

**MOLER-PICKENS  
BEAUTY ACADEMY**

**5951 S BOYMEL DR  
FAIRFIELD, OHIO 45014**

**(513) 874-5116**

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Moler-System of Beauty Culture, under the direction of Joseph Hornsby, has been in existence since 1958 in downtown Cincinnati. Upon Mr. Hornsby's death, Mark IV Hairstylists acquired the school through his estate in January 1972. On June 18, 1973 Moler-System of Beauty Culture acquired the student enrollments of the Hollywood School of Hair Designing and changed the name to the Moler-Hollywood Beauty College. As of July 1, 1983 there was a corporation split and the name became Moler-Pickens Inc.

#### LICENSING AGENCY

The school is licensed by the Ohio State Cosmetology & Barber Board located at 1929 Gateway Circle, Grove City, Ohio 43123. The phone number is (614) 466-3834.

#### ACCREDITING AGENCY

The school is accredited by the National Accrediting Commission of Careers Arts & Sciences, which is located at 3015 Colvin Street, Alexandria, VA 22314. The phone number is 703-600-7600.

#### MISSION STATEMENT

The goal of the Moler Pickens Beauty Academy is to make quality education available to any person who wishes to explore the field of cosmetology, manicuring, or esthetics for a possible career. Our goal is to encourage students to complete the course of study and to prepare them to successfully pass the state board examination which will lead to state licensure and finally to profitable employment.

#### EDUCATIONAL OBJECTIVES

##### COSMETOLOGY

The 1500 clock hour cosmetology course is designed to prepare students for the state licensing exam and for profitable employment. Once licensed you will be able to work as a hairdresser, salon owner, color technician, manufacturer's representative, etc. To graduate from the course, the student must accumulate 1500 clock hours of attendance, take all tests and exams, and have paid in full all financial obligations. The student is then awarded a diploma and is assisted in filing to take the state board examination.

##### COSMETOLOGY COMBINATION COURSE

The 1800 clock hour program will prepare students for the state licensing examination for cosmetology and advanced license and for profitable employment. Once licensed you will be able to work as a salon manager, hairdresser, color technician, salon owner, manufacturer's representative, etc. To graduate from the course, the student must complete 1800 clock hours, take all tests and exams, and have paid in full all financial obligations. The student is then awarded a diploma and is assisted in filing to take the state board examination.

##### MANICURING COURSE

The 200 clock hour course will prepare the student for the state licensing exam and for profitable employment. Once licensed the student may work in a beauty or nail salon. To graduate the student must complete the 200 hours, take all tests and exams, and pay all financial obligations to the school. A diploma is then issued and the student receives assistance in filing for the state board examination.

##### ESTHETICIAN

The 600 clock hour course will prepare the student for the state licensing exam and for profitable employment. Once licensed the student can work in a beauty salon/spa as an esthetician, where the student

can specialize in facials, skin peels, microdermabrasion, exfoliation, aromatherapy, waxing and many other beauty services. To graduate the student must complete 600 hours, take all test and exams, and pay all financial obligations to the school. A diploma is then issued and the student receives assistance in filing for the state board examination.

#### ESTHETICIAN & MANICURING COMBINATION

The 800 clock hour course will prepare the student for the state licensing exam and for profitable employment. Once licensed the student can work in beauty salon/spa as an esthetician and manicurist, where the student can specialize in facials, skin peels, microdermabrasion, exfoliation, aromatherapy, waxing, manicures, pedicures, acrylics, and many other services. To graduate the student must complete 800 hours, take all test and exams, and pay all financial obligation to the school. A diploma is then issued and the student receives assistance in filing for the state board examination.

#### APPRENTICE INSTUCTOR

The 1000 clock hour course will prepare the student for the state licensing exam and for profitable employment in the Cosmetology industry. Once licensed the student can work in a cosmetology school as a licensed instructor. To graduate the student must complete 1000 hours, take all tests and exams, and pay all financial obligations to the school. A diploma is then issued and then the student must file the appropriate paperwork with the Ohio State Board of Cosmetology. There is no state exam for this course. This course requires a High School Diploma.

***\*\*All courses are only taught in English\*\****

#### STATEMENT OF NON-DISCRIMINATION

The school does not discriminate on the basis of race, color, sex, ethnic origin, age, or religion.

#### FACULTY MEMBERS

OWNER-Patty Marquet, SCHOOL MANAGER-Liz Spencer, ADMINISTRATIVE ASSISTANT- Erica Haven, INSTRUCTORS-Dena Alsip, Lonena Henn, Kyana Robinson, Tosha Hensley, Kalika Crawford & Valerie Foster.

#### PAYMENT METHODS

Students enrolling in the 200 clock hour course are required to make a \$250.00 down-payment towards their tuition. A payment plan will be set up for cash paying students and they cannot be more than 2 payments behind or they must take a voluntary leave until the tuition is current. Acceptable payment methods are cash, credit card, check, money order, Title IV, loans, or VA payments. Students receiving Title IV funding will be processed according to particular benchmarks and according to satisfactory progress.

#### SCHOOL SCHEDULE

A student may apply for enrollment any day of the school calendar year with classes beginning every two weeks on Wednesday for day classes and Tuesday evening for night classes. All manicuring classes begin on Tuesdays. All Esthetician classes begin on Monday. The school is closed on the following holidays: January 1, Martin Luther King Day, Memorial Day, July 4, Labor Day, Thanksgiving Day, Christmas Day through New Years Day. If Christmas Eve or New Years Eve falls on a night when evening classes are scheduled, those classes will also be closed. If for any reason the school must close, it will be announced

on television and radio. During the year, In-service days for staff will be held and the students will receive prior notice as the school will be closed on those days also.

#### SCHOOL FACILITIES

Facilities consist of a business office, reception area, teacher's office, restrooms for male and female, a dispensary, stockroom, clinic floor or lab area, student lounge, facial/pedicure room, manicure classroom, theory room, and practical classroom. This consists of approximately 8000 square feet. Equipment consists

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of 32 styling stations, 6 shampoo bowls, 8 dryer chairs, a pedicure station, teacher's desks, tables and chairs/desk to accommodate students, mannequins, student kits, equipped dispensary, facial chairs, various products for training, and a reference and video library.

#### SCHOLARSHIP PROGRAM

The school annually solicits applicants for a limited number of particular scholarships resulting in a deduction of \$1000.00 from the cost of tuition. Scholarships are offered to high school graduating seniors of the current year and are limited to the cosmetology and combination courses. Applicants must write an essay, obtain a counselor endorsement, and complete a personal interview. Scholarships are awarded by a scholarship committee and the awards are sent to the high school for presentation.

#### ADMISSION POLICY

Requirements for admission: personal interview completed and signed enrollment agreement. We accept as regular students in our school those who are high school graduates or those who have received the equivalent such as a GED certificate. Effective July 1, 2012, the U.S. Department of Education is no longer allowing students without a High School diploma or GED to be eligible for Title IV funding. (Students whom attended a college prior to this date with an ATB test are grandfathered in) Prospective students must bring in their social security card, I.D. with a birth date on it and educational verification. The school does not recruit students already attending or admitted to another school offering a similar program of study.

A student who has been terminated or discontinued may **re-enter** the program after at least 30 days. Such students must pay a re-entry fee upon re-entering the program which will be \$100.00 or 15% of the new contracted tuition cost, whichever is less. A student who is re-entering the program with a zero tuition balance is charged \$25.00.

**Transfer students** must have hours certified through the Ohio State Board of Cosmetology before beginning classes in our school. A theory and practical review will be given to determine what subjects are needed to complete the training. Credit is given for previous training.

#### TRAINING LOCATION

This training will take place at the Moler-Pickens Beauty Academy, 5951 S-Boymel Dr, Fairfield, OH 45014.

#### STUDENT SERVICES

The school does not guarantee placement, but does assist whenever possible and does provide placement counseling as the need arises. Senior students are taught how to write a resume and mock job interviews are

practiced. Many students know where they will work, however, Liz Spencer also does assist students with finding jobs. Job opportunities are posted on the student information bulletin board located on the clinic/lab floor. We do not offer housing. Individual, career, financial aid, and satisfactory progress counseling is available as the need arises.

#### OUTLINE OF COSMETOLOGY COURSE

Hygiene, good grooming & poise	40	Bacteriology & Sanitation	40
Massage, skin, facials, make-up	25	Chemistry	15
Disorders-skin, scalp, & hair	30	Shampoo and Rinses	80
Electricity & Light Therapy	15	Manicure & Nails	40
Hair analysis & scalp treatments	40	Ohio State Law	5
Hair shaping	150	Dispensary	37.5
		5	
Brushing, styling & waves	275	Desk Training	37.5
Permanent Waving & Relaxing	180	Shop Sanitation Duties	20
Hair Coloring	100	Salon Management	20
Hair Lightening	100	Theory review	25
Wigs-shaping, style, & care	75	Practical review	50
Personality & Sales	30	Professional Ethics	20
“How to Succeed in Business”	10	Anatomy & Physiology	40

TOTAL HOURS: 1500

The cosmetology course includes training in all phases of hair care, basic manicuring, facials & light make-up. Our goals and objectives are to prepare all students to pass the state board examination, become licensed and seek profitable employment. Students receive theory throughout their training, hands on techniques on manikins & fellow classmates in the junior department, and approximately 900 hours of training in the clinic area on clients. Instructional methods used in this course are lecture, demonstration, questions and answer, individualized instruction, professional resume development, mock interviews, job search skills, problem solving, student presentations, role playing, study groups and DVD presentations. See grading policy on page 8.

Tuition for the cosmetology course is \$16,750.00, application fee \$100.00, \$2,140.00 book/supplies which are non-refundable.

#### COSMETOLOGY COMBINATION COURSE

The 1800 clock hour combination course consists of the curriculum outlined in both the 1500 hour cosmetology course and the 300 hour advanced cosmetology course. A diploma is presented for the cosmetology and advanced cosmetology course upon completion of all hours, tests, and fees paid in full. The cosmetology course includes training in all phases of hair care, basic manicuring, facials & light make-up. The salon management course includes training in all phases of management and advanced cosmetology services. Our goals and objectives are to prepare all students to pass the state board examination, become licensed and seek profitable employment. Students receive theory throughout their training, hands on techniques on manikins & fellow classmates in the junior department, and approximately 1050 hours of training in the clinic area on clients. Instructional methods used in this course are lecture, demonstration, questions and answer, individualized instruction, professional resume development, mock interviews, job search skills, problem solving, student presentations, role playing, study groups and DVD presentations. See grading policy on page 8.

The tuition is \$18,575.00, application fee \$100.00, and \$2,265.00 book/supplies which are non-refundable.

#### OUTLINE FOR MANICURE COURSE

Sanitation, sterilization & bacteriology	8	Manicures: Water	79
Sculptured and artificial nails	50	Oil	47
Skin and nails	6	Electric	3
Hand & Arm Massage	7		
TOTAL HOURS: 200			

The manicure course includes training in all phases of basic manicuring, pedicures, and nail enhancements. Our goals and objectives are to prepare all students to pass the state board examination, become licensed and seek profitable employment. Students receive theory throughout their training, hands on techniques on manikins & fellow classmates in the department, and approximately 100 hours in hands on. Instructional methods used in this course are lecture, demonstration, questions and answer, individualized instruction, professional resume development, mock interviews, job search skills, problem solving, student presentations, role playing, study groups and DVD presentations. See grading policy on page 8.

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Tuition for the Manicuring Course is \$1,600.00, application fee \$100.00, and \$250.00 book/supplies which are non-refundable.

OUTLINE FOR ESTHETICIAN COURSE

Sanitation & Bacteriology	75	Facial	80
Anatomy	70	Skin	70
Specialized Equipment/Treatments	40	Make-up	95
Massage	70	Chemistry	40
Salon Operations & Communication Skills	40	Cosmetology Laws & Rules	20
TOTAL HOURS: 600			

The esthetician course includes training in all phases of basic facials, peels, eyelash extensions, makeup & massage. Our goals and objectives are to prepare all students to pass the state board examination, become licensed and seek profitable employment. Students receive theory throughout their training, hands on techniques on manikins & fellow classmates in the junior department, and approximately 300 hours of training in the clinic area on clients. Instructional methods used in this course are lecture, demonstration, questions and answer, individualized instruction, professional resume development, mock interviews, job search skills, problem solving, student presentations, role playing, study groups and DVD presentations. See grading policy on page 8.

Tuition for the Esthetician Course is \$8,450.00, application fee \$100.00, \$950.00 book/supply and kit fees which are non-refundable.

ESTHETICIAN & MANICURING COMBINATION COURSE

The 800 clock hour combination course consists of the curriculum outlined in both the 600 hour esthetician course and the 200 hour manicuring course. A diploma is presented for the esthetician and manicuring course upon completion of all hours, tests, and fees paid in full. The esthetician course includes training in all phases of basic facials, peels, eyelash extensions, makeup & massage. The manicure course includes training in all phases of basic manicuring, pedicures, and nail enhancements. Our goals and objectives are to prepare all students to pass the state board examination, become licensed and seek profitable employment. Students receive theory throughout their training, hands on techniques on manikins & fellow classmates in the junior department, and approximately 400 hours of training in the clinic area on clients. Instructional methods used in this course are lecture, demonstration, questions and answer, individualized instruction, professional resume development, mock interviews, job search skills, problem solving, student presentations, role playing, study groups and DVD presentations. See grading policy on page 8.

The tuition is \$10,150, application fee \$100.00, and \$1,100.00 book/supply fees which are non-refundable.

## APPRENTICE INSTRUCTOR

### COURSE OUTLINE FOR APPRENTICE INSTRUCTOR

#### **Part One**

Career Education Instructor  
The Teaching Plan and Learning Environment  
Basic Learning Styles and Principles  
Effective Classroom Management  
Basic Methods of Teaching and Learning Program Review  
Development and Lesson Planning  
Educational Aids and Technology in the Classroom  
Making the Student Salon an Adventure  
Career and Employment Preparation

#### **Part Two**

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Educational Relationships  
Achieving Learner Results  
Learning Is a Laughing Matter  
Teaching Study and Testing Skills  
Teaching Success Strategies for a Winning Career  
Teams at Work  
Communicating Confidently  
The Art of Retaining Students  
Evaluating Professional Performance

A diploma is presented for the apprentice instructor program upon completion of all hours, test, and fees paid in full. This course will teach professional development for aspiring cosmetology educators. It is intended as an instructor training program. It will be used primarily as self-study/ mentor program, allowing learners to move at their own pace. Our goals and objectives are to prepare all students to become licensed and seek profitable employment. Students will participate in theory under a licensed instructor and do hands on techniques with students. Students must complete 1000 hours See grading policy on page 8. Tuition for the Apprentice Instructors course is \$5,800.00, application fee \$100.00, and \$100.00 book fee which are non-refundable.

### GRADING POLICY FOR ALL COURSES

Students will be graded for academic progress in theory, practical, and clinical work. The students' academic progress will be measured according to the following scale:

93 to 100%-A

85 to 92%-B

75 to 84%-C

65 to 74%-D

64% and below is failing-F

All students must maintain a 75% or above grade average to be considered making satisfactory progress.

### LEAVE OF ABSENCE

An authorized leave of absence (LOA) is a temporary interruption in a student's program of study. LOA refers to the specific time period during a program when a student is not in attendance. An LOA is not



required if a student is not in attendance only for an institutionally scheduled break. However, a scheduled break may occur during an LOA.

An LOA must meet certain conditions to be counted as a temporary interruption in a student's education instead of being counted as a withdrawal requiring an institution to perform a refund calculation.

In the event a student finds it necessary to be absent from school for an extended period of time, he/she may request an official leave of absence from the institution.

- a. A student must apply in advance for an LOA unless unforeseen circumstances prevent the student from doing so. For example, if a student were injured in a car accident and needed a few weeks to recover before returning to institution, the student would not have been able to request the LOA in advance.
- b. The institution may grant an LOA to a student who did not provide the request prior to the LOA due to unforeseen circumstances. The institution will document the reason for its decision and collect the request from the student at a later date. In this case, the beginning date of the approved LOA would be determined by the institution to be the first date the student was unable to attend the institution because of the accident.

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Students may request official leaves of absence subject to the following U.S. Department of Education limitations.

- A single leave of absence may be granted for up to 180 days in a twelve month period.
- A second leave of absence in the same twelve month period may be granted as long as the combined number of days in both leaves does not exceed 180 days.
- The twelve month period referenced in these provisions starts on the first day of the first leave.
- There must be a reasonable expectation that the student will return from the LOA.
- A student granted an LOA that meets these criteria is not considered to have withdrawn, and no refund calculation is required at that time.
- The institution must extend the student's contract period by the same number of days taken in the LOA. Changes to the contract period on the enrollment agreement must be initialed by all parties or an addendum must be signed and dated by all parties.

A student's request for a leave of absence must be submitted in writing and must be approved by the institution to be considered an official leave of absence. Students will not incur additional charges from the institution for any absences during an official leave of absence period. Students who fail to return to school as scheduled from an official leave will be considered as withdrawn as of the start of the leave of absence.

### **Refund Policy**

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

- Applicants not accepted by the school shall be refunded all monies paid to the school except a non-refundable application fee. (not to exceed \$100.00)
- If a student (or in the case of student under legal age, his/her parent or guardian) cancels the enrollment in writing within three business days of signing the enrollment, all monies collected by the school will be refunded even if the student has begun classes, except a non-refundable application fee.
- The "formal cancellation date" will be determined by the earliest of postmark on written notification; the date said notification is delivered to the school in

person, the date of expulsion by the school, or 30 days after the last day of attendance, or the expiration date of an approved Leave of Absence.

- If a student cancels his/her enrollment after three business days of the signing, regardless of whether they've begun classes. He/she shall be entitled to a full refund of all monies paid to the school less a application fee of \$100.00.
- For students who enroll and begin classes but withdrawal prior to course completion (after three business days of signing the contract), the following schedule of tuition earned by the school applies.

Length completed to total length of program	Amount of total tuition owed to the school
.01% to 4.9%	20%
5% to 9.9%	30%
10% to 14.9%	40%
15% to 24.9%	45%
25% to 49.9%	70%
50% and over	100%

- Enrollment time is defined as the time elapsed between the actual course starting date and the date of the student's last day of physical attendance in the school. Refunds are calculated on scheduled hours.
- If a student fails to return from an approved leave of absence, the earlier of either the student notifying the school or the leave of absence scheduled date of return is used as the withdrawal date. A leave of absence shall be granted to Student's in good standing with prior written notice from the student. The leave shall be no longer than 180 days during any 12-month period of time.
- Students who withdrawal or terminate prior to course completion will be charged a fee of \$150.00.
- A student must notify the institution of his/her withdrawal in writing.
- If a student is expelled by the school. (Unofficial withdrawals will be determined by the institution by monitoring attendance at least every 30 days)
- If Moler-Pickens Beauty Academy is permanently closed and no longer offering instruction after a student has enrolled, the student shall be entitled to a pro-rata refund of tuition or participate in a teach-out agreement. If the program is cancelled subsequent to a student's enrollment, the school will, at its option, either provide a full refund of all monies paid or completion of the course at a later time.
- If Moler-Pickens Beauty Academy cancels a course and/or program and ceases to offer instruction after students have enrolled and instruction has begun, the school shall at its option:
  - Provide a pro rata refund for all students transferring to another school based on the hours accepted by the receiving school; or
  - Provide completion of the course and/or program; or
  - Participate in a Teach-Out Agreement; or
  - Provide a full refund of all monies paid
- In case of disabling illness or accident, death in the student's immediate family or other documented mitigating circumstances beyond the control of the student, the school will make a settlement which is reasonable and fair to both.
- Books and fees are non-refundable and fees will not be refunded in whole or in part. Other miscellaneous charges the student may have incurred at the institution. (EG:

extra kit materials, books, products, unreturned school property, etc) will be calculated separately at the time of withdrawal.

- Any monies due the applicant or student shall be refunded within 45 days of formal cancellation (whether officially or unofficially) made by the student in writing or formal termination by the school, which shall occur no more than 30 days from the last day of physical attendance, or in the case of a leave of absence, the documented date of return. Attendance is monitored on a monthly basis.
- Any holder of this credit agreement is subject to all claims and defenses which the debtor could assert against the seller of goods or services obtained pursuant hereto or with the proceeds hereof. Recovery hereunder the debtor shall not exceed amounts paid by the debtor hereunder.
- If promissory notes or contracts for tuition are sold or discounted to third parties, the third party must comply with the cancellation and settlement policy of the institution.
- You may cancel this agreement by mailing a written notice to the Moler-Pickens Beauty Academy postmarked no later than midnight of the third business day after the date this agreement is signed. You may use this page as that notice by writing "I hereby cancel" at the bottom and adding your signature and address. This notice must be mailed to the Moler-Pickens Beauty Academy.

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#### TERMINATION POLICY

A student may be terminated by the school prior to completion of the course for the following reasons: continued tardiness, extended unexcused absence in excess of 14 days, insufficient progress, non-payment of tuition, and failure to comply with the school rules and regulations.

#### TRANSFER OF CREDIT POLICY

If a student requests a transfer, the school will transfer all hours if the tuition is current. There would be a charge of \$25.00 assessed for the preparation of necessary transfer papers. Transfer privileges are open to all students.

#### MAKE-UP WORK POLICY

If a student misses a quiz, test, or an assignment, they will be given the opportunity to make them up. All work must be made up before the number of clock hours for the course is completed.

#### RE-ENTRY

A student who has been terminated or discontinued may re-enter the program after at least 30 days. Such students must pay a re-entry fee upon re-entering the program which will be \$100.00 or 15% of the new contracted tuition cost, whichever is less. A student who is re-entering the program with a zero tuition balance is charged \$25.00.

#### CREDIT FOR PREVIOUS TRAINING

Transfer students must have hours certified through the Ohio State Board of Cosmetology before beginning classes in our school. A theory and practical review will be given to determine what subjects are needed to complete the training. Credit is given for previous training.

#### STUDENT RECORDS (FERPA)

Students may gain access to their cumulative records by making an appointment with a qualified staff person who can explain the contents of the file. Release of information pertaining to a student's cumulative record will be released only upon written permission from the student. A parent or guardian of a dependent minor may have access to that student's records. No information will be released to each third party request without written consent of the student or the parent or guardian of a dependent or minor students, however no written consent is required to release the information for legal or accreditation purposes. The school will provide and permit access to student and other school records as required for any accreditation process initiated by the institution or by the National Accrediting Commission of Career Arts & Sciences, or in response to a directive of the Commission.

#### EDUCATIONAL RESOURCES

The school has various texts, magazines, journals, and other printed material pertaining to cosmetology and manicuring. The students may request to utilize these books through their instructor. The school also has an audio-visual library which will also be supervised by the instructors. The library is located in the copy room.

#### ATTENDANCE POLICY

All students are required to attend 67% of the scheduled hours outlined in the enrollment agreement.

\*150%ENROLLMENT TIME: Students must complete the course within 150% of the scheduled enrollment time. If a leave of absence occurs, the graduation and maximum time frame dates are adjusted accordingly.

\*\*All students are required to attend 2 Saturdays per month. Failure to do so will result in an additional charge of \$10.50 per hour (based on a 5 hour day) for each Saturday missed. This fee will be added to the student's tuition ledger at the end of the 12 month period. Students who do not pay the additional obligations to the school will not be able to file their application for the board examinations until all fees are paid in full.

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#### ABSENCE POLICY

An excused absence may be defined as: illness, family crisis, weather, or vacation. Any absence not covered by the above list is considered an unexcused absence. Regardless of the nature of the absence, the school must be notified. If a student can provide the school with medical documentation for absences, the student can make up hours during that month and remain satisfactory. (Students using VA benefits should understand that V.A. regulations concerning benefits of time allowed may not be extended.) The student may find it necessary to attend make-up classes at their own expense. A V.A. student's absenteeism is reported to the Veterans Administration. The first time a student receiving VA benefits has a cumulative percentage of attended clock hours below 67% of their program's scheduled clock hours at an evaluation point they will be placed on **Attendance Warning** and notified in writing. A student on Warning who has a cumulative percentage of attended clock hours below 67% of their program's scheduled clock hours at the next evaluation point will be placed on **Attendance Probation** and notified in writing. A student on Attendance Probation who has a cumulative percentage of attended clock hours below 67% of their program's scheduled clock hours at the next evaluation point must be totally **Withdrawn** from the program and no longer permitted to continue classes. A report will be submitted to the VA to terminate their VA Educational Benefits at this point, which may create a debt with VA for the student.

#### TARDINESS POLICY

Students are signed in at quarter hour intervals and receive credit for all hours attended. Hours are not taken from students for any reason.

#### GRIEVANCE POLICY

In accordance with the institution's mission statement, the school will make every attempt to resolve any student complaint that is not frivolous or without merit. Complaint procedures will be included in new

student orientation thereby assuring that all students know the steps to follow should they desire to register a complaint at any time. Evidence of final resolution of all complaints will be retained in school files in order to determine the frequency, nature, and patterns of complaints for the institution. The following procedure outlines the specific steps of the complaint process.

1. The student should register the complaint in writing on the designated form provided by the institution within 60 days of the date that the act which is the subject of the grievance occurred.
2. Forms for filing a complaint are made available to students and the completed complaint form will be given to the school Director.
3. The complaint will be reviewed by management and a response will be sent in writing to the student within 30 days of receiving the complaint. The initial response may not provide for final resolution of the problem but will notify the student of continued investigation and/or actions being taken regarding the complaint.
4. If the complaint is of such nature that it cannot be resolved by the management, it will be referred to an appropriate agency if applicable.
5. Depending on the extent and nature of the complaint, interviews with appropriate staff and other students may be necessary to reach a final resolution of the complaint.
6. In cases of extreme conflict, it may be necessary to conduct an informal hearing regarding the complaint. If necessary, management will appoint a hearing committee consisting of one member selected by the school who has had no involvement in the dispute and who may also be a corporate officer, another member who may not be related to the student filing the complaint or another student in the school, and another member who may not be employed by the school or related to the school owners. The hearing will occur within 90 days of committee appointment. The hearing will be informal with the student presenting his/her case followed by the school's response. The hearing committee will be allowed to ask questions of all involved parties. Within 15 days of the hearing, the committee will prepare a report summarizing each witness' testimony and a recommended resolution for the dispute. School management shall consider the report and either accept, reject, or modify the

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recommendations of the committee. Corporate management shall consider the report and either accept, reject, or modify the recommendations of the committee.

7. Students must exhaust the institution's internal complaint process before submitting the complaint to the school's accrediting agency, if applicable.
8. If the student feels they need to make a complaint to a state agency they may do so at <http://cos.ohio.gov/FOR-THE-PUBLIC/COMPLAINTS>.

## RULES & REGULATIONS

1. Full-time and part-time classes begin at 9 a.m. Senior & Junior students arriving after 9 a.m. will be signed in at quarter-hour intervals. Senior & Junior students arriving after 10 a.m. will not be admitted to class without an excuse that can be verified. On Tuesday and Wednesday, day students can only stay until 6:30p.m.
2. We are a drug-free institution. Anyone caught with drugs or alcohol on the school premises will be expelled/terminated.
3. Students must come to class in proper uniform. Make-up is optional. The uniform is solid black along with the Moler-Pickens smock. No leggings are permitted. Skirts/dresses must be no shorter than three inches above the knees. No hats, bonnets or scarves are permitted. Students may not wear any attire that has rips, tears, or slits. You must be in professional attire. Violators of this rule will not be signed in for the day.
4. All leave of absences must be in writing and presented to the office for approval.
5. Students are permitted 30 minutes for lunch, however, can take one hour knowing that one hour will be deducted from their time. Students gone over one hour will be signed out for the day. The only exception would be if a student has a documented excuse that can be verified.

STUDENTS MUST MAINTAIN A PROFESSIONAL ATTITUDE AT ALL TIMES.

6. Insubordination or foul language is not permitted. Violators will be given one warning. If the situation persists, the student will be suspended for one week. Any foul language or insubordination towards an instructor or staff person will result in an automatic 30-day suspension. (no warning)
  7. Physical confrontations of any kind on the school premises will result in immediate expulsion.
  8. Any student on the clinic floor that refuses a patron will be suspended for three days except if it is a specialty service such as twisties, freeze curls, or braids. Students wearing acrylic nails must wear them at an “active length” so they can do any service requested of them.
  9. Any clinic student caught performing a service without a paid customer ticket or performing a service that was not outlined and paid for will be expelled. If a patron wants to change their service or add a service, it must be done through the instructor so that any necessary charges can be adjusted or deleted.
  10. Students are not permitted to bring their children to school. If your child has come to get their hair done, they cannot come until 10 a.m. and must limit the service time to two hours and then they must leave the premises.
  11. Any student caught defacing school property will be expelled.
  12. Students are not permitted to leave their classroom or designated area (clinic floor) without permission from their instructor. If you do not sign in and out, the instructor will sign you out for the last time you were seen. ANY STUDENT WHO HAS BEEN SIGNED OUT, MUST LEAVE THE PREMISES IMMEDIATELY. FAILURE TO DO SO WILL RESULT IN A POLICE ESCORT.
  13. Senior students may get their hair done ONCE a week and must have permission from their instructor. Violators of this rule will be signed out for the day.
  14. Senior quiz day is Friday from 9a.m. until 10a.m. Make-up day is Friday from 3p.m. until 4p.m.
  15. Students will not be called from class or clinic floor for phone calls unless it is an emergency.
  16. Students must take a 30 minute lunch break if you attend more than 5consecutive hours, failure to clock in and out for lunch will result in the students deduction of a one hour lunch.
- FAILURE TO ABIDE BY THE ABOVE RULES AND REGULATIONS MAY LEAD TO PERMANENT DISMISSAL FROM THE SCHOOL.

COURSE FORMAT FOR STUDENTS

Full and part-time junior day students receive theory from 9 a.m. until 12:00 Tuesday through Friday. Practical classes are from 12:30p.m. to 4:30 p.m. and all day on Saturdays (Part-time students leave at 2:30). Students have one test per week on material covered and receive grades on practical work daily. At approximately 350 hours the junior student will begin practical mark-offs for advancement to the senior department. Students are generally advanced between 450 to 500 clock hours. Full and part-time senior day students receive theory from 9 a.m. to 10 a.m. Tuesday through Friday and are tested weekly. Clinic services and practical work is graded daily. Clinic services begin at 10 a.m. Tuesday through Friday and Saturdays are strictly clinic work for senior students from 9 a.m. until 4:30 p.m. Senior exams are taken between 1400 and 1500 hours.

Night junior and senior students have theory on Tuesday evenings from 6p.m. to 9 p.m. Practical and clinic work is on Wednesday from 4:30p.m. to 9:00 p.m. and every Saturday from 9 a.m. until 4:30 p.m.

GRADING PROCEDURE FOR COSMETOLOGY STUDENTS:

All students will be graded on theory, practical, & lab work. Grades are recorded in the teacher’s grade book and on the student’s monthly chart. All test & quiz grades are added up & an average is calculated for the theory grade. Practical and/or lab work is graded & averaged to get a “hands on” grade. These two

averages are then added & averaged to get the “overall” academic grade. Evaluations will be done on the benchmarks located in our SAP policy.

COURSE FORMATS AND GRADING PROCEDURES FOR Esthetician, Manicuring, and Esthetician/Manicure Combination, coincide with the schedules listed above, except the Esthetician course is not held on Saturdays.

#### MEDIAN LOAN DEBT

The current median loan debt can be located on our website, which is [www.molerhollywood.com](http://www.molerhollywood.com).

#### COMPLETION/PLACEMENT/ LICENSURE RATE- 2018

Completion Rate:	71.01%
Licensure Rate:	95.35%
Employment Rate:	71.43%

#### CONFIRMATION OF STUDENT RECEIVING THE SCHOOL CATALOG AND RULES AND REGULATIONS:

I, THE UNDERSIGNED, verify that I have received and understand the school catalog, rules and regulations, and the course formats.

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

ATTENTION: ALL STUDENTS RECEIVING TITLE IV FUNDING

I understand that due to the Department of Education's new "Return of Title IV Funds" that there is a possibility that if I terminate before achieving a certain percentage of hours, I might be required to repay a portion of my grant to the Department of Education.

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_