

## STUDENT'S RIGHTS

As a STUDENT enrolled in an approved school in the State of Illinois, you have the following RIGHTS:

1. You have the RIGHT to a completed enrollment agreement (student contract) before you sign it. This means there should be NO blank spaces on the agreement.
2. If the enrollment agreement is negotiated orally in a language other than English, you have a RIGHT to receive a copy of all disclosures written in the language in which the agreement was negotiated prior to signing the enrollment agreement.
3. You have the RIGHT to receive an exact copy of the enrollment agreement (student contract) which you sign.
4. You have the RIGHT to know the scheduled starting and calculated completion date of your course of study.
5. You have the RIGHT to know the total cost of the course of instruction including any charge made by the school for tuition, books, materials, supplies, and other expenses.
6. You have the RIGHT to cancel your initial enrollment agreement up to midnight of the fifth business day after you have been enrolled.
7. Should you use your RIGHT to cancel your initial enrollment agreement, cancellation MUST be in writing and given to the registered agent, if any, or managing employee of the school.
8. You have the RIGHT to know the number of students who did not complete the course of instruction for which they enrolled for the past calendar year as compared to the number of students who enrolled in the school during the school's past calendar year.
9. You have the RIGHT to keep all hours earned during your course of study. Once hours are earned they cannot be taken away.
10. You have the RIGHT to receive an official transcript upon your graduation or other permanent exit from the school provided you have met all financial obligations set forth in your enrollment agreement.
11. You have a RIGHT to a refund for certain unearned tuition, fees, and other charges. The refund policy is contained in the Illinois Barber, Cosmetology, Esthetics, Hair Braiding and Nail Technology Act of 1985.
12. You have the RIGHT to register complaints against the school with the Department of Financial and Professional Regulation. Direct your written complaints to either COMPLAINT INTAKE UNIT, Department of Financial and Professional Regulation, Division of Professional Regulation, The James R. Thompson Center, 100 West Randolph Street, Suite 9-300, Chicago, Illinois 60601. You may also submit a complaint on the Department's Website at [www.idfpr.com](http://www.idfpr.com), or call the COMPLAINT INTAKE UNIT at 312/814-6910.
13. You may obtain a copy of the Illinois Barber, Cosmetology, Esthetics, Hair Braiding and Nail Technology Act of 1985 and the Rules for the Administration of the Act by calling 1-800-560-6420, TTY: 1-866-325-4949.