

# **L Makeup Institute**

## **Student Policy Handbook**

The information contained in this catalog is true and correct to the best of my knowledge.

*Kyle Waugh*

---

Kyle Waugh, COO

---

Date June 18<sup>th</sup>, 2025

## Table of Contents

Section I: ACADEMIC POLICIES .....	4
<b>ATTENDANCE POLICIES .....</b>	<b>4</b>
Absences .....	4
Tardiness .....	4
Makeup Hours.....	4
Leave of Absence .....	5
Withdrawals .....	6
<b>EVALUATION AND GRADING.....</b>	<b>6</b>
Evaluation Standards .....	6
Grading scale.....	7
Graduation Requirements .....	7
Academic Advising .....	7
Tutoring.....	7
<b>SATISFACTORY ACADEMIC PROGRESS.....</b>	<b>8</b>
Evaluation Standards .....	8
SAP Standing .....	8
SAP Appeal Process.....	9
Section II: STUDENT RIGHTS.....	10
FERPA .....	10
Americans with Disabilities Act (ADA) .....	10
Prohibition of Bullying, Harassment, and/or Intimidation .....	10
Service Animals in Training Policy.....	11
Title IX .....	12
L Makeup Institute’s Title IX Non-Discrimination & Grievance Process Policy.....	12
Complaint Policy .....	12
Section III: STUDENT RESPONSIBILITIES.....	15
Change of student information.....	15
Dress Code .....	15
Rules of Conduct and Standards .....	15
Violations .....	16
Copyright compliance .....	16
Substance Abuse.....	16
Disciplinary Procedures.....	16

Appeals.....	16
Section IV: STUDENT SERVICES .....	17
Career Center and Job Placement .....	17
Student Records and Transcripts .....	17
Vaccination Policy .....	17
Sports Policy .....	17
Section V: SAFETY & SECURITY.....	18
Campus Crime Report .....	18
Safety Program.....	18
Evacuation Plan/Emergency Response .....	18
In the event of fire: .....	18
Safe Workplace Procedures: .....	19
LMI INCLEMENT WEATHER POLICY:.....	20
Section VI: FINANCIAL INFORMATION .....	21
Cancellation and Refund Policy (NV) .....	21
Cancellation and Refund Policy (TX) .....	21
R2T4 .....	23
Title IV .....	23
Section VII: VETERAN’S EDUCATION .....	27
Refund Policy for Students Called to Active Military Service.....	27
Section VIII: INTERNATIONAL STUDENTS.....	28
International Students .....	28
Administrative Code of Conduct .....	29
Financial Aid Code of Conduct .....	29
Admissions Code of Conduct .....	30

## Section I: ACADEMIC POLICIES

### ATTENDANCE POLICIES

#### Absences

Students are expected to attend all scheduled classes regularly and on time to achieve the learning goals for their program of study. Students must complete 100% of the scheduled hours in their selected program of study to graduate. Attendance is taken every day in the first 15 minutes of the class, when returning from lunch, and at the end of each day. Students are expected to attend class daily and arrive on time at the beginning of the class, as well as return on time from lunch or any additional breaks. Lunch period is 1 hour.

At LMI, we do not distinguish between excused or unexcused absences. This is why we provide a generous number of grace period days that you can use for any reason. These are days provided for you at no charge. Please refer to the “Makeup Hours” policy below for the number of days that are included in your selected program. We strongly recommend always attending school when you are healthy so that your absences are used for unpredictable instances that are out of your control, such as illness and emergencies.

In addition, the satisfactory progress policy states that students are required to have attended a minimum of 70% of the scheduled hours at any given time. If the student is not meeting the 70% attendance requirement at any SAP evaluation point, the student’s enrollment will be terminated. In the event of an absence, the student is encouraged to notify their instructor PRIOR to the absence. It will be the student's sole responsibility to catch up on any missed classwork. Students will also be required to make up any missed hours to complete the program.

The student’s last date of attendance noted on their attendance record is the date that will be used to calculate the percentage of the program the student has completed. Any student who notifies the school of their intent to withdraw or who does not attend classes for 14 consecutive calendar days (excluding scheduled school holidays and breaks) will be withdrawn.

Students have the right to appeal an attendance dismissal consistent with L Makeup Institute’s Academic Appeal Process.

#### Tardiness

Tardies are defined as a student not being present in the class on time for the hours indicated on the schedule. Any student arriving to class more than 30 minutes late or leaving class early will be counted as absent.

#### Makeup Hours

L Makeup Institute provides a grace period to allow the students to make up any missed class hours at no charge to the student. This grace period occurs immediately following the last day of regularly scheduled hours in the program and allow the following days:

<u>Program of Study</u>	<u>Grace Period Days</u>
The Journey: Beauty + Hair + Airbrush + Body Program	6
The Journey: Beauty + Hair + Airbrush + Body + Effects Program	7
Esthetics Program	5

Any makeup hours not completed during the grace period will be subject to a tuition charge of \$24 per clock hour. Payable in advance until graduation. Title IV student financial assistance and VA educational Assistance will not cover this additional tuition cost.

### Leave of Absence

LMI recognizes that personal situations arise which may require an extended period of time to resolve. If a student is unable to attend class for an extended period of time, he or she may apply for a Leave of Absence (LOA). A LOA is a temporary interruption in a student's program of study during which the student is considered to be enrolled. A leave of absence, instead of a formal withdrawal, indicates that the student sincerely intends to resume his/her education at a specified date. A student is encouraged to remain physically in school or on a scheduled break when requesting an LOA unless unforeseen circumstances prevent the student from doing so. Leaving school prior to LOA may result in a denial. LOA approval must be granted by the Education Director prior to the start date of the LOA.

To initiate a request for an LOA, the student must submit a "Request for Leave of Absence Form" to the Director of Education along with supporting documentation. This form is available in the LMI Administrative offices. The information will be reviewed by the Director of Education and a determination will be made within 4 business days of receipt. Please note that the Education Director may approve or deny the student's LOA request at their discretion or request additional information.

A student requesting a leave of absence does so with the knowledge that courses needed in his/her program may not be offered the term when he/she returns. Consequently, a leave of absence may result in a delayed graduation date. No LOA may exceed a cumulative total of 180 days in any 12-month period.

If enrollment is temporarily interrupted for a Leave of Absence, the student will return to school in the same SAP 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.

An LOA may have a serious impact on a student's financial aid. It is highly recommended that a student considering requesting a leave of absence consult with the Financial Aid Office to determine how their financial aid and/or school loans will be affected. Schools may neither credit a student's account nor deliver loan proceeds to the student borrower while the student is on an approved leave of absence. If a student doesn't return from an approved LOA, any balance owed to the school will be due immediately.

A federal student aid recipient must confirm and understand that if he or she fails to return to class at the approved end date of the Leave of Absence, enrollment will be terminated, and federal student loans will enter its "grace period" and repayment of the student's loan will begin six months after the student's last day of attendance.

**\*\*ALL PAYMENTS FOR L MAKEUP IN-HOUSE LOANS OR PAYMENT PLANS DIRECTLY WITH THE SCHOOL "GAP FUNDING" WILL CONTINUE AS SCHEDULED.**

At the discretion of the Education Director, a student may be permitted or required to repeat part of their program as part of granting the LOA. However, any hours that were previously included in student's attendance that are being repeated will not count toward students' accrued attendance.

## Withdrawals

L Makeup Institute will determine a student's withdrawal as per the following:

1. Any student that has been absent 14 consecutive calendar days or more (excluding scheduled school holidays and breaks) without contacting the director,
2. A student who did not return from an approved or unapproved Leave of Absence,
3. Those who were terminated from enrollment,
4. Those who withdrew from the program and notified the school,
5. The school was notified by a second party due to circumstances beyond the student's control.

A student is "Officially Withdrawn" from L Makeup Institute when he or she notifies any staff or faculty member of his or her intent to withdraw from a program. Students who do not provide notice of intent to withdraw from the school and are absent from classes with no contact for more than 14 consecutive days are "Unofficially Withdrawn." Students who withdraw voluntary or involuntary prior to completion of the class and wish to re-enroll will return in the same satisfactory academic progress status as at the time of withdrawal. The school will charge a re-entry fee of \$100 to students who have withdrawn and wish to re-enter more than 180 days after withdrawal. Please note that the Education Director may approve or deny the student's re-enrollment request at her discretion.

Incompletes: If a student is obligated for the full tuition, he/she may request a grade of "incomplete" if the student withdraws for an appropriate reason unrelated to the student's academic status. A student receiving a grade of incomplete may reenroll in the program during the 12-month period following the date the student withdraws and complete those incomplete subjects without payment of additional tuition. In the event the student wishes to re-enroll after the 12-month period has elapsed, the Education Director may approve or deny the student's re-enrollment request at her discretion.

## EVALUATION AND GRADING

### Evaluation Standards

Students are required to complete homework assignments in addition to practical class assignments, participation and written quizzes. Each educator will assign homework with due dates. Written homework assignments, quizzes, and final exams will be graded on a scale of 0% - 100%. Homework turned in on time will receive full credit. Homework turned in late will receive half credit. If a student is absent on the day homework is due, he or she may turn in the assignment for full credit on the first day back from the absence.

Practical skills, techniques, assignments, and class participation are evaluated according to text procedures and industry standards as set forth in practical skills evaluation criteria and graded as Superior – 100%, Mastered – 85%, Satisfactory – 70%, Unsatisfactory – 50%, or incomplete or missing – 0%. If the performance does not meet satisfactory requirements, the performance may be repeated. Likewise, additional practice or testing periods can be scheduled. Students who are required to make up missed assignments or tests are encouraged to do so while they are still attending class. All missed assignments, tests, and hours will be documented accordingly.

### Makeup Program Weighting

Students are evaluated in the following areas and student's final grade is weighted accordingly:

Practical Exam(s):	30%
Written Exam(s):	20%
Homework and Lab:	30%

Quizzes:	10%
Photo Shoot & Models:	10%

### Esthetic Program Weighting

Students are evaluated in the following areas and student's final grade is weighted accordingly:

Practical Exam(s):	20%
Written Exam(s):	20%
Quizzes:	10%
Practical:	30%
Theory:	20%

### Grading scale

Numerical grades are considered according to the following scale:

90 – 100	A – Above Average
80 – 89	B - Average
70 – 79	C – Below Average
69 and below	F - Failed
Withdrawal	W
Incomplete	I

### Graduation Requirements

In order to graduate from the program, the student must:

1. Complete all required program hours, per signed enrollment agreement;
2. Maintain minimum academic and attendance requirements;
3. Meet all tuition, fee, and payment requirements;
4. Complete Exit Counseling, if receiving federal student loans.

### Academic Advising

Everyone at the L Makeup Institute has a sincere interest in the success of each student with an open-door policy as the norm. Students are advised on academic issues and are encouraged to be proactive and discuss their vocational goals and any challenges with staff and faculty. Additionally, progress assessments may be conducted to provide both educators and students with a forum in which to meet and discuss areas of concern. If applicable, the educator will provide the student with a plan to help get caught up.

### Tutoring

The L Makeup Institute offers tutoring once a week for one hour. It is open to all enrolled students and provided at no additional charge. Students are required to bring in a model. No time is awarded.

## SATISFACTORY ACADEMIC PROGRESS

All students must maintain satisfactory academic progress to remain enrolled at L Makeup Institute.

### Evaluation Standards

To remain in good academic standing, students must meet the following minimum Satisfactory Academic Progress (SAP) standards as measured at each evaluation point:

1. Must maintain a minimum cumulative grade point average (CGPA) of 70%.
2. Must maintain a rate of progress (ROP) of 70% or greater.
3. Must be able to complete the program within 143% of the program length in clock hours (Maximum Time Frame-MTF). For example, if a program requires 845 clock hours, the student must complete the degree requirements within 1208 clock hours attempted (143%).

Program	Clock Hours	Evaluation Period	Cum GPA	Max Time Frame 143%
The Journey: Beauty + Hair + Airbrush + Body Program	845	212 hrs. 423 hrs.	70	1208
The Journey: Beauty + Hair + Airbrush + Body + Effects Program	1072.5	Year 1 - 225 hrs. Year 1 - 450 hrs. Year 2 - 901 hrs. Year 2 - 987 hrs.	70	1534
Esthetics Program	750	188 hrs. 375 hrs.	70	1073

\*Transfer Students - Midpoint of the contracted hours or the established evaluation periods, whichever comes first.

### Cumulative Grade Point Average (CGPA) - Qualitative Standard

CGPA measures the quality of the student's work by assigning a percentage which must be 70% or higher. Only courses with earned grades required in the student's program of study are included in the CGPA calculation. In the case of repeated coursework, only the most recent attempt is counted toward the CGPA.

### Rate of Progress (ROP) - Quantitative Standard

Students are required to maintain a satisfactory ROP toward successful completion of their program. ROP is defined as the clock hours completed divided by the clock hours scheduled by that evaluation point.

### Maximum Time Frame (MTF) - Quantitative Standard

Students must be able to successfully complete all the required course clock hours of their program within the Maximum Time Frame. To maintain SAP, the clock hours attempted cannot exceed one and one-quarter times (1.43) or 143% of the clock hours required to complete a program.

### SAP Standing

**SAP Met** - A student remains in good academic standing unless he or she is not making sufficient progress toward degree completion and/or is placed on academic advising, academic warning, academic probation, or academic dismissal/termination.

**SAP NOT Met** - The status on which the student is placed, if, at the end of the evaluation period, the student falls below the required academic progress standards (CGPA, ROP, or MTF) for his/her program as stated in the school catalog. Students who are not meeting SAP will be placed in the appropriate academic warning, probation, or termination status according to the LMI SAP policy.

#### **Academic Warning**

If a student falls below SAP standards at the first evaluation point per academic year, he or she is given an Academic Warning by the School Director and a plan for remediation to establish SAP by the next evaluation point. An Academic Warning does not affect student Title IV financial aid eligibility, VA benefits or private student loans, and is deemed making academic satisfactory academic progress.

#### **Satisfactory Academic Progress Probation and Termination**

If the student is not meeting SAP at the second evaluation point per academic year, the student's enrollment will be terminated. If the student is terminated from his or her enrollment, the school will immediately notify the student and any appropriate outside agency and, if applicable, federal financial aid will be suspended.

For information on appealing terminations, please see the SAP Appeal Process below. Students whose appeal has been granted, their enrollment termination will be set aside, and the student will be placed on probation. During this time, a student may have his or her Title IV Aid reinstated for one payment period and the student must agree to the probation conditions for continued enrollment contained in the students plan for remediation to re-establish SAP.

#### **Financial Aid Probation and Reinstatement**

If probation status is granted, the student is placed on Financial Aid Probation for one payment period and Title IV aid will be reinstated.

#### **Re-establishment of Satisfactory Academic Progress**

Students may re-establish satisfactory academic progress, by meeting minimum academic and pace of program requirements by the end of the probationary period. During the period of re-establishment, students will be eligible to receive federal financial aid, if applicable.

#### **SAP Appeal Process**

Students who have received notification that their enrollment and Title IV aid has been terminated may appeal the decision by contacting the Education Director in writing within three business days of the date of the termination. This written appeal should describe any circumstances that the student feels are worthy of further consideration. These circumstances, may include, but are not limited to: illness, injury, financial hardship, change in personal circumstances, or death of a relative. Students must also include what has changed that will allow him or her to meet SAP at the next pre-determined evaluation point and/or better follow school policy. The School Education Director will make a decision regarding the appeal within five business days of receipt. While the appeal is pending, the student may continue to attend classes at the Education Director's discretion, however, financial aid will remain suspended. All appeal decisions are final.

## Section II: STUDENT RIGHTS

### FERPA

The full FERPA policy can be found on our website at [lmi.edu](http://lmi.edu).

### Americans with Disabilities Act (ADA)

L Makeup Institute does not discriminate in admission or access to our courses or programs based on age, race, color, sex, disability, religion, sexual orientation, or national origin. If you would like to request academic adjustment or auxiliary aids, please contact the Education Director. You may request academic adjustments or auxiliary aids at any time. The Education Director is responsible for coordinating compliance with Section 504 of the Rehabilitation Act of 1973 and Title III of the Americans with Disabilities Act of 1990. Applicants, who are persons with disabilities, as defined in paragraph 104.3(j) of the regulation under Section 504 of the Rehabilitation Act of 1973, may apply for admittance into the program. The school will work with the applicant or student to determine whether reasonable accommodations can be effective and/or are available. Any qualified individual with a disability requesting an accommodation or auxiliary aid or service should follow this procedure:

Notify the Education Director in writing of the type of accommodation needed, date needed, documentation of the nature and extent of the disability, and of the need for the accommodation or auxiliary aid. The request should be made at least four weeks in advance of the date needed. The Education Director will respond within two weeks of receiving the request. If you would like to request reconsideration of the decision regarding your request, please contact the Education Director within one week of the date of the response. Please provide a statement of why and how you think the response should be modified.

### Prohibition of Bullying, Harassment, and/or Intimidation

Students are required to have a positive and respectful attitude towards one another. Bullying, harassment, and/or intimidation of any student on school property, at school-sponsored functions or through electronic means (on or off campus) are prohibited. L Makeup Institute is committed to each student's successful education within a safe and respectful atmosphere. Not adhering to this policy is considered a Violation. Behavior that may not qualify as bullying, intimidation or harassment may nevertheless be inappropriate and subject to disciplinary action.

#### DEFINITIONS:

- "Bullying, harassment, and/or intimidation" means unwelcome, intentional conduct that is not authorized by law which is either severe or is repeated over time. Bullying, harassment and/or intimidation can take various forms, including, but not limited to physical, verbal (including emotional) or social, oral, or written (including electronic writings). Harassment may be motivated by an actual or perceived personal characteristic, which may include, without limitation, race, national origin, socioeconomic status, disability, sex, sexual orientation, religion, or other applicable protected categories.
- "Intentional conduct" means the act or conduct is done willfully, knowingly, and with deliberate intention to hurt or harm a person or a person's property.
- An "imbalance of power" can exist when students use their power—such as, but not limited to, physical strength, access to embarrassing information, or popularity—to control or harm others. Power imbalances can change over time and in different situations, even if they involve the same people.

- “Cyber-bullying” means bullying, harassment and/or intimidation using an electronic device, including, without limitation, a telephone, a smart phone, a computer, or any similar means of communication, and includes any written, verbal, or pictorial information.

### Service Animals in Training Policy

The document ([https://www.ada.gov/regs2010/service\\_animal\\_qa.html](https://www.ada.gov/regs2010/service_animal_qa.html)) published by the Office of Civil Rights, addresses two key points:

1. The ADA does not require service animals to be professionally trained. People with disabilities have the right to train the dog themselves and are not required to use a professional service dog training program.
2. HOWEVER, service-animals-in-training are not considered service animals. Under the ADA, the dog must already be trained before it can be taken into public places. Thus, until the training is complete, the service animal in training does not have the same protection and privileges as a fully trained service animal. Some State\* or local laws cover animals that are still in training.  
\*Check with your local Campus for requirements.

### Requirements for Students

1. Complete the Service Animals in Training Verification Form. This form is separate from special accommodations request that may be requested. This SDS Verification Form, along with documentation certifying the student as an approved trainer (#2), will be kept on file.
2. Provide Certification of Training document. An approved trainer recognized by L Makeup Institute is an individual who has been certified by an organization whose primary mission is to train service animals for people with disabilities. If the student is not an approved trainer, the student must provide proof an approved trainer will be with the student and the dog while in campus buildings.
3. Meet with School Director to obtain approval for bringing a Service Animal in Training into the campus. During this meeting, Staff and student will:
  - a. Review published ADA language that allows for the person to train the dog themselves but does not recognize service animals in training as a protected accommodation.
  - b. Review State of Texas statute that does allow service animals in training to access the same areas as Service Animals as long as they are accompanied by an approved trainer.
  - c. Review LMI’s policy on what constitutes a recognized approved trainer. \*
  - d. Review LMI policy that Service Animals in Training must be identified by a vest or tag indicating they are in training and must comply with and abide by the same School policies and procedures that any Service Animal. This includes policies within the Student Policy handbook.

### Requirements for Service Animal (dog) in Training

1. The animal must be at least one year of age.
2. The animal must meet all standards of behavior that mirrors a trained service animal. These standards include that the animal is under the owner’s control at all times, and that the animal is leashed at all times.
3. The ADA requires service animals be under the control of the handler at all times. The service animal must be harnessed, leashed, or tethered while in public places unless this interferes with the service animal's work or task. In that case, the person must use voice, signal, or other effective means to maintain control of the animal. Under control also means a service animal should not be allowed to bark repeatedly in an otherwise quiet place.
4. Additional service animal guidelines include:
  - a) Animal must be housebroken,
  - b) Current required vaccinations, and
  - c) Wearing collars and tags at all times.

## Title IX

Title IX of the Educational Amendments of 1972 protects people from discrimination on the basis of sex in education programs or activities that receive federal financial assistance.

Title IX requires educational institutions to operate in a nondiscriminatory manner and to provide students and employees with an environment safe from sexual harassment, including sexual violence. The Final Rule, which became effective on August 14, 2020, stipulates how recipients of educational federal funding must respond to reports of sexual harassment. The scope of Title IX applies to all educational institutions receiving federal financial assistance as well as charter schools, for-profit schools, libraries, and museums. Title IX obligations apply to key areas of responsibility such as athletics, employment, financial assistance, recruitment, admissions, counseling, treatment of pregnant and parenting students, and single-sex education.

All students, faculty and staff are encouraged - and in some cases federally required – to receive annual Title IX training. Awareness programs, bystander intervention, ongoing prevention and awareness campaigns, primary prevention programs and risk reduction are important training themes.

### Who Should Be Trained?

- Title IX Coordinators
- Hearing Officials
- Decision Makers
- Investigators
- Mediators
- Certain Administrators

### Key Focus Areas:

- Bystander Intervention
- Domestic Violence
- Dating Violence
- Prevention & Awareness
- Sexual Assault
- Stalking

## L Makeup Institute's Title IX Non-Discrimination & Grievance Process Policy

The full Title IX Non-Discrimination & Grievance Process Policy can be found on our website at [lmi.edu](http://lmi.edu) or through the Education Department.

## Complaint Policy

At the L Makeup Institute, we are always receptive to suggestions and ideas from our students. Should our students wish to share ideas, insight, or constructive comments we recommend that they bring their thoughts to any staff member, educator, or administrator. If the student wishes to file a complaint, the L Makeup Institute will make every attempt to resolve any student complaint that is not frivolous or without merit in compliance with L Makeup Institute's Complaint Procedures below. L Makeup Institute recommends students exhaust the institution's internal complaint process before submitting their complaint to the State Agency or Accreditor. If, as a student, you were not provided with this information, please inform school management. The full complaint policy can be found on our website at [lmi.edu](http://lmi.edu). All complaint forms are available through the Admissions office.

## **Complaint Procedure**

Evidence of final resolution of all written complaints will be retained in school files 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 is required to register their complaint in writing on the designated form provided by the institution within 30 days of the date that the act which is the subject of the grievance occurred.
2. The complaint form will be given to the Education Director.
3. The complaint will be reviewed by the Education Director and a response will be sent in writing to the student within 30 days of receiving the complaint with one of three outcomes:
  - i. 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.
  - ii. If final resolution is provided to the student and the student disagrees with the decision or if the student is not able to file a complaint with the school, the student may file a complaint with the applicable state agency or accreditor:

### **TEXAS STUDENTS**

#### **Makeup Programs**

L Makeup Institute is approved by the Texas Workforce Commission (TWC) and holds a Certificate of Approval (School Number: S.5647). All makeup programs offered by the school are approved by TWC. Information on how to file a complaint with TWC is available on their website at: [www.texasworkforce.org/careerschoolstudents](http://www.texasworkforce.org/careerschoolstudents).

#### **Esthetician Programs**

L Makeup Institute's Esthetician Programs are licensed and approved by the Texas Department of Licensing and Regulation (TDLR). For more information or to file a complaint, visit the TDLR website at [www.https://www.tdlr.texas.gov/Complaints](https://www.tdlr.texas.gov/Complaints).

### **NEVADA STUDENTS**

This school is Licensed by the Commission on Postsecondary Education. Information and complaint forms is available at [www.cpe.nv.gov](http://www.cpe.nv.gov).

### **ALL STUDENTS**

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

Accrediting Commission of Career Schools & Colleges  
2101 Wilson Boulevard, Suite 302, Arlington, VA 22201  
(703) 247-4212 / [www.accsc.org](http://www.accsc.org) / [complaints@accsc.org](mailto:complaints@accsc.org)

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting (Lisa Torti / Admissions Director) or online at [www.accsc.org](http://www.accsc.org).

- iii. If the complaint is of such nature that it cannot be resolved by the school, the school will refer it to an appropriate agency, if applicable.
- 4. Depending on the extent and nature of the complaint, interviews with appropriate staff, faculty and other students may be necessary to reach a final resolution of the complaint.
- 5. 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 60 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 recommendations of the committee.

## Section III: STUDENT RESPONSIBILITIES

### Change of student information

Students must promptly notify L Makeup in writing of any change to their contact information, and further agree that, in the absence of such written notification, Student shall be fully responsible for, and shall be deemed to have received, any information or communication.

### Dress Code

#### Makeup Students

Students enrolled in the makeup program are required to wear all-black clothing and closed-toe shoes. These items are not provided by the school and must be purchased by the student. For questions or clarification, please speak with an Admissions Adviser. Male students must arrive clean-shaven on their first day and are expected to remain clean-shaven throughout the duration of the program.

#### Esthetician Students

Students enrolled in the esthetics program must wear black scrubs and closed-toe shoes. These items must also be purchased by the student.

### Rules of Conduct and Standards

Students are required to arrive in class on time, wearing proper attire and being prepared for the day's assignment. The L Makeup Institute educators expect each student to be in the classroom, with their station set up and ready for work when class starts. Students are allowed one 15-minute break during each morning and afternoon session. Eating or drinking is permitted only in the Student Lounge. Any food left in the refrigerator at the end of class on Thursday will be thrown away. Smoking is not permitted in the building. Smoking is permitted outside the building only. Access doors to the retail / school area are to remain locked until 7:30 am and after 6:00 pm. No one is allowed in any classroom at any time except for students, educators, and staff. Models are only allowed in the classrooms during the time the student is applying or removing makeup. All students must have approved products, equipment, and textbooks with them always. The school cannot be responsible if your property is stolen. We recommend that you mark all your equipment and your personal belongings with your name. Personal effects left in the school after fifteen (15) days will be removed and the school assumes no responsibility for those items, and they will be disposed of in any way convenient. Students are also required to clean their equipment, stations, and mirrors at the end of each day. In addition, each educator will outline any additional rules that are pertinent to his or her classroom, including cell phone usage, eating in class, chewing gum, break schedule, and more.

The L Makeup Institute conducts active, hands-on instruction in a rigorous professional environment. Students must be courteous towards one another and to faculty and staff. Exhibiting disobedient or disrespectful behavior to another student, administrator, or faculty member; repeatedly using profane language, or gossiping will not be tolerated. To maximize the learning process, we require all students to work and to model. When a student is the artist or esthetician, he or she will approach the assignment as though he or she is working on a real job. This includes maintaining a high standard of courtesy and professionalism, keeping tools and the station clean, being aware of the model's comfort and ability to breathe, and keeping the models protected. When modeling, a student will remain still and quiet, and will cooperate with the artist's or esthetician's requests.

Throughout the students' training, there will be very strict rules governing hygienic techniques, including proper sterilization of makeup brushes, makeup and any other tools used throughout all programs and

courses. At all times the student must maintain proper personal cleanliness and proper hygiene by thoroughly washing their hands prior to each makeup application or prior to any time your hands may come into contact with a human face.

### **Violations**

Violations include, but are not limited to being under the influence, consuming, selling, or possession of drugs or alcohol on institute premises; bullying, assault, destructive behavior or any signs of aggression; theft or willful destruction of school property, of other students' or staff members' property; falsification of school and/or student records; unauthorized copying, sharing or distribution of copyrighted material; violating local, state or federal law; any behavior, allergy not disclosed during the interview process, or circumstance that puts you or any student's safety at risk. Students' failure to meet financial obligations including payments to the school will be terminated unless an approved payment arrangement has been made through the schools Finance Director.

### **Copyright compliance**

L Makeup Institute is committed to combatting copyright infringement and illegal file sharing. Copyright infringement of any kind is not permitted at L Makeup Institute and may subject the infringer to criminal and civil penalties as well as dismissal from the school. The unauthorized copying, sharing or distribution of copyrighted material is strictly prohibited. It is a violation of federal law, the Copyright Act, and considered a Violation of L Makeup Institute Policies. In addition, penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than \$750 and not more than \$30,000 per work infringed. For "willful" infringement, a court may award up to \$150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys' fees. For details, see Title 17, United States Code, Sections 504, 505. Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to \$250,000 per offense.

### **Substance Abuse**

The full Substance Abuse policy can be found on our website at [lmi.edu](http://lmi.edu).

### **Disciplinary Procedures**

At the discretion of the administration, a student may be placed on a two-week probation or have his or her enrollment terminated, for one Violation or breaking any of the L Makeup Institute's Rules of Conduct & Standards three times. The 1st infraction of the Rules of Conduct & Standards will be a verbal warning. The 2nd infraction of the Rules of Conduct & Standards will be a written warning. The 3rd infraction of the Rules of Conduct & Standards will result in a written decision resulting in Probation or Termination. For any disciplinary action, a disciplinary form will be completed and placed in the student's file. Students are also able to access this information through their student portal. Eligibility for federal student aid may be affected if the student has a drug-related conviction but can be reinstated at an earlier date with the completion of an acceptable drug rehabilitation program. For more information on federal student aid eligibility and/or acceptable drug rehabilitation programs, please see the Financial Aid Office.

### **Appeals**

L Makeup Institute students have the right to appeal any disciplinary action in writing. Written appeals will be reviewed and evaluated by the Education Director. The appeal must be received within 10 days of the initial action and must include all information relevant to the event or situation that resulted in the disciplinary action. Upon receipt of the appeal, the Education Director shall issue a written response within 30 days.

## Section IV: STUDENT SERVICES

### Career Center and Job Placement

Employment Assistance is offered to those students who graduate from the L Makeup Institute Programs. The L Makeup Institute makes no salary or employment guarantees. However, our curriculum is designed to help students obtain and retain employment after graduating. Students receive training and support in resume writing, social media presence, and interview preparation. We invite employers as guest speakers and include employers as part of our Professional Advisory Committee to solicit input regarding relevant graduate employability skills.

Graduates in good standing have access to ongoing career advice, job placement assistance and networking and experiential learning opportunities. Additionally, the L Makeup Institute offers an online Career Services System, where graduates are able to search and apply for jobs, register for career and professional development events and get their resume, portfolios and cover letters reviewed by a Career Services Representative. Graduates will receive login information to access the site upon graduation.

### Housing

LMI does not have on-campus housing. Admissions Advisors are available to provide information on public transportation, housing options, childcare and information on the surrounding community.

### Student Records and Transcripts

The L Makeup Institute reserves the right to withhold an official transcript, certificate, or diploma if the student's financial obligation to the institute is in arrears. The institute also reserves the right to limit within its discretion the number of official transcripts provided without a processing fee. The usual processing fee is \$10.00 for the second copy. Certificate's, diplomas, and official transcripts of records are available within ten (10) days from the receipt of a written request by the institute.

LMI Records Policy: An individual file is created for each applicant or student, regardless of enrollment status, consisting of admissions, financial, and academic records. All non-Title IV Financial Aid hard files are retained or until electronically filed. For students who have received Title IV Financial Aid, hard files will be held for a minimum of three years or until retained electronically indefinitely within our third-party servicers system. All hard files are confidentially maintained and secured in a locked fireproof cabinet until electronically filed. Any records involved in any claim or expenditure that has been questioned by federal audit are retained until the question is resolved.

### Vaccination Policy

The institution currently does not require students to have any specific vaccination to attend school.

### Sports Policy

The institution currently does not participate in any sports or activities.

## Section V: SAFETY & SECURITY

### Campus Crime Report

You can find the complete Campus Crime Report on our website at lmi.edu.

### Safety Program

LMI is committed to providing students with a safe and secure environment, and the prevention of injury will be always given top priority. However, students are encouraged to be responsible for their own safety as well as the safety of others.

***In situations of significant emergencies or dangerous situations, any member of the school community must call 911.***

LMI encourages all students, guests, faculty, and staff to promptly report any safety concerns within the LMI campus to any LMI staff or faculty member; if the safety concern is a **non-emergency** and located off campus and on public property, for the **Main Campus** contact Tivoli Security at 702-534-0030 or for the **Branch Campus** by contacting Southlake Police Department non-emergency dispatch at 817-743-4522. If the need arises, Tivoli Security and the Southlake Police Department have approved access into LMI. All LMI campus injuries must be documented on the Incident Report form (available through your educator or the administrative office).

All faculty and staff members are appropriately trained in emergency evacuation procedures. Faculty will review the evacuation plan and procedures with all incoming students during new student orientation, including the location of emergency exits, fire extinguishers, first aid kits, and where to assemble outside in case of evacuation. A map is also posted in the student lounge for reference at any time.

In the event of an emergency that requires evacuation, all staff, faculty, and students shall immediately evacuate the campus through the nearest unobstructed emergency exit. Periodically and at least annually, there will be an unannounced fire drill test. A whistle will blow and all faculty, staff, and students must immediately evacuate. During a real or test evacuation, all faculty must take attendance at the designated meeting point to make sure all students are safe and present who are listed on their rosters. Each test will be documented, and a log kept in the admissions office that will include a description of the exercise, the date, time, and whether it was announced or unannounced.

### Evacuation Plan/Emergency Response

Should a first aid, emergency, or evacuation situation occur, all students and staff are expected to follow the reasonable requests of an institutional representative or professional emergency medical technician.

#### In the event of fire:

- a) Evacuate premises by following the planned procedure for the facility.
- b) Call 911. Give name and address of business, nature of fire (what is burning), and name of person reporting the fire.
- c) Plan alternate exits for use in the event regular route is blocked by fire.

If the fire is small (such as a wastebasket fire) and there is minimal smoke, you may try to put it out with a fire extinguisher. If the fire grows or there is thick smoke, do not continue to fight the fire. Immediately evacuate the building and dial 911 to request emergency assistance. Tell others in the area and go to the designated assembly point outside the building.

**First-Aid** – a First Aid Kit and supplies are in both the student and teacher lounge. DO NOT administer Emergency Medical Assistance unless you are qualified to do so. If first aid is involved in a situation involving blood, you should avoid skin contact with blood or other potentially infectious materials by letting the victim help as much as possible and by using gloves. **\*\* DO NOT clean up blood under any circumstance.**

**Medical Emergency** – Students and staff are instructed to dial 911 to request the fire department, emergency medical assistance, or police.

**Earthquake** – Students and staff are instructed to remain inside the building and to place themselves under desks or other secure areas. Do not use elevators as the power for elevators may go out and leave you trapped. If you must leave the building, choose your exits as carefully as possible AFTER all shaking has ceased.

**Criminal Incident** – Do not be a hero! Students and staff are instructed to dial 911 when it's safe to do so.

**Safety Data Sheets** – We use a limited number of chemicals. Avoid contact with skin, cuts and eyes. Vinyl gloves, safety glasses, dust masks or cartridge filter masks, and aprons are available for your voluntary use. **Respirators are not allowed, period.** In the event of substance contact with your eyes, eye wash solution is located in the special effects room. For information on products used, safety data sheets (MSDS) are available in the Library. An SDS is a technical document that provides detailed and comprehensive information on a controlled product related to:

- Health effects of exposure to the product
- Hazard evaluation related to the product's handling, storage, or use
- Measures to protect workers at risk of exposure
- Emergency procedures

#### **Safe Workplace Procedures:**

1. Harmful fumes: When using or near harmful fumes, proper ventilation is required.
2. Use of Flammables: Read labels and always follow precautions.
3. Smoking: Smoking is NOT permitted on the LMI Campus. Smoking only allowed within designated smoking areas or at least 15 feet from the building. Never smoke, permit clients or models to smoke while on campus. Avoid other sources of open flames.
4. Safe Product Storage: Store products in closed containers and prevent spills or leakage. Store in adequately ventilated areas and in moderate temperatures. Each product must be labeled correctly.
5. Personal Protective Equipment of certain special effects products. Follow directions, listen to your educator, wear Vinyl Gloves, Safety Glasses, Dust Mask or Cartridge Filter Mask as directed, properly drape client / student, and apply your professional training. When using certain chemicals identified below as hazardous safety precautions and procedures must be followed:
  - CITRIS Cleaner Degreaser: When diluting or using this product employee must use Safety Glasses and Vinyl Gloves.
  - Latex: When pouring, bottling, or mixing employee must use Safety Glasses.
  - Ultracal: When pouring or mixing employee must use a Dust Mask or Cartridge Filter Mask.
  - 99% Alcohol: Keep away from open flame. Safety Glasses and Vinyl Gloves are recommended.
  - Acetone: Keep away from open flame. Safety Glasses and Vinyl Gloves are recommended.
6. Call Poison Control 1-800-222-1222 if accidentally swallowed.
7. Proper Use of First Aid: Keep first aid kit available in the student lounge.
8. In the event of fire:

- a) Call 911. Give name and address of business, nature of fire (what is burning), and name of person reporting the fire.
  - b) Evacuate premises by following the planned procedure for the facility.
  - c) Plan alternate exits for use in the event regular route is blocked by fire.
9. Use of extinguishers. Many extinguishers work as follows:
  - Pull the pin
  - Aim the nozzle
  - Squeeze the handle
  - Sweep from side to side at base until fire goes out.

#### **LMI INCLEMENT WEATHER POLICY:**

At LMI we carefully Monitor weather conditions. When weather conditions such as an Ice storm or snowstorm are in the forecast, we at LMI may need to delay openings or close the campus for safety.

Information about closings and delayed openings will be shared via email. Note that LMI is open for normal business operations and instructional activities unless you are notified by a LMI Alert.

#### **BE SAFE AND USE GOOD JUDGMENT:**

Above all, the safety of LMI Students comes first. Since students, faculty and staff travel from different parts of the metroplex, it is up to the individual to use their best judgment regarding your ability to travel safely during inclement weather. Students who are not able to report for class due to inclement weather impeding travel when the school is open should contact education director, and faculty and staff employees should contact their supervisor.

When LMI is closed due to inclement weather, all academic instruction and activities, will cease until the LMI officially reopens. Since there is no guarantee of the ability to communicate or access academic resources, students will not be expected to attend class, submit assignments, take exams or meet any scheduled deadlines during the closure.

When classes resume, faculty will inform students of adjusted course expectations and deadlines to make sure course learning objectives are met. Any make-up time will take place during the scheduled class time or through additionally scheduled days.

## Section VI: FINANCIAL INFORMATION

### Cancellation and Refund Policy (NV)

- Students who request a refund within three days of signing the enrollment agreement will be refunded all monies paid to the school, including the application fee, in full. If a student has not physically visited the campus, this three-day period shall not begin until the student arrives at the school for the first time. After three days have elapsed, the application fee becomes non-refundable. Should a student cancel his or her enrollment agreement after the three-day period has elapsed, but prior to the start of instruction, the student will have the right to a full refund of all charges paid, minus the amount of the application fee.
- Should a student withdraw after the three-day period has elapsed and after the start of instruction and before the completion of more than 60 percent of the program or course, the student shall be liable for the \$100 non-refundable Student Application fee, 100% of the cost of any educational materials and / or student kits received, lab fees, plus a prorated amount of the tuition.
- If a student withdraws after completion of more than 60 percent of the program or course or is terminated from the program or course for violation of the Institutes Rules of Conduct, the L Makeup Institute is not required to refund the student any money and will charge the student the entire cost of the tuition agreed.
- All monies shall be refunded within fifteen (15) calendar days after the:
  - a) Date of cancellation or withdrawal by a student of his or her enrollment;
  - b) Date of termination by the institution of the enrollment of a student;
  - c) Last day of an authorized leave of absence if student fails to return after the period of an authorized absence; or
  - d) Last day of attendance of a student, whichever is applicable.

Furthermore:

- a) The period of a student's attendance is measured from the first day of instruction as set forth in the enrollment agreement through the student's last day of actual attendance, regardless of absences. The cancellation or withdrawal date will be determined by the postmark on written notification, or the date said information is delivered to the school.
- b) The period of time for the program or course is the period set forth in the enrollment agreement.
- c) Tuition is calculated using the tuition and fees set forth in the enrollment agreement and do not include books, educational supplies, makeup kit, lab fees or equipment that are listed separately from the tuition and fees.

### Cancellation and Refund Policy (TX)

#### Makeup Programs

The L Makeup Institute will follow TWC State guidelines of refund policy language as follows:

- Students who request a refund within three days of signing the enrollment agreement will be refunded all monies paid to the school, including the application fee, in full. If a student has not physically visited the campus, this three -day period shall not begin until the student arrives at the school for the first time. After three days have elapsed, the application fee becomes non-refundable. Should a student cancel his or her enrollment agreement after the three-day period has elapsed, but prior to the start of instruction, the student will have the right to a full refund of all charges paid, minus the amount of the application fee.
- Should a student cancel his or her enrollment agreement after the three-day period has elapsed and after the start of instruction and before the completion of more than 75 percent of the program or course, the student shall be liable for the \$100 Student Application fee, 100% of the cost of any educational materials and/or student kits received, lab fees, plus a prorated amount of the tuition.

- If a student withdraws after completion of more than 75 percent of the program or course or is terminated from the program for violation of the Institutes Rules of Conduct, the L Makeup Institute is not required to refund the student any money and may charge the student the entire cost of the tuition agreed. All monies shall be refunded within fifteen (15) calendar days after the:
  - a) The last day of attendance, if the student is terminated by the school;
  - b) The date of receipt of written notice from the student; or
  - c) Ten school days following the last date of attendance.

Furthermore:

- a) The period of a student's attendance is measured from the first day of instruction as set forth in the enrollment agreement through the student's last day of actual attendance, regardless of absences. Official cancellations or withdrawals, the cancellation date will be determined by the postmark on written notification, or the date said information is delivered to the school.
- b) The period of time for the program or course is the period set forth in the enrollment agreement.
- c) Tuition is calculated using the tuition set forth in the enrollment agreement and do not include books, educational supplies, makeup kit, lab fees or equipment that are listed separately from the tuition.

#### Esthetician Program

The L Makeup Institute will follow the Texas State guidelines of refund policy language as follows: Students who request a refund within three days of signing the enrollment agreement will be refunded all monies paid to the school, including the application fee, in full. If a student has not physically visited the campus, this three-day period shall not begin until the student arrives at the school for the first time. After three days have elapsed, the application fee becomes non-refundable. Should a student cancel his or her enrollment agreement after the three-day period has elapsed, but prior to the start of instruction, the student will have the right to a full refund of all charges paid, minus the amount of the application fee.

Should a student withdraw after the three-day period has elapsed and after the start of instruction, and before the completion of the program, the school shall refund:

- a) 90% of any outstanding tuition for a withdrawal or termination that occurs during the first week or first one-tenth of the course, whichever period is shorter;
- b) 80% of any outstanding tuition for a withdrawal or termination that occurs after the first week or first one-tenth of the course, whichever period is shorter, but within the first three weeks of the course;
- c) 75% percent of any outstanding tuition for a withdrawal or termination that occurs after the first three weeks of the course but not later than the completion of the first 25% of the course; and
- d) 50% of any outstanding tuition for a withdrawal or termination that occurs not later than the completion of the first 50 percent of the course.

For students who enroll and begin classes but withdraw, or are terminated, prior to program completion and during the last 50% of the scheduled course, the school:

- a) May retain 100% of tuition and fees paid by the student; and
- b) Is not obligated to refund any additional outstanding tuition and 100% of the cost of any educational materials, lab fees, and/or student kits received are non-refundable.

Furthermore:

- a) The period of a student's attendance is measured from the first day of instruction as set forth in the enrollment agreement through the student's last day of actual attendance, regardless of

absences. Official cancellations or withdrawals, the cancellation date will be determined by the postmark on written notification, or the date said information is delivered to the school.

b) The period of time for the program or course is the period set forth in the enrollment agreement.

c) Tuition is calculated using the tuition set forth in the enrollment agreement and do not include books, educational supplies, makeup kit, lab fees or equipment that are listed separately from the tuition.

d) If a school closes or ceases operation before the class credit is earned, the student is entitled to a tuition refund in accordance with Texas Occupations Code, Chapter 1603.

## R2T4

A federal student aid (Title IV) recipient who withdraws or is terminated from the L Makeup Institute during a payment period must determine the amount of Title IV aid earned for that period, using the Return to Title IV formula as follows:

### Clock hours scheduled to be completed through the last day attended for the payment period

The total clock hours in the payment period

Based on this calculation, through the 60% point in each payment period, a pro rata schedule of clock hours is used to determine how much Title IV funding the student has earned at the time of withdrawal. After the 60% point of the payment period, a student has earned 100% of the Title IV funds.

If a student earned more Title IV fund than was disbursed, the Institute may owe the student a Post-Withdrawal Disbursement (PWD), no later than 180 days from the date the Institute determined the student withdrew (for loans) or no later than 45 days from the date the school determined the student withdrew (for Pell Grant). The Institute will notify the student within 30 days of the date it determines the student withdrew that he or she is eligible for a PWD of loan funds, whereby the student or parent borrower must first confirm in writing whether the disbursement is accepted or declines all or some of the loan funds offered as a PWD. A PWD of Pell Grant does not require student acceptance or approval and those funds may be applied directly to the student's account to satisfy tuition and fees.

Title IV funds that require a refund are returned in the following distribution order:

A Title IV student who officially withdraws from the Institute and is determined that a tuition refund is due based on the Institutional Refund policy, funds will be returned to the Title IV programs in the following distribution order 1) Direct Loan (Unsubsidized, Subsidized, PLUS) 2) Federal Pell Grant, and 3) Student. The distribution order is used to reduce student loan indebtedness.

All Title IV refunds will be made via Electronic Funds Transfer (EFT) to the U.S. Department of Education and the student COD disbursement records. The student will be notified in writing from the Institute of all Direct Loan refunds on their behalf. Title fund refunds will be made no later than 45 days after the Institute determines the student has withdrawn.

## Title IV

To be considered eligible for and receive Title IV aid at LMI, a student must meet the following specific requirements:

- Be a U.S. citizen or eligible non-citizen;
- Not be enrolled simultaneously in elementary or secondary school;
- Have a valid Social Security number;
- Sign a Statement of Educational Purpose certifying that federal student financial aid will only be used to pay educational costs;

- Not be in default on a Title IV loan; or, if in default, have made satisfactory repayment arrangements with the loan holder;
- Have not obtained loan amounts that exceed annual or aggregate loan limits made under any Title IV loan program;
- Not be liable for an overpayment of a Title IV grant; or, if liable, have made satisfactory repayment arrangements with the holder of the debt;
- Be making satisfactory academic progress (SAP);
- Not have property that is subject to a judgment lien for a debt owed to the USA; or, if subject to a judgment lien, have made satisfactory repayment arrangements with the debt holder;
- Not have been convicted of an offense involving the possession or sale of illegal drugs that occurred while the student was enrolled and receiving Title IV aid;
- Have completed repayment of funds to either Department of Education or the holder of a loan, if applicable;
- Not have been convicted of, or pled nolo contendere or guilty to, a crime involving fraud in obtaining Title IV aid.

### **Entrance Counseling**

First-time borrowers are required to complete Direct Loan Entrance Counseling prior to receiving the first disbursement of a Direct Loan. Counseling is completed online at [www.studentloans.gov](http://www.studentloans.gov). The entrance counseling helps students understand the terms and conditions of the loan and of the borrower's responsibilities. Loan counseling must be completed before students can receive loan funds.

### **Exit Counseling**

The U.S. Department of Education requires financial aid exit counseling whenever a student who has taken out student loans leaves a school. This is to be sure that you understand your loan responsibilities and to assist you in planning to meet them.

To meet the exit counseling requirement, complete either of the options below:

1. Complete the online Exit Counseling: go to [www.studentloans.gov](http://www.studentloans.gov), log in, click on Complete Counseling, and choose Exit Counseling. You will need your FSA ID to complete the online exit counseling session. If you do not have an FSA ID, you may create one at the same site. L Makeup Institute will be notified electronically when you have completed the Exit Counseling session.
2. If you cannot complete the Exit Counseling online, read the Exit Counseling Guide for Borrowers of Direct Loans and Federal Family Education Program Loans and Your Rights and Responsibilities as a Borrower. Please complete the Student Contact Information pages of the Exit Counseling Guide and return them to the Financial Aid Office.
3. Your Financial Aid History/Review may be accessed at [www.studentloans.gov](http://www.studentloans.gov) or at [www.nslds.ed.gov](http://www.nslds.ed.gov). Your Financial Aid History/Review includes detailed information about the federal loan types and amounts you received for each academic year and servicer contact information for each loan.

### **Master Promissory Note**

The Master Promissory Note (MPN) is a legal document with which you promise to repay your loan(s) and any accrued interest and fees to the U.S. Department of Education. It also explains the terms and conditions of the loan(s). MPN for Direct Subsidized or Direct Unsubsidized Loans are available to eligible undergraduate or graduate/professional students. Direct Plus Loans are available to eligible parents of eligible dependent undergraduate students.

## Disbursement

Financial aid awards are divided into two equal disbursements (for first and second Academic Year, if applicable) and sent directly to the school by electronic funds transfer. Applicable loan fees, such as origination fees, are deducted from each disbursement and the net amount is then credited to the student account. The first disbursement of federal grants and loans is received approximately one week after the program start date. The second disbursement of federal grants and loans is received after the student has completed half of the program hours or academic year, weeks, and it has been determined that they are meeting Satisfactory Academic Progress.

Disbursement notifications are given to students. Borrowers have the right to cancel all or a portion of their loan disbursement and have the loan proceeds returned to the U.S. Department of Education by notifying the Financial Aid Office in writing within thirty days of receipt of the disbursement notice. Canceling the loan does not relieve the borrower of the obligation to pay the balance or any outstanding tuition or other institutional costs.

Institutional charges owed to LMI (tuition, fees, supplies, housing, etc.) will be automatically deducted from financial aid disbursements before determining a credit balance refund. Refunds are paid to students and parents by way of paper checks and are issued no later than fourteen days after the credit balance on account for the payment period.

Loan(s), including accrued interest and fees, must be repaid whether the student successfully completes the program, obtains employment, or is satisfied with his or her education.

Students must maintain financial aid eligibility requirements to be eligible for financial aid funding. It is the student's responsibility to review financial aid policies. Any questions related to disbursement or eligibility requirements should be directed to the Financial Aid Office.

[Home](#) | [Federal Student Aid](#); [Resources](#) | [Federal Student Aid](#)

## Maximum Federal Student Aid Eligibility

	Dependent Undergraduate Student	Dependent Undergraduate Student with a Parent PLUS Loan denial*	Independent Undergraduate Student
First-Year (0-900 clock hours)	\$5,500 A maximum of \$3,500 may be subsidized	\$9,500 A maximum of \$3,500 may be subsidized	\$9,500 A maximum of \$3,500 may be subsidized
Second-Year (901-1800 clock hours)	\$6,500 A maximum of \$4,500 may be subsidized	\$10,500 A maximum of \$4,500 may be subsidized	\$10,500 A maximum of \$4,500 may be subsidized
Undergraduate Aggregate Loan Amounts	\$31,000 A maximum of \$23,000 may be subsidized	\$57,500 A maximum of \$23,000 may be subsidized	\$57,500 A maximum of \$23,000 may be subsidized

Below we have listed the maximum eligibility amounts of federal student grant and loan funds that are available to students under Title IV of the Higher Education Act to the extent they qualify. All grant and loan program eligibility amounts are awarded on an individual student basis. Amounts vary, based on the

information provided by each student on the Free Application for Federal Student Aid (FAFSA). There are two types of Direct Loans (sometimes called Stafford Loans) available to undergraduate students: Direct Subsidized Loans and Direct Unsubsidized Loans. Each has different annual and aggregate loan limits. Annual limits also vary by academic programs in school and dependency status, and degree level. The maximum annual amount a student can borrow from the Direct Loans program is also capped at the cost of attendance minus other aid received. Annual loan limits may be prorated for academic programs that are less than a typical academic year in duration.

**Examples of Cost of Attendance - 2025-2026**

Tuition and Fees (LMI Catalog)

Room & Board = Housing \$7,972

Personal = Food + Health Care \$2,765

Transportation = Transportation \$2,205

Total Monthly Indirect Cost \$12,942

**National Student Loan Data System (NSLDS)**

NSLDS is the U.S. Department of Education's central database for student aid. Student and parent (if applicable) loan information will be submitted to NSLDS, and will be accessible by guaranty agencies, lenders, and schools determined to be authorized users of the data system.

Students can access loan and grant information by logging into [Home | Federal Student Aid](#) and viewing their Dashboard.

**College Affordability**

Department of Education's Affordability and Transparency Center <https://collegecost.ed.gov/>

**College Navigator Website**

Education Statistics <https://nces.ed.gov/collegenavigator/>

## Section VII: VETERAN'S EDUCATION

### Refund Policy for Students Called to Active Military Service

A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled:

- a) If tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;
- b) A grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
- c) The assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
  - 1) satisfactorily completed at least 90 percent of the required coursework for the program; and
  - 2) demonstrated sufficient mastery of the program material to receive credit for completing the program.

The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s), within 60 days after the effective date of termination.

## Section VIII: INTERNATIONAL STUDENTS

### International Students

L Makeup Institute is authorized under federal law to enroll nonimmigrant students and issue I-20 documentation for M-1 visas only for students who are enrolled at L Makeup Institute, can only be provided for the period of time during which the student is registered at LMI, and does not authorize external work experience.

Minimal English language proficiency is required. Proficiency is evidenced by a U.S. High School Diploma, GED or the equivalent in a country where English is a primary language. For students who completed secondary school in a country where English is not a primary language, evidence of the successful completion of a secondary school- level English course or a minimum TOEFL score of 50 will be required.

Admissions Advisors are available as a resource for international students and can help address any concern related to international study, including visa and passport questions, transferring to and from other schools, utilizing public transportation, housing options, and information on the surrounding community. It is important to note that the visa required to visit the United States is different from the visa required to attend a vocational school.

# Administrative Code of Conduct

## Financial Aid Code of Conduct

The Higher Education Opportunity Act conditions the eligibility of educational institutions to participate in Title IV programs on the development of and compliance with a code of conduct prohibiting conflicts of interest for its financial aid personnel [HEOA 484(e)]. L Makeup Institute officers, employees and agents are required to comply with this code of conduct. The following specific provisions bring L Makeup Institute into compliance with the federal law [HEOA 487(e)].

Neither L Makeup Institute as an institution nor any individual officer, employee or agent shall enter any revenue sharing arrangements with any lender. No officer or employee of L Makeup Institute who is employed in the Financial Aid Office or who otherwise has responsibilities with respect to education loans, or agent who has responsibilities with respect to education loans, or any of their family members, shall solicit or accept any gift from a lender, guarantor, or servicer of education loans. For purposes of this prohibition, the term “gift” means any gratuity, favor, discount, entertainment, hospitality, loan, or other item having a monetary value of more than a de minimus amount.

An officer or employee of L Makeup Institute who is employed in the Financial Aid Office or who otherwise has responsibilities with respect to education loans, or an agent who has responsibilities with respect to education loans, shall not accept from any lender or affiliate of any lender any fee, payment, or other financial benefit (including the opportunity to purchase stock) as compensation for any type of consulting arrangement or other contract to provide services to a lender or on behalf of a lender relating to education loans. L Makeup Institute shall not: for any first-time borrower, assign, through award packaging or other methods, the borrower’s loan to a particular lender; or refuse to certify, or delay certification of, any loan based on the borrower’s selection of a particular lender or guaranty agency. L Makeup Institute shall not request or accept from any lender any offer of funds to be used for private education loans, including funds for an opportunity pool loan, to students in exchange for the institution providing concessions or promises regarding providing the lender with: a specified number of loans made, insured, or guaranteed under Title IV; a specified loan volume of such loans; or a preferred lender arrangement for such loans. L Makeup Institute shall not request or accept from any lender any assistance with call center staffing or financial aid office staffing. Any employee who is employed in the Financial Aid Office, or who otherwise has responsibilities with respect to education loans or other student financial aid, and who serves on an advisory board, commission, or group established by a lender, guarantor, or group of lenders or guarantors, shall be prohibited from receiving anything of value from the lender, guarantor, or group of lenders or guarantors, except that the employee may be reimbursed for reasonable expenses incurred in serving on such advisory board, commission, or group.

### Admissions Code of Conduct

1. Student recruitment, enrollment, and admissions duties will be conducted in an ethical and professional manner and in keeping with organizational policies and procedures as well as relevant accreditation requirements.
2. Student recruitment, enrollment, and admissions duties will be geared toward the enrollment of qualified applicants who are likely to complete and benefit from the training provided by the school, and not geared toward enrolling students simply to obtain enrollments.
3. Student recruitment and admissions personnel will only provide truthful and accurate statements, descriptions, and explanations regarding the school and its personnel, training, facilities, equipment, services, and accredited status.
4. Student recruitment and admissions personnel will work to ensure that students are fully informed and able to make considered enrollment decisions without undue pressure.
5. Student recruitment and admissions personnel will only assist prospective students in the areas that fall within the purview of their position and will not assist prospective students in admissions testing or alter or falsify any enrollment documents or required test scores.
6. Student recruitment and admissions personnel will not make explicit or implicit promises of employment or exaggerated statements regarding employment or salary prospects to prospective students.
7. Student recruitment and admissions personnel will participate in relevant training provided by the school to enhance their skills as school representatives.
8. Student recruitment and admissions personnel will not assist prospective students in providing false or misleading information on any application.
9. Student recruitment and admissions personnel will not recruit prospective students in or near welfare offices, unemployment lines, food stamp centers, homeless shelters, or other circumstances or settings where such persons cannot reasonably be expected to make informed and considered enrollment decisions.
10. Student recruitment and admissions personnel will not discredit other schools or influence any student to leave another school by falsely imputing to another school dishonorable conduct, inability to perform contracts, or questionable credit standing; making other false representations; falsely disparaging the character, nature, quality, value, or scope of another school's program of instruction or services; or demeaning another school's students.
11. Student recruitment and admissions personnel acknowledge having received a copy of the ACCSC Standards of Accreditation and having read the sections pertaining to recruitment, advertising, and admissions.
12. All admissions personnel acknowledge having received and read the L Makeup Institute catalog.