Beauty and Health
INSTITUTE

*The Future of Aesthetics is Here*

# COURSE CATALOG

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**Beauty and Health Institute**
4704 Kelly Rd.
Tampa, FL 33615
813.749.1800

*A Private, Post-Secondary Vocational School Providing Educational Training in Beauty & Health*

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# ABOUT BEAUTY AND HEALTH INSTITUTE

## Background

Beauty and Health Institute is the doing business as (DBA) name of Electrolysis Institute of Tampa, Inc., a Florida for-profit corporation incorporated as a post-secondary vocational school on April 12, 2006. The school accepted its first students on December 16, 2006, graduated its first class in February 2007, and began operating under the Beauty and Health Institute name in 2009. Beauty and Health Institute is not currently accredited and is a candidate for accreditation with the National Accrediting Commission of Career Arts & Sciences (NACCAS).

Beauty and Health Institute offers three post-secondary occupational diploma programs: Electrolysis & Laser (320 clock hours), Facial/Skin Care Specialist (320 clock hours), and Medical Aesthetician (640 clock hours). BHI also offers continuing education and short training for licensed professionals. All BHI diploma programs are delivered in residence at the Kelly Road Campus. Except for the Electrolysis & Laser Hybrid teach-out cohort described in this Catalog, which is closed to new enrollment, no portion of a BHI diploma program is delivered by distance education. Digital learning resources may be used as instructional resources within the residential programs.

All BHI diploma programs are taught in English, and this Catalog is published in English. Programs are measured in clock hours. One clock hour consists of at least fifty (50) minutes of instruction within a sixty (60)-minute period. Except where this Catalog states otherwise, a School Business Day means a day on which BHI's administrative offices are scheduled to be open, excluding published school closures. For administrative scheduling purposes, BHI may refer to each scheduled instructional term as a semester. This terminology does not change BHI’s clock-hour measurement of programs or its SAP evaluation requirements.

## Licensure and Accreditation Status

Beauty and Health Institute is licensed by the Florida Commission for Independent Education, Florida Department of Education, License #3416. Additional information may be obtained from the Commission for Independent Education, 325 West Gaines Street, Suite 1414, Tallahassee, Florida 32399-0400; telephone (850) 245-3200; toll-free (888) 224-6684.

Beauty and Health Institute is not currently accredited. BHI is a candidate for accreditation with the National Accrediting Commission of Career Arts & Sciences (NACCAS) and is seeking initial accreditation. NACCAS may be contacted at 3015 Colvin Street, Alexandria, VA 22314; telephone (703) 600-7600; www.naccas.org.

## Ownership

Electrolysis Institute of Tampa, Inc. d/b/a Beauty and Health Institute is owned by Sunny Moroz (90%) and Rita Kruse (10%).

## Mission Statement

Beauty and Health Institute’s mission is to provide training at a level that allows each student to achieve their highest occupational potential in the fields of beauty, health, and electrolysis. Beauty and Health Institute programs meet all standards set forth in the Rules and Statutes of the Florida Department of Business and Professional Regulation, Division of Professions, Board of Cosmetology; the Florida Department of Health, Medical Quality Assurance; and the Curriculum Frameworks and Program Standards of the Florida Department of Education. The school’s training provides the foundation necessary for students to pass the Florida Department of Health and Florida Electrolysis Council License Exams.

# FACULTY

| Institutional Data for Beauty & Health Institute | | | ID No.: 3416 | | |
|---|---|---|---|---|---|
| **Educators:** | **Programs Taught:** | **Degrees/Diplomas & Institution** | **License:** | **License #:** | **Exp. Date:** |
| Herrero, Brooke | Facial/Skin Care Specialist, Medical Aesthetician | Medical Aesthetician Diploma - Beauty and Health Institute, Tampa, FL | Facial Specialist | FB9762967 | 10/31/2028 |
| Hunt, Cathy | Facial/Skin Care Specialist, Medical Aesthetician | Naugatuck Valley Community College CT<br>Flagler Technical Institute, Palm Coast, FL | Facial Specialist | FB9737227 | 10/31/2028 |
| Jackson, Sandra | Medical Aesthetician Electrolysis & Laser | Ocean County College, NJ | Electrologist | EO5843 | 05/31/2028 |
| Martinez, Rachel | Medical Aesthetician, Facial/Skin Care Specialist | Medical Aesthetician Diploma – Beauty and Health Institute | Facial Specialist<br>Electrologist | FB9762966<br>EO5610 | 10/31/2028<br>05/31/2028 |
| Kruse, Rita | Electrolysis & Laser | | Electrologist | EO949 | 05/31/2028 |
| Perret, Thelma | Electrolysis & Laser, Medical Aesthetician | Paramedical Aesthetics - Keiser University<br>Electrology Diploma- Beauty and Health Institute | Facial Specialist<br>Electrologist | FB9733735<br>EO2361 | 10/31/2028<br>05/31/2028 |
| Administration: | | | | | |
| Tali Arviv | Medical Director | MD, Ross University, Miami, FL | Medical Doctor | ME118886 | 01/31/2028 |
| Don Kruse | CEO | | | | |
| Sunny Moroz | President | AA, Hillsborough Community College, Tampa, FL | | | |
| Anna Gobel | School Director | MBA, South University, Savannah, GA | | | |
| Sienna Brothers | Student Affairs | BA, University of California Santa Barbara, CA | | | |
| Adrianna Radice | Admissions Coordinator | AA, University of South Florida, Tampa, Fl | | | |
| Carissa Gargiulo | Student Coordinator | | | | |
| Yajaira Lugo | Operations Coordinator | Sheridan Technical College, FL | | | |

## Faculty

BHI instructional staff are required to maintain all professional licenses applicable to their assigned teaching responsibilities. When an instructor is absent from an assigned class, BHI provides a qualified substitute as applicable.

# ORGANIZATION

## Campus Facility

Beauty and Health Institute is located in the Town N' Country district of Tampa, Florida. The approximately 10,000-square-foot Kelly Road Campus includes classrooms, hands-on laboratory and clinical training areas, student common space, restrooms, and administrative offices. The facility contains instructional technology, treatment beds and tables, skincare equipment, electrolysis equipment, laser and light-based hair-removal equipment, magnifying lamps, steamers, sanitation and sterilization equipment, computers, learning resources, and program supplies appropriate to the programs offered.

Facial/Skin Care Specialist students use skincare treatment areas and equipment appropriate to facial, hair-removal, lash/brow, electrical-device, and related practical training. Electrolysis & Laser students use electrology treatment stations, electrolysis equipment, laser/light-based equipment, sterilization equipment, and required safety equipment. Medical Aesthetician students use the equipment and training areas applicable to both program components. BHI maintains additional equipment and supply inventories through School Administration.

BHI maintains the campus in accordance with applicable safety, sanitation, and health requirements. Fire extinguishers and emergency procedures are maintained, sanitary restrooms and running water are available, and instructional spaces and equipment are cleaned and maintained for safe use.

## Drug/Alcohol/Smoke – Free Policy

Beauty and Health Institute is a drug-free, alcohol-free, and smoke-free environment. Alcohol consumption, smoking, and/or vaping on campus will not be tolerated. The school has zero tolerance for drugs and alcohol for any individual on the school property. No student or employee may be on the school site and under the influence of alcohol or drugs at any given time. Use or possession of alcohol, drugs, or any other illegal substances on site is grounds for termination/dismissal.

The school is in compliance with federal government regulations for a drug-free workplace for students and employees. Any student or employee caught possessing, using, or distributing any illegal substances or paraphernalia will be dismissed and/or referred to the appropriate agency for arrest.

## Campus Security

Beauty and Health Institute has designated Donald Kruse, CEO, as the primary contact for campus-security matters. Sunny Moroz, President, is the alternate contact. BHI refers law-enforcement matters to the Hillsborough County Sheriff's Office. The campus uses interior and exterior video surveillance for safety, security, and incident review. Recorded footage may be reviewed by School Administration as appropriate.

Students and employees should promptly report suspected crimes, threats, violence, safety concerns, or suspicious activity to a staff member and, when appropriate, to law enforcement. BHI maintains applicable campus-security information and reports required incidents in accordance with law.

## Weapons Policy

Possession of a weapon of any kind for any reason by anyone on Beauty and Health Institute campus is strictly prohibited. No knives, guns (pistols or rifles), bomb materials, bows and arrows, bazookas, stun guns, fireworks, or anything that could be deemed a weapon by legal authorities are permitted on campus, and campus is defined as parking lots and buildings. Violation of this rule will result in immediate termination and notification of the appropriate authorities. Any student, faculty, or staff member who sees or hears of anyone on campus with a weapon is urged to notify the office immediately.

## Hate Crime Reporting

Current federal regulations require institutions to report as a hate crime any occurrence of criminal homicide; sex offense; robbery; aggravated assault; burglary; motor vehicle theft; arson, larceny-theft; simple assault; intimidation (bullying); destruction, damage, or vandalism of property; and any other crime involving bodily injury to local law enforcement agencies that manifests evidence that the victim was intentionally selected because of the perpetrator's bias. Students are encouraged to report crimes that fall into this category to their instructor(s) or directly to the administration as soon as possible. All faculty and staff hearing of any such crimes are to report them immediately to the director.

Beauty and Health Institute believes that any person willing to apply themselves, work hard, and learn new techniques can

achieve success in any field. Our curriculum is provided in a format that promotes student success in the classroom and the workforce. To support this vision, Beauty and Health Institute strives to:

- Support students in progressing toward graduation and employment in their field of study.
- Provide students and graduates with education and career-readiness resources that support employment in the aesthetics industry.
- Provide an effective learning environment and create a desire for students to become life-long learners.
- Inspire students and graduates to respond to their community's needs by giving back as members of society and ambassadors of their profession.

### Discrimination

Beauty and Health Institute does not discriminate based on race, creed, color, religion, sex, age, pregnancy, parental status, disability, or ethnic origin.

### Sexual Harassment/Hazing

The school will not tolerate harassment or hazing of any sort. Sexual harassment includes unwelcome sexual advances, offensive comments, gestures, or physical contact of a sexual nature by students or staff. Harassment based on age, race, color, religion, national origin, pregnancy, parental status, or disability also will not be tolerated, nor will hazing (defined as harassment, abuse, or humiliation of any other sort). Harassment or hazing may result in dismissal. Anyone believing they have suffered harassment, or hazing should report the offense immediately to the school administration. Any dismissal resulting from harassment or hazing will be processed under BHI's General Refund Policy.

### Student Records and Privacy Rights

Students have the right to inspect and access their education records in accordance with applicable law and BHI policy. For a student who is a dependent minor, the student's parent or legal/natural guardian will be provided access to the student's records to the extent permitted by applicable law.

BHI maintains student records confidentially and will provide NACCAS and its authorized representatives access to student and institutional records as required for accreditation review and oversight. BHI may also provide access to governmental or regulatory agencies and other authorized parties when permitted or required by law. Such access will be handled in accordance with applicable privacy and confidentiality requirements. Student information is otherwise released only as authorized by the student or as permitted or required by applicable law. BHI may require identity verification before releasing records. BHI complies with the Family Educational Rights and Privacy Act of 1974 (FERPA) with respect to the privacy of student education records.

### Employment Guarantee Disclaimer

BHI provides employment assistance to students and graduates through career-readiness instruction and resources, including professionalism, resume development, interview preparation, job-search guidance, access to employment opportunities and employer connections, and business-startup resources. BHI does not guarantee employment or placement.

## ADMISSIONS

### Basic Admission Requirements

Applicants to Beauty & Health Institute must meet the requirements applicable to the program for which admission is requested:

- Be at least sixteen (16) years old for the Facial/Skin Care Specialist Program, or at least eighteen (18) years old for the Electrolysis & Laser or Medical Aesthetician Program.
- Present valid government-issued photo identification, such as a driver's license, state identification card, or passport.
- Provide a Social Security number and Social Security card, or acceptable temporary documentation from the Social Security Administration showing that the card has been requested or ordered; the card must be provided to BHI once received.
- Provide acceptable documentation of high school completion or its equivalent, such as a high school diploma, high

school transcript showing graduation, GED/equivalency credential, or acceptable homeschool/home-education completion documentation. Secondary education completed outside the United States must be translated into English, if applicable, and evaluated by an approved credential-evaluation agency to confirm equivalency to a U.S. high school diploma before enrollment.

- Have the manual dexterity and physical ability necessary to perform essential program activities. BHI will consider reasonable accommodations in accordance with applicable law, provided an accommodation does not fundamentally alter essential program requirements or create an unacceptable safety risk.
- Complete BHI's pre-enrollment school tour or informational presentation and have an opportunity to ask questions before enrolling.
- Receive and sign BHI's separate Pre-Enrollment Disclosure Acknowledgment before signing the Enrollment Agreement. The disclosure includes BHI's most recent outcome rates, applicable Florida licensing or registration requirements, prerequisites for and factors that may preclude employment, and, where applicable, BHI's rationale for program hours above the Florida minimum.
- Be willing and able to participate in the hands-on services and treatments applicable to the enrolled program, subject to BHI's instructional, safety, medical, equipment-manufacturer, and practical-training requirements.
- Have sufficient English proficiency to understand instruction, communicate effectively, and complete required coursework and assessments. BHI may require additional verification of English proficiency. BHI accepts a minimum TOEFL iBT overall score of 4.0 on the current 1–6 scale (or a comparable score of 80 on the legacy 0–120 scale during the applicable transition period), or an IELTS overall score of 6.0.
- Receive access to the current BHI School Catalog before enrollment and have an opportunity to read it and ask questions.

## Ability to Benefit

BHI does not admit Ability-to-Benefit (ATB) students. Applicants must provide acceptable documentation of high school completion or its equivalent as described above.

## Transfer of Prior Training or Education

BHI evaluates prior education, training, and Florida credentials to determine whether any clock hours may be accepted toward the applicant's program. Acceptance is not automatic solely because an applicant holds a license, registration, or prior credential. Any accepted hours will be documented in the Enrollment Agreement as Transfer / Re-entry Hours Accepted, and the student will contract only for the remaining approved clock hours at BHI.

- Cosmetology: An applicant with an active Florida Cosmetology license and supporting transcripts may be considered for up to sixty (60) accepted hours toward the Facial/Skin Care Specialist or Medical Aesthetician program.
- Facial Specialist: BHI may accept an active Florida Facial Specialist credential toward the Facial/Skin Care Specialist component of the Medical Aesthetician program. The student must complete the Electrolysis & Laser component unless BHI separately accepts that component.
- Electrologist: BHI may accept an active Florida Electrologist license toward the Electrolysis & Laser component of the Medical Aesthetician program. The student must complete the Facial/Skin Care Specialist component unless BHI separately accepts that component.
- Full Specialist: BHI may accept an active Florida Full Specialist credential toward the applicable Facial/Skin Care Specialist component of the Medical Aesthetician program; the Electrolysis & Laser component remains required unless separately accepted.
- Out-of-state credentials are not automatically accepted toward BHI program hours. Applicants seeking consideration of prior education must provide documentation requested by BHI for evaluation.

When transfer hours are accepted, tuition is adjusted using the published program tuition and contracted clock hours as described in the Tuition and Fees section. For the Medical Aesthetician program, when BHI accepts an entire 320-hour program component, the student contracts for the remaining component at the published tuition for that component rather than one-half of the bundled 640-hour Medical Aesthetician tuition.

## Transfer to Other Institutions / Out-of-State Licensure

The acceptance of BHI training, hours, or credentials by another institution is at the sole discretion of the receiving

institution. Students should confirm transferability before enrolling if future transfer is important to them. Licensing and reciprocity requirements vary by jurisdiction; students seeking licensure outside Florida are responsible for researching the requirements of the jurisdiction in which they intend to practice.

## Re-entry After Withdrawal or Dismissal

A student who withdraws may request re-entry within twelve (12) months of the withdrawal date by submitting a written request to School Administration. A student previously dismissed may also request re-entry in writing. Re-entry is not automatic and is subject to administrative approval, class and schedule availability, the circumstances of the prior withdrawal or dismissal, and the student's ability to meet current program requirements.

A returning student must execute a new Enrollment Agreement or other required re-entry documentation. BHI will determine and document any retained re-entry hours accepted toward the new contract. A returning student returns in the same Satisfactory Academic Progress status held at the time the student left BHI; re-entry does not reset prior SAP status, completed hours, or other applicable SAP measurements. Current tuition, fees, policies, and program requirements apply to the new enrollment unless otherwise stated in writing.

## Student Modality and Participation Requirements

Hands-on participation is an essential part of BHI programs. Students may be required to receive and perform treatments and services applicable to the enrolled program, including facials, electrical devices, laser treatments, hair removal/waxing, makeup application, electrolysis, and other applicable procedures. Participation remains subject to BHI's instructional, safety, medical, equipment-manufacturer, and practical-training requirements.

## Denial of Admission and Enrollment Cancellation

BHI reserves the right to deny admission when an applicant does not meet the published admission requirements or when required enrollment documentation is incomplete. If BHI does not accept an applicant, all amounts paid to BHI will be refunded. BHI will provide written notice when admission is denied or enrollment is canceled before the student enters classes.

## Class Size

BHI class sizes are scheduled based on the program, instructor, classroom, equipment, and applicable regulatory requirements. Most classes are generally limited to twenty-four (24) students per instructor. The Electrolysis and Laser program may have up to thirty (30) students per instructor. Clinical or practical group sizes may be lower when required by applicable law, safety considerations, equipment availability, or instructional needs.

## Open Enrollment and Published Start Dates

BHI uses scheduled program start dates rather than continuous open entry. The following upcoming start dates are published for the period covered by this Catalog and apply to the Full-Time and Part-Time schedules offered for BHI diploma programs, subject to program, class, instructor, and schedule availability.

| Program | Schedule | Published Start Date |
|---|---|---|
| Electrolysis & Laser | Full-Time | October 26, 2026; February 16, 2027; May 24, 2027; August 23, 2027; November 22, 2027 |
| Electrolysis & Laser | Part-Time | January 5, 2027; May 24, 2027; October 5, 2027 |
| Facial/Skin Care Specialist | Full-Time | October 26, 2026; February 16, 2027; May 24, 2027; August 23, 2027; November 22, 2027 |
| Facial/Skin Care Specialist | Part-Time | January 5, 2027; May 24, 2027; October 5, 2027 |
| Medical Aesthetician | Full-Time | October 26, 2026; February 16, 2027; May 24, 2027; August 23, 2027; November 22, 2027 |
| Medical Aesthetician | Part-Time | January 5, 2027; May 24, 2027; October 5, 2027 |

Students must begin class on the Start Date stated in the Enrollment Agreement unless a different start date is approved in writing by School Administration. A request to change a start date must be submitted in writing at least two (2) weeks before the scheduled Start Date. Approval is subject to availability and is not guaranteed. If approved, BHI will update the Enrollment Agreement or execute an addendum reflecting the revised Start Date, Anticipated End Date, and Anticipated

Graduation Date, as applicable.

## Program Changes

A student requesting to change programs must receive approval from School Administration and execute the required enrollment documentation. Any applicable change in contracted hours, tuition, materials, fees, schedule, and anticipated completion dates will be documented in writing. No additional registration or program-change fee is charged solely because of an approved continuous program change while the student remains enrolled at BHI. A student who completes a standalone program and later enrolls in the Medical Aesthetician program is entering a new enrollment and is assessed the applicable registration fee.

**Medical Aesthetician Program Change to a Standalone Component**

A student enrolled in the 640-clock-hour Medical Aesthetician program who elects to discontinue the second 320-clock-hour component and continue only in the first component may request a program change to the corresponding standalone program, provided that Scheduled Hours through the student's Last Date of Attendance (LDA) under the Medical Aesthetician Enrollment Agreement do not exceed 320 scheduled hours (50% or less of the 640-clock-hour program) and the student has not begun instruction in the second 320-clock-hour component.

If approved, the student will continue in the corresponding standalone 320-clock-hour program, and hours already completed in the first component will continue to apply toward completion of that program. The student must execute the required enrollment documentation for the standalone program. After the student completes all standalone graduation requirements and the account is in good standing, BHI will release the applicable diploma, official transcript, and institution-issued licensing or registration paperwork in accordance with the Release of Graduation and Licensing Documents policy.

The student's account will be recalculated using the published standalone tuition and applicable Online Access, Books, and Materials charges for the program being completed. The bundled Medical Aesthetician tuition rate will no longer apply. The original $150 registration fee will be applied to the standalone enrollment and will not be assessed a second time. Charges associated solely with the unstarted second component will be removed when the applicable materials or online access have not been provided.

All payments previously received by BHI will be credited toward the recalculated account balance. Any resulting credit balance will be refunded in accordance with BHI's applicable refund procedures, and any remaining balance will remain due.

This provision does not apply if Scheduled Hours through the LDA under the Medical Aesthetician Enrollment Agreement exceed 320 scheduled hours, or if the student has begun the second 320-clock-hour component.

## Standalone Program Change to Medical Aesthetician (Adding the Second Component)

Before Completion of the First Standalone Component. A current Facial/Skin Care Specialist or Electrolysis & Laser student who decides, before completing the standalone program, to add the other 320-clock-hour component and continue as a Medical Aesthetician student must receive BHI approval and execute a new Medical Aesthetician Enrollment Agreement immediately. The student is then charged the full published Medical Aesthetician bundled tuition of $14,550.00, plus the applicable Medical Aesthetician Online Access, Books, and Materials charges. The original $150 registration fee carries forward and is not charged again, and all prior payments are credited to the new Medical Aesthetician account.

The student remains continuously enrolled in the Medical Aesthetician program. Hours completed in the first component continue to apply toward the 640-hour Medical Aesthetician program. After the first component is completed, the second component begins with the next available scheduled term, subject to seat availability. The period between components remains part of the Medical Aesthetician contract and is included when BHI establishes the student's Anticipated End Date and applicable Maximum Time Frame; it does not create a new enrollment or reset attendance, SAP, or Maximum Time Frame measurements. If the exact second-component start date is not known when the Medical Aesthetician Enrollment Agreement is signed, BHI will confirm the date later in writing and update the Enrollment Agreement or execute a written addendum, as applicable.

While the student remains enrolled in the Medical Aesthetician program, early release of licensing or registration paperwork for the completed first 320-hour component is not automatic. School Administration may approve early release only after the first component has been fully completed, the applicable component is paid in full or the student's account is otherwise in good standing, and the student provides documentation of employment requiring the applicable license or registration. Early release of component-level licensing or registration paperwork does not constitute graduation from the Medical Aesthetician

program and does not result in a standalone-program diploma unless the student is later approved for a program change to the standalone program.

After Completion of the Standalone Program. A graduate of the Facial/Skin Care Specialist or Electrolysis & Laser standalone program who later elects to enroll in the Medical Aesthetician program enters a new enrollment. BHI may accept the completed 320-hour standalone component in full toward the Medical Aesthetician program. The student then contracts for the remaining 320-hour component at the full published standalone tuition for that component, plus the applicable Online Access, Books, and Materials charges, and a new $150 registration fee. A new Enrollment Agreement and new payment or financing arrangement are required. If TFC financing is used, a new TFC agreement must be executed; subject to approval, any outstanding balance from the prior standalone enrollment may be combined into the new TFC agreement. The Medical Aesthetician diploma is awarded only after the student completes the remaining component and all Medical Aesthetician graduation requirements.

## Full-Time and Part-Time Schedules

- Full-Time: thirty (30) scheduled clock hours per week; normally Monday through Friday, 9:00 a.m. to 3:30 p.m., with a 30-minute meal break that is not included in clock hours.
- Part-Time: twenty (20) scheduled clock hours per week; normally Monday through Friday, 6:00 p.m. to 10:00 p.m., with a 20-minute scheduled break in accordance with the class schedule.

## Approximate Program Length

| Program | Clock Hours | Full-Time | Part-Time |
|---|---|---|---|
| Electrolysis & Laser | 320 | Approximately 12 weeks | Approximately 17 weeks |
| Facial/Skin Care Specialist | 320 | Approximately 12 weeks | Approximately 17 weeks |
| Medical Aesthetician | 640 | Approximately 24 weeks | Approximately 34 weeks |

Approximate Program Length is the approximate number of calendar weeks required to complete the program and includes scheduled school closures. It corresponds to the Approximate Program Length (Weeks) stated in the student's Enrollment Agreement and to the Anticipated End Date, which is the scheduled completion date for the student's contracted instructional schedule. Satisfactory Academic Progress is run differently: SAP evaluation points and Maximum Time Frame are determined by scheduled clock hours together with the Academic Weeks established in BHI's Satisfactory Academic Progress Policy, as provided in the Enrollment Agreement.

## Graduation Requirements

A student graduates from a BHI program when the student has met all of the following requirements:

- Completion of 100% of all required program clock hours.
- A minimum cumulative academic grade average of 70% or higher and successful completion of all required examinations, practical evaluations, assignments, projects, clinical/hands-on requirements, and other required program competencies, including passing any required final written and practical examination(s).
- Submission and acceptance of all required student and program documentation.

Graduation is based on completion of the program and all applicable graduation requirements and is not conditioned on the status of the student's account.

For the Medical Aesthetician program, graduation requires satisfaction of all 640 required program clock hours and all applicable graduation requirements. The 640 hours may include transfer or re-entry hours formally accepted by BHI and documented in the Enrollment Agreement. Completion of only one 320-clock-hour component, without accepted credit for the other required component, does not constitute graduation from the Medical Aesthetician program.

## Release of Graduation and Licensing Documents

Upon satisfaction of all graduation requirements, BHI awards a diploma for the Electrolysis & Laser program, a diploma for the Facial/Skin Care Specialist program, and a diploma for the Medical Aesthetician program, together with an official transcript.

BHI normally issues the applicable diploma, official transcript, and institution-issued paperwork needed for license or registration application(s) on the Anticipated Graduation Date stated in the Enrollment Agreement, provided the student has

met all graduation requirements and the student's account with BHI is in good standing. An account is in good standing when there is no outstanding balance owed to BHI, or when all payments currently due under a BHI financing agreement or other approved payment arrangement are current.

A student who has completed all graduation requirements and whose account is in good standing may submit a written request to School Administration for release of graduation and licensing documents before the Anticipated Graduation Date. Early release is not automatic and may be approved by School Administration after verification that all graduation requirements have been completed and the applicable documents are administratively ready for release. BHI will provide a written response within five (5) School Business Days of receiving the request. Completion of clock hours or payment of the account before the Anticipated Graduation Date does not, by itself, entitle the student to early release.

If a student's account is not in good standing on the Anticipated Graduation Date, BHI may, to the extent permitted by applicable law, withhold the applicable diploma, official transcript, and institution-issued licensing paperwork until the account is brought into good standing. Once the account is brought into good standing, BHI will issue the applicable documents within ten (10) business days. If BHI reschedules a graduation ceremony, students will be notified in writing; rescheduling does not change graduation requirements or financial obligations.

# ACADEMIC CALENDAR, OBSERVED HOLIDAYS, AND HOURS OF OPERATION

The academic calendar follows the calendar year. The program start dates published in the Admissions section are part of this Catalog. BHI may issue written calendar updates when operationally necessary.

## 2026–2028 School Closures / Observed Holidays

| Closure / Holiday | Date(s) |
|---|---|
| Winter Break (continued) | January 1–5, 2026 |
| Martin Luther King Jr. Day | January 19, 2026 |
| Presidents' Day | February 16, 2026 |
| Spring Break | March 16–20, 2026 |
| Good Friday | April 3, 2026 |
| Memorial Day | May 25, 2026 |
| Independence Day (observed) | July 3, 2026 |
| Labor Day | September 7, 2026 |
| Columbus Day | October 12, 2026 |
| Veterans Day | November 11, 2026 |
| Thanksgiving Break | November 25–27, 2026 |
| Winter Break | December 21, 2026–January 4, 2027 |
| Martin Luther King Jr. Day | January 18, 2027 |
| Presidents' Day | February 15, 2027 |
| Spring Break | March 15–19, 2027 |
| Good Friday | March 26, 2027 |
| Memorial Day | May 31, 2027 |
| Independence Day (observed) | July 5, 2027 |
| Labor Day | September 6, 2027 |
| Columbus Day | October 11, 2027 |
| Veterans Day | November 11, 2027 |
| Thanksgiving Break | November 24–26, 2027 |
| Winter Break | December 20, 2027–January 3, 2028 |
| Martin Luther King Jr. Day | January 17, 2028 |
| Presidents' Day | February 21, 2028 |

Additional closures or calendar adjustments will be communicated in writing. When a school closure causes scheduled instructional hours to be missed, BHI will provide approved makeup instruction without an extra instructional charge.

### School Hours of Operation

- Administration Office: Monday–Thursday, 9:00 a.m.–5:00 p.m.; Friday, 9:00 a.m.–4:00 p.m.
- Day Classes: Monday–Friday, 9:00 a.m.–3:30 p.m.
- Evening Classes: Monday–Friday, 6:00 p.m.–10:00 p.m.

## TUITION AND FEES

| Program | Tuition | Registration Fee | Online Access, Books, and Materials | Total Program Cost |
|---|---|---|---|---|
| Electrolysis & Laser – 320 clock hours | $8,400.00 | $150.00 | $450.00 | $9,000.00 |
| Facial/Skin Care Specialist – 320 clock hours | $7,600.00 | $150.00 | $800.00 | $8,550.00 |
| Medical Aesthetician – 640 clock hours | $14,550.00 | $150.00 | $1,250.00 | $15,950.00 |

The Medical Aesthetician materials allocation is $800 for the Facial/Skin Care Specialist component and $450 for the Electrolysis & Laser component.

### Required Online Access, Books, and Materials

| Program / Required Item | Included Amount |
|---|---|
| Electrolysis & Laser – CIMA Online Learning Seat/Access | $325.00 |
| Electrolysis & Laser – IBEC Study Guide: Electrology + Laser Book | $125.00 |
| Facial/Skin Care Specialist – CIMA Online Learning Seat/Access | $340.00 |
| Facial/Skin Care Specialist – Backpack (includes Image products and tools) | $460.00 |

Medical Aesthetician students receive the applicable required materials for both 320-hour components, for a total Online Access, Books, and Materials charge of $1,250.00. Materials and access for each component are normally provided when the student begins that component.

### Optional Reference Materials

| Optional Item | Fee |
|---|---|
| Milady Standard Foundations Book & Milady Standard Esthetics Fundamentals Book | $200.00 |
| Milady’s Advanced Services: Electrolysis and Hair Removal Book | $150.00 |

Optional reference materials are not required for program completion and are not included in Total Program Cost. Refundability is governed by BHI’s cancellation/refund policy.

### Adjusted Tuition for Accepted Transfer or Re-entry Hours

| Program | Full Program Tuition | Full Program Hours | Tuition Rate per Clock Hour |
|---|---|---|---|
| Electrolysis & Laser | $8,400.00 | 320 | $26.25 |
| Facial/Skin Care Specialist | $7,600.00 | 320 | $23.75 |
| Medical Aesthetician | $14,550.00 | 640 | $22.73 (rounded for display) |

Except for the Medical Aesthetician full-component rule below, Contracted Tuition = (Applicable Full Program Tuition ÷ Applicable Full Program Clock Hours) × Contracted Clock Hours. Total Contracted Program Cost = Contracted Tuition + $150 Registration Fee + applicable Online Access, Books, and Materials charges.

If BHI accepts an entire completed 320-clock-hour standalone component toward a new Medical Aesthetician enrollment, the student contracts for the remaining 320-hour component and is charged the full published standalone tuition for that remaining component, plus the applicable Online Access, Books, and Materials charge and a new $150 registration fee. The student is not charged one-half of the bundled 640-hour Medical Aesthetician tuition. If fewer than 320 hours are accepted, Contracted Tuition is calculated using the Medical Aesthetician per-clock-hour formula unless a signed addendum states otherwise.

### Other Costs

Students are responsible for solid black scrubs, approved closed-toe shoes, and any required personal laptop/tablet or ordinary classroom supplies such as notebooks, writing utensils, and notecards. These items are purchased independently and are not included in tuition or institutional fees.

- Initial official transcript released at graduation: included at no additional charge.
- Additional or replacement transcript: $25 per copy (digital or printed).
- Duplicate replacement of an issued BHI diploma: $75.
- Optional modality certificate: $150 each; optional and not required for graduation or licensure.
- International mailing, when requested: actual third-party postage/shipping cost disclosed before shipment.

## PAYMENT OPTIONS

- Paid in Full.
- Third-Party Financing (Separate Lender Agreement): subject to the provider's credit requirements and approval. The separate lender agreement governs interest/APR, fees, payment schedule, and other financing terms.
- In-House Financing – 12% Interest (administered by TFC; Separate Financing Agreement): no credit check; required down payment; 12% interest and finance terms are stated in the separate TFC agreement; payments are made in accordance with the separate TFC financing agreement.
- In-House Financing – 0% Interest (administered by TFC; Separate Financing Agreement): no credit check; required down payment; no interest or finance charge under this option; payments are made in accordance with the separate TFC financing agreement.
- Florida Prepaid funding, subject to approval and the amount funded.
- Approved 529 Education Savings Plan funding, subject to required authorization and receipt of funds.
- Vocational Rehabilitation (VR) funding, subject to written authorization by the applicable agency.

BHI Direct Payment Plan (subject to approval): Available at BHI's discretion. No interest or finance charge. The student pays the remaining balance directly to BHI in scheduled monthly installments by credit card, debit card, check, or bank/wire transfer. The full remaining balance must be paid on or before the student's Anticipated End Date. A signed BHI Payment Schedule is required and is maintained in the student file. This option is not a financing agreement and is not administered by TFC.

- Other approved third-party or agency funding.

### Accepted Payment Methods

Unless a separate financing or funding arrangement requires a particular method, BHI accepts credit/debit card, ACH, check, cash, and bank/wire transfer. BHI's 12% and 0% in-house financing options administered through TFC are governed by the separate financing agreement, which specifies the accepted payment methods.

## FINANCIAL AID

Title IV federal student aid is currently not available at BHI. Students may use the approved payment and funding options described above, subject to applicable requirements.

## ACCOMMODATION / ASSISTANCE PROGRAMS

### Vocational Rehabilitation

Beauty and Health Institute accepts Vocational Rehabilitation benefits and will consider reasonable accommodations in accordance with applicable law, provided an accommodation does not fundamentally alter essential program requirements or create an unacceptable safety risk. All accommodations must be requested by the counselor prior to the program start date. Program materials not related to an approved accommodation remain subject to the charges stated in this Catalog.

### Education Plans – 504

Beauty and Health Institute accepts 504 education plans and will consider reasonable accommodations in accordance with applicable law, provided an accommodation does not fundamentally alter essential program requirements or create an unacceptable safety risk. All accommodations must be requested prior to the program start date. Program materials not related to an approved accommodation remain subject to the charges stated in this Catalog.

### Veterans Affairs

Beauty and Health Institute does not accept Veterans Affairs education benefits.

## EDUCATIONAL PROGRAMS

### General Curriculum

Each program has a curriculum that encompasses the expected current standards of the aesthetics industry. Periodically each curriculum is reviewed and updated as the industry advances. Each student is provided with a program curriculum that they will be trained on while enrolled in the school. Should any changes or updates be made to any of the programs, previous students should have the understanding that the industry is constantly evolving as time progresses and they may have been taught slightly different material. Beauty and Health Institute will not be responsible for re-training past students on updated material as it is the student's responsibility to keep up with evolving industry standards after graduation.

All subjects and modalities taught in the programs are what Beauty & Health Institute deems as appropriate and relevant in the aesthetics field. Beauty & Health Institute has a medical director who oversees all students, instructors, program curriculums, machines, and equipment.

### Program Identification and Prefixes

Each program is identified by an alpha prefix and courses within that program are identified by the same prefix. The school does not participate in the Florida Common Course Numbering System. The alpha prefixes and course identification numbers used by the school are not meant to indicate that the programs and courses we offer are transferable within the Florida Common Course Numbering System.

| Programs | Prefix | Total Clock Hours |
|---|---|---|
| Electrolysis & Laser | EL | 320 |
| Facial/Skin Care Specialist | FAC | 320 |
| Medical Aesthetician | MA | 640 |

## ELECTROLYSIS & LASER – 320 CLOCK HOURS – DIPLOMA PROGRAM

The program's objective is to prepare students to meet the educational requirements set forth by the Florida Department of Health, Electrolysis Council Rule, Chapter 64B8-53, FAC. Upon successful completion of this program, students are prepared to sit for the Electrolysis, Laser & IPL - Florida Exam from Prometric and after passing the exam, be employed as a licensed electrologist.

### Program Description & Objectives

The program follows the curriculum concepts listed in the Florida Department of Health, Electrolysis Council Rule, and Chapter 64B8-53. The program includes hair removal skills and techniques by providing students a hands-on practical learning experience in the classroom and/or student-training spa rooms under the supervision of a qualified Florida licensed Electrolysis & Laser instructor. Practical learning is correlated with didactic instruction. One hundred and twenty (120) clock hours of instruction will be in theory (academic instruction), and two hundred

(200) clock hours will be in a clinical application setting.

The curriculum includes legal and ethical responsibilities, verbal and written communication, principles of office management, patient physical comfort, sanitation and safety functions, principles of electrolysis techniques, principles of

infection control (HIV/AIDS and hepatitis), systems of the body, biology of hair growth, understanding and following the client's plan of care, principles of client assessment, and a review for the State License Exam. Training will be limited (by Council Rule) to only universally accepted procedures of electrolysis.

## Electrolysis & Laser Program Breakdown by Course

The program breakdown by course listed below meets the standards set forth in Rule 64B8-53.002, FAC, Curriculum Standards for Electrolysis & Laser Training Programs.

BHI's Electrolysis & Laser program is 320 clock hours, which is the number of clock hours required by the State of Florida for electrolysis training. The program does not exceed the state minimum; the hours below are distributed as 120 theory clock hours and 200 clinical clock hours.

| **Theory: 120 Clock Hours** | | **Hours** |
|---|---|---|
| EL-101 | Introduction to Electrolysis | 15 |
| EL-102 | Use of Electricity in Hair Removal | 5 |
| EL-103 | Laser and Light-Based Hair Removal Physics | 5 |
| EL-104 | Laser Safety and Precautions | 5 |
| EL-105 | The Integumentary System | 6 |
| EL-106 | The Circulatory and Nervous Systems | 6 |
| EL-107 | The Endocrine System and Diseases | 6 |
| EL-108 | The Biology of Hair Growth | 10 |
| EL-109 | Skin Assessment | 20 |
| EL-110 | Blood-borne Pathogens (HIV/AIDS, Hepatitis) | 5 |
| EL-111 | Microbiology of the Skin | 7 |
| EL-112 | Clinic and Office Management | 5 |
| EL-113 | Florida Statutes and Rules for Electrolysis | 5 |
| EL-114 | Consultations | 20 |
| **Clinical: 200 Clock Hours** | | |
| EL-115 | Probe holder and Forceps Skills | 5 |
| EL-116 | Insertions | 15 |
| EL-117 | Sanitation/Sterilization Procedures | 10 |
| EL-118 | Laser and Light-Based Equipment Training | 15 |
| EL-119 | Thermolysis Equipment Training | 10 |
| EL-120 | Blend/Galvanic Equipment Training | 10 |
| EL-121 | Client Pre/Post Treatment | 10 |
| EL-122 | Client Assessment | 15 |
| EL-123 | General Treatment Procedures (All Modalities) | 80 |
| EL-124 | Consultations (Clinical) | 15 |
| EL-125 | Visuals/Library | 5 |
| EL-126 | Review/ Exam Preparation | 10 |
| Total Hours | | 320 |

## Instructional Methods

Instruction is delivered in residence using classroom lecture and discussion, instructor demonstrations, supervised laboratory/practical activities, applicable supervised clinical services, audiovisual and digital learning resources, guided practice, written assignments, and examinations. Practical and clinical activities are completed under qualified instructor supervision.

### Program Grading System

| Grade | Percentage | Description |
|---|---|---|
| A | 92–100 | Excellent |
| B | 83–91 | Good |
| C | 70–82 | Satisfactory / Minimum Passing Grade |
| F | 69 or below | Failing |

Students must maintain a minimum cumulative academic grade average of 70%. Practical work is evaluated using BHI's written practical-evaluation criteria, and required practical assignments and competencies must be completed satisfactorily in accordance with the program requirements.

### Electrolysis & Laser Standards

If a student should fail the Electrolysis, Laser & IPL - Florida Exam from Prometric, the student will be permitted to return to the school for ten (10) additional clock hours of tutorial training at no cost to the student. The Beauty and Health Institute offers an Electrolysis & Laser program that prepares the student to meet the educational requirements of the Florida Department of Health, Electrolysis Council and the curriculum outlines of the Electrolysis Council Rule, Chapter 64B8-52 and 53, FAC. Upon successful completion of the program, the student is prepared to sit for the Electrolysis, Laser & IPL - Florida Exam from Prometric to become licensed as a Florida licensed electrologist. The program prepares students with 120 clock hours of classroom training (theory), and 200 clock hours of instruction in a clinical setting (lab applications). The classroom and lab training are given under the supervision of a licensed Electrologist and the supervising Medical Doctor licensed by the state of Florida. Employment-assistance training — professionalism, resume development, interview preparation and job-search skills — is delivered within EL-112 Clinic and Office Management.

## ELECTROLYSIS & LASER HYBRID – 320 CLOCK HOURS – TEACH-OUT COHORT ONLY

The Electrolysis & Laser Hybrid delivery option is being taught out for currently enrolled students only and is not available for new enrollment. The Electrolysis & Laser program is otherwise offered in the on-campus residential format described in the preceding section. The provisions in this section apply only to students enrolled in the hybrid teach-out cohort. The program description, objectives, course breakdown, total clock-hour requirement, graduation requirements, and licensing preparation are the same as the standard Electrolysis & Laser program. The hybrid teach-out is scheduled to conclude on November 30, 2026, which is the expected completion date of the last enrolled hybrid student. After that date, the Electrolysis & Laser program is offered exclusively in the on-campus residential format.

### Hybrid Delivery Format

For students in the hybrid teach-out cohort, the program consists of 320 total clock hours. The 120 clock hours of theory instruction are delivered through approved distance education, and the remaining 200 clock hours are completed through required on-campus clinical instruction. Distance education is not used for clinical instruction in which students perform practical applications on a live model or client. All hands-on clinical training is completed on campus under the supervision of a qualified instructor.

Scheduled instruction is delivered as live online class on Monday evenings from 6:00 p.m. to 10:00 p.m. with instructor interaction and attendance monitoring; on-campus clinical training Tuesday through Thursday from 6:00 p.m. to 10:00 p.m. under instructor supervision; and assigned asynchronous learning-management-system activities Friday through Sunday. Assignments, quizzes, exams, and online activities are due by 11:59 p.m. on Sunday unless the instructor directs otherwise. All students must complete 100% of the required 320 clock hours to graduate.

### Technology Requirements

Students in the hybrid teach-out cohort must have access to a reliable internet connection, a laptop or tablet, and a working camera and microphone, and must be able to access BHI's approved learning management system, complete assigned asynchronous curriculum activities, and participate in live online instruction. Students are responsible for maintaining the technology necessary to participate in online instruction and complete assigned distance education coursework.

### Asynchronous Distance Education Activities and Award of Clock Hours

Assigned asynchronous distance education activities are part of the published curriculum and are not self-study or homework. Clock hours are awarded only for documented academic engagement and actual active participation recorded by the learning management system. BHI does not award predetermined clock hours for completion of an assignment, quiz, reading, video, or other online activity. The learning management system documents the date, time, activity completed, and active participation time, and distinguishes login time from active academic engagement. Time is not awarded for logging in alone. Inactivity or idle time is not counted, and the system stops counting active time after no more than ten (10) minutes of inactivity.

### Attendance, Clock Hours, and No Double-Counting

Students may not receive credit for overlapping on-campus, live online, and asynchronous distance education hours. BHI reviews time clock records, live online attendance records, and learning management system activity logs to ensure hours are not double-counted; where overlapping time is identified, the time is credited only once. All distance education hours must meet BHI's clock-hour, attendance, Satisfactory Academic Progress, and graduation requirements.

### Regular and Substantive Interaction

Distance education is validated by regular and substantive interaction between students and instructors. BHI provides scheduled opportunities for instructor interaction, including live online instruction, instructor feedback on coursework, responses to student questions about course content, and instructor-facilitated discussion. Instructors monitor student academic engagement and document substantive interaction during the distance education portions of the program.

### Monthly On-Campus Distance Education Assessment

Students completing distance education must complete an on-campus distance education assessment at least once monthly with a qualified instructor covering distance education completed during the preceding month. The assessment may include question and answer, discussion, demonstration, cooperative learning, problem solving, interactive lecture, student presentation, lab activity, student salon activity, written assignment, or another documented evaluation method. The assessment is listed on the class schedule and documented in the student file.

### Final Examination, Transcript Notation, and Disclosures

Upon completion of all curriculum requirements, students must pass a comprehensive academic and practical final examination administered on campus, including any applicable competencies required by the state licensure agency, before graduation. Transcripts and academic records for students in the hybrid teach-out cohort identify the distance education component completed. Prior to enrollment, students in the hybrid cohort acknowledged in writing that academic achievement earned through distance education may not be accepted for reciprocity or eligible for licensure in another jurisdiction.

BHI does not assess any additional charge for verification of student identity for distance education students. Student identity is verified through individually assigned learning management system credentials, instructor-monitored live online sessions, and the required on-campus assessments and examinations, at no additional cost to the student.

## FACIAL/SKIN CARE SPECIALIST – 320 CLOCK HOURS – DIPLOMA PROGRAM

The program's objective is to prepare a student for an entry-level position as a facial specialist. Instruction is designed to meet the educational requirements for registration as a Facial Specialist with the Florida Board of Cosmetology.

### Program Description & Objectives

The program is designed to meet the educational requirements set forth by the Florida Department of Business and Professional Regulation, Division of Professions, Board of Cosmetology.

The program focuses on broad, transferable skills and stresses understanding and the ability to demonstrate the elements of planning, management, and finance essential in the cosmetology industry alongside the technical and production skills underlying such principles as labor, community, health, safety, and environmental issues.

The program includes 193 clock hours of classroom (theory/didactic) instruction and 127 clock hours of instruction in a

clinical setting (lab applications). The latter includes 40 clock hours of facial services, which are defined as services involving manipulation (massage) of a client's face by hands-on or electrical techniques. The services performed by the student include techniques involving skin care and hair removal.

The Florida minimum for facial specialist training is 220 clock hours (149 theory and 71 clinical). BHI's Facial/Skin Care Specialist program is 320 clock hours, or 100 hours above the state minimum. The additional hours are distributed across the curriculum and provide expanded theory, additional supervised practical training, repeated hands-on practice, real-client experience, individual instructor correction, reinforcement of safety and infection-control practice, and employment preparation. The program breakdown below shows the BHI hours and the Florida minimum for each unit.

The basic program follows the curriculum concepts listed in the Florida Department of Education, Curriculum Frameworks and Program Standards. The program includes instruction in communication, leadership, human relations and employability, safe and efficient work practices, Florida cosmetology laws and rules, acquisition of knowledge of the facial skincare specialist and related chemistry, bacteriology, anatomy and physiology, art of makeup, and development of skills in performing manipulative and electrical techniques required in the practice of a facial skincare specialist. Employment-assistance training — professionalism, resume development, interview preparation and job-search skills — is delivered within FAC-104 Ethics and Professional Practice.

Upon successful completion of 320 clock hours of instruction designed to meet the learning objectives set forth in Rules 61G5-22.004(2), 61G5-22.005(2), 61G5-22.006(2), and 61G5-22.017, FAC, The Beauty & Health Institute will issue a diploma in the specialty of facials. The services that are required by Rule are facials that include skin care and hair removal. In accordance with Florida statute 477.0201, the graduating student (with the help and direction of the Beauty and Health Institute), will submit the Florida Board of Cosmetology's application for registration (DBPR Form COSMO 1), including the education section certified by a BHI school official as proof of completing the 320 clock hours of the Facial/Skin Care Specialist program, a certificate of completion of a board-approved Initial HIV/AIDS course, and the initial registration fee, and will be registered by the Board of Cosmetology as a Florida facial specialist.

## Facial/Skin Care Specialist Program Breakdown by Course

The program breakdown by course listed below is designed to meet the standards set forth in Rules 61G5-22.004(2), 61G5-22.005(2), 61G5-22.006(2), and 61G5-22.017, FAC, and the completion of forty (40) clock hours of facial services. The program follows the standards set forth in the Curriculum Frameworks and Program Standards for Facial Skincare Programs.

| **Theory Breakdown:** | | **BHI Curriculum: 193 Hours** | **FL State Req: 149 Hours** |
|---|---|---|---|
| FAC-101 | Florida Laws and Rules | 10 | 4 |
| FAC-102 | HIV / AIDS | 8 | Incl. in 67* |
| FAC-103 | Sanitation | 10 | 10 |
| FAC-104 | Ethics and Professional Practice | 4 | 2 |
| FAC-105 | Basics of Electricity | 8 | 2 |
| FAC-106 | Facial Techniques and Contraindications | 60 | 50 |
| FAC-107 | Product Chemistry | 8 | 8 |
| FAC-108 | Hair Removal | 5 | 5 |
| FAC-109 | Makeup | 2 | 1 |
| FAC-110 | Skin Theory, Disease and Disorders of the Skin | 78 | 67* |
| Clinical Breakdown: | | BHI Curriculum: 127 Hours | FL State Req.: 71 Hours |
| Facials (Normal, Oily, Dry, Combination, Problem, and Mature Skin) | | 40 | 30 |
| Set up, Use, and Maintenance of Electrical Devices | | 2 | 1 |
| Hair removal (Tweezing, Waxing, Threading, and Sugaring) | | 10 | 10 |
| Makeup Application | | 10 | 10 |
| Lash and Brow Tinting | | 5 | 2 |
| Eyelash Application | | 12 | 12 |
| Manual Extractions | | 6 | 6 |
| Other Services | | 42 | N/A |

| Theory Breakdown: | BHI Curriculum: 193 Hours | FL State Req: 149 Hours |
|---|---|---|
| Total Hours | 320 | 220 |

*Rule 61G5-22.017(1)(i), F.A.C., sets a single combined minimum of 67 hours for Skin Theory, Disease including HIV/AIDS, and Disorders of the Skin. BHI's FAC-102 and FAC-110 together provide 86 hours.

### Instructional Methods

Instruction is delivered in residence using classroom lecture and discussion, instructor demonstrations, supervised laboratory/practical activities, applicable supervised clinical services, audiovisual and digital learning resources, guided practice, written assignments, and examinations. Practical and clinical activities are completed under qualified instructor supervision.

### Program Grading System

| Grade | Percentage | Description |
|---|---|---|
| A | 92–100 | Excellent |
| B | 83–91 | Good |
| C | 70–82 | Satisfactory / Minimum Passing Grade |
| F | 69 or below | Failing |

Students must maintain a minimum cumulative academic grade average of 70%. Practical work is evaluated using BHI's written practical-evaluation criteria, and required practical assignments and competencies must be completed satisfactorily in accordance with the program requirements.

### Facial/Skin Care Specialist Standards

Beauty and Health Institute offers a Facial/Skin Care Specialist program that prepares students to meet the educational requirements of the Florida Department of Business and Professional Regulation, Division of Professions, Board of Cosmetology Rules, Chapter 61G5-22.004(2), 61G5-22.005(2), 61G5-22.006(2), and 61G5-22.017, FAC. The program follows the curriculum concepts listed in the Florida Department of Education, Curriculum Frameworks and Program Standards. The classes, lab training, and services are under the supervision of a cosmetologist licensed in the state of Florida.

## MEDICAL AESTHETICIAN – 640 CLOCK HOURS – DIPLOMA PROGRAM

### Program Description & Objectives

The objective of the Medical Aesthetician Program is to prepare students for practice as a licensed electrologist and a registered facial specialist, combining both credentials in a single course of study. Florida does not license or register a "medical aesthetician"; the diploma awarded documents completion of the combined 640-hour program. Upon completion, students will have the knowledge required for the Electrolysis, Laser & IPL – Florida Exam and for Facial Specialist registration with the Florida Board of Cosmetology, as well as skill competencies sought in medical spa and aesthetics settings.

The Medical Aesthetician Program is focused on teaching broad, transferable skills and stresses understanding and demonstration of the elements of skincare, including hair removal through electrolysis and laser techniques as well as facial services including makeup techniques. The program follows the curriculum concepts listed in the Florida Department of Health, Electrolysis Council Rule, Chapter 64B8-53 and the Florida Department of Business and Professional Regulation, Division of Professions, Board of Cosmetology.

The program blends theory with skills in a simulated laboratory setting under the supervision of qualified instructors licensed by the state of Florida. Clinical and simulated laboratory learning is correlated with didactic instruction.

The program includes but is not limited to human relations and employability, legal and ethical responsibilities, principles of infection control (HIV/AIDS and hepatitis), first aid, verbal and written communications, principles of office management, client physical comfort, sanitation and safety functions, anatomy and physiology, principles of electrolysis techniques, biology of hair growth, understanding and following clients' plans of care, principles of client assessment, and a review for

the state licensing examinations. Electrolysis-specific training will be limited, per Council Rule, to only universally accepted procedures of electrolysis. The Facial/Skin Care Specialist component follows the curriculum concepts listed in the Florida Department of Education, Curriculum Frameworks and Program Standards and includes Florida cosmetology law and rules, acquisition of knowledge of facial skincare and related chemistry, bacteriology, art of makeup, and development of skills in performing the manipulative and electrical techniques required in the practice of a facial skincare specialist. Employment-assistance training — professionalism, resume development, interview preparation and job-search skills — is delivered within MA-130 Ethics and Professional Practice.

In accordance with Florida statute 477.0201, Beauty and Health Institute will assist the graduating student in contacting the appropriate credentialing agency to complete the necessary forms required for application for licensure. The school will provide a diploma as proof of completing the program with the required number of clock hours.

## Medical Aesthetician Program Breakdown by Course

The Medical Aesthetician program is 640 clock hours and consists of two 320-clock-hour components: Electrolysis & Laser and Facial/Skin Care Specialist. Students must complete all requirements for the first assigned component before advancing to the second. Measured against the Florida minimums for the two underlying disciplines — 320 clock hours for electrolysis and 220 clock hours for facial specialist training, or 540 clock hours combined — the Medical Aesthetician program is 100 clock hours above the state minimum. The additional hours fall entirely within the Facial/Skin Care Specialist component and are described in the Facial/Skin Care Specialist section of this Catalog.

| | **Theory and Clinical Breakdown:** | **Hours** |
|---|---|---|
| MA-101 | Introduction to Electrolysis | 15 |
| MA-102 | Use of Electricity in Hair Removal | 5 |
| MA-103 | Laser and Light-Based Hair Removal Physics | 5 |
| MA-104 | Laser Safety and Precautions | 5 |
| MA-105 | The Integumentary System | 6 |
| MA-106 | The Circulatory & Nervous Systems | 6 |
| MA-107 | The Endocrine System & Diseases | 6 |
| MA-108 | The Biology of Hair Growth | 10 |
| MA-109 | Skin Assessment | 20 |
| MA-110 | Blood Borne Pathogens (HIV/AIDS, Hepatitis) | 5 |
| MA-111 | Microbiology of The Skin | 7 |
| MA-112 | Clinic & Office Management | 5 |
| MA-113 | Florida Statutes & Rules for Electrolysis | 5 |
| MA-114 | Consultations | 20 |
| MA-115 | Probe Holder & Forceps Skills | 5 |
| MA-116 | Insertions | 15 |
| MA-117 | Sanitation/Sterilization Procedures | 10 |
| MA-118 | Laser and Light-Based Equipment Training | 15 |
| MA-119 | Thermolysis Equipment Training | 10 |
| MA-120 | Blend/Galvanic Equipment Training | 10 |
| MA-121 | Client Pre/Post Treatment | 10 |
| MA-122 | Client Assessment | 15 |
| MA-123 | General Treatment Procedures (All Modalities) | 80 |
| MA-124 | Consultations (Clinical) | 15 |
| MA-125 | Visuals/Library | 5 |
| MA-126 | Review/Exam Preparation /Electrolysis | 10 |
| MA-127 | Florida Laws and Rules | 10 |
| MA-128 | HIV/AIDS | 8 |
| MA-129 | Sanitation | 10 |

| | Theory and Clinical Breakdown: | Hours |
|---|---|---|
| MA-130 | Ethics and Professional Practice | 4 |
| MA-131 | Basics of Electricity | 8 |
| MA-132 | Facial Techniques and Contraindications | 60 |
| MA-133 | Product Chemistry | 8 |
| MA-134 | Hair Removal | 5 |
| MA-135 | Makeup | 2 |
| MA-136 | Skin Theory, Disease and Disorders of the Skin | 78 |
| | | |
| MA-137 | Facials (Normal, Oily, Dry, Combination, Problem, and Mature Skin) | 40 |
| MA-138 | Set up, Use, and Maintenance of Electrical Devices | 2 |
| MA-139 | Hair Removal (Tweezing, Waxing, Threading, and Sugaring) | 10 |
| MA-140 | Makeup Application | 10 |
| MA-141 | Lash and Brow Tinting | 5 |
| MA-142 | Eyelash Application | 12 |
| MA-143 | Manual Extractions | 6 |
| MA-144 | Other Services | 42 |
| Total Hours: | | 640 |

### Instructional Methods

Instruction is delivered in residence using classroom lecture and discussion, instructor demonstrations, supervised laboratory/practical activities, applicable supervised clinical services, audiovisual and digital learning resources, guided practice, written assignments, and examinations. Practical and clinical activities are completed under qualified instructor supervision.

### Program Grading System

| Grade | Percentage | Description |
|---|---|---|
| A | 92–100 | Excellent |
| B | 83–91 | Good |
| C | 70–82 | Satisfactory / Minimum Passing Grade |
| F | 69 or below | Failing |

Students must maintain a minimum cumulative academic grade average of 70%. Practical work is evaluated using BHI's written practical-evaluation criteria, and required practical assignments and competencies must be completed satisfactorily in accordance with the program requirements.

### Medical Aesthetician Standards

Beauty and Health Institute offers a medical aesthetician program that prepares students to meet the educational requirements of the Florida Department of Health, Electrolysis Council, and the curriculum outlines of the Electrolysis Council Rule, Chapter 64B8-52 and 53, FAC, and the Florida Department of Business and Professional Regulation, Division of Professions, Board of Cosmetology Rules, Chapter 61G5-22.004(2), 61G5-22.005(2), 61G5-22.006(2), and 61G5-22.017, FAC. The program follows the curriculum concepts listed in the Florida Department of Education, Curriculum Frameworks and Program Standards. The classroom and lab training are under the supervision of an electrologist and facial skincare specialist licensed by the state of Florida.

## CONTINUING EDUCATION AND SHORT TRAINING COURSES

The courses described in this section are continuing education and short training offerings for currently licensed professionals. They are 150 clock hours or less, do not lead to occupational licensure or state certification, and are not part of

any BHI diploma program. Enrollment in a course described in this section is governed by a separate Continuing Education Enrollment Agreement.

**Continuing Education for Facial Skincare**

**Refresher Courses and Advanced Classes**

Beauty and Health Institute offers Refresher Courses and Advanced Classes designed to support licensed professionals seeking to enhance their skills, strengthen their techniques, or update their knowledge in specific modalities within the field of facial skincare.

Refresher Courses and Advanced Classes are available throughout the year and may be scheduled during designated instructional periods, including approved makeup weeks, depending on availability.

Course Details:

- Refresher Courses are offered at a cost of $700 for a 3-4 day training session.
- Certain modalities may require the purchase of a supplemental kit or additional materials.
- Participants must hold an active Florida Facial Specialist License to enroll.
- A certificate of completion will be awarded upon successful completion of the course.
- All participants are required to complete a Continuing Education Enrollment Agreement prior to training.

These Courses provide licensed professionals with the opportunity to strengthen proficiency, refresh foundational skills, and remain aligned with current industry standards and best practices.

# GENERAL STUDENT POLICIES

## Student Code of Conduct

BHI maintains a safe, professional, respectful, and educational environment. Students are expected to comply with this Catalog, the Enrollment Agreement, the Student Code of Conduct, and reasonable instructional, safety, and administrative requirements. Violations may result in disciplinary action up to and including dismissal. Serious violations involving violence, threats, harassment, weapons, illegal substances, theft, academic dishonesty, or an immediate safety risk may result in immediate dismissal without progressive disciplinary action.

- Failure to comply with the Enrollment Agreement, Student Code of Conduct, or other published BHI policies.
- Unsafe, unprofessional, abusive, profane, threatening, argumentative, confrontational, disrespectful, or disruptive conduct toward students, instructors, staff, clients, or visitors.
- Excessive absenteeism or tardiness; repeatedly leaving class early; leaving campus while clocked in; misuse of attendance records; or failure to follow scheduled break and attendance requirements.
- Failure to maintain Satisfactory Academic Progress (SAP) in accordance with BHI's SAP Policy.
- Failure to complete required program clock hours, academic, practical, clinical, or other graduation requirements within the applicable Maximum Time Frame.
- Academic dishonesty, including cheating, plagiarism, unauthorized use of artificial intelligence (AI), forgery, or falsification of academic work or records.
- Stealing, theft, misuse or destruction of property, or other acts of dishonesty.
- Possession, use, distribution, or sale of illegal drugs, alcohol, or other illegal substances on school property.
- Possession or use of a firearm, weapon, or dangerous item on school property, except as otherwise permitted by applicable law.
- Harassment, discrimination, bullying, intimidation, threats, violence, or verbal, physical, or psychological abuse.
- Smoking or vaping in areas where prohibited by BHI policy.
- Unauthorized personal use of cell phones, headphones, laptops, or other electronic devices during instructional time.
- Repeated failure to participate appropriately in instructional activities, including sleeping during class, excessive non-instructional talking, or refusing to participate in assigned educational activities.
- Failure to follow sanitation, sterilization, infection-control, clinical safety, equipment-use, or client-service requirements.
- Conduct that materially interferes with instruction, clinical activities, or another student's ability to participate in the

educational environment.

- Failure to follow reasonable directions from an instructor or School Administration relating to instruction, safety, school operations, or BHI policies.
- Failure to meet financial obligations according to the Enrollment Agreement or an approved payment arrangement.
- Dangerous or reckless driving or other unsafe vehicle-related conduct on or around BHI property.
- Unauthorized sharing, misuse, or use of another person's building access code, or providing unauthorized access to the school building.

## Academic Integrity and Artificial Intelligence (AI)

Students must complete examinations, quizzes, assignments, practical evaluations, and other assessments honestly and in accordance with instructor directions. AI tools may be used only when permitted by the instructor. Using AI or another unauthorized resource to complete work intended to demonstrate the student's individual knowledge or skills, or submitting AI-generated work as the student's own, is academic dishonesty and may result in disciplinary action.

## Student Responsibilities and Materials

Students are responsible for professionally representing BHI, caring for school property and equipment, safeguarding materials issued to them, bringing required materials to class, and using program products and supplies only for authorized educational purposes. Students are responsible for the cost of replacing materials lost, stolen, damaged through misuse, or consumed for unauthorized purposes, except when BHI determines an item was defective or unusable when issued.

## Dress Code and Hygiene

Students must maintain appropriate personal hygiene and comply with sanitation and safety requirements. The required uniform consists of solid black medical scrubs and approved closed-toe shoes. Hair must be neat and secured away from the face when necessary for practical or clinical training. Nails must be clean and at a length that permits safe hands-on services.

- Scrubs must be solid black and may not contain logos, writing, graphics, or animation.
- Pullover sweatshirts, hoodies, ponchos, hats, beanies, or similar outerwear are not permitted during class.
- A solid-color long-sleeve shirt may be worn under the scrub top in black, white, gray, or beige.
- Outerwear over scrubs must be a solid black zip-up sweater or black scrub jacket.
- Shoes must be closed-toe sneakers or tennis shoes; boots, slippers, flats, heels, clogs, Crocs, and other non-approved footwear are not permitted.

## Cell Phone and Electronic Device Policy

- Personal use of electronic devices is permitted during scheduled breaks only.
- Devices must be silent and kept out of sight during instructional, practical, and clinical time unless authorized by the instructor.
- Electronic devices may be used when required or authorized by BHI for attendance, SIS, instructional, or administrative purposes.
- Students may not photograph, video record, or audio record students, clients, instructors, staff, practical services, or instructional activities without prior authorization from the instructor or School Administration and, when applicable, consent of the individual being recorded.

## Photo and Media Consent

BHI may photograph, video record, and/or audio record students during classes, practical training, school activities, events, graduation activities, and other BHI-related activities in accordance with the authorization provided in the student's Enrollment Agreement. Authorized images and recordings may be used for educational materials, school publications, BHI websites, social media, promotional and marketing materials, and other BHI communications.

## Building Access and Campus Security

For security purposes, BHI's exterior doors are locked beginning at 4:00 p.m. Students attending evening classes will be provided with an individual building-access code for entry during their enrollment. The code is assigned to the individual student and may not be shared. Students may not prop secured exterior doors open or use an access code to admit

unauthorized persons. Access is deactivated when the student is no longer authorized to attend. Misuse may result in disciplinary action.

# ATTENDANCE POLICY

- Students must complete 100% of the clock hours required for their program before graduation. Attendance is recorded daily through BHI's official attendance system.
- Students must maintain a minimum 87% cumulative attendance rate to meet BHI's SAP attendance requirement. Formal attendance progress is evaluated at the SAP evaluation points established in BHI's SAP Policy.
- All missed instructional time, including absences, tardiness, and leaving class early, counts as missed scheduled time and must be completed before graduation. An excused or documented absence does not remove missed time from the attendance calculation; documentation may affect whether an extra instructional charge is assessed.
- Students are responsible for monitoring their attendance and hours. BHI's official attendance records control for purposes of SAP, program completion, graduation, and refund calculations.
- Medical Aesthetician students must complete all required hours and requirements for the first 320-hour component before advancing to the second 320-hour component.
- A student may request a Leave of Absence separately under BHI's Leave of Absence Policy. BHI does not place a student on Leave of Absence as a consequence of excessive absences or failure to meet attendance requirements.

## Designated Makeup Period and Maximum Designated Makeup Availability

BHI programs are measured in clock hours. BHI may refer to a scheduled instructional term as a semester for administrative scheduling purposes. The Anticipated End Date stated in the Enrollment Agreement is the end of the student's regular contracted instructional schedule. Makeup instruction is normally provided during designated makeup days after the Anticipated End Date. In limited or special circumstances, Administration may approve makeup instruction before the Anticipated End Date; such approval is discretionary and subject to instructor, classroom, equipment, and schedule availability.

| Program / Schedule | Maximum Makeup Days | Maximum Makeup Hours |
|---|---|---|
| Electrolysis & Laser – Full-Time | 7.5 days | 45 hours |
| Facial/Skin Care Specialist – Full-Time | 7.5 days | 45 hours |
| Medical Aesthetician – Full-Time | 15 days total | 90 hours total (45 per 320-hour component) |
| Electrolysis & Laser – Part-Time | 11 days | 44 hours |
| Facial/Skin Care Specialist – Part-Time | 11 days | 44 hours |
| Medical Aesthetician – Part-Time | 22 days total | 88 hours total (44 per 320-hour component) |

The amounts above are the maximum hours available through BHI's designated makeup period and are not an attendance entitlement. They do not waive or replace the 87% SAP attendance requirement.

## Administrative Completion Arrangements

A student with remaining clock hours or program requirements who cannot complete them within the maximum designated makeup availability may, at School Administration's discretion, be approved for an alternate completion arrangement. This may include designated makeup instruction, attendance with a later cohort of the same program or component, or an alternate Full-Time or Part-Time schedule. Approval is not guaranteed and is subject to instructor, classroom, equipment, schedule, curriculum, SAP status, and the student's ability to complete the program within the applicable Maximum Time Frame.

An alternate arrangement does not reset attendance, SAP status, completed hours, financial obligations, or Maximum Time Frame. Changes to the Enrollment Agreement will be documented by changes initialed by the applicable parties or by a written addendum signed and dated by the applicable parties.

## Maximum Time Frame

Maximum Time Frame requirements are governed by BHI's Satisfactory Academic Progress (SAP) Policy. See the Maximum Time Frame subsection in the Satisfactory Academic Progress section of this Catalog.

## Clocking In & Out Policy

All BHI programs are measured in clock hours. Students must use BHI's designated attendance system to clock in and out for all scheduled and approved instructional time. Depending on the attendance system in use, students may be required to use a fingerprint time clock, BHI's Student Information System (SIS), an approved mobile device, or another BHI-authorized attendance method. Students may record attendance only for themselves and only while physically present and participating in the applicable approved instructional activity.

If the electronic attendance system is unavailable or a student is temporarily unable to use the assigned method, BHI may authorize an alternate attendance record. Students must remain on campus and in the assigned instructional area during scheduled instructional time unless on an approved break or participating in another BHI-authorized activity. A student who leaves campus during instructional time must clock out before leaving and clock back in upon return. BHI may automatically or manually correct an attendance record that does not reflect actual presence and participation.

Clocking in early or remaining after the scheduled class period does not automatically result in extra clock-hour credit. Time outside the scheduled class period counts only when the student is participating in separately approved supervised instruction. BHI's official attendance records determine the clock hours credited toward program completion, SAP, graduation, and applicable refund calculations.

## Tardiness / Leaving Class Early / Leaving Campus

Students are expected to attend the full scheduled instructional period. A ten (10)-minute grace period is provided for tardiness. A student arriving fewer than ten (10) minutes late will not be recorded as tardy; however, the actual minutes missed do not count toward clock hours. A student arriving ten (10) minutes or more after the scheduled start time will be recorded as tardy. Students who arrive late or leave early do not receive credit for the time missed, and all missed minutes/hours must be completed before graduation.

Tardies are counted cumulatively throughout the student's current program enrollment and do not reset between instructional terms or program components. A formal written warning is issued after the fourth (4th) tardy; additional written warnings are issued after the seventh (7th) and tenth (10th) tardies. A student who incurs an additional unexcused tardy after receiving the third written warning may be subject to dismissal for excessive tardiness. An excused tardy does not count toward the progressive tardy-warning total when approved by Administration and supported by documentation when requested, but it does not restore clock-hour credit for the time missed.

## Scheduled Breaks

- Full-Time students: thirty (30)-minute meal break, not included in clock hours.
- Part-Time students: twenty (20)-minute scheduled break in accordance with the class schedule.

Students must remain in the assigned instructional area during scheduled class time except during an approved break or with instructor/Administration permission. A student leaving campus during instructional time must clock out.

## Consecutive Absence / Administrative Withdrawal

Except while on an approved Leave of Absence, a student who is absent for ten (10) consecutive days of scheduled school attendance will be administratively withdrawn from BHI, regardless of whether the student has communicated an intention to return. Communication with BHI does not extend the ten-day consecutive-absence limit. For refund purposes, the Last Date of Attendance remains the student's last documented date of actual attendance. BHI monitors clock-hour attendance on an ongoing basis and, in all cases, at least every thirty (30) calendar days.

## Leave of Absence Policy (LOA)

A Leave of Absence (LOA) is a temporary interruption in a student's program of study during which the student is not in academic attendance. A student may request an LOA for circumstances that temporarily make attendance impossible or impractical, including medical reasons, pregnancy or childbirth, family emergencies, military obligations, temporary personal or family circumstances, or other temporary circumstances approved by BHI on a case-by-case basis. There must be a reasonable expectation that the student will return at the end of the approved LOA.

School Administration may counsel a student regarding the availability of an LOA and provide the request documentation, but approval is not automatic. BHI will not place a student on LOA because of excessive absenteeism, disciplinary action, or failure to meet attendance requirements.

The student must normally request the LOA in advance and in writing to School Administration. The request must include:

- the reason for the requested LOA;
- the requested beginning and return dates;
- the student's signature or electronic signature; and
- applicable supporting documentation.

Medical LOA requests must include appropriate documentation from a licensed healthcare provider. Supporting documentation may be required for other LOA requests when applicable.

If unforeseen circumstances prevent the student from requesting the LOA in advance, BHI may approve the LOA only if BHI documents the circumstances and basis for the exception, obtains the student's written and signed request as soon as reasonably possible, and establishes the LOA start date as the first date the student was unable to attend.

The total length of all approved LOAs may not exceed 180 calendar days within any twelve (12)-month period.

**While on an approved LOA:**

- the student is not considered withdrawn;
- no refund calculation is performed solely because of the LOA;
- scheduled hours during the approved LOA do not count as missed attendance;
- the student is not assessed any additional institutional charge as a result of the LOA; and
- the student returns in the same SAP status held immediately before the LOA.

The student's contract period and Maximum Time Frame will be extended by the same number of calendar days as the approved LOA. Revised contract dates must be documented either by changes to the Enrollment Agreement initialed by all applicable parties or through an Enrollment Agreement Addendum signed and dated by all applicable parties. An approved LOA does not automatically suspend payments due under a financing agreement; any payment modification must be separately approved under that agreement.

### Failure to Return from an Approved LOA

A student who does not return on the approved LOA return date, and who has not received an approved extension within the allowable LOA period, will be considered withdrawn. A student who stops attending without an approved LOA will be withdrawn in accordance with BHI's attendance and withdrawal policies. For refund purposes, the LDA is the last documented date actually attended. The Date of Determination is the earlier of the date the student notifies BHI that they will not return or the approved LOA return date when the student fails to return.

### Pregnancy, Breastfeeding, and Laser Practical Training

Students may request an LOA for pregnancy, childbirth, or related medical circumstances. Based on safety guidance applicable to the laser equipment used by BHI, students who are pregnant or breastfeeding may not participate in the thirty (30) clock hours of hands-on laser practical training while the applicable restriction is in effect. The restriction does not prohibit electrolysis practical training, classroom/theory instruction, or other program activities the student is otherwise medically able to perform. Medical clearance may be required before return; medical clearance does not override applicable laser-equipment safety restrictions. Any remaining required laser practical hours must be completed after the restriction ends and before graduation, subject to instructor, equipment, and class availability.

## MAKEUP HOURS POLICY / EXTRA INSTRUCTIONAL CHARGES

- Students must complete 100% of all required program clock hours before graduation.
- The Anticipated End Date in the Enrollment Agreement is the end of the regular contracted instructional schedule. Students who have not completed all required clock hours by that date must complete remaining hours through approved makeup instruction.
- BHI does not routinely provide makeup instruction during the regularly scheduled instructional period. Makeup is normally scheduled during designated makeup periods after the Anticipated End Date. Limited pre-End-Date makeup may be approved by Administration, subject to availability.
- All missed instructional time remains missed scheduled time for attendance purposes and must be completed before

graduation.

## Excused Absences

An absence may be considered excused when supported by appropriate documentation for circumstances such as medical reasons, legal obligations, bereavement, or military obligations. Documentation must identify the student and applicable date(s) and should be submitted within seventy-two (72) hours unless circumstances reasonably prevent timely submission. Approved makeup instruction associated with a properly documented excused absence is not subject to an extra instructional charge.

## Unexcused Absence Allowance and Extra Instructional Charge

- Full-Time students: up to three (3) days / eighteen (18) clock hours of approved post-End-Date makeup instruction at no additional charge.
- Part-Time students: up to five (5) days / twenty (20) clock hours of approved post-End-Date makeup instruction at no additional charge.

After the applicable no-charge allowance has been exhausted, BHI may assess an extra instructional charge of $25 per clock hour for actual approved, supervised makeup instruction attended after the Anticipated End Date for unexcused missed time. BHI does not assess the $25 charge merely because an hour was missed. Makeup instruction completed on or before the Anticipated End Date, when specifically approved by Administration, is not subject to the extra instructional charge.

## Makeup Hour Rules

- Students must attend makeup instruction according to the schedule assigned by BHI. No separate student registration or sign-up is required.
  • Scheduled makeup dates are provided to students at the beginning of each instructional term.
  • Near the end of the instructional term, BHI will communicate the finalized makeup schedule identifying the specific makeup days each student is required to attend based on the student's hours owed.
  • Students are assigned to the first available designated makeup days in chronological order until the required makeup hours are completed. For example, if a student owes three makeup days and seven makeup days are available, the student is expected to attend the first three applicable days.
  • Students may not skip an assigned earlier makeup day or select later makeup days based solely on personal preference. Any exception must be approved by School Administration.
  • Students must clock in and out for all makeup instruction and receive clock-hour credit only for actual approved instructional time completed.
  • Students are required to make up only the instructional time they missed and must participate in assigned instructional activities during makeup time.
  • Time spent on breaks or non-instructional activities does not count toward makeup hours.
  • When an extra instructional charge applies, BHI will provide the student written notice of the makeup hours owed and the applicable charge.
  • Failure to attend an assigned makeup day does not result in clock-hour credit. The missed makeup hours remain owed, and BHI will determine the next available makeup opportunity, subject to instructor, classroom, equipment, schedule, SAP, and Maximum Time Frame requirements.
  • All regular BHI conduct, dress, attendance, sanitation, and safety policies remain in effect during makeup instruction.
  • If makeup instruction is required because of a school closure or another circumstance caused by BHI, the student will not be assessed an extra instructional charge.

SATISFACTORY ACADEMIC PROGRESS (SAP) POLICY

This Satisfactory Academic Progress (SAP) Policy applies to every student enrolled in a BHI clock-hour program and is applied consistently to students enrolled in the same program and attendance schedule. The policy is published in the School Catalog and is made available to applicants prior to enrollment.

SAP is measured cumulatively using both quantitative (attendance) and qualitative (academic performance) standards at the established evaluation periods. Students must meet both standards, together with all other applicable SAP requirements, to be considered making Satisfactory Academic Progress.

## Academic Year and Academic Weeks

For SAP measurement purposes, BHI defines the Academic Year according to the student's attendance schedule. The Academic Year for Full-Time students is 900 clock hours over 30 Academic Weeks, and the Academic Year for Part-Time students is 900 clock hours over 45 Academic Weeks. An Academic Week is a period of seven (7) consecutive calendar days that includes at least one day of regularly scheduled instruction or examination. All BHI programs are one Academic Year or less under the applicable attendance-schedule Academic Year definition.

Using these definitions, the corresponding Academic Weeks for each BHI program and attendance schedule are shown below. When a proportional calculation results in a partial week, the Academic Week requirement is rounded up to the next whole Academic Week.

| Program / Schedule | Program Clock Hours | BHI Academic Year | Corresponding Program Academic Weeks |
|---|---|---|---|
| Electrolysis & Laser – Full-Time | 320 | 900 clock hours / 30 Academic Weeks | 11 |
| Electrolysis & Laser – Part-Time | 320 | 900 clock hours / 45 Academic Weeks | 16 |
| Facial/Skin Care Specialist – Full-Time | 320 | 900 clock hours / 30 Academic Weeks | 11 |
| Facial/Skin Care Specialist – Part-Time | 320 | 900 clock hours / 45 Academic Weeks | 16 |
| Medical Aesthetician – Full-Time | 640 | 900 clock hours / 30 Academic Weeks | 22 |
| Medical Aesthetician – Part-Time | 640 | 900 clock hours / 45 Academic Weeks | 32 |

The Academic Weeks shown above are used solely for purposes of establishing SAP evaluation periods and are not intended to represent the student's approximate calendar program length. Approximate program length is based on the student's actual attendance schedule and school calendar and is stated separately in the Enrollment Agreement and Catalog.

## SAP Evaluation Periods

BHI bases SAP evaluation periods on scheduled clock hours. A student reaches a SAP evaluation point when both the applicable scheduled clock-hour requirement and the applicable Academic Week requirement have been reached. The scheduled-hour component of the evaluation period is not delayed because a student was absent or otherwise failed to complete some of the scheduled hours.

Because each BHI program is one Academic Year or less, each program is divided into two evaluation periods. The first evaluation occurs at the midpoint of the program after both one-half of the scheduled program clock hours and one-half of the applicable Academic Weeks have been reached. The second (final) evaluation occurs when both the program's total scheduled clock hours and the corresponding Academic Weeks have been reached. BHI will evaluate both academic and attendance SAP at the conclusion of each evaluation period, and each required evaluation will be completed within seven (7) School Business Days following the established evaluation point.

| Program / Schedule | First SAP Evaluation | Second (Final) SAP Evaluation |
|---|---|---|
| Electrolysis & Laser – Full-Time | 160 scheduled clock hours + 6 Academic Weeks | 320 scheduled clock hours + 11 Academic Weeks |
| Electrolysis & Laser – Part-Time | 160 scheduled clock hours + 8 Academic Weeks | 320 scheduled clock hours + 16 Academic Weeks |
| Facial/Skin Care Specialist – Full-Time | 160 scheduled clock hours + 6 Academic Weeks | 320 scheduled clock hours + 11 Academic Weeks |
| Facial/Skin Care Specialist – Part-Time | 160 scheduled clock hours + 8 Academic Weeks | 320 scheduled clock hours + 16 Academic Weeks |
| Medical Aesthetician – Full-Time | 320 scheduled clock hours + 11 Academic Weeks | 640 scheduled clock hours + 22 Academic Weeks |
| Medical Aesthetician – Part-Time | 320 scheduled clock hours + 16 Academic Weeks | 640 scheduled clock hours + 32 Academic Weeks |

If a school closure, approved calendar adjustment, or another scheduling circumstance causes the clock-hour and Academic Week milestones to occur at different times, the evaluation period ends only after both requirements have been reached.

## Determination of Progress Status

At each SAP evaluation, BHI evaluates cumulative academic performance and cumulative attendance. Students who meet the minimum academic and attendance requirements are considered to be making Satisfactory Academic Progress until the next

established evaluation. Students receive access to their SAP evaluation results through BHI's Student Information System (SIS) or another written/electronic method used by the school.

BHI will notify any student whose academic performance or attendance is below the applicable SAP standard and will apply the Warning, appeal, Probation, academic-plan, or dismissal provisions of this policy, as applicable.

## Attendance Progress Evaluations

Students must maintain a minimum cumulative attendance rate of 87%. At each SAP evaluation point, cumulative attendance is calculated by dividing the student's actual clock hours completed by the clock hours scheduled as of the applicable evaluation point. A student who maintains at least 87% cumulative attendance will, at the same rate of attendance, complete the program within the 115% Maximum Time Frame.

Excused and unexcused absences are included in the attendance calculation. Documentation of an excused absence does not restore clock-hour credit or exempt the student from the 87% attendance requirement. Documentation may affect whether an extra instructional charge is assessed under BHI's applicable makeup-hour policy. All required program clock hours must be completed before graduation.

## Academic Progress Evaluations

The qualitative component of SAP is based on cumulative academic performance. Students must maintain a minimum cumulative academic grade average of 70% or higher. Academic learning is evaluated through the methods established for the applicable program, including tests, quizzes, assignments, practical evaluations, projects, clinical or hands-on requirements, and other required assessments.

Practical work is evaluated using BHI's written practical-evaluation criteria. Required practical assignments and competencies must be completed satisfactorily in accordance with the applicable program requirements. Students must make up missed tests and incomplete assignments as required by BHI policy.

| Grade | Percentage | Description |
|---|---|---|
| A | 92-100 | Excellent |
| B | 83-91 | Good |
| C | 70-82 | Satisfactory / Minimum Passing Grade |
| F | 69 or below | Failing |

## Maximum Time Frame

Students must complete all program requirements within a Maximum Time Frame of 115% of the program's scheduled length. The Maximum Time Frame is an outer limit for program completion and does not give a student an automatic right to miss 15% of the program or waive BHI's 87% attendance requirement.

| Program | Program Hours | Maximum Scheduled Hours (115%) |
|---|---|---|
| Electrolysis & Laser | 320 | 368 |
| Facial/Skin Care Specialist | 320 | 368 |
| Medical Aesthetician | 640 | 736 |

A student who exceeds the applicable Maximum Time Frame without completing all program requirements will be withdrawn from the program. BHI will not place a student on a Leave of Absence because the student has exceeded the Maximum Time Frame.

## SAP Warning and Reestablishing Satisfactory Academic Progress

A student who does not meet the minimum SAP standards at the first evaluation will be placed on SAP Warning for one evaluation period. A student on SAP Warning is considered to be making Satisfactory Academic Progress during the Warning period and may continue enrollment. BHI will provide written notice of the determination and may provide corrective-action guidance identifying the attendance, academic, or other requirements the student should address before the next evaluation.

A student reestablishes Satisfactory Academic Progress by achieving at least the required 87% cumulative attendance rate and 70% cumulative academic grade average, together with all other applicable SAP requirements, by the applicable

evaluation point or by satisfying the requirements of an approved academic plan as described below.

## SAP Appeal and Probation

A student who receives a negative SAP determination that may result in dismissal, including after an applicable Warning period or at the second (final) SAP evaluation, may submit a written appeal to BHI within five (5) business days of receiving the determination. The appeal must explain the mitigating circumstances that prevented the student from meeting SAP, include applicable supporting documentation, explain what has changed in the student's circumstances, and explain why the student believes they will be able to meet SAP standards by the next applicable evaluation point, if one remains, or successfully follow an approved academic plan that will allow the student to meet SAP standards by a specific point within the applicable Maximum Time Frame.

Mitigating circumstances may include the death of a relative, illness or injury of the student, or other documented circumstances beyond the student's control. BHI will review the appeal and provide the student with a written decision within five (5) business days after receiving the completed appeal. The appeal, supporting documentation, and BHI's decision will be maintained in the student's file.

If the appeal is approved, the student may be placed on SAP Probation. Before placing the student on Probation, BHI must determine that either (1) the student can meet SAP standards by the next scheduled evaluation point, when one remains, or (2) the student can successfully follow an academic plan that identifies measurable requirements and a specific point within the applicable Maximum Time Frame by which the student must meet BHI's SAP standards. A student on SAP Probation is considered to be making Satisfactory Academic Progress during the approved Probation period, and a student who is progressing according to an approved academic plan is considered to be making Satisfactory Academic Progress.

At the end of the Probation period or at the specific point established in an approved academic plan, the student must either meet BHI's SAP requirements or satisfy the requirements of the approved academic plan to remain enrolled. If the appeal is denied, or if the student fails to meet the applicable SAP or academic-plan requirements, the student will be dismissed in accordance with BHI policy.

## Final SAP Evaluation and Completion Opportunity

Because each BHI program has only two evaluation periods, a student who does not meet SAP at the second (final) evaluation, whether or not the student was previously on SAP Warning, has no subsequent regular SAP evaluation period remaining. The student will receive written notice of the determination and an opportunity to appeal before dismissal within five (5) business days, as described in the SAP Appeal and Probation section. A student who submits a timely appeal may continue in approved instructional or completion activities while the appeal is under review. Continuation during the appeal review does not by itself change the student's SAP status or guarantee approval of the appeal. If the appeal is approved, the student will be placed on SAP Probation under an approved academic plan that identifies the specific attendance, academic, clock-hour, or other requirements the student must satisfy and a specific point within the applicable Maximum Time Frame by which those requirements must be met. BHI will review and document the student's progress at the point established in the academic plan. This review does not create an additional regular SAP evaluation period. A student who has reached the end of the regularly scheduled program but still owes actual clock hours may continue completing approved remaining requirements under the Probation/academic plan, provided the student remains capable of completing all program requirements within the applicable Maximum Time Frame. The student will not graduate until all required program clock hours and all other graduation requirements have been completed. If the student does not submit a timely appeal or the appeal is denied, the student will be dismissed. If the student fails to satisfy the approved academic plan by the specified point or cannot complete all program requirements within the applicable Maximum Time Frame, the student will be dismissed or withdrawn, as applicable, in accordance with BHI policy.

## Leave of Absence and Program Interruptions

An approved Leave of Absence (LOA) extends both the student's contract period and Maximum Time Frame by at least the same number of calendar days as the approved LOA. No clock hours are scheduled during an approved LOA; days on an approved LOA are not included in the student's cumulative attendance calculation and do not count toward the scheduled clock-hour or Academic Week requirements of an evaluation period, so the student's evaluation point is extended by the length of the LOA. A student returning from an approved LOA returns in the same SAP status held immediately before the LOA. BHI does not place a student on an LOA as a consequence of failing SAP, excessive absences, or exceeding the Maximum Time Frame; an LOA must be requested and approved in accordance with BHI's Leave of Absence Policy.

### Transfer Hours and Re-entry

Transfer hours from another institution that are accepted toward the student's educational program are counted as both attempted and completed hours for purposes of determining when the allowable Maximum Time Frame has been exhausted. For students with accepted transfer hours or retained hours upon re-entry, SAP evaluation periods are based on the student's actual Contracted Clock Hours at BHI and the applicable Academic Weeks.

A student who withdraws and is later approved for re-entry returns in the same SAP status held at the time of withdrawal. Re-entry does not reset prior SAP status, completed hours, or other applicable SAP measurements.

### Incompletes, Withdrawals, Repetitions, and Noncredit/Remedial Courses

Course Incompletes: If an Incomplete is issued, it is not considered successfully completed for SAP purposes until the required work is completed. If the student does not complete the required work by the end of the SAP evaluation period following the one in which the Incomplete was issued, or by the program end date, whichever comes first, the Incomplete converts to an F.

Withdrawals: A student who withdraws and is later approved for re-entry returns in the same SAP status held at the time of withdrawal.

Repetitions and Noncredit/Remedial Courses: Course repetitions and noncredit remedial courses do not apply to BHI; therefore, they have no effect upon BHI's Satisfactory Academic Progress standards. A permitted retake of a failed chapter test under BHI's grading policy is not considered repetition of a course or program.

### Title IV Federal Student Aid

Title IV federal student aid is currently not available at BHI. Accordingly, Title IV financial-aid eligibility provisions do not currently apply to BHI's SAP determinations. If BHI later participates in Title IV programs, the SAP policy will be revised as necessary before implementation.

### Access to SAP Evaluation Results

Students will be provided access to SAP evaluation results through BHI's Student Information System (SIS) or another written/electronic method used by the school. Students who are not meeting SAP at a scheduled evaluation will be notified in writing of the determination and of the applicable next steps under this policy.

## DISCIPLINARY POLICIES

BHI may use counseling, written warnings, corrective-action directives, or other disciplinary measures when appropriate. Progressive discipline is not required when the nature or severity of the conduct warrants immediate action. Attendance and academic deficiencies are also subject to BHI's SAP Policy.

## DISMISSAL / TERMINATION POLICY

BHI may dismiss or terminate a student for failure to comply with the Enrollment Agreement, School Catalog, Student Code of Conduct, attendance or SAP requirements, financial obligations, safety requirements, or other published school policies. Serious violations involving violence, threats, harassment, weapons, illegal substances, dishonesty, or an immediate safety risk may result in immediate dismissal without progressive disciplinary action.

BHI will provide written notice of dismissal or termination. Except where a separate appeal procedure applies under the SAP Policy, a student may appeal a dismissal in writing within five (5) business days of the dismissal date. BHI will provide a written determination within five (5) business days after receiving the appeal.

After dismissal or termination, the student may not return to BHI property, including the parking lot; purchase products or supplies; receive services; attend continuing education classes; or participate in other BHI activities unless authorized in writing by School Administration. Any refund or remaining balance is calculated under the General Refund Policy. BHI does not charge a separate termination, withdrawal, or administrative fee.

## General Grounds for Dismissal

- Failure to meet Satisfactory Academic Progress requirements; excessive absenteeism or tardiness; failure to meet attendance requirements; or failure to complete the program within the Maximum Time Frame.
- Violation of the Enrollment Agreement, School Catalog, Student Code of Conduct, or another published policy, including unsafe, unprofessional, violent, threatening, harassing, discriminatory, or disruptive conduct.
- Possession, use, distribution, or sale of weapons, drugs, alcohol, or illegal substances on school property.
- Serious misconduct, including violence, academic dishonesty, theft, bullying, harassment, threats, or other serious violations of school policy.
- Failure to follow instructor or Administration directions, sanitation or clinical safety requirements, program requirements, or financial obligations; or another material violation of the Enrollment Agreement or Catalog.

# WITHDRAWAL POLICY

Students should submit withdrawal notices in writing by email, mail, or hand delivery. Failure to provide written notice does not prevent BHI from determining an unofficial withdrawal based on attendance records. A withdrawal, whether official or unofficial, is processed under BHI's General Refund Policy. A student who withdraws and is later approved for re-entry returns in the same SAP status held at the time of withdrawal.

# REFUND POLICY

## General Refund Policy

- BHI applies this policy to all terminations for any reason by either party, including student cancellation, voluntary or administrative withdrawal, dismissal, course or program cancellation, and permanent school closure.
- Students should submit withdrawal notices in writing by email, mail, or hand delivery. Failure to provide written notice does not prevent BHI from determining an unofficial withdrawal based on attendance records.
- Refunds are based on amounts actually received by BHI and the charges earned under this policy. Any refund due will be issued to the student or applicable funding source, as appropriate, within thirty (30) calendar days after the Date of Determination. Any remaining balance owed to BHI becomes due, subject to any applicable financing agreement.

## Cancellation and Withdrawal

- If BHI does not accept an applicant, all amounts paid to BHI will be refunded.
- If the student, or the student's parent/legal or natural guardian when applicable, cancels in writing within three (3) business days after signing the Enrollment Agreement, all amounts paid will be refunded and all payment obligations will be canceled, whether or not instruction has begun. BHI does not charge a separate application fee.
- If the student cancels after three (3) business days after signing the Enrollment Agreement but prior to entering classes, BHI will refund all amounts paid, less the $150 registration fee.
- For refund purposes, a student is considered to have entered classes when the student first attends a scheduled instructional activity and BHI records the student as attending. Activation, assignment, or access to an online book, learning platform, or other instructional resource by itself does not constitute entering classes when no clock-hour attendance is awarded for that activity.

## Tuition Adjustment After Attendance Begins

- After the student enters classes, the percentage completed for tuition-refund purposes is calculated by dividing the Scheduled Hours through the Last Date of Attendance (LDA) by the student's total Contracted Clock Hours.
- Less than 50% completed: Contracted Tuition owed to BHI is calculated on a pro-rata basis.
- 50% or more completed: BHI has earned 100% of the Contracted Tuition.
- This calculation applies to tuition only. Registration fees and Online Access, Books, and Materials charges are treated separately as stated below.

**Medical Aesthetician Program Change to a Standalone Component**

The standard Medical Aesthetician tuition-adjustment calculation above does not apply when a student qualifies for and is approved for the Medical Aesthetician program change described in the Program Changes section of this Catalog. In that circumstance, the student is continuing enrollment at BHI in the corresponding standalone program rather than withdrawing from BHI.

BHI will recalculate the student's account using the full published standalone tuition and applicable charges for the program being completed. The original $150 registration fee will be applied to the standalone enrollment and will not be charged again. Applicable charges for the unstarted second component will be removed as provided in this policy. Prior payments will be credited to the recalculated account.

If the student instead stops attending BHI and does not continue in the corresponding standalone program, the standard cancellation and refund provisions apply to the Medical Aesthetician Enrollment Agreement.

## Registration Fee

The $150 registration fee becomes non-refundable after the three (3)-business-day cancellation period has expired, except when otherwise required to be refunded under this policy.

## Online Access, Books, and Materials

The three (3)-business-day cancellation right applies to all Online Access, Books, and Materials charges. After the cancellation period has expired and the student has entered classes, the charge for an applicable required item becomes non-refundable once that item has been provided to the student: a physical item is provided when physically issued, and online access is provided when the student has actually logged into and accessed the platform. Assignment, ordering, or activation by BHI alone does not make an item non-refundable. Physical items returned unopened and in resalable condition within seven (7) calendar days of issue will have the charge removed.

For Medical Aesthetician students, materials are normally provided when the student begins the applicable 320-hour component. Charges associated with a later component remain refundable until the student enters that component and the applicable items are provided. If the student withdraws before entering the second component, amounts paid toward second-component materials that have not become non-refundable will be refunded or removed from the student's outstanding balance, as applicable.

## Last Date of Attendance, Scheduled Hours, and Date of Determination

The Last Date of Attendance (LDA) is the student's last documented date of actual attendance according to BHI's official attendance records. Scheduled Hours are all contracted program hours scheduled from the program Start Date through and including the LDA, whether or not the student attended each scheduled hour. Hours scheduled after the LDA are excluded from the tuition refund calculation.

The Date of Determination (DOD) is the date BHI determines that the student has withdrawn or that enrollment has been terminated and establishes the thirty (30)-calendar-day refund deadline. For an official withdrawal, the DOD is the date written notice is received by BHI, or the postmark date if mailed. For an unofficial withdrawal, the DOD is the date BHI documents its determination. For dismissal, the DOD is the date enrollment is terminated. For failure to return from an approved LOA, the DOD is the earlier of the scheduled return date or the date the student notifies BHI that they will not return.

## Consecutive Absence / Administrative Withdrawal

Except while on an approved Leave of Absence, a student who is absent for ten (10) consecutive days of scheduled school attendance will be administratively withdrawn from BHI, regardless of whether the student has communicated an intention to return. Communication with BHI does not extend the ten-day consecutive-absence limit. For refund purposes, the Last Date of Attendance remains the student's last documented date of actual attendance. This provision is the same policy stated under the Attendance Policy section of this Catalog.

## Refund Calculation

1. Scheduled Hours Through LDA ÷ Total Contracted Clock Hours = Percentage Completed.

2. If less than 50%: Contracted Tuition × Percentage Completed = Tuition Owed.

3. If 50% or greater: 100% of Contracted Tuition = Tuition Owed.

4. Add the $150 registration fee when non-refundable under this policy.

5. Add only those Online Access, Books, and Materials charges that have become non-refundable under this policy.

6. Tuition Owed + Applicable Non-Refundable Charges = Total Amount Owed to BHI.

7. Payments Received by BHI − Total Amount Owed to BHI = Refund Due or Remaining Balance.

**Exception:** An approved Medical Aesthetician program change to a standalone component is calculated under the Medical Aesthetician Program Change provision above and is not calculated as a withdrawal from the 640-clock-hour Medical Aesthetician program.

# PROGRAM & COURSE CANCELLATIONS

If BHI cancels or postpones a program after a student has enrolled but before instruction begins, BHI will provide a full refund of all amounts paid within thirty (30) calendar days of notice. At the student's written election, amounts paid may instead be applied in full toward another available start date for the same program.

If BHI cancels or discontinues a program after instruction has begun, BHI will, as applicable and at its option, provide a prorated refund, resume instruction within thirty (30) calendar days, arrange an approved teach-out, or provide a full refund of all amounts paid. If BHI permanently closes after instruction has begun, BHI will arrange an approved teach-out or provide the applicable prorated refund.

If BHI cancels or postpones a short training or continuing education course after accepting payment, BHI will provide a full refund of all amounts paid. At the student's election, amounts paid may instead be applied to another available date for the same course. Student-initiated cancellation of a short training or continuing education course is governed by the applicable Continuing Education Enrollment Agreement.

### Collection Policy

BHI's collection procedures will reflect ethical business practices. Collection correspondence from BHI or any bank, collection agency, attorney, financing provider, or other third party acting on BHI's behalf will acknowledge the existence of BHI's General Refund Policy. If BHI sells or discounts a promissory note or tuition contract to a third party, that third party must comply with BHI's cancellation and settlement policy.

# GRIEVANCE / COMPLAINT POLICY

BHI uses a three-step grievance process designed to address student complaints promptly and fairly, beginning with early resolution whenever possible.

### 1. Early Resolution

A student with a complaint or grievance should first attempt to resolve minor concerns with the instructor, Student Affairs, and/or the individual involved. If the student is not satisfied with the outcome or is uncomfortable addressing the matter directly, the student may file a formal grievance with the School Director. The student should initiate the grievance process within thirty (30) calendar days of the matter giving rise to the complaint.

A formal grievance form is available through BHI's Student Information System (SIS) and from Student Affairs. A detailed written complaint submitted by email may also be accepted as the formal grievance and documented in the SIS by Administration. The School Director will review and investigate the complaint and provide a written report of findings and recommended resolution within ten (10) business days of receiving the formal grievance.

### 2. Senior Leadership Review

If the complaint is not resolved through Early Resolution, the student may submit a written request for a Senior Leadership Review. The President, CEO, or another designated senior leader will review the complaint, the School Director's findings and recommendation, and any additional appropriate information. Senior Leadership will provide a written report of findings and recommended resolution within ten (10) business days of receiving the request.

### 3. Hearing Request

If the Senior Leadership Review does not resolve the complaint, the student may request a hearing with the BHI Board of Directors. The written request must describe the unresolved matter, the resolution or remedy requested, and include copies of written responses from the prior stages. A special meeting of the Board of Directors will be scheduled within thirty (30) School Business Days of receiving the completed request. The Board will review the matter and provide a written decision following the hearing.

### Confidentiality and Non-Retaliation

BHI will maintain grievance-related information confidentially to the extent reasonably possible while allowing a complete and fair review. Retaliation against a student for submitting a complaint, participating in an investigation, or providing

grievance-related information is prohibited.

### External Complaints

Students are encouraged to use BHI's internal grievance procedure so the school has an opportunity to address concerns promptly. Nothing in this policy prevents a student from filing a complaint directly with the Commission for Independent Education, NACCAS, or another applicable regulatory agency as permitted by law.

Commission for Independent Education
325 West Gaines Street, Suite 1414
Tallahassee, Florida 32399-0400
Telephone: (850) 245-3200 | Toll Free: (888) 224-6684

National Accrediting Commission of Career Arts & Sciences (NACCAS)
3015 Colvin Street
Alexandria, VA 22314
Telephone: (703) 600-7600 | www.naccas.org

BHI maintains records of formal complaints, investigations, findings, written responses, and resolutions in accordance with its record-retention practices.

## STUDENT SERVICES

### New Student Information and Class Syllabus

New students will receive a program syllabus on the first day of class, which is available through Milady's CIMA online platform.

### General Student Advising

Student Affairs is available to students by phone, email, and scheduled appointment. Students may contact Student Affairs directly or request an appointment through the front desk. Student Affairs support is available throughout the student's enrollment and is scheduled based on staff availability and student need.

### Academic & Attendance Advising

Student advising is available throughout a student's enrollment. Student Advising is required of any students who have a grade average below 70% or have unsatisfactory attendance that is below 87%.

### Job Placement Advising

**Employment-assistance training — professionalism, resume development, interview preparation and job-search skills — is delivered within each program's curriculum (EL-112, FAC-104, and MA-130). In addition, BHI may distribute employment opportunities to students and graduates through school postings, email, or other school communication channels. Beauty and Health Institute does not guarantee employment or placement.**

### Student Records / Transcripts

BHI maintains student records in secure physical and/or electronic systems. Students may request access to their records in writing. For a dependent minor, a parent or legal/natural guardian may receive access to the extent permitted by applicable law. BHI provides NACCAS and authorized regulatory/governmental agencies access when required or permitted for accreditation and oversight. Third-party disclosures are made only as authorized by the student or as otherwise permitted or required by law.

The initial official transcript released at graduation is included at no additional charge. Additional or replacement transcripts are $25 per copy, digital or printed.

## Diplomas and Modality Certificates

BHI issues the applicable diploma and official transcript in accordance with the Graduation Requirements and Release of Graduation and Licensing Documents policies in this Catalog. A duplicate replacement of an issued BHI diploma is $75.

Students and BHI alumni may optionally purchase additional modality certificates for $150 each when the modality was included in the student's completed BHI training. These optional certificates do not include additional training or clock hours and are not required for graduation or licensure.

## Perfect Attendance Recognition

BHI recognizes students who complete their program with perfect attendance. A student qualifies by attending 100% of scheduled clock hours from the Start Date through program completion, with no absences, tardies, or early departures, and without requiring makeup hours. Scheduled school closures and approved Leaves of Absence do not affect eligibility. Qualifying graduates receive a Certificate of Perfect Attendance at no charge at graduation. This certificate recognizes attendance only; it is not a program credential and is separate from the diploma awarded upon completion of the program.

## State Board Exams, Licensure Fees, and Fingerprinting Assistance

Some BHI programs require a state, board, or third-party examination and/or separate license, registration, or application fees. These charges are not included in BHI tuition or institutional fees and are paid directly to the applicable agency or testing organization. Outside-agency fees and requirements are subject to change and are outside BHI's control.

For student convenience, BHI may periodically arrange on-campus fingerprinting through an approved third-party provider. Use of this service is optional; students may choose another approved provider. Fingerprinting is not part of the curriculum and does not count toward instructional clock hours.

## Library Resources

BHI maintains a library of reference books, study guides, professional journals, and program-related materials in the Administration office. Students may access these resources during school hours through Student Affairs or Administration. Materials borrowed from the library must be returned in good condition; BHI may charge replacement cost for lost or damaged items.

## Recommendation Letters

Recommendation letters are issued at the discretion of the instructor and/or School Administration and are reserved for students who demonstrate exceptional attendance, academic performance, professionalism, and conduct throughout enrollment. To be considered, a student must:

- Maintain Satisfactory Academic Progress throughout enrollment.
- Maintain a minimum academic grade of 80% or higher in theory and practical coursework, as applicable.
- Successfully complete all required practical, clinical, and program competencies.
- Have no formal written warning letters or violations of the Student Code of Conduct during enrollment.
- Demonstrate consistent professionalism, reliability, participation, and appropriate interaction with instructors, staff, clients, and other students.
- Complete all graduation requirements and required program clock hours.
- Be in good financial standing with BHI when the recommendation is requested.

Meeting these criteria makes a student eligible for consideration but does not guarantee that a recommendation letter will be issued.

## Professional Assistance Referrals

BHI does not provide medical, mental-health, legal, domestic-violence, family-planning, substance-use, grief, or anger-management treatment services. Student Affairs maintains and may provide referral information for community and professional resources in these areas when a student requests assistance or when staff believe outside support may be beneficial. Students may also contact emergency services directly when immediate assistance is required.

## Transportation

Public transportation is available to and from the surrounding area(s) near the school.

## Parking

The school offers free parking for all students. The school is not responsible for any vehicles that are damaged or towed.

## Child Care

The school does not offer childcare, but it does maintain a list of childcare facilities near the school.

## Housing

The school does not offer housing, but housing is available near the school. If housing is needed, the school does maintain a list of apartment rentals near the school.

## Children & Pets

Students should not bring children or animals inside the school. No children under 18 years of age are allowed to receive facial aesthetics services. No one under 18 should receive Electrolysis and Laser services.

## Medical Services

Students who experience an injury while on school property should report it to Administration and their instructor as soon as reasonably possible. An injury is considered, but not limited to: cuts, lacerations, scrapes, burns, allergic reactions, etc. Arviv Medical Aesthetics, a separately owned and operated medical aesthetics practice, provides free care for any superficial, school-related injury that occurs on school property. Arviv Medical Aesthetics is located in the Westchase area of Tampa, FL.

If the student suffers any major injury, they should report to the local emergency room or their primary care doctor. A major injury is considered, but not limited to: sprains, dislocations, broken bones, severe burns, bloodborne pathogens, internal injuries, etc.