

Grievances under this procedure include but are not limited to the following adverse actions by The Crossroads Campus, affecting a student:

- Violates Crossroads Campus Policy, or involves an inconsistent application of these same policies;
- Violates state or federal discrimination statutes or the Crossroads Campus discrimination policy.
- Violates any constitutional right.

Appeals must be made in writing or by email to the Crossroads Campus, CEO: lisa@crossroadscampus.org, Lisa Stetar, CEO, The Crossroads Campus, 1757 16th Ave. North, Nashville, TN 37208. The CEO will send a written copy of her decision to the student within 10 business days of receipt of the appeal. The decision of the CEO is final.

Any person claiming damage or loss as a result of any act or practice by this institution that may be a violation of the Title 49, Chapter 7, Part 20 or Rule Chapter 1540-01-02 may file a complaint with the Tennessee Higher Education Commission, Division of Postsecondary State Authorization (DPSA) after exhausting the grievance process at the institution. DPSA's address is Tennessee Tower, 9th Floor, 312 Rosa L. Parks Ave., Nashville, TN 37243-1102. If you have any questions regarding the complaint process, you may contact Marcie Mills at Marcie.Mills@tn.gov or (615) 253-7458.

APPENDIX E: Code of Student Conduct

Students are expected to conduct and dress themselves in a professional manner at all times. The behaviors listed below are considered unacceptable at the Pet Grooming Program and will be subject to disciplinary action as outlined below.

Offenses that Initiate Disciplinary Review and Disciplinary Sanctions

- Verbal or physical threats or acts of violence against people or animals
- Sexual assault or harassment
- Possession of a weapon
- Theft or intentional damage of property belonging to the Crossroads Campus, staff or other students
- Possession of un-prescribed drugs or alcohol
- Harassment of staff or other students, including discriminatory behavior or the use of racist or otherwise discriminatory language
- Academic cheating
- Abuse of computer or other technology resources
- Disruptive conduct, including loud outbursts, foul language or behavior that interferes with the instructor's ability to teach or the ability of other students to learn

Disciplinary Review Process and Disciplinary Sanctions

When a student is accused of a code-of-conduct offense, they will be notified in writing or by email, and they will be subject to a Disciplinary Review to be conducted by a Disciplinary Review Panel. The panel will consist of the Program Director or Grooming Program Manager and at least two other program staff. No individual who is involved in making the accusation against the student or who was directly impacted by the behavior that resulted in the accusation will be part of the Disciplinary Review Panel. The panel will fully investigate the allegation and decide its merit based on a preponderance of the evidence standard. The student will be given the opportunity to present their case during this process. In the event that an accusation is found to have merit, the panel will provide written notice to the student of that finding. That notice will also outline any sanctions that are to be imposed, including a detailed justification for the specific sanction(s) imposed and the steps the student must take to comply.

In the event that a student has inflicted intentional physical harm to a person, including sexual assault, or to an animal, the student will be expelled with no future opportunity to re-enter the program.

For other offenses, sanctions will be chosen from the list below, taking into consideration the following criteria when choosing the type and length of the sanction:

- Nature and severity of the offence, including the level of risk or harm to others or to property that resulted from the behavior
- Number or frequency of previous code-of-conduct violations by the student

The goal is to impose the least punitive sanction over the shortest period of time that can be reasonably justified based on the above criteria and that can be reasonably expected to deter repeat offenses.

Types of Sanctions

- **Educational or Counseling Sanctions:** required action to help the student develop a knowledge base designed to help him/her make more informed choices in the future.
- **Disciplinary Warning:** lasting for a period of one-month
- **Strict Disciplinary Probation:** lasting for one to two months
- **Final Disciplinary Probation:** lasting until a student graduates or otherwise separates from the Pet Grooming Program
- **Restitution:** the monetary repayment of the cost of the item that was taken or intentionally damaged
- **Suspension:** A complete separation from the program for a period of time. The specific timeframe and the terms and conditions placed on the student's re-enrollment will be based on the criteria listed above and be provided in writing at the time of the suspension.
- **Expulsion:** perpetual discharge from the program with no future re-admission

Appeals: Once a decision has been reached on the sanctions related to a case, that case can be appealed by the accuser, defendant, or by the Program. Only one appeal per case can be submitted and will be considered. Appeals are made to the Director of Programs, Eric Davis, eric@crossroadscampus.org or the CEO, Lisa Stetar, lisa@crossroadscampus.org

Grounds for an Appeal. Appeal will be considered for two reasons:

- a) Procedural error in the investigation or hearing of a case;
- b) The sanction received is not appropriate for the nature of the violation.