

* Rules & Regulations

- Job Placement Assistance: Rosel School of Cosmetology will assist students in securing employment in the cosmetology field. We will supply information about available positions and will provide letters of recommendation for students. We do not, however, guarantee employment.

- Student Privacy Act: Federal law states that students may examine their files, and Rosel School of Cosmetology allows students to inspect their files upon request. If the student is under 18 years of age, the student's parent or guardian also has the right to inspect the file. We require the student's written permission before releasing information from the file to outside parties, except in special circumstances where authorities may have legal access to student files. We require a parent's written permission to release information on any students under 18 years of age.

- Nondiscrimination Clause: Rosel School of Cosmetology practices no discrimination in its admission, instruction, and graduation policies on the basis of age, race, sex, creed, religion, financial status, or country or area of origin or residence.

- Transfer Students: Rosel School of Cosmetology does not recruit students who are already attending or are admitted to another institution offering a similar course of study. However, students who voluntarily transfer from another cosmetology school will receive credit for all hours earned as listed on their transcript of hours. Students who have completed a cosmetology course in another country must bring their diploma when enrolling. They must complete at least 900 hours of the course at this school prior to graduating. Diplomas from other countries MUST specify the number of hours completed for the course. A diploma without specification of hours completed will not enable the student to receive credit for those hours, and the student will be required to complete the ENTIRE 1500-hour course at this school. Individuals who are licensed cosmetologists in other countries or states may be eligible for a brush-up course of 250 hours. The tuition for transfer students will be adjusted based on the number of hours required for completion of the course.

- Internal Complaint Procedure: Students with complaints regarding any aspect of school may complete the school's internal complaint process to attempt to resolve the problem. The student should fill out an Internal Complaint Report Form, describing in detail the nature of the complaint, and the suggested solution to the problem. This form must be submitted to Rosel Baek, the school's president. She will review the complaint, and within 10 working days of its receipt, will meet with the complainant to attempt to resolve the problem. The complainant will be given a copy of the original Internal Complaint Report with documentation of the meeting discussion.

- If the problem cannot be resolved through discussion, the complaint will be addressed within 21 days of its original filing, at the next staff meeting, comprised of instructors, financial aid personnel, and the school president. If additional information is needed from the complainant, a written document outlining the information needed will be given to him or her. If no additional information is needed, the complainant will be notified in writing within 15 days of the staff meeting of measures taken to resolve the problem or will be given written documentation of evidence that the complaint was not warranted or based on fact.

- If a student feels that a problem has not been adequately dealt with through the internal complaint process within the school itself, he or she may file a formal grievance with the Illinois Department of Professional Regulation or with NACCAS (the National Accrediting Commission of Cosmetology Arts and Sciences.). However, prior to filing a complaint with these agencies, the student is required to try to resolve the problem through the school's internal complaint process as described above.

Illinois Department of Professional Regulation:

(312) 814-6910 (Complaint Intake Unit)
320 West Washington Street
Springfield, Illinois 62786

NACCAS (The National Accrediting Commission for Cosmetology Arts & Sciences):

(708) 600-7600
4401 Ford Avenue Suite 1300
Alexandria, VA 22302

- Tuition Refund Policies: When a student gives a written notice of cancellation, Rosel School of Cosmetology shall provide a refund in the amount of at least the following:

1. An applicant not accepted by the school shall receive a refund of all moneys paid.
2. A student will receive a full refund of all moneys paid, including registration fees, tuition, and all other charges, regardless of whether or not the student has started training, as long as he or she gives a written notice of cancellation to the school within 5 business days of the initial date of enrollment. The date of cancellation is determined by the postmark or by the date the written notification is hand-delivered to the school.

- When written notice of cancellation is given after the fifth business day following enrolment, but before completion of the student's first day of class, the school may retain no more than the \$100.00 application fee plus the cost of any books or minerals which have been provided by the school and retained by the student. (Standard textbooks and supplies are valued at \$400.00)

- When notice of cancellation is given after the student's completion of the first day of class but prior to the student's completion of 5% of the course, the school will retain the \$100.00 application fee, the cost of any books and supplies used and/or retained by the student, plus \$300.00 of instructional charges.

- When the student has completed more than 5% of the course, the school will retain the \$100.00 application fee, the cost of books and supplies provided to the student, and a percentage of the instructional (tuition charges according to the following table:

- Amount of Course Completed / Amount of Tuition Retained by School	5.0% - 9.9%	30%
10% - 14.9%	40%	
15% - 24.9%	45%	
25% - 49.9%	70%	
50% or more	100%	

- If the student is receiving financial aid (Pell Grants), is a first-time student at this school, and has completed less than 60% of the course at the time of withdrawal, the following "pro-rata refund policy" will be used to calculate tuition owed to the school. In a pro-rata refund, the student is charged the \$100.00 application fee, the cost of any books and materials purchased from the school, and a portion of the tuition equal to the amount of hours completed, rounded upward to the nearest 10%.

- Actual Hours Completed by Student / Percentage of Tuition Owed by Student	1-150	10%
151-300	20%	
301-450	30%	
451-600	40%	
601-750	50%	
751-900	60%	
901-1,500	Pro-Rata rate does not apply	

- The school shall mail a written acknowledgement of a student's cancellation or written withdrawal to the student within 15 calendar days of the date the student notified the school of his or her withdrawal.

- Any refund owed to the student upon his or her cancellation will be made within 30 calendar days from the date of the student's written notice of cancellation.

- The unexplained absence of a student from school for more than 30 consecutive days shall be considered withdrawal from the school. The cancellation date shall be the last day of attendance. Students who do not return from a leave of

absence will be terminated from the program using the documented date of return as the termination date.

- Any student withdrawing from the program is entitled to an official transcript of all hours completed.

- If a course is cancelled after a student has enrolled, but prior to initiation of instruction, the student shall receive a full refund of all monies paid to the school. If a course is cancelled after the student has begun instruction, the refund policies outlined in #4 and 5 above will be used to calculate tuition owed to the school.

- If the school closes permanently and ceases to offer instruction after a student has enrolled. It will allow each student 30 days from the date of notification of closure to enroll in a similar program at another beauty school of the student's choice, ensuring that tuition for the new program is equal to or lower than the tuition the student was contracted for originally. Pro-rata refunds will be applied within 30 days of notification of closure for all students who are not receiving government financial aid.

- Reentry Terms for Temporary Withdrawals: If a student temporarily withdraws from the cosmetology program, he or she has two options: If the student knows he or she will return to school after a specific period of time, the student may be granted a leave of absence. During this time, no additional financial aid may be obtained, but it can be reinstated when the student returns to school. The student will be given credit for all hours completed until the last date of attendance prior to the start of the leave of absence.

- If the student officially withdraws from the program and then wishes to resume studies at a later date, financial aid refunds will be made according to federal regulations, or if no refund is due, the student will be responsible for any outstanding tuition balance at the time of his or her withdrawal. When the student re-enrolls, a new enrollment agreement must be signed, and a new registration fee of \$100.00 will be required. Financial aid for the remaining clock hours will be applied for after the student reenrolls and demonstrates satisfactory attendance (at least 70% of stated attendance hours).

- The student will receive credit for hours completed prior to his or her withdrawal.