



# Ability School of Esthetics

3880 Schiff Drive, Las Vegas, NV 89103

Phone: 702-431-3737 † Fax: 888-585-2517

Email: [info@AbilityEsthetics.com](mailto:info@AbilityEsthetics.com)

url: [www.AbilityEsthetics.com](http://www.AbilityEsthetics.com)

## 2023 STUDENT CATALOG



January 1, 2023 through December 31, 2023 Student Catalog  
Catalog #2023.01

## OUR MISSION

The Mission of Ability School of Esthetics is to prepare Estheticians who possess the knowledge, practical skills, critical thinking abilities, ethical standards, and commitment to lifelong learning necessary for a successful and sustainable career in their chosen profession.

The role of school faculty and administration in the achievement of this Mission is to model, teach, and support our students' growth in each of these essential areas (knowledge, skills, critical thinking, ethics, and commitment to lifelong learning), so that each of our graduates is a positive asset to the community s/he serves and to the profession of Licensed Esthetician.

The primary objectives of Ability School of Esthetics are:

1. Every student who attends ACE will acquire the skills and knowledge necessary for a successful career in the professional practice of Esthetics.
2. Every graduate of ACE will understand the business, regulatory and ethical considerations associated with the practice of the graduate's chosen profession.
3. Every graduate of ACE will possess the ability and motivation to continue learning and advancing in the graduate's chosen profession.
4. Every graduate of ACE who wishes to do so will be able to attain appropriate certification or licensure, and gainful employment, in the graduate's chosen profession.

Ability School of Esthetics (ACE) is a private, for-profit career school. ACE operates under the auspices of its parent company, Ability, Inc. and is licensed to operate by the Nevada State Board of Cosmetology. ACE is not accredited by an accrediting agency recognized by the United States Department of Education (USDE). ACE is a non-degree granting institution.

Classes are held at 3880 Schiff Drive, Las Vegas, Nevada, 89103. Business hours are 9:00 a.m. to 5:00 p.m., Monday through Friday.

## THE ACE TRAINING FACILITY

Ability School of Esthetics is dedicated to training skilled, ethical, and knowledgeable Estheticians who are prepared to enter their chosen field immediately in service to their communities. Our small class size allows for individual instructor attention, and our modest fee structure is designed to enable anyone, regardless of current means, to become a professional Esthetician.

Our classroom and practice area encompasses a total of 4,000 square feet at 4054 Schiff Drive in Las Vegas, NV 89103. The facility is equipped as follows:

- Ten facial tables.
- Five facial machines designed to perform esthetic procedures within the legal scope of services.
- Five facial steamers.
- Five towel warmers.
- Five waxing units.
- 20 facial mannequins - one for each student in attendance.
- 20 mannequin clamps - one for each student in attendance.
- 20 facial supplies kits - one for each student in attendance.
- Skin care products to allow students to perform the tasks required by the curriculum.
- Wet disinfectants.
- Five hospital-style Privacy Curtain Room setups.
- Laptop and large monitor for instructional purposes.

Two Student Uniform tops are provided to each student upon admission. Students are expected to wear their Student Uniforms to class during all hands-on practice classes. Additional Student Uniform tops may be purchased from the school.

ACE does not provide English-as-a-Second-Language (ESL) instruction. Students are expected to enter with a basic level of competency in the language in which the class will be taught. Language competence will be determined through verbal interaction with the student prior to enrollment.

## **ACE GRADUATE JOB PLACEMENT ASSISTANCE PROGRAM**

**Purpose of the Program:** In furtherance of its mission, the School finds that it is important that its graduates begin their career as soon as possible after graduation. Therefore the School has established the Ability School Graduate Job Placement Assistance Program, the purpose of which is to provide graduates with support and assistance to begin working for pay in the career for which they are now prepared.

**Objective of the Program:** The goal of the Ability Graduate Job Placement Assistance Program is that 100% of our graduates who wish to do so are working in their chosen field, and earning at least \$2,000 monthly, no later than twelve months after their graduation date.

**Services Offered:** In order to achieve this objective, the School will make available the following services at no cost to our graduates:

- 1) Letters of Reference: School staff will provide a letter of reference to graduates who have demonstrated competence upon request.
- 2) Interview Skills: As part of the Standards of Professional Practice section of the curriculum, the instructor will teach basic interview skills, and will have students role play job interviews with each other with supportive feedback from the instructor.
- 3) Job Postings: Incoming job opportunities will be posted on a bulletin board at the school, and will be emailed to those graduates who provide their email addresses to the Student Services Coordinator and request notification of incoming job offerings.

**Evaluation** of the Job Placement Program will be conducted by phone calls to graduates within twelve months of their graduation to determine whether each graduate is employed in the field for which s/he was trained, and to determine the income level of each graduate. These data will be compiled and reported to the Nevada State Board of Cosmetology.

## **CAREER OPPORTUNITIES**

Job placement is not guaranteed nor promised to graduates of Ability School of Esthetics. The school posts notices of available positions, and provides letters of recommendation to graduates based on their performance, but does not guarantee job placement.

According to the United States Bureau of Labor Statistics, the median hourly wage for estheticians was \$16.39 in May 2019. The lowest 10 percent earned less than \$9.85, and the highest 10 percent earned more than \$30.07. Estheticians work in an array of settings, such as individual or shared private offices, spas, hospitals, fitness centers, and shopping malls.

## **TRANSFERABILITY OF CREDITS TO AND FROM OTHER INSTITUTIONS**

Ability School of Esthetics may at its discretion accept transfer hours or previous training earned from other institutions. The acceptance of hours earned at Ability School of Esthetics is at the complete discretion of any other institution to which a student may seek to transfer.

## THE ABILITY FACULTY

**INSTRUCTOR Tricia Faust:** A life-long skin enthusiast, Tricia has dedicated 30+ years to the art of skin perfection. She's considered a coach and a holistic esthetician with the magical touch and ability to make skin concerns quickly disappear. Tricia knows that great skin is rarely achieved with a "one size fits all". With her 30 years of hands-on experience as an esthetician and Board Certified Oncology Esthetician she teaches her students to give each customer's face will get exactly what it needs to look and feel its best.



**INSTRUCTOR Sophia Kupke** has worked as a Nevada-Licensed Cosmetologist since 2015. She is very highly regarded by her clients as a Licensed Cosmetologist and Licensed Massage Therapist, and her students regard her as a wonderful teacher. Ms. Kupke specializes in Spa Massage and Esthetics, and insists on a high level of skill and professionalism in her students.

**STUDENT SERVICES COORDINATOR Lucy O'Hara** has served as Student Services Coordinator for Fu Zu Ba School of Massage and Reflexology in Las Vegas since 2011. She graduated from Tang Shan Educational School in 1982, and taught Chinese Literature and English at the Tang Shan Agricultural University from 1979 to 1989. Lucy is a California Certified Massage Therapist (CMT), a Texas Licensed Massage Therapist (LMT), and a Texas Licensed Massage Therapy Instructor (MI).



**ADMINISTRATIVE ASSISTANT Honnuo (Sarah) Yin** earned her Bachelor of Science degree from China's Qiqihar University in China in 2006. After graduation, Sarah taught computer and literature at the School level, and subsequently worked as a news reporter with the Qiqihar Broadcast Station. In 2008 she was promoted to the position of News Editor at Qiqihar Digital Television. Since moving to the United States, Ms. Yin has worked as an online entrepreneur. Her organizational, interpersonal, and computer skills make Ms. Yin a wonderful asset to Fu Zu Ba School.

**ASSISTANT DIRECTOR Jerry Xu** holds the Master's Degree in both Chemistry and Computer Science. He has worked as a research scientist, and has taught Chemistry and Computer Science at the School level. Through his involvement in international cultural and business exchange programs, Jerry became an expert in legal document management. His background in information technology has been a blessing to our school, and his calm, kind manner is much appreciated by both staff and students.







**ASSISTANT DIRECTOR** Maxine Yang holds the Bachelor of Arts Degree from the University of California, Los Angeles, and the Master of Arts in Psychology Degree from the University of Houston, Clear Lake Campus. Ms. Yang has extensive and highly successful experience in business management, entrepreneurship, and customer relations.

**DIRECTOR:** Our Director is Dr. Nathan O'Hara. In 1985 Nathan completed his Ph.D. degree in Confluent Education from the University of California, Santa Barbara Campus. His professional career includes ten years as a health educator with Planned Parenthood of Santa Barbara, ten years as a Program Administrator with the Santa Barbara County Health Department, four years as Executive Director of Grantwinners Development Services, and over ten years as the Director of Fu Zu Ba School of Massage and Reflexology.

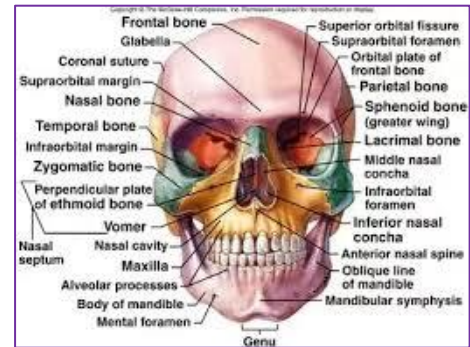


# PROFESSIONAL PRACTICE OF ESTHETICS TRAINING PROGRAM

**Professional Practice of Esthetics – 600 Hour Course**, prepares students to apply for Nevada Esthetician licensure.

Specific objectives of this course of study are:

1. Students successfully identify the origins and historical progression of the development of Esthetics, measured by written examination.
2. Students successfully articulate the theoretical basis of Facial Esthetics, measured by written exam.
3. Students correctly identify the Scope of Practice of Esthetics, including its limits, measured by written examination.
4. Students correctly describe the locations and structures of 12 major facial bones on a written exam.
5. Students correctly describe the locations, structures, and functions of 12 major facial muscles on a written exam..
6. Students correctly identify the structures and functions of the three main layers of skin on a written exam..
7. Students correctly identify the names and functions of the 12 facial nerves on a written exam.
8. Students correctly identify five key Universal Precautions that apply to Estheticians.
9. Students correctly demonstrate proper hand hygiene.
10. Students correctly demonstrate proper use of Personal Protective Equipment (PPE).
11. Students correctly demonstrate proper respiratory hygiene and cough etiquette.
12. Students correctly demonstrate proper sterilization of esthetics equipment.
13. Students correctly demonstrate proper cleaning and disinfection of environmental surfaces.
14. Students correctly demonstrate the five CDC-recommended procedures for blood exposure.
15. Students correctly identify four major contraindications to facial esthetics treatment.
16. Students correctly identify four practitioner safety practices pertaining to Esthetics.
17. Students correctly demonstrate esthetics client preparation and equipment setup.
18. Students demonstrate correct body mechanics for facial treatments.
19. Students correctly demonstrate cleansing and massaging of the client's face.
20. Students correctly perform a facial treatment.
21. Students correctly demonstrate operation of at least four functions of a facial machine.
22. Students correctly a depilation and exfoliation treatment.
23. Students correctly demonstrate hair removal by tweezing and simulated soft wax.
24. Students correctly demonstrate facial makeup and eyelash application.
25. Students correctly demonstrate use of facial masques.
26. Students satisfactorily perform at least 150 hours of hands-on esthetics treatments.
27. Students correctly list and explain four sections of Nevada State statute relevant to Estheticians.
28. Students correctly list the steps to Nevada State Esthetician license acquisition.
29. Students correctly list the requirements for Esthetician license renewal.
30. Students list and explain the 11 ethical standards of the Professional Beauty.
31. Students accurately define the term Generally Accepted Accounting Principles (GAAP).
32. Students correctly and completely list the ten GAAP principles on a written exam.
33. Students explain the tax-related difference between a W-2 employee and 1099 subcontractor.



34. Students explain the basic difference between a Sole Proprietorship and a Corporation.
35. Students list and explain six marketing strategies.
36. Students list and explain six principles of client retention.
37. Students list and explain six principles of effective salon management.

### **Evaluation**

Evaluation shall be by Practical Examination (administered at and by the School) and by Written Examination (administered at and by the Nevada Board of Cosmetology).

### **REQUIREMENTS FOR GRADUATION AND CERTIFICATION** are:

- Satisfactory attendance of 600 clock hours of in person training, and
- Pass the Practical and Written Exams for the course.

An average grade below 70% triggers the requirement that the student re-take the failed Unit or Units during the next available course in order to qualify for graduation. See the Policies section of this Student Catalog for more information.

**SCHEDULE OF CHARGES:** The total of charges for the 600 Hour Course is **\$6,600.00**, including \$6,500 tuition and \$100 non-refundable registration fee. Fees include all consumables and two sets of scrubs. Total of charges per hour of instruction is \$11.00 ( $\$6,600 \div 600 \text{ hours} = \$11.00$ ).

**SCHEDULE OF PAYMENTS:** The total charges listed above may be paid in full at enrollment, or may be paid in no more than three payments. A convenience fee will be charged if the student chooses to pay in two or three payments. There is a 3% service fee if payment is by credit card. Transcripts may not be released until the tuition and fees agreed to in this Enrollment Agreement are paid in full.

**DOCUMENTATION:** In order to start classes, each student must provide 1) a copy of their high school diploma or the equivalent; 2) a copy of their driver license or other photo ID; and 3) the last four digits of their Social Security Number.

**ADD AND DROP DATES:** Students may add a class with permission from the instructor, with the understanding that the student will need to arrange with the instructor to make up all the class time they have missed. Students may withdraw from a class at any time, and may receive a full or partial refund according to the Refund Policy described in this Catalog.

**SCHOOL HOLIDAYS** shall include New Year's Day, Memorial Day, Labor Day, Thanksgiving (Thursday and Friday), and Christmas.

### **2021 COURSE CALENDAR**

#### **Professional Practice of Esthetics (Session E-2021.01 - 600 Hour Course)**

**Instructors:** Erin Gomez, Sophia Kupke

**Registration:** Registration is open until June 14, 2021.

**Classes Start** June 14, 2021. The estimated completion date is October 1, 2021. Classes are held Monday-Friday, 9:00 a.m. to 5:00 p.m.

#### **Professional Practice of Esthetics (Session E-2021.02 - 600 Hour Course)**

**Instructors:** Iris Vincent, Erin Gomez, Sophia Kupke

**Registration:** Registration is open until July 5, 2021.

**Classes Start** July 5, 2021. The estimated completion date is October 22, 2021. Classes are held Monday-Friday, 9:00 a.m. to 5:00 p.m.

**Professional Practice of Esthetics (Session E-2021.03 - 600 Hour Course)**

**Instructors:** Iris Vincent, Erin Gomez, Sophia Kupke

**Registration:** Registration is open until September 6, 2021.

**Classes Start** September 6, 2021. The estimated completion date is December 23, 2021. Classes are held Monday-Friday, 9:00 a.m. to 5:00 p.m.

Additional classes may be scheduled based on student interest.

Class schedules may be modified based on student request and instructor concurrence.



## POLICIES

**Non-Discrimination:** Ability School of Esthetics is an equal opportunity employer and educator. The School does not discriminate on the basis of age, gender, race, ethnicity, religious preference, or sexual orientation in either the hiring of staff or the acceptance of students.

**Entrance Requirements:** The minimum level of education and preparation for admission to all programs of the Ability School of Esthetics is:

- The student must have reached the age of 18, as verified by the student's driver license or government ID card;
- The student must provide the school with a copy of his/her high school diploma or its equivalent;
- The student must be physically and mentally capable of performing esthetic treatments, as determined in interview with the Director or her designee; and
- The student must have no convictions (other than traffic violations) on her/his record, as verified by informed self-report with the understanding that such a conviction could result in denial of the licensure for which the course would prepare the student.

### Rules of Conduct

Students are expected to attend all classes with a clear mind (not intoxicated or otherwise impaired), and with the intention to learn. Violence, serious disrespect, and improper sexual advances will not be tolerated.

**Suspension and Dismissal:** Grounds for suspension include:

- Coming to class intoxicated once;
- Behavior that significantly disrupts the flow of classroom instruction; or
- Serious disrespect shown toward a classmate or instructor on one occasion.

Suspension means the student is asked to leave class for the day. The student is welcome to come back to the next meeting of the class. Any student who is suspended must make up the missed class time in order to qualify for graduation from the School.

Grounds for dismissal include:

- Coming to class intoxicated;
- Violent behavior toward any person while at the school;
- Behavior that continues to significantly disrupts the flow of classroom instruction after two or more warnings; or
- Serious disrespect (obscene comments or gestures) toward a classmate, client or instructor;
- Sexual advances toward any classmate, instructor or client.

**Attendance Policy:** To qualify for graduation the student must attend all classes for the full duration of their course. Missed classes may be made up during the next session of the course at a cost to be determined by the School, or by meeting outside of class time with the instructor at a time and hourly price agreeable to the instructor. This is because the Nevada State Board of Cosmetology requires that licensees have attended the full number of instructional hours (600 hours) in order to qualify for licensure as an Esthetician.

**Excessive Absenteeism:** More than ten unexcused (excuse is at the discretion of the Instructor) hours of absence may be grounds for suspension or dismissal from the school. As an alternative, the student may be offered a leave of absence to allow time to clear up whatever is causing her or him to be absent from classes.

**Tardiness** (arriving to class more than five minutes late) is disruptive to the learning process of all students, and as such is not acceptable. Each student is permitted one tardy. The first tardy each tardy will count as one hour of absence, and must be made up in order for the student to receive her or his graduation certificate.

**Leave of Absence:** Students are eligible for up to two leaves of absence, defined as a specific period of time to not attend classes, at the discretion of the Director on a case by case basis. Students with a leave of absence will be allowed to resume classes where they left off during the next or a subsequent session as agreed upon with the school's Director, at a cost of \$10 per hour.

## Grading and Student Assessment

Grading will be based on a combination of class participation, observation of skills by the class instructor, and scores on examinations. Written and, if appropriate, practice examinations will be administered at the end of each section of the course. The written examinations will be graded on a standard percentage point basis with a maximum of 100 points (i.e. A = 90-100 points; B = 80-89 points; C = 70-79 points; D = 60-69 points; and F = 0-59 points). The practical examinations will be scored by the instructor(s) using a criteria sheet, also on a percentage point basis with 100 as the maximum score.

### Standards of Progress:

1. The grading system used for evaluation of student progress shall be the 0-100 point system, in which 90-100 points = A, 80-89 = B, 70-79 = C, 60-69 = D, and below 60 = F. The minimum grade considered satisfactory to pass the course is 70 points (C-).
2. Students with unsatisfactory grades or progress will be notified of this in a timely manner and offered the options to:
  - contract with the Instructor for private tutoring at a rate to be determined by the Instructor;
  - withdraw from the course and receive a pro-rated refund; or
  - continue with the course of study with the understanding that if the student's performance does not improve s/he may not be able to pass the class and so fail to receive the Certificate of Graduation.
3. Probation: A student shall be placed on Academic Probation if, after the first two sections of a course of study, the student fails to earn an average grade of 70 or higher. A student on Academic Probation will be required to meet with the Student Services Coordinator or Instructor at least weekly to discuss ways this student could bring up his or her grades. These could include additional assignments, tutoring, or any other method deemed viable by the student and Student Services Coordinator. A student on Academic Probation shall be restored to good academic standing if, during the term the student is on Academic Probation, he/she earns an average grade of 70 or higher. However, a student shall remain on Academic Probation if the grade average is below 70.

### Graduation Requirements:

1. Completion of the full 600 hours of in person training; and
2. A minimum 'C' (70%) average if the class is taken on a graded basis, or a 'Pass' recommendation by the Instructor for each segment of the course.
3. A passing score on the Practical Examination, administered near the end of the training program.

**Transcripts:** Transcripts will be released when the student 1) has successfully completed all coursework; 2) has attended all required class hours; and 3) has paid the tuition and fees in full. The first transcript mailed by the school is free. Additional transcript mailings may be requested at a cost of \$50 per transcript.

**Student Record Retention:** Ability School of Esthetics will maintain student records in a locked file cabinet on the school's premises for each student, whether or not the student completes the educational service, for a period ending three years after the date of the student's graduation, withdrawal, or termination. After three years the student records shall be maintained on a secure computer drive in perpetuity. If ACE were to close, the institution will turn over all its records to Nevada State Board of Cosmetology, which will become the permanent repository for student transcripts.

Student records shall be retrievable by student name and shall contain all of the following applicable information:

- (1) Written records and transcripts of any formal education or training relevant to the student's qualifications for admission to the institution;
- (2) Copies of all documents signed by the student, including contracts, instruments of indebtedness, and documents relating to financial aid;
- (3) Records of the dates of enrollment and, if applicable, withdrawal, leaves of absence, and graduation;
- (4) A transcript showing all of the classes and courses or other educational services that were completed or were attempted but not completed and grades or evaluations given to the student;
- (5) A copy of any documents relating to student financial aid that are required to be maintained by law or by a loan guarantee agency;

- (6) A document showing the total amount of money received from or on behalf of the student and the date or dates on which the money was received;
- (7) A document specifying the amount of a refund, including the amount refunded for tuition and the amount for equipment, the method of calculating the refund, the date the refund was made, the check number of the refund, and the name and address of the person or entity to which the refund was sent;
- (8) Copies of any official advisory notices or warnings regarding the student's progress;
- (9) Complaints received from or about the student, including any correspondence, notes, or telephone logs relating to a complaint.

**Refund Policy:** (1-a) If the institution has substantially failed to furnish the training program agreed upon in this enrollment agreement, the institution shall refund all the money the student has paid.

(1-b) If a student cancels his or her enrollment within three days of signing the Enrollment Agreement, the School shall refund 100% of the money the student has paid to the school. The process for cancellation is that the student notifies the Director, Registrar, or Student Services Coordinator of her/his intent to cancel either verbally or in writing.

(1-c) If a student cancels their enrollment before the start of the training program, School will refund to the student all the money the student has paid.

(1-d) If a student withdraws or is expelled by the institution after the start of the class and before the completion of more than 60 percent of the class, School will refund a pro rata amount of the tuition agreed upon in the enrollment agreement, minus a fee of \$700 to cover the cost of equipment and supplies provided to the student at the start of the course.

(1-e) If a student withdraws or is expelled by the institution after completion of more than 60 percent of the training program, the institution is not required to refund the student any money and may charge the student the entire cost of the tuition agreed upon in the enrollment agreement.

2. If a refund is owed, the institution shall pay the refund to the person or entity who paid the tuition within 15 calendar days after the:

- (a) Date of cancellation by the student of his or her enrollment;
- (b) Date of termination by the institution of the enrollment of the student;
- (c) Last day of an authorized leave of absence if a student fails to return after the period of authorized absence; or
- (d) Last day of attendance of the student, whichever is applicable.

3. For the purposes of refund calculation:

- (a) The period of a student's attendance must be 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.
- (b) The period of time for a training program is the period set forth in the enrollment agreement.
- (c) Refund due must be calculated using the tuition and fees set forth in this Enrollment Agreement, and does not include books or supplies that is listed separately from the tuition and fees

4. Each student will be issued a training kit. The student will be responsible for the contents of this kit during the entire training program.

**Professional Standards:** Ability School of Esthetics shall consistently:

1. Maintain the highest possible standards concerning quality of education, ethical and business practices, health and safety, and fiscal responsibility;
2. Ensure that all transcripts and certificates of completion awarded by this institution are properly earned by our students;
3. Ensure that all literature, advertising, solicitation or representation by this institution or its agents is accurate and approved by the Nevada State Board of Cosmetology; and

4. Ensure that essential academic records are properly preserved.

### **STUDENT APPEALS AND COMPLAINTS**

- (a) Any complaints, appeals, questions or concerns should be related to any member the school's faculty, or to the Director at [info@abilityesthetics.com](mailto:info@abilityesthetics.com). The Student Services Specialist is the person authorized by the School to receive and resolve student complaints. The Student Services Specialist has the authority and duty to do all of the following:
  - (1) Investigate the complaints thoroughly, including interviewing all people and reviewing all documents that relate or may potentially relate to the complaint;
  - (2) Reject the complaint if, after investigation, it is determined to be unfounded or to compromise or resolve the complaint in any reasonable manner, including the payment of a refund;
  - (3) Record a summary of the complaint, its disposition, and the reasons; place a copy of the summary, along with any other related documents, in the student's file, and make an appropriate entry in the log of student complaints;
  - (4) If the complaint is valid, determine what other students, if any, may have been affected by the same or similar circumstances and provide an appropriate remedy for those students;
  - (5) Implement reasonable policies or procedures to avoid similar complaints in the future;
  - (6) Communicate directly to any person in control regarding complaints, their investigation, and resolution or lack of resolution.
- (b) A student may lodge a complaint by communicating orally or in writing to any teacher, or school administrator. The recipient of the complaint shall transmit it as soon as possible to the person authorized to resolve complaints and shall attempt to resolve complaints related to that person's duties.
- (c)
  - (1) If a student orally delivers the complaint and the complaint is not resolved either within a reasonable period or before the student again complains about the same matter, the institution shall advise the student that a complaint must be submitted in writing and shall provide the student with a written summary of the institution's complaint procedure.
  - (2) If a student complains in writing, the institution shall, within 10 business days of receiving the complaint, provide the student with a written response, including a summary of the institution's investigation and disposition of it, and, if the complaint or relief requested by the student is rejected, the reasons for the rejection.
- (d) The student's participation in the complaint procedure and the disposition of a student's complaint shall not limit or waive any of the student's rights or remedies. Any document signed by the student that purports to limit or waive the student's rights and remedies is void.
- (e) The person authorized to resolve complaints under this section shall not be terminated from employment or suffer any diminution in compensation as a result of the appropriate and good faith discharge of duties under this section.

**If you have any complaints, questions, or problems which you cannot work out with the school, please contact the Nevada State Board of Cosmetology at 702-508-0015 or [info@nvcosmo.com](mailto:info@nvcosmo.com).**

I certify this catalog to be true and correct as to content and policy.

*Nathan O'Hara*

Nathan O'Hara, Ph.D., Director