

Top 10 Compliance Issues

1. Refunds

- Be sure to use appropriate state refund policy - See OAC 3332-1-10(F)
- Schools offering programs with more than 300 clock hours, must be sure to collect and refund fees appropriately - See OAC 3332-1-10(F)(13)
- Refunds must be made within 30-day time frame - See OAC 3332-1-10(F)(5)
- Refunds must be based on last date of attendance - See OAC 3332-1-10(F)(5) & (6)
- Refund calculations must be completed for each student that withdraws/dismissed. Notice must be sent to student and copy must be retained in the student's file - See OAC 3332-1-10(F)(7)
- Books, equipment, supplies, etc. are refundable if they are not "consumed" - See OAC 3332-1-10.1

2. Enrollment Agreements

- Make sure correct refund policy is listed - See OAC 3332-1-10(F)
- Must list the start date and the length of the program - See OAC 3332-1-09
- Must list the number of hours in the program, how many terms are in the program and how many hours in each term. (Make sure it is compliance with the 300 hour rule) - See OAC 3332-1-09
- Must state that enrollment agreement may be canceled within five days of signing and all fees will be refunded. (Does not apply once classes have begun) - See OAC 3332-1-09
- May not state that students must send in written notification, certified mail, etc. to cancel. The only time cancellation notice has to be in writing, is within the first five days. - See OAC 3332-1-10(F)(6)
- May not assess any additional fees associated with a student's withdrawal or termination from school. - See OAC 3332-1-10(F)(8)
- Fees may not be listed as non-refundable. They are all refundable under certain circumstances. - See OAC 3332-1-10 & 3332-10.1

3. Advertising Issues

- Ads may not be in the help wanted or employment section - See OAC 3332-1-12
- Must include name, address and registration numbers - See OAC 3332-1-12
- Cannot imply "recommended" or "endorsed" by the Board - See OAC 3332-1-12
- Cannot guarantee placement, a certain wage or imply earnings higher than the prevailing wage - See OAC 3332-1-12

4. Admissions

- Make sure prospective students meet the minimum admissions qualifications. If a high school diploma or GED is required, the school must receive written verification from the student that they have received their high school diploma or GED. The school may later be required to provide independent verification that the student does have their diploma or GED. Please note the specific language regarding online high schools. - See OAC 3332-1-09.
- Students must be informed of the obligation they are entering into, their rights and responsibilities, graduation requirements, and expected outcomes of the program - See OAC 3332-1-09
- School directors need to closely monitor what the admissions staff are telling prospective students - See OAC 3332-1-09, OAC 3332-1-17.1 & OAC 3332-17.2
- Make sure all students complete the student disclosure form - See OAC 3332-1-09
- Be sure to have a policy in place to properly address students that require accommodations.

5. School Policies (Ex: Dismissal, attendance, leave of absence)

- Be sure to have clear policies listed in school catalog. It is important to document that you have followed these policies. - See OAC 3332-1-08
- Leave of absence should be clearly documented in student file with clear start and end dates identified - See OAC 3332-1-08

6. Adhering to the Curriculum

- Issues arise when instructors fill class time with movies, field trips, etc. that are not relevant to the class and when they let students out of class early

7. Instructor Qualifications

- Be sure to clearly document the program and specific classes the instructor will be teaching - See OAC 3332-1-08
- Make sure the instructors have the relevant work experience as well as education as required - See OAC 3332-1-08

8. Placement

- All schools are required to assist students with placement - See OAC 3332-1-24
- Schools must provide graduation and placement statistics, by program, for the previous three years before allowing a student to enroll - See OAC 3332-1-09

9. Moving Without Submitting Change of Location Paperwork

- School must submit the change of location form to the Board prior to the move, even if the supporting documentation is not complete - See OAC 3332-1-04.1

10. Not Meeting Board Deadlines

- Schools must submit requested documents, fees, investigation materials. If unable to meet the deadline, communicate with the Board office - See OAC 3332-1-04.5