



COURSE CATALOG

**Beauty and Health Institute
11309 Countryway Blvd.
Tampa, FL 33626
813.749.1800**

April 2017

Volume XII

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About Beauty and Health Institute

Beauty and Health Institute is the doing business as (DBA) name for Electrolysis Institute of Tampa, Inc., which was incorporated as a post-secondary vocational school on April 14, 2006, by Rita Kruse and Don Kruse. The school accepted its first students on December 16, 2006, and graduated its first class in February 2007.

The school's name was changed to Beauty and Health Institute in 2009 to reflect its broadening array of educational offerings. It operates as a privately held business corporation subject to the educational standards and requirements of the Florida Commission for Independent Education, Florida Department of Education.

The Beauty and Health Institute's five post-secondary occupational education programs: Electrolysis, Massage Therapy, Permanent Make up, Facial/Skin Care Specialist, and Medical Aesthetician.

Graduates are awarded certificates and are offered assistance in preparing for applicable state licensing exams. The school also provides continuing education classes that enable professionals to refresh and expand their skills and maintain their licenses.

The school operates on a 12-month calendar system with programs. A full-time student's course load is 30 hours per week.

The Beauty and Health Institute uses a combination of traditional instructional techniques, including classroom lectures, hands-onlab/equipment training, and work-based activities to prepare students for gainful employment in their chosen professions. Continuing education is delivered using the same instructional methods. The school does not currently offer distance education but does make available digital media resources such as DVDs, CDs, and audio files that students can use at home to enhance their skills and knowledge.

Beauty and Health Institute does not discriminate on the basis of race, creed, color, sex, age, disability, or national origin.

Licensure

Beauty and Health Institute is licensed by the Florida Commission for Independent Education, Florida Department of Education-License #3416. Additional information may be obtained by contacting the Commission at the following address:

325 West Gaines Street, Suite 1414
Tallahassee, Florida 32399-0400
(850) 245-3200 Main Line
(888) 224-6684 Toll Free

Administration

Sunny Moroz	Director
Don Kruse	President
Tali Arviv MD	Vice President
Deisy Alvarez	School Administrator
Anastasia Moroz	Assistant Administrator
Samantha Reyes	Student Coordinator

Campus Facility

Beauty and Health Institute is located in Lexington Plaza in the fast-growing Westchase district of Tampa, Florida. The school's 5,000-square-foot facility features modern instructional and training space, including ten classroom/lab/practice treatment rooms, a library, a student lunch/break room, two restrooms, and administrative offices. Instructional space is furnished with up-to-date equipment and materials designed to help students learn and practice the very latest techniques. A complete list of the school's instructional equipment is available at the office.

Drug-Free/Smoke-Free Policy

Beauty and Health Institute is a drug-free, smoke-free environment. Smoking on campus will not be tolerated. Furthermore, the school has zero tolerance for drugs and alcohol. No student or employee may be on the school site under the influence of alcohol or drugs. Use of drugs or 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, president, as the contact person for any issues relating to campus security. Sunny Moroz, Director, is designated as the contact person if Mr. Kruse is unavailable. Beauty and Health Institute, Tampa Campus, refers all campus law enforcement issues to the Hillsborough County Sheriff's office as the school does not have private campus security personnel. Campus security statistics are provided each year. If any crime listed below is observed or if any person reveals that he/she learned of or was the victim of, perpetrator of, or witness to any crime listed below, immediately inform any staff member; an incident report should be completed. This applies to crimes in the building or in the parking lot of the school.

Crimes that should be reported are as follows: murder and non-negligent manslaughter; negligent manslaughter; forcible sex offenses; robbery; aggravated assault; burglary; motor vehicle theft; arson; all hate crimes involving bodily injury; and all liquor, drug, or weapons law violations. If you are in doubt as to whether a crime should be reported, please report the matter. For purposes of your reporting, please assume that a hate crime is any crime manifesting evidence that the victim was selected because of the victim's actual or perceived race, religion, sexual orientation, gender, ethnicity/national origin, or disability. It is important that any crime is reported in a timely fashion. Never hesitate to report a crime.

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 lot 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.

Vision and Mission

Beauty and Health Institute believes that persons 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:

- Ensure that all students reach graduate status and find employment in their field of study.
- Provide an atmosphere where learning is the focus of all activities.
- Create desire in students and graduates to become life-long learners.
- Improve the community served by creating a desire in students and graduates to respond to community needs by giving back as members of society and ambassadors of their profession.

Mission Statement

Beauty and Health Institute's mission is to provide training at a level that allows each student to achieve his/her 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, Board of Massage; 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.

Admissions Policy

Basic Admission Requirements

Individuals requesting admission to Beauty and Health Institute must meet the following minimum requirements:

- Must be at least 18 years old (16 or older for admission into the facial/skin-care program).
- Must possess a high school diploma, GED, or college degree.
- Must demonstrate good manual dexterity (full use of hands and fingers).
- Must have good communications skills and demonstrate basic English proficiency.

Before being accepted into a program, prospective students are advised of all program and ancillary costs, personally interviewed by administration, and must submit a signed Enrollment Agreement with program fees.

In order to determine student competency in English (or adequacy for the program), the director or his designee may request that the student respond in English, both verbally and in writing, to program-related questions.

Beauty and Health Institute does not discriminate on the basis of race, creed, color, sex, age, disability, or national origin.

Financial Requirements

Students must submit a completed and signed Enrollment Agreement and pay all base registration fees prior to being accepted into a training program.

Denial of Admissions

The school reserves the right to deny admission to a prospective student if one or more of the admissions requirements above are not met.

If an applicant is denied admission to the school, the school will fully inform the applicant of the nature of the denial. Applicants who are denied admission to the school may appeal that decision in writing to the director. The director will make the final judgment as to the denial based on the school's published policies.

The school will maintain a record of any applicant for at least 12 months.

Transfer Policy

Beauty and Health Institute considers courses for transfer from schools within Florida and the US that have been accredited by their regional or state associations. Transfer credits may also be considered from schools outside the United States that have been chartered or authorized by their governments. Beauty and Health Institute cannot accept more than 75% of previous credits earned at another institute towards a program; the transfer student must attain at least 25% of credits from Beauty and Health Institute.

Generally, Beauty and Health Institute accepts transfer credits from institutions licensed by the Florida Department of Education, Commission for Independent Education. To be eligible for transfer credit, courses must have been completed with a grade of C or better. Occupational course credits earned more than five years prior to the time of request will not be accepted for transfer; certain occupational/technical programs may have more stringent requirements.

To transfer from another institution, students must submit official transcripts to Beauty and Health Institute for review and evaluation by the director and/or appropriate faculty advisor. Beauty and Health Institute decides what credits transfer and whether those classes meet Beauty and Health Institute program requirements. Advisors evaluating the courses to be transferred look at course content and description to see if the class meets specified requirements.

Transferring between Beauty and Health Institute programs is allowed only in special cases where the program content and clock hour requirements are sufficiently similar. Internal program transfers are subject to the discretion and approval of the director.

Transferring Credit to Other Institutions

The transfer of credits from Beauty and Health Institute to other schools is at the sole discretion of the receiving institution. Students should confirm in advance whether credits will be accepted by another institution in the event they plan to continue their education after leaving Beauty and Health Institute.

Tuition and Fees

Electrolysis Program Cost

Tuition	\$5,000
Registration Fee	\$100
Books and Materials	\$400
Total Program Cost	\$5,500

Facial/Skin Care Specialist Program Cost

Tuition	\$3,700
Registration Fee	\$100
Books and Materials (Text, Supplies, Kit)	\$500
Total Program Cost	\$4,300

Massage Therapy Program Cost

Tuition	\$7,150
Registration Fee	\$100
Books and Materials (Text, Charts, Supplies, Kit)	\$650
Total Program Cost	\$7,900

Medical Aesthetician Program Cost

Tuition	\$11,600
Registration Fee	\$100
Books and Materials (Text, Kit, Supplies)	\$900
Total Program Cost	\$12,600

Permanent Makeup Program Cost

Tuition	\$3,050
Registration Fee	\$100
Books and Materials (Text, Kit, Supplies)	\$1,350
Total Program Cost	\$4,500

Financial Aid

Title IV financial aid is currently not available.

Satisfactory Academic Progress Policy (SAP)

The Satisfactory Academic Progress Policy is consistently applied to all students enrolled at The Beauty & Health Institute. It is printed in the catalog to ensure that all students have access online to a copy prior to enrollment.

Satisfactory Academic Progress is measured by:

- The student's cumulative grade point average (CGPA);
- The student's rate of progress toward completion (ROP); and
- The maximum time frame (MTF) allowed to complete the academic program (150% for all programs).

**Standard Academic Progress (SAP) requirements must be met.
SAP is calculated at mid-point of the program.**

EVALUATION PERIODS

Students are evaluated for Satisfactory Academic Progress as follows:

Program	Total Clock Hours in Program	Evaluation Periods For SAP
Electrolysis	320	160
Facial/Skin-Care Specialist Program	260	130
Massage Therapy Program	580	290
Medical Aesthetician Program	650	325
Permanent Makeup Program	100	50

Transfer Students- Midpoint of the contracted hours or the established evaluation periods, whichever comes first. Evaluations will determine if the student has met the minimum requirements for SAP. The frequency of evaluations ensures that students have at least one evaluation by midpoint in the course. Transfer hours that are accepted are counted as both attempted and completed hours for the purpose of determining when the allowable maximum time-frame has been exhausted.

ATTENDANCE PROGRESS EVALUATIONS

Students are required to attend a minimum of 67% of the hours possible based on the applicable attendance schedule, in order to be considered maintaining satisfactory attendance progress. Evaluations are conducted at the end of each evaluation period to determine if the student has met the minimum requirements. The attendance percentage is determined by dividing the total hours accrued by the total number of hours scheduled. At the end of each evaluation period, The Beauty and Health Institute will determine if the student has maintained at least 67% cumulative attendance since the beginning of the course which indicates that, given the same attendance rate, the student will graduate within the maximum time frame allowed.

ACADEMIC PROGRESS EVALUATIONS

The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic learning. Students are assigned academic learning and a minimum number of practical experiences. Academic learning is evaluated after each unit of study. Practical assignments are evaluated as completed and counted toward course completion only when rated as satisfactory or better (the computer system will reflect completion of the practical assignment as a 100% rating). If the performance does not meet satisfactory requirements, it is not counted and the performance must be repeated. At least two comprehensive practical skills evaluations will be conducted during the course of study. Practical skills are evaluated according to text procedures and set forth in practical skills evaluation criteria adopted by The Beauty & Health Institute. Students must maintain a written grade average of 70% and pass a final written and practical exam prior to graduation. Students must make up missed tests and incomplete assignments. The following grade scale is utilized for theory and practical skill evaluation which utilizes a 100-point grading scale:

Grading System

A	100 to 90	Excellent
B	89 to 80	Very Good
C	79 to 70	Good/Acceptable
F	69 or Below	Failing
I	Incomplete	F if not made up within 30 days

A student is permitted to retake any failed exam once with the second grade substituting for the first, even if the second grade is lower. An Incomplete will convert to an F if the student does not make up his/her work within 30 days.

Maximum Time Frame

All program requirements must be completed within a **maximum time frame** of 1.5 times the normal program length, as measured in weeks and hours.

Maximum Time Frame Chart		
(Based on 150%)		
Program (s)	Maximum Weeks	Maximum Hours
Electrolysis (FT 30 hrs/wk) 320 Hours	23 (22.5)	480
Electrolysis (PT 15 hrs/wk) 320 Hours	48	480
Massage Therapy (FT 30 hrs/wk) 580 Hours	48	870
Massage Therapy (PT 15 hrs/wk) 580 Hours	97	870
Medical Aesthetician (FT 30 hrs/wk) 650	54	1025
Medical Aesthetician (PT 15 hrs/wk) 650	108	1025

Students exceeding the maximum time frame will be administratively withdrawn.

DETERMINATION OF PROGRESS STATUS

Students meeting the minimum requirements for academics and attendance at the evaluation point are considered to be making SAP until the next scheduled evaluation. Students will receive a hard-copy of their SAP determination at the time of each of the evaluations. Students deemed not maintaining SAP, will be placed on warning unless the student is on warning or has prevailed upon appeal resulting in a status of probation.

WARNING

Students who fail to meet minimum requirements for attendance or academic progress are placed on warning and considered to be making SAP while during the warning period. The student will be advised in writing on the actions required to attain SAP by the next evaluation. If, at the end of the warning period, the student has still not met both the attendance and academic requirements, he/she may be placed on probation .

PROBATION

Students who fail to meet minimum requirements for attendance or academic progress, at the next checkpoint after the warning period will be placed on probation and considered to be making SAP during the probationary period, if the student appeals the decision, and prevails upon appeal. Additionally, only students who have the ability to meet the SAP Policy standards by the end of the evaluation period may be placed on probation. Students placed on an academic plan must be able to meet requirements set forth in the academic plan by the end of the next evaluation period. Students who are progressing according to their specific academic plan will be considered making SAP. The student will be advised in writing of the actions required to attain SAP by the next evaluation. If at the end of the probationary period, the student has still not met both the attendance and academic requirements required for SAP or by the academic plan, he/she will be determined as NOT making SAP. The student must be eligible to graduate within the maximum time frame.

DISMISSAL DUE TO UNSATISFACTORY PROGRESS

A student, who was dismissed from The Beauty and Health Institute due to unsatisfactory progress, may appeal the dismissal to an owner in writing within 5 business days of the dismissal date. The Director will make a determination within 5 business days of receipt of the appeal and will respond to the dismissed student in writing. If the appeal is approved, the student will be re-admitted to The Beauty and Health Institute however; the student will follow the same Warning and Probation policies if applicable, upon re-entry. The student must achieve cumulative SAP by the next checkpoint in order to be eligible and to remain enrolled at The Beauty and Health Institute.

INTERRUPTIONS, COURSE INCOMPLETES, WITHDRAWALS

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

APPEAL PROCEDURE

If a student is determined to not be making satisfactory academic progress, the student may appeal the determination within five (5) calendar days. Reasons for which students may appeal a negative progress determination include death of a relative, an injury or illness of the student, or any other allowable special or mitigating circumstance. The student must submit a written appeal to The Beauty and Health Institute on the designated form describing why they failed to meet satisfactory academic progress standards, along with supporting documentation of the reasons why the determination should be reversed. This information should include what has changed about the student's situation that will allow them to achieve Satisfactory Academic Progress by the next evaluation point. Appeal documents will be reviewed and a decision will be made and reported to the student within five (5) days. The appeal and decision documents will be retained in the student file. If the student prevails upon appeal, the satisfactory academic progress determination will be reversed.

NONCREDIT, REMEDIAL COURSES, REPETITIONS

Noncredit, remedial courses and repetitions do not apply to this institution. Therefore, these items have no effect upon The Beauty and Health Institute's satisfactory academic progress standards.

TRANSFER HOURS

With regard to Satisfactory Academic Progress, a student's transfer hours will be counted as both attempted and earned hours for the purpose of determining when the allowable maximum time frame has been exhausted

INSTITUTIONS ATTENDANCE POLICY

In order to graduate, a student is required to complete 100% of the total hours in the program. The Beauty and Health Institute strongly encourages good attendance. For students who are absent for legitimate reasons must also provide appropriate documentation. Attendance is taken daily.

When a student is absent from school for fourteen (14) consecutive calendar days excluding holidays and scheduled breaks, the facility will notify the Academic Dean/Director of Education who, on the date of violation, must determine whether the student plans to return to school or has withdrawn. The determination must follow these guidelines:

- All students who state they will not return to school shall be promptly withdrawn;
- All students who state they will return must:
 - Attend class, the next scheduled class after the violation and post positive attendance thereafter
 - File an appeal within five (5) calendar days after the date of violation
 - Have perfect attendance while the appeal is pending
 - May be charged an additional \$10 per clock hour for the additional faculty time required to allow the student to make up the missed hours of training and complete the clock hours required for graduation.
 - Will be required to meet with the director to discuss corrective action.

If a student is dismissed for poor attendance, he or she has the right to appeal the dismissal.

The Beauty and Heath Institute will consider serious mitigating circumstances such as:

- Death of a relative
- Medical reason(s)
- Financial hardship

Students must provide to The Beauty and Health Institute any applicable documentation in writing for the appeal to be considered. The student may appeal to an owner within five (5) business days of the dismissal date. The owner will make a determination within five (5) business days of receipt of the appeal and will respond to the dismissed student in writing.

If the school is closed due to an event beyond the owners' control, such as a hurricane, tornado, or power outage, opportunities for making up for lost time will be provided.

Makeup Work

Students must arrange with their instructors to make up any missed work resulting from absences because 100% of a program's clock hours must be completed in order to graduate. Instructional hours will not count for students who clock in prior to the start of school or clock in after hours. Arrangements must be pre-approved with an instructor to make up missed hours, and cannot exceed your scheduled hours for the week.

Tardiness

Students who are over 15 minutes late to class or leave class before the scheduled class time has been completed will be reported as tardy. Excessive tardiness (two consecutive tardies or a total of eight tardies) may result in the student being placed on probation. If a student receives three (3) tardy reports in one week, the director will require an explanation from the student and he/she will be warned that further excessive tardiness may result in dismissal. The director has sole discretion regarding student probation or dismissal. Students who are dismissed for excessive tardiness or excessive absenteeism as defined in this catalog will not receive a refund of tuition monies paid.

Excessive Tardiness/Absenteeism

Students who are excessively tardy or who have exceeded the maximum absences for their program:

- Will be required to meet with the director to discuss corrective action.
- May be placed on probation for one week (7 days).
- May be charged an additional \$10 per clock hour for the additional faculty time required to allow the student to make up the missed hours of training and complete the clock hours required for graduation.

Probation and Reentry

- If a student is placed on probation due to excessive tardiness or absenteeism and, after the probation period has passed, has met all of the school's requirements (as determined by the director), the student will be allowed to continue training.

- If after the probation period has passed the student has not met all of the school's requirements, the student will be dismissed.

Dismissal and Reentry

- A student who has been dismissed due to excessive tardiness and/or excessive absenteeism may request reentry to a program by contacting the director in writing within 90 days of being dismissed.
- Based on published school standards and policies, the director will determine whether the student qualifies for reentry and what, if any, additional financial charges will apply.

Leave of Absence (LOA)

A leave of absence (LOA) is a temporary interruption in a student's program of study. LOA refers to a specific time period during an ongoing program when a student is not in academic attendance. The school will grant a LOA during your enrollment for up to a maximum of 180 days for major documented medical reasons or other extenuating circumstances as approved by the director of the business office.

Students must request a LOA in writing to the business office, stating the reason for the leave. If approved, the student must sign the LOA request and authorization letter. No leave will be granted without the student's signature, unless the student is medically unable to provide it. In such cases the student will be required to sign the LOA document upon returning to school. The official leave will extend the contract period by the same number of days designated in the leave document or actually used by the student. No reentry fee will be charged if the student returns to class on or before the first class date scheduled after termination of the LOA.

Upon the student's return, the student will resume the same payment period and course work. The contract will be revised upon return from the LOA to extend the ending date by the applicable number of days.

Failure to return from an approved LOA will result in the student's withdrawal from the program at any time within a six (6) month period without incurring a financial charge for reentry.

Cancellation and Refund Policy

Refunds, when due to a student, will be made according to the following terms. Students must acknowledge acceptance of these terms when they sign an Enrollment Agreement.

1. Withdrawals must be made in person or by certified mail.
2. All payments will be refunded if the school does not accept the applicant.
3. All monies paid will be refunded if the student withdraws within three (3) working days after signing the Enrollment Agreement.
4. Withdrawals that occur after three (3) working days of signing the Enrollment Agreement but before the first day of class will result in a full refund of all monies paid, minus the registration fee and fees for books, supplies, and materials.
5. Withdrawals after classes have commenced but prior to 40% completion of the program will result in a prorated refund of the total program cost, assuming that the total program cost was paid in full by the student prior to withdrawal.
6. Refund calculations are based on the following formula:
Total program cost (minus registration fee and fees for books, supplies, and materials) multiplied by percent of program completion, which is derived by dividing total program hours by the number of hours scheduled. That amount is then deducted from the total program cost to determine the refund.
7. Withdrawals after completing 40% of the program will result in no refund. Additionally, any remaining unpaid balance from the student will be considered due immediately, and the student will be held contractually responsible for paying that amount to Beauty and Health Institute.
8. The termination date used for calculating refunds is the last date of actual attendance by the student, the last day of attendance if written notification is provided to the school by the student, or the date the school determines withdrawal by a student or terminates a student.
9. Refunds, when due, will be made within 30 days of the termination date.
10. Program/course cancellations and refunds:
If the school cancels a program or course, or changes its curriculum, while the student has a signed Enrollment Agreement with the school, then the school will do one of the following:
 - a. Complete the training of the student at no additional cost
 - b. Attempt to make other arrangements for the student (i.e., transfer the student to another program offered by the school)
 - c. Refund all monies paid by the student

Academic Policy

Grading System

A	100 to 90	Excellent
B	89 to 80	Very Good
C	79 to 70	Good/Acceptable
F	69 or Below	Failing
I	Incomplete	F if not made up within 30 days

A student is permitted to retake any failed exam once with the second-grade substituting for the first, even if the second grade is lower. An Incomplete will convert to an F if the student does not make up his/her work within 30 days.

General Grounds for Dismissal

A student may be dismissed for any one or more of the following reasons:

- Failure to maintain satisfactory academic progress after being placed on academic probation
- Excessive absenteeism/tardiness as defined in this catalog under Attendance Policy
- Unprofessional conduct as defined in this catalog under Student Conduct, including failure to observe the school's drug and smoking policy
- Failure to pay tuition or fees as set forth in the enrollment Agreement Students terminated for any of these reasons will not receive a tuition refund.

Withdrawals

- Students who withdraw with passing grades will be considered to be withdrawing with satisfactory progress. These students shall have up to one year (12 months) from the date of withdrawal to request reentry into a program of study.
- Students who withdraw with failing grades and wish to return to the school will be placed on a reentry probationary period of one month (30 days), after which time the student must have attained a grade average of a C or at least 70% to remain in the program.

Suspension

A student may be suspended for up to 30 days for nonpayment of fees or failure to comply with school rules and policies as stated in the catalog.

Dress Code

Students are required to wear medical scrubs, which may be in any solid color. No logo or writing, other than the school logo, will be permitted on apparel. Students should be well-groomed always.

Educational Programs

Electrolysis	320 Clock Hours
Facial/Skin Care	260 Clock Hours
Massage Therapy	580 Clock Hours
Medical Aesthetician	650 Clock Hours
Permanent Makeup	100 Clock Hours

Graduation Requirements

To be eligible for graduation, a student must have:

1. Completed all the clock hours required by the program.
2. Maintained satisfactory academic progress.
3. Paid all fees.

Program Identification and Prefixes

Each program is identified by an alpha prefix and courses within that program are identified by the same prefix.

Electrolysis	EL
Facial/Skin Care Specialist	FAC
Massage Therapy	MAT
Medical Aesthetician	MA
Permanent Makeup	PM

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.

Open Enrollment

The school does have an open enrollment policy with specific start dates for each program.

Class Schedules and Syllabi

New students receive a class schedule upon enrollment and a program syllabus on the first day of class.

Clock Hours

All programs are based on clock hours as opposed to credit hours. One clock hour is 50 minutes in the presence of an instructor.

Class Size

The average class size is twenty five (25) students to one (1) instructor, with one student assigned to each workstation.

Electrolysis Program – 320 Clock Hours – Diploma Program

Program Objectives

- 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 Florida Department of Health, Electrolysis Council's Licensing Exam and, having passing the exam, to be employed as licensed electrologists.

Program Description

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 in a clinical and/or simulated laboratory setting under the supervision of a qualified Florida licensed electrolysis instructor. Clinical and simulated laboratory 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 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 Training Programs.

Course Number	Name	Clock Hours
EL 101	Introduction to Electrolysis	15
EL 102	Use of Electricity in Hair Removal	5
EL 103	The Integumentary System	10

EL 104	The Circulatory and Nervous System	10
EL 105	The Endocrine System and Diseases	10
EL 106	The Biology of Hair Growth	10
EL 107	Skin Assessment	10
EL 108	Blood-Borne Pathogens (HIV/AIDS)	10
EL 109	Microbiology of the Skin	10
EL 110	Clinic and Office Management	10
EL 111	Florida Statutes and Rules for Electrolysis	10
EL 112	Consultations	10
Total	Theory/Didactic Courses	120

Simulated Lab Applications

Course Number	Name	Clock Hours
EL 113	Sanitation/Sterilization Procedures	10
EL 114	Probe Holder and Forceps Skills	5
EL 115	Insertions	15
EL 116	Electrolysis Equipment Training	5
EL 117	Thermolysis Equipment Training	5
EL 118	Blend Equipment Training	5
EL 119	Client Pre- and Post-Treatment	5
EL 120	Client Assessment	10
EL 121	General Treatment Procedures	105
EL 122	Consultations (Clinical)	15
EL 123	Visuals/Library	10
EL 124	Review/Exam Preparation	10
	Simulated Lab Applications	200
	Total Program ClockHours	320

Tutorial for the Electrolysis Exam

Should a student fail the State of Florida Electrolysis Exam given by the Florida Electrolysis Council, 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.

Program Standards for Electrolysis

The Beauty and Health Institute offers an electrolysis 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 Florida Electrolysis Council Exam to become licensed as a Florida licensed electrologist. The program includes 120 clock hours of classroom training (theory), and 200 clock hours of instruction in a clinical setting (lab applications). The classroom and lab training is given under the supervision of an electrologist licensed by the state of Florida.

Facial/Skin-Care Specialist – 260 Clock Hours – Diploma Program

Program Objectives

The program objective is to prepare a student for an entry-level position as a licensed facial/skin-care specialist. Instruction is designed to qualify students for employment upon successfully obtaining a Facial Specialist Certification from the Florida Board of Cosmetology.

Program Description

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 65 clock hours of classroom (theory/didactic) instruction and 195 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 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/skin-care 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/skin-care specialist.

Upon successful completion of 260 clock hours of instruction designed to meet the learning objectives set forth in Rules 61G5-22.004(2), 61G5-22.005(2), and 61G5-22.006(2), FAC, and the completion of 40 clock hours of facial services, 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 contact the Florida Board of Cosmetology, complete the necessary forms, present the diploma as proof of completing the 260 clock hours of the Facial/Skin-Care Specialist Program, pay the Florida Board of Cosmetology's initial registration fee, and will be registered by the Board of Cosmetology to practice as a licensed facial/skin-care 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), and 61G5-22.006(2), 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/Skin-Care Programs.

Theory/Didactic/Lab/Services Courses

Course Number	Name	Clock Hours
FAC 101	Introduction to Facial/Skin Care	15
FAC 102	Safe, Sanitary, and Efficient Work Practices	15
FAC 103	Science of Grooming and Salon Services	15
FAC 104	Florida Law and State Board Rules and Statutes	10
FAC 105	Introduction to Performing Facials	50
FAC 106	Facial Manipulation and Related Massage	55
FAC 107	The Art of Makeup	15
FAC 108	Facial Hair Removal	15
FAC 109	The Application of Artificial Lashes	10
FAC 110	Professional Development and Employability	10
FAC 111	Entrepreneurship and Management Skills	10
FAC 112	Required Services/Lab	40
	Total Program Clock Hours	260

Program Standards for Facial/Skin-Care Specialist

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), 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.

Massage Therapy – 580 Clock Hours – Diploma Program

Program Objectives

The program's objective is to prepare students for an entry-level position as a massage therapist. Instruction is designed to qualify students for employment and the National Certification Exam for Therapeutic Massage and Bodywork (NCBTMB).

Program Description

The program follows the curriculum concepts listed in the Florida Department of Health, Medical Quality Assurance, Florida Board of Massage Rule 64B7-32.003, FAC. The program consists of 580 clock hours of instruction in massage therapy.

The Massage Therapy Program includes 350 clock hours of classroom (theory) instruction and 230 clock hours of instruction in a clinical setting (lab applications).

The program curriculum includes the theory and practice of massage, the theory and practice of hydrotherapy, hygiene, practice massage demonstrations, human anatomy and physiology, legal aspects of massage practice, allied modalities, communication skills, health and safety practices, CPR, a review of the principles of infection control (HIV/AIDS, hepatitis), and employment and business skills.

The program will be taught in a clinical and/or simulated laboratory setting under the supervision of a qualified massage therapist licensed by the state of Florida.

All clinical and simulated laboratory learning will be correlated with didactic instruction. Training will be limited (by Board of Massage Rule) to only universally accepted procedures of basic massage therapy.

Massage Therapy Program Breakdown by Course

The program breakdown by course listed below is designed to meet the standards set forth in the Florida Board of Massage Rule 64B7-32.003, FAC, Minimum Requirements for the Approval of Massage Therapy Training Programs.

Theory/Didactic/Simulated Lab Applications/Clinical Courses

Course Number	Name	Clock Hours
MAT-101	INTRODUCTION TO MASSAGE	30
MAT-102	FUNDAMENTALS OF THERAPEUTIC	70
MAT-103	FUNDAMENTALS OF ANATOMY &	60
MAT-104	SKELETAL SYSTEM	20
MAT-105	MUSCULAR SYSTEM	25
MAT-106	INTEGUMENTARY SYSTEM	25
MAT-107	NERVOUS & ENDOCRINE SYSTEMS	30
MAT-108	FUNDAMENTALS OF PATHOLOGY	20
MAT-109	HIV/AIDS	3
MAT-110	SAFETY & HYGIENE FOR MASSAGE	20
MAT-111	FUNDAMENTALS OF SWEDISH	20
MAT-112	FUNDAMENTALS OF	20
MAT-113	DEEP TISSUE TECHNIQUES	6
MAT-114	HYDROTHERAPY	15
MAT-115	FLORIDA MASSAGE LAW	10
MAT-116	PROFESSIONAL ETHICS	4
MAT-117	FACULTY SUPERVISED	165
MAT-118	MEDICAL ERRORS	2
MAT-119	VARIABLE MODALITIES	20
MAT-120	BUSINESS PRACTICES	15
	TOTAL:	580

Program Standards for Massage Therapy

Beauty and Health Institute offers a massage therapy program that prepares students to meet the educational requirements of the Florida Department of Education, Curriculum and Program Standards for Massage Therapy. The program is designed to meet the regulations set by the Florida Board of Massage.

Upon completion of the Massage Therapy Program, students will apply to the Florida Board of Massage to be licensed as massage therapists and will take the required

Classroom and clinical/practicum training are under the supervision of a qualified massage therapist licensed by the state of Florida.

Medical Aesthetician – 650 Clock Hours – Diploma Program

Program Objectives

The objective of the Medical Aesthetician Program is to prepare students for entry-level positions as licensed medical aestheticians. Upon completion of the program, students will have the knowledge required for success on the credentialing examination of their choice as well as skill competencies sought after in the field of medical aesthetics.

Program Description

The Medical Aesthetician Program is focused on teaching broad, transferable skills and stresses understanding and demonstration of the elements of skin care, 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 plan 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 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/skin care 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/skin-care specialist.

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

Course Number	Name	Clock Hours
MA 101	INTRODUCTION TO ELECTROLYSIS	15
MA 102	USE OF ELECTRICITY IN HAIR REMOVAL	5
MA 103	THE INTEGUMENTARY SYSTEM	10
MA 104	THE CIRCULATORY & NERVOUS SYSTEMS	10
MA 105	THE ENDOCRINE SYSTEM & DISEASES	10
MA 106	THE BIOLOGY OF HAIR GROWTH	10
MA 107	SKIN ASSESSMENT	10
MA 108	BLOOD BORNE PATHOGENS (HIV/AIDS,	10
MA 109	MICROBIOLOGY OF THE SKIN	10
MA 110	CLINIC & OFFICE MANAGEMENT	10
MA 111	FLORIDA STATUTES & RULES FOR	10
MA 112	CONSULTATIONS	10
MA 113	SANITATION/STERILIZATION PROCEDURES	10
MA 114	PROBE HOLDER & FORCEPS SKILLS	5
MA 115	INSERTIONS	15
MA 116	ELECTROLYSIS EQUIPMENT TRAINING	5
MA 117	THERMOLYSIS EQUIPMENT TRAINING	5
MA 118	BLEND EQUIPMENT TRAINING	5
MA 119	CLIENT PRE/POST TREATMENT	5
MA 120	CLIENT ASSESSMENT	10
MA 121	GENERAL TREATMENT PROCEDURES	145
MA 122	CONSULTATIONS (CLINICAL)	15
MA 123	VISUALS/LIBRARY	10
MA 124	REVIEW/EXAM PREPARATION	10
MA 125	INTRODUCTION TO FACIAL/ SKIN CARE	15
MA 126	SAFE, SANITARY & EFFICIENT WORK PRACTICES-	15
MA 127	SCIENCE OF GROOMING & SALON SERVICES	15
MA 128	FLORIDA LAW & STATE BOARD RULES &	10
MA 129	INTRODUCTION TO PERFORMING FACIALS	50
MA 130	FACIAL MANIPULATION & RELATED MASSAGE	55
MA 131	THE ART OF MAKE-UP	15
MA 132	HAIR REMOVAL	15
MA 133	THE APPLICATION OF ARTIFICIAL LASHES	10
MA 134	PROFESSIONAL DEVELOPMENT &	10
MA 135	ENTREPRENEURSHIP & MANAGEMENT SKILLS	10
MA 136	REQUIRED SERVICES/ LAB	40
MA 137	INTRO TO LASER & LIGHT-BASED HAIR	2
MA 138	BIOLOGY OF HAIR	1
MA 139	LASER & LIGHT-BASED DEVICE TERMINOLOGY	1
MA 140	BASIC ELECTRICITY (LASERS)	1
MA 141	LASER & LIGHT-BASED HAIR REMOVAL PHYSICS	2
MA 142	DIFFERENT TYPES OF LASER & LIGHT-BASED	1
MA 143	SAFETY & PRECAUTIONS (LASERS)	3
MA 144	LASER & LIGHT BASED TISSUE INTERACTION	3
MA 145	SELECTIVE PHOTOTHERMOLYSIS	1
MA 146	SANITATION	1
MA 147	FITZPATRICK SKIN TYPING	1

MA 148	CONSULTATIONS/CONSENTS IN LASER	2
MA 149	TREATMENT CONTRA-INDICATIONS	2
MA 150	FLUENCE SETTING	2
MA 151	HANDPIECE & SPOT SIZE CONSIDERATIONS	2
MA 152	CLINICAL EXTERNSHIP (CLINICAL LASER)	5
		650

Program Standards for Medical Aesthetics

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), FAC. The program follows the curriculum concepts listed in the Florida Department of Education, Curriculum Frameworks and Program Standards. The classroom and lab training is under the supervision of an electrologist/facial/skin-care specialist licensed by the state of Florida.

Permanent Makeup – 100 hours – Diploma Program

Program Objectives

The objective of the Permanent Makeup Program is to prepare students for the workforce as certified cosmetics technicians. Upon completion, students will have the knowledge and competency skills in permanent makeup as sought after in an entry-level cosmetics technician. Students will be prepared and eligible to sit for the credentialing examination of their choice.

Program Description

The Permanent Makeup Program is focused on providing students skills and understanding in the art of permanent makeup to enter the profession as a permanent cosmetics technician. The program follows the curriculum guidelines of the Society of Permanent Cosmetics Professionals, combining knowledge and skills to be eligible to take the Certified Permanent Cosmetics Professional certification examination. The program blends theory with skills in a simulated practical lab setting under supervision of qualified instructors and a licensed medical physician. Clinical and simulated laboratory learning is correlated with didactic instruction.

The program includes but is not limited to the history of permanent makeup; anatomy and physiology of the skin, face, eye, and mouth; HIV/AIDS; skin types and colors; client consultation; communication; client pre- and post-preparation; safety; regulations; sterile procedures; equipment; business practices; and general procedural techniques. The general techniques include eyelids, eyelash enhancement, Kohl line, eyebrows, and lips as well as procedures used in plastic surgery to treat scars, burns, and skin diseases. Completion of a course, approved by the Department of Health, in blood-borne pathogens and communicable disease will be required before licensure is obtained.

The state of Florida requires that, before performing on humans, students apply for and receive a tattoo license through the Department of Health. Tattoo artists must obtain a license from the Department of Health before practicing on any human.

Permanent Makeup Program Breakdown by Course

Course Number	Name	Clock Hours
PM 101	Introduction to Permanent Makeup	2.5
PM 102	Safety, Regulations, Sterilization and Equipment, HIV/AIDS	10
PM 103	Anatomy and Physiology for Permanent Makeup	7.5
PM 104	Skin Types and Color Theory	10
PM 105	Client Consultation and Communication	10
PM 106	Office and Equipment Set-up	10
PM 107	Permanent Makeup Techniques with Indications and	30
PM 108	Business Practices, Trends and Fads, Credentialing	10
PM 109	Permanent Makeup Final Practical	10
	Total Program ClockHours	100

Determining Full-Time/Part-Time Status

Full-Time Students

Five (5) classes each week for six (6) clock hours per class = thirty (30) clock hours per week.

Part-Time Students

Five (3) classes each week for five (5) clock hours per class = fifteen (15) clock hours per week.

Academic Calendar, Observed Holidays, and Hours of Operation

The academic calendar follows the calendar year (January through December).

Observed Holidays:

New Year's Day	Labor Day
Martin Luther King, Jr. Day	Thanksgiving Day and the day after
Presidents Day	Thanksgiving
Memorial Day	Christmas Day
Fourth of July	

***** The director may announce other holidays.

School Hours of Operation

Office Hours	Monday–Friday	9 a.m. to 5 p.m.
Day Classes	Monday–Friday	9 :30 a.m. to 4 p.m.
Evening Classes	Monday–Wednesday	4 p.m. to 9 p.m.

Faculty/Instructors

Sheila Bridges-Alvarado Massage Therapy Instructor MA496688 Diploma - FMU	Georgia Holmes Permanent Makeup Instructor 29BID3140677 Diploma-Perfect Appearance Permanent Make up
Rita Kruse Electrolysis, Facial/Skincare Instructor EO949/FB9739746 Diploma - Electrolysis Institute of Orlando Certificate- Manhattan Cosmetology School of Philadelphia	Brenda Cain Foster Facial/Skin Care Instructor FB9720979 Diploma- New Dimensions
Olga Stetkso Electrolysis, Facial Skincare, and Medical Aesthetician Instructor EO1286/FB9742243 Diploma- Beauty and Health Institute	Jennifer Pysz Electrolysis, Facial Skincare, and Medical Aesthetician Instructor EO2733/FB9746040 Diploma- Beauty and Health Institute
Cathy Hunt Facial/Skin Care Instructor FB9737227 Diploma- FTI	

Student Services

Academic Advising

Academic advising is available throughout a student's enrollment and required of any student who has a grade average of C (70%) or less.

Job Placement Advising

The school provides job placement assistance to students in the form of employment leads and referrals generated through ongoing contact with area employers and beauty and health service providers. Students and graduates are able to access job openings through the portal. However, the school does not guarantee employment.

Student Records/Transcripts

- Student records are maintained on site at the school in a fireproof cabinet and digitally stored off campus as part of nightly back-up procedures.
- Records are available to students upon written request.
- Student records will be provided to potential employers only after a written release has been submitted by the student.
- Transcripts are provided free of charge at graduation.
Additional/Replacement copies of transcripts are available at a cost of \$10 each.
- Any certificate replacements will be a cost of \$25 each

All student records are held in the strictest confidence. The school complies with the Family Educational Rights and Privacy Act of 1974, Buckley Amendment, Public Law 93-380, Section 438.

*** Any Books or Booklets that are lost or need to be replaced will be at the student's expense and have a cost.

Library

The school's library is located in the east side of the building. The library features a computer; instructional videos; journals related to beauty, health, and electrolysis occupations; beauty and health texts and technical manuals; reference books; magazines; and beauty- and health-related audio tapes. Students may use the library and its materials while on campus or make special arrangements through the director or office administrator to check out certain materials. The library is an important resource for our students and faculty and remains open during all school hours. For a current inventory of library publications and resources on hand, or to suggest additional resources, please contact the office Administrator or the director.

Transportation

Public transportation is available to and from the school site.

Child Care

While the school does not offer child care, it does maintain a list of child care facilities near the school.

Housing

Housing is available near the school. If housing is needed, the school will assist students in locating community agencies that can assist in meeting student housing needs.

Student Code of Conduct

Students engaging in unprofessional conduct that may discredit the school are subject to termination. Unprofessional conduct includes the following:

- Noncompliance or failure to abide by school rules
- Use of drugs, alcohol, or other illegal substances
- Excessive absence or tardiness
- Failure to pay school tuition or fees
- Cheating or stealing
- Bringing a firearm to school
- Sexual harassment
- Discrimination or intimidation of any kind
- Use of abusive language or profanity
- Willful destruction of school property or another student's property
- Smoking inside the school
- Personal use of school telephones, unless authorized by the staff.

Student Responsibilities

- Students are responsible for the care of school equipment and property.
- Students are responsible for professionally representing Beauty and Health Institute.

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, 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 director or office administrator.
- Students who are terminated for harassment or hazing will not receive a tuition refund.

Grievance/Complaint Policy

Beauty and Health Institute utilizes a progressive three-step approach to address and resolve complaints and grievances, focusing first on early resolution.

1. Early Resolution

A student with grievances or complaints shall first attempt to resolve minor issues with the instructor or individual(s) involved. If the student is not satisfied with the outcome, or if the student is uncomfortable talking with the staff member or party involved, s/he is encouraged to contact the office administrator. The student shall initiate action to address the issue within 30 calendar days of the matter giving rise to the complaint.

The office administrator will investigate the complaint, counsel the student and parties involved, and attempt to resolve the matter. The office administrator shall provide a written report of his or her recommendations to all parties involved within 10 work days of receiving the student complaint. Every effort will be made to resolve the issue without moving beyond step one.

2. Involving the Director

If a complaint cannot be resolved through early resolution, it shall be presented to the director, who will attempt to resolve the matter after talking with the office administrator and parties involved in the complaint. The director shall provide a written report of her recommendations to all parties involved within 10 working days of initial notification.

3. Hearing Request

In rare circumstances where the director's recommendation does not satisfy the complainant, the student may request a hearing by The Beauty & Health Institute's board of directors after submitting a written letter with a request for a hearing to the director. This request must include a specific statement of the student's complaint, an explanation of the remedy sought, and a copy of the director's recommended resolution. A special meeting of the board will be convened within 30 working days to address the grievance.

4. Unresolved Disputes

If a dispute cannot be resolved utilizing the means outlined above, the student may contact the Commission for Independent Education.

Executive Director
Commission for Independent Education
325 West Gaines Street, Ste 1414
Tallahassee, Florida 32399-0400

(888) 224-6684 Toll Free
(850)245-3200

VETERANS ATTENDANCE POLICY

Early departures, class cuts, tardiness, etc., for any portion of a class period will be counted as an unexcused absence.

Students exceeding 20% **total** absences in a **calendar month will be** terminated from their VA benefits for unsatisfactory attendance.

In order to show that the cause of unsatisfactory attendance has been removed, students must show good attendance (defined as 80%) for one calendar month after being terminated for unsatisfactory attendance. After such time, the student may be recertified for VA education benefits.

The student's attendance record will be retained in the veteran's file for USDVA and SAA audit purposes.

STANDARDS OF ACADEMIC PROGRESS FOR VA STUDENTS

Students receiving VA educational benefits must maintain a minimum cumulative grade point average (CGPA) of 75% each evaluation period. Evaluation periods are defined by program.

A VA student whose CGPA falls below 75% at the end of any evaluation period will be placed on academic probation for a maximum of one (1) month. If the VA student's CGPA is still below 75% at the end of the second consecutive term of probation, the student's VA educational benefits will be terminated.

A VA student terminated from VA educational benefits due to unsatisfactory progress may petition the school to be recertified after attaining a CGPA of 80%.

Veteran's Credit for Previous Education or Training

Students must report all education and training. The school must evaluate and grant credit, if appropriate, with the training time shortened, the tuition reduced proportionately, and the VA and student notified.

VETERAN'S TIME FRAME TO COMPLETE PROGRAMS

Veteran students are expected to attend classes according to their assigned schedule and complete their program within State Approving Agency (SAA) approved number of program hours. Full time Veteran students are scheduled to attend 30/34 hours weekly and part-time Veteran students are scheduled to attend 20 hours weekly.

Veteran students may not make up any hours missed. In order to show that the cause of unsatisfactory attendance has been removed, students must show good attendance (defined as 80%) for one calendar month after being terminated for unsatisfactory attendance. After such time, the student may be recertified for VA education benefits.

VETERAN'S LEAVE OF ABSENCE POLICY

Veteran student may not take a Leave of Absence (LOA). Veteran student will be terminated on the last date of attendance.

Veteran's Refund Policy

An applicant not accepted by the school shall be entitled to a full refund. Cancellation or withdrawal date in each situation below is determined by the earlier of the postmark on written notification or the date said information is personally delivered to the school.

1. If a student cancels his/her enrollment and requests his/her money back in writing within three (3) business days after signing the enrollment agreement, all monies collected by the school shall be refunded. This policy applies regardless of whether the student has started training. Unofficial withdrawals are determined by the school through monitoring attendance at least every 30 days.
2. If a student cancels his/her enrollment after three (3) business days after signing, but prior to entering class, he/she shall be entitled to a refund of all monies paid to the school less the registration fee (maximum \$150) listed on the contract, and any books & equipment which are not returned or are not returnable due to use.
3. Refunds are computed on the basis of scheduled hours. They apply to all terminations for any reason, by either party. Refund policy applies to percentage of the program the student has been scheduled to complete as of the student's last day of attendance. This is based on the percentage of the program the student has been scheduled to complete as of the student's last day of attendance. This is based on the time elapsed between the actual starting date and the date of the student's last day of physical attendance in the school. For students who enroll in and begin classes, the following schedule of tuition is authorized:

Withdrawal after attendance has begun, put prior to 20% completion of the billing period will result in a pro-rata charge for tuition, computed on number of hours scheduled compared to total billing period hours. After 20% completion, billing period is considered to be 100% earned. Periods are 50 hours in a 100-hour program, 130 hours in a 260-hour program, 160 hours in a 320-hour program, 360 hours in a 720-hour program and 400 hours in an 800-hour program. For transfer students, equitable billing periods will be developed on an individual basis. At or after 20% completion of the period, the tuition for that period is 100%. Billing periods not yet started will not be charged. Used equipment is not considered returnable for credit.

4. Refunds to the student and/or other federal account will be made within 30 days of the date of determination of student's enrollment or receipt of Cancellation Notice from student.
5. Mitigating circumstances: When situations of mitigating circumstances are in evidence, a settlement shall be made that will be reasonable and fair to both the student and the school.
6. If a program is cancelled after a student's enrollment but before the program begins, the school shall either provide a full refund of all monies paid, or provide completion of the program. If school cancels a program after student enrolls and instruction has begun, the school shall, at its option: Provide a pro rata refund for transfer to another school based on the hours accepted by receiving school, provide completion of the program, participate in a Teach-Out Agreement or provide a full refund of monies paid. If school closes permanently and ceased to offer instruction after instruction begins, the school shall provide pro-rata refund; or participate in a Teach-Out Agreement.