



Accrediting Commission of Career Schools and Colleges

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December 11, 2025

ELECTRONIC DELIVERY

Director

Pets Playground Grooming School
1294 North Federal Highway
Pompano Beach, Florida 33062

School #M072429
Probation

Dear [REDACTED]:

At the November 2025 meeting, the Accrediting Commission of Career Schools, and Colleges (“ACCSC” or “the Commission”) considered the Commission’s previous decision to defer final action on the school’s Application for Renewal of Accreditation and Application for a Change of Control-Parts I & II submitted by Pets Playground Grooming School (“PPGS”) located in Pompano Beach, Florida. Upon review of the July 24, 2025 Deferral and the school’s response, the Commission voted to place PPGS on **Probation** with a subsequent review scheduled for ACCSC’s **February 2026** meeting.

History of the Commission’s Review:

February 2020

As part of the Application for a Change of Control-Parts I & II, on February 8, 2020, [REDACTED], acquired the school and ACCSC approved the transfer of accreditation for the school that resulted from this change of ownership and control. Due to the pandemic, the on-site evaluation with regard to this Change of Control occurred on October 25, 2023.

August 2024 Meeting Review

At the August 2024 meeting, the Commission considered the Application for a Change of Control-Part I & Part II submitted by PPGS. Upon review of the March 18, 2024 Change of Control On-site Evaluation Report (“COC OER”) and the school’s response to that report, the Commission voted to defer final action on the school’s change of control application and to forward the items set forth in the August 13, 2024 Deferral to be further reviewed in conjunction the school’s Renewal of Accreditation On-site Evaluation occurring August 14-15, 2024. The areas to be reviewed included management, management qualifications, student achievement, verification of faculty work experience, advertising, enrollment agreement, disclosures, admissions requirements, and transcripts.

May 2025 Meeting Review

At the May 2025 meeting, the Commission considered the December 12, 2024 Renewal of Accreditation On-site Evaluation Report (“ROA OER”) and the school’s response. In addition, the Commission considered the Application for a Change of Control-Part I & Part II that were deferred at the August 2024 meeting reviewing the concordant August 13, 2024 Deferral reviewed in conjunction with the Renewal of Accreditation On-site Evaluation. The Commission voted to again defer final action on the Application for Renewal of Accreditation and Application for a Change of Control-Part I & Part II.

November 2025 Meeting Review and Action

Areas of Non-Compliance with Accrediting Standards

1. PPGS has failed to demonstrate compliance relative to Ownership, Management, and Administrative Capacity, in the following areas:
 - a. PPGS failed to demonstrate that the school has adequate management and administrative capacity in place that includes a demonstrated ability to lead and manage a post-secondary educational institution in compliance with accrediting standards (*Section I (A)(1)(a), Substantive Standards, Standards of Accreditation*). During the October 25, 2023 Change of Control On-site Evaluation, the school did not provide sufficient documentation to demonstrate that the School Administrator, [REDACTED], possessed the appropriate combination of education, experience and demonstrated ability to lead and manage a post-secondary educational institution in compliance with accrediting standards. The evaluation team also noted that the Director of the school, [REDACTED], was generally on campus for only two days every other week.

In response to the March 18, 2024 COC OER, PPGS provided a Staff Personnel Report for the School Administrator; however, the response did not include documentation that the school has copies of credentials on file to verify the individual's postsecondary educational background. PPGS also provided a list of operational changes implemented by the Director since the on-site evaluation. While these changes suggest involvement in broader school operations, it remained unclear how the Director's role—particularly in managing financial aid—consistently supports students given the limited on-site presence. The Commission therefore requested additional information regarding the qualifications of the School Administrator and the Director's role in day-to-day operations during the Renewal of Accreditation On-site Evaluation.

In the December 12, 2024 ROA OER, the evaluation team noted that PPGS identifies three key personnel: the President, the Head Instructor, and the School Administrator. The President and Owner had the responsibility to oversee financial aid, student advisement, campus tours, and overall operations, but are on-site a maximum of two days per week. The school indicated to the on-site evaluation team that the School Administrator manages daily business operations, admissions, enrollment, and career services, while the Head Instructor oversees the academic program and instructional staff. PPGS did not provide documentation confirming that the School Administrator or Head Instructor possess the demonstrated qualifications expected to manage a post-secondary institution to the team. Furthermore, as classes are held five days per week, the school could not verify full-time oversight during the President's scheduled absences.

In its March 13, 2025 response to the ROA OER, PPGS reported hiring [REDACTED] as a full-time, on-site School Administrator effective January 2025. PPGS stated that [REDACTED] has nearly five years of experience in education and attended the ACCSC Initial Workshop in March 2025 as part of onboarding. While this participation was intended to ensure understanding of accrediting standards, the Commission determined that additional documentation was required to demonstrate compliance in areas including operational policies, student achievement, graduate employment records, leaves of absence, attendance, admissions, program advisory committee, refund policy, program information, learning resources, transcripts, and advertising.

In response to the July 24, 2025 Deferral, PPGS reiterated that [REDACTED] "is a qualified, full-time, on-site School Administrator responsible for day-to-day operations of the school" (September 30, 2025 PPGS Response, pg. 17). The school provided a Staff Personnel Report indicating [REDACTED]

██████ educational background and experience. However, the Commission noted that the prior post-secondary experience was limited to an office assistant role, with additional experience in secondary education as a registrar and teacher. Additionally, the school submitted documentation which indicates a discrepancy with regard to ██████ educational background—specifically, the resumé indicates a Bachelor of Arts degree in Social Work as compared to the Staff Personnel Report that indicates a Bachelor of Arts degree in Education. Notwithstanding these discrepancies, the Commission found that despite multiple opportunities, PPGS has failed to demonstrate compliance in multiple areas and failed to provide sufficient information demonstrating compliance with accreditation standards.

- b. PPGS failed to demonstrate that the school has adequate management and administrative capacity in place that includes appropriate administrative and operational policies and procedures to which the school adheres, reviews, and updates as needed (*Section I (A)(1)(d), Substantive Standards, Standards of Accreditation*). At the time of the Renewal of Accreditation On-site Evaluation, PPGS provided policies and procedures for student services, career services, admissions, faculty development and training, compliance, curriculum assessment, and other operational areas to the team but did not demonstrate that the school reviews these procedures with or trains personnel on these written procedures.

In response to the December 12, 2024 ROA OER, PPGS provided a new employee handbook and the school's plan to evaluate the handbook annually. While the school provided the updated policies and procedures along with plans to update them on an ongoing basis, PPGS was unable to document compliance with several remaining concerns regarding the school's operational policies and procedures as detailed in the July 24, 2025 Deferral. Given these remaining concerns, the Commission determined that implementation documentation of the updated policies and procedures is necessary for the school to demonstrate both current and the likelihood of ongoing compliance with management standards.

Overall, the concerns outlined in this letter indicate the school is not in compliance with the standard of management and administrative capacity. The Commission concluded that the school's deficiencies stem from either insufficient management oversight, ineffective operational policies and procedures, or both.

As such, the Commission directs PPGS to submit the following:

- a. An explanation regarding PPGS's ability to lead and manage a post-secondary educational institution in compliance with accrediting standards, taking into account the findings expressed in this letter along with the school's efforts to demonstrate compliance with accrediting standards;
- b. A cogent demonstration that PPGS has a full-time individual or team with the appropriate combination of education, experience, and demonstrated ability to lead and manage a post-secondary educational institution in compliance with accrediting standards (i.e., among other things, showing that the school's current administration has corrected the compliance deficiencies set forth in this letter);
- c. A summary of actions by the school since the submission of the response to the July 24, 2025 Deferral regarding management and administrative capacity;
- d. The school's administrative and operational policies and procedures along with an explanation as to how these are appropriate; and

- e. Any additional information that the school believes will assist the Commission in determining the school's compliance with accrediting standards.
2. PPGS failed to demonstrate successful student achievement by maintaining acceptable rates of student graduation and graduate employment (*Section VII (B)(2)(b), Substantive Standards, Standards of Accreditation*). The March 18, 2024 COC OER lists a 50% Graduation Rate for the 4-month Professional Groomer (Diploma) program. In response to that report, PPGS acknowledged the below benchmark graduation rate and drew attention to the low enrollment of three students; with one graduate, one withdrawn student, and one student unavailable for graduation, during the reporting timeframe as a contributing factor for the low graduation rate. While the Commission noted the increased enrollments and the lack of student withdrawals in the Professional Groomer (Diploma) Program, the Commission directed the school to provide an updated Graduation and Employment Chart using a July 2024 Report Date during the Renewal of Accreditation On-site Evaluation.

As documented in the December 12, 2024 ROA OER, the evaluation team found that PPGS had not properly calculated the reporting period on its Graduation and Employment Charts, which may have resulted in inaccurate student achievement outcomes in the 2023 Annual Report. The school subsequently prepared revised charts using a July 2023 report date for review. The team determined that the Professional Pet Stylist program's graduation rate remained below the Commission's benchmark. Additionally, PPGS did not prepare the July 2024 Annual Report rates as directed in the August 13, 2024 Deferral.

In response to the December 12, 2024 ROA OER, the school acknowledged the below benchmark employment rates for the Professional Pet Stylist (Diploma) program and reiterated this was due to only having three reportable graduates. The school then noted that the small cohorts allow for more individualized student attention but that it inevitably brings challenges to meeting benchmark rates. Additionally, the Commission questioned the length of the Professional Pet Groomer (Diploma) program that was listed as 3-months during the on-site evaluation but identified as 5-months in the response. Therefore, the July 24, 2024 Deferral directed PPGS to provide updated Graduation and Employment Charts.

In response to the July 24, 2025 Deferral, the school provided the following graduation and employment rates using a January 2026 Report Date as requested by the Commission:

Program (Credential)	Length in Months	Program Graduation Rate	ACCSC Benchmark Graduation Rate	Program Employment Rate	ACCSC Benchmark Employment Rate
Professional Groomer (Diploma)	4	100%	73%	0%	70%
Professional Pet Stylist (Diploma)	9	75%	60%	75%	70%

The Professional Groomer program only had a single student in the reporting period resulting in a 100% graduation rate upon completion and a 0% employment rate when the graduate secured employment outside the field of training. Additionally, the Commission considered the information provided in the 2025 Annual Report. Specifically, the Commission noted that the Professional Groomer (Diploma) program had three students enrolled with no students graduating and therefore, no result for employment. The Commission had concerns that the school was unable to graduate even one student during that reporting timeframe and only a single student in a more recent timeframe, who did not obtain employed in the field following program completion.

Further, although the catalog submitted in response to the July 24, 2025 Deferral indicates that the 600-hour Professional Pet Stylist (Diploma) program is approximately 34 weeks (8.5 months), and PPGS stated that “the program typically takes 8.5 months and is rounded up to 9 months for Graduation and Employment Chart purposes” (*Id.*, pg. 21), the Commission noted the following program lengths as per the transcripts provided in the response:

Student ID#	Program	Start Date	Graduation Date	Program Length
	Professional Pet Stylist	1/15/2024	6/4/2025	16
	Professional Pet Stylist	7/8/2024	6/24/2025	11
	Professional Pet Stylist	6/12/2024	7/23/2025	13
	Professional Pet Stylist	4/5/2024	5/20/2025	13
	Professional Pet Stylist	11/18/2024	7/31/2025	8
	Professional Pet Stylist	9/24/2024	6/10/2025	8
	Professional Pet Stylist	6/4/2024	5/6/2025	11
	Professional Pet Stylist	9/3/2024	6/25/2025	9
	Professional Pet Stylist	9/3/2024	3/31/2025	6
	Professional Pet Stylist	6/25/2024	3/4/2025	8

As such, the Commission questioned how PPGS determined that the Professional Pet Stylist program typically takes 8.5 months when over half of the graduates needed additional time. Furthermore, it remains unclear how a student would be able to complete the 9-month program in as little as 6 months.

Based on the foregoing, the Commission directs PPGS to submit the following:

- An explanation as to how the school has calculated the approximate length of the Professional Pet Stylist program to be 8.5 months given that a significant percentage of the graduates took longer than 8.5 months to complete the program;
- An explanation as to how a graduate may complete the Professional Pet Stylist program in as little as 6-months;
- A rationale for maintaining approval for the Professional Groomer (Diploma) program given the limited enrollment;
- Updated Graduation and Employment Charts for the two active programs using **January 2026 Report Date**;
- Summary information for each Graduation and Employment Chart organized according to the corresponding cohort start date reported on the chart (line #1) as follows:
 - For each student start, provide the following:

Count	Student ID	Program	Start Date	Graduation Date	Withdrawal/Termination Date
1	12345	Professional Pet Groomer	9/10/2024	2/15/2025	N/A
2	12346	Professional Pet Groomer	9/10/2024	N/A	11/8/2025

- For each student classified as “Unavailable for Graduation” (line #6), provide the following:

Count	Student ID	Program	Start Date	Reason Unavailable	Description of the Documentation on File
1					

- For each graduate classified as employed in the field¹ (line #14), provide the following:

¹ See Appendix VII – Guidelines for Employment Classification, Standards of Accreditation.

Count	Graduate ID	Program	Start Date	Graduation Date	Employer, Contact, Address, & Ph. #	Date of Initial Employ.	Descriptive Job Title and Responsibilities	Source of Verification ² (i.e., graduate or employer)
1								

- iv. From the list in (iii) above, for each graduate classified as employed in a training related field, that is “self-employed,” provide the following:

Count	Graduate ID	Program	Start Date	Graduation Date	Description of the Documentation on File
1					

- v. From the list in (iii.) above, for each graduate classified as employed in a training related field, that is “Career Advancement,” provide the following:

Count	Graduate ID	Program	Start Date	Graduation Date	Description of the Documentation on File
1					

- vi. For each graduate classified as “Graduates-Further Education” (line #11) or “Graduates-Unavailable for Employment” (line #12), provide the following:

Count	Graduate ID	Program	Start Date	Classification on the G&E Chart	Reason	Description of the Documentation on File
1						

and;

- f. Any additional information, to include contemporaneous retention, graduation, or employment data, that the school believes will be useful to the Commission in making a determination regarding the school’s compliance with ACCSC’s student achievement outcomes requirements.

3. PPGS has failed to demonstrate compliance with accrediting standards related to admissions, in the following areas:

- PPGS failed to demonstrate that the school utilizes an enrollment agreement that includes, at a minimum, all required items listed on the ACCSC Enrollment Agreement Checklist and that clearly states the obligations of both the student and school (*Section IV (C)(2)(a), Substantive Standards, Standards of Accreditation*).
- PPGS failed to demonstrate that admissions documentation for students from foreign countries is translated and certified to be at least equivalent to the credential required by the school in its admissions criteria (e.g., a U.S. high school diploma) (*Section V (A)(4)(b), Substantive Standards & Appendix V, Standards of Accreditation*).

The March 18, 2024 COC OER states that the evaluation team noted inconsistently executed enrollment agreements with regard to program name, student signature, school official signature, start date, tuition and fees, and the anticipated graduation date. Additionally, the on-site evaluation team noted that the school did not demonstrate that admissions documentation for students from foreign countries is both translated and certified to be at least equivalent to the credential required by the school in its admissions criteria. In response to the March 18, 2024 COC OER, PPGS provided a chart with the date the admissions documents were received along with the date the enrollment agreement was executed; but, the school did not provide the full admissions file to verify the accuracy of the chart. Additionally, the Commission found that the enrollment agreements do not contain the name, title, and signature of the accepting school official. The Commission directed the Renewal of Accreditation On-site Evaluation

² Appendix VII (4) – Guidelines for Employment Classification, Standards of Accreditation requires the school to verify the employment classification.

team to select and review a significant sample of current and graduated student files to review the school's compliance in this regard.

The December 12, 2024 ROA OER states that Enrollment Agreement Checklist Items #17 and #18 require the applicant's name and signature, as well as the signature of the appropriate school official. However, the school did not consistently obtain these signatures. Additionally, the Renewal of Accreditation evaluation team found that PPGS was not certifying foreign diplomas. In response to the December 12, 2024 ROA OER, PPGS provided admissions documentation for 10 students.³ In the documents provided, several enrollment agreements were missing dates of signatures for either the student or the accepting official. Additionally, while files that did include foreign transcripts or credentials also included translations of those documents, it did not appear that any of the foreign documents had been evaluated for equivalency. Therefore, the July 24, 2025 Deferral directed PPGS to provide an explanation as to how the school ensures that prior to enrollment it secures documentation to demonstrate that each applicant meets all admission requirements including any translation or equivalency requirements for foreign credentials.

In response to the July 24, 2025 Deferral, PPGS provided admissions documentation for nine recently enrolled students and listed a tenth student (ID [REDACTED]) on a chart but did not provide supporting documentation for that student. The Commission noted the following:

- Program names on enrollment agreements were inconsistent with ACCSC-approved titles (i.e., "Pet Stylist Program" instead of "Professional Pet Stylist" and "Professional Groomer" instead of "Professional Pet Groomer");
- Anticipated graduation dates were not consistently provided;
- Tuition and fees sections were incomplete, lacking payment method and schedule details; and
- Enrollment agreements did not include information on student privacy protections, projected additional charges for identity verification, or the name and title of the accepting school official.

The Commission noted that the enrollment agreement represents a contract between the school and the student, and as such, it is imperative that the information presented therein is accurate. With regard to the foreign credentials, PPGS stated that the school "requires translated and certified academic credentials from prospective foreign students prior to executing the Enrollment Agreement" (*Id.*, pg. 32). However, PPGS provided only a single foreign transcript⁴ as evidence of credential translation to English and did not include any evidence of evaluation of equivalency to meet the school's admissions requirements.

As such, the Commission PPGS to submit the following:

- a. The school's admissions policies and procedures;
- b. An explanation as to how PPGS ensures that prior to enrollment the school secures documentation to demonstrate that each applicant meets all admission requirements including any translation and equivalency requirements for foreign credentials;

³ PPGS is again reminded that the school must not include personal or confidential student or staff information that is not required for the Commission's review (e.g., social security numbers, dates of birth, etc.) on any applications, reports, forms or in any response to the Commission.

⁴ Student [REDACTED] also listed as having a foreign credential however, documentation was not provided.

- c. A list of any students enrolled since October 1, 2025 and the information in the following chart, to include examples of students with foreign diplomas:

Student ID#	Program	Start Date	Date Admission Documentation Received	Date Enrollment Agreement Signed by the Student	Date Enrollment Agreement Signed by Accepting School Official

- d. Copies of the executed enrollment agreements and admissions documentation with the corresponding Student ID# for each of the 10 most-recently enrolled students listed in the chart above; and
- e. Any additional information that the school believes will be useful to the Commission in making a determination regarding the school's compliance with ACCSC's requirements.
4. PPGS failed to demonstrate that the school maintains indefinitely a permanent official transcript that includes all required items (*Section VI (B)(2), Substantive Standards, Standards of Accreditation*). The March 18, 2024 COC OER states that upon review of the school's graduate files, that the transcripts omit the date/term of courses taken and the clock or credit hours for each course. At the time of the Renewal of Accreditation On-site Evaluation, the evaluation team found that the transcripts were missing the following required items: the date/term of the courses taken, the clock hours and grades earned for each course, the cumulative grade point average, the date of program entry, and the date of graduation. Additionally, the school appeared to not be completing and making clear the total hours "300/600" each student has completed. In addition, while the ACCSC approved program name is "Professional Groomer," the transcripts listed the program name as "Novice/Professional Groomer."

In response to the December 12, 2024 ROA OER, PPGS provided updated transcripts for six recent graduates. The transcripts continue to appear incomplete in several areas. For example, the transcripts appear to have a dedicated space for the student's "Graduation Date" as well as the student's "Start Date"; however, none of the transcripts include dates in those fields. In addition, the transcript features "300/600" hours as the program hours but none of the six transcripts indicate which clock hour amount the graduate completed. The Program Name field included on the transcripts again did not align with either of the ACCSC approved program names. Furthermore, as with the hours, the school did not appear to consistently identify from which program a student graduated. The transcripts provided also appeared to be missing the student's unique identifier. As such, the July 24, 2025 Deferral directed the school to provide a description of any updates made to the school's transcript along with transcripts for the 10 most recent graduates. The Commission also advised the school to revise its "circle that which applies" method in the completion of student transcripts (i.e., Program Name and Clock Hours). As demonstrated in the review, this approach leads to errors and sections of the transcript not being completed correctly and accurately.

In response to the July 24, 2025 Deferral, the school stated that the "transcript now includes all information required by accrediting standards" (*Id.*, pg. 39) and provided updated transcripts. While the school now has a section indicating which of the two programs students are graduating from and a student unique identifier, several of the other concerns remain. Specifically, the transcripts do not include the following information:

- Date/term of courses taken;
- Clock hours and grades earned for each course;
- Date of termination or withdrawal; and

- Hours completed by course.

Additionally, rather than breaking out the program by course or hours, the PPGS transcript includes headings of “Written Tests” and “Practical Exams” with a “Score” for each. The Commission found that this is not a sufficient method of recording student completion for a program measured in clock hours and further found that the transcripts provided were insufficient to represent the clock hours completed by students. Therefore, the Commission determined that the school is out of compliance with accrediting standards.

Based on the foregoing, the Commission directs PPGS to submit the following:

- a. A description of any updates made to the school’s transcript since the submission of the response to the July 24, 2025 Deferral;
- b. A list of the five most recent graduates and five most recently withdrawn or terminated students;
- c. The official transcript for each of the graduates and students listed in (b.) above; and
- d. Any additional information that the school believes will assist the Commission in determining the school’s compliance with accrediting standards.

Other Areas of On-Going Concern

5. PPGS must demonstrate that the school supports student achievement rates through the school’s verifiable records and documentation of initial employment of its graduates (*Section VII (B)(4), Substantive Standards, Standards of Accreditation*). At the time of the Renewal of Accreditation On-site Evaluation, PPGS did not provide supporting documentation for the Graduation and Employment Charts using a July 2023 and January 2024 Report Date. At the time, the school appeared to rely solely on the third-party verifier’s process and did not appear to maintain any form documentation that would demonstrate verification as required in *Appendix VII – Guidelines for Employment Classification*.

As part of the school’s response to the December 12, 2024 ROA OER, the school acknowledged that employment verification is conducted by the third-party company Auxicent. However, per ACCSC’s *Appendix VII Guidelines for Employment Classification*, the school must maintain internal verifiable employment records and that the employment classification is verified by the school. It did not appear in PPGS’s response that the school is maintaining such internal verifiable records. As such, the July 24, 2025 Deferral directed PPGS to submit a description of the school’s process and procedures for recording and verifying graduate employment along with documentation for up to 10 recent graduates.

In response to the July 24, 2025 Deferral, PPGS provided the school’s employment verification process, completed verification documents, and third-party verification. The school stated that:

- Its process begins with a follow-up with graduates 30 days after graduation to collect employment verification;
- If the graduate has not been employed for at least 14 days at that point, the school follows up again seven days later via email; and
- Some students begin employment while enrolled and, in such cases, employment is recorded when the school becomes aware—this information is then forwarded to the third-party verifier for secondary verification.

The Commission reminds PPGS that employment verification must occur after graduation. In addition, PPGS provided employment verification documentation for six graduates. Although the forms appear to be completed by graduates and include a typed name at the end, the school did not explain how it obtains digital signatures. Additionally, the forms do not include the required attestations for graduates who are self-employed or classified as career advancement.

Based on the foregoing, the Commission directs PPGS to submit the following:

- a. A description of the school’s process and procedures for recording and verifying graduate employment to include information for career advancement graduates;
- b. A copy of the current verification form or other tool the school is currently utilizing to verify employment;
- c. For up to 10 graduates who’s in-field employment was verified since October 1, 2025, provide the following information (sample text):

Count	Graduate ID	Program	Start Date	Grad. Date	Employer, Contact Address & Phone #	Date of Initial Employ.	Date Employ. Verified	Descriptive Job Title	Job Duties
1	12345	Professional Pet Grooming	9/10/24	2/10/25	ABC Grooming Jane Smith Sample Way, Anywhere, MD 222.333.1234	4/1/25	7/10/25	Pet Groomer	Bathing and grooming dogs
2	12346	Professional Pet Stylist	10/10/24	1/10/25	Dashing Dogs, Bill Jones 456 Maple Dr. Somewhere, VA 333.444.5678	3/1/25	7/10/25	Novice Pet Groomer	Cut, de-mat, and style dog hair

- d. The following supplementary information for each graduate identified in Chart (c.) above:
 - i. A copy of the school’s completed verification form for each graduate employed;
 - ii. For each graduate classified as self-employed, a signed statement from the graduate verifying that the employment is valid which includes the following:
 - The graduate’s name and contact information;
 - An attestation that the self-employment is aligned with the individual’s employment goals, is vocational, and is based on and related to the education and training received;
 - An attestation that the graduate is earning consistent training-related income; and
 - In cases where licensure is required for employment, an attestation that such licensure has been achieved.
 - iii. For each graduate classified as “career advancement,” provide supporting and verifiable documentation for each graduate to include a signed statement from the graduate or employer acknowledging that the training allowed the graduate to maintain the employment position due to the training provide by the school or that the training supported the graduate’s ability to be eligible or qualified for advancement due to the training provided by the school; and
 - iv. For any of the above forms that include typed signatures, provide corresponding materials to support the validity of the electronic signature (DocuSign, Adobe Digital ID, email submission of form, etc.); and

- e. Any additional information that the school believes will assist the Commission in determining the school's compliance with accrediting standards.
6. PPGS must demonstrate compliance with accreditation standards relative to its Leave of Absence policy, in the following areas:
 - a. If the school allows students to take a leave of absence, demonstrate that the school defines and publishes in its catalog the leave of absence policy to include:
 - The process to have a leave of absence approved;
 - The acceptable reason(s) why a student can request a leave of absence;
 - The allowable leave of absence period;
 - The consequences of a student's failure to return from an approved leave of absence; and
 - b. A notice that the period of the leave of absence may not begin until the student has submitted, and the school has approved a written request for an approved leave of absence except in those cases where unforeseen circumstances would prevent a student from submitting a request in advance (*Section VII (A)(3)(c)(iii), Substantive Standards, Standards of Accreditation*).
 - c. If a student does not return following the leave of absence, demonstrate that the school terminates the student and applies the school's refund policy in accordance with applicable and published requirements (*Section VII (A)(3)(c)(iii), Substantive Standards, Standards of Accreditation*).

At the time of the Renewal of Accreditation On-site Evaluation, PPGS did not appear to follow its Leave of Absence policy as published in the school catalog. Rather, students requesting a leave of absence were only required to send an email, which was not acknowledged by the school official. The on-site evaluation team noted that this practice did not include an official approval, the reason for the leave of absence or the intended return date. The renewal of accreditation on-site evaluation team also identified 2 of 2 students who were withdrawn after the appropriate date based on the leave of absence information. The school has published written policies in its catalog regarding leave of absence; however, the administrative staff appear to be unacquainted with the process and procedures as specified therein. Specifically, the team noted that the school processed a leave of absence without an intended return date and administratively dropped students after the student's requested withdrawal date.

As part of the school's response to the December 12, 2024 ROA OER, PPGS provided its Leave of Absence policy as published in its catalog along with documentation of the school's process for administering a leave of absence for three students. However, the provided policy does not include the acceptable reasons why a student could request a leave of absence. The school also included documentation for three students who took a leave of absence, however, only one of the three appears to have been signed by both the school and the student as required by the school's policy. Additionally, the school did not provide any documentation related to students having been withdrawn after not returning from a leave of absence. Therefore, the July 24, 2025 Deferral directed the school to provide the current leave of absence policy along with documentation for all students who requested a leave of absence since March 13, 2025.

In response to the July 24, 2025 Deferral, the school submitted two student LOA forms. The Commission noted that one student's LOA began on February 26, 2025 and was scheduled to end on May 5, 2025. The school indicated that the student withdrew from the program prior to the end of the

LOA; however, supplementary documentation shows the student voluntarily withdrew on August 13, 2025, which would not be prior to the end of the LOA on May 5, 2025. The school did not clarify whether the student returned from the February LOA before withdrawing or if LOA was extended for any period of time. As such, additional information is required for the school to demonstrate compliance with accrediting standards relative to leave of absence.

Based on the foregoing, the Commission directs PPGS to submit the following:

- a. The school's current leave of absence policy highlighting any revisions since the school's most recent response;
- b. The school's internal protocol for approving a leave of absences including a list of acceptable reasons for a leave of absence;
- c. An explanation regarding the discrepancies related to the withdrawal date and whether the student withdrew before or after the end of the LOA;
- d. A list of all students who have requested a leave of absence since August 1, 2025 to include the following information:

Student ID#	Program	Leave of Absence Documentation Received	Date Leave of Absence Agreement Signed	Reason for Leave of Absence

- e. Copies of completed forms for the above listed students; and
 - f. Any additional information that the school believes will be useful to the Commission in making determination regarding the school's compliance with ACCSC's leave of absence requirements.
7. PPGS must demonstrate that the school's student services program minimally encompasses supervision and monitoring of attendance records (*Section VI (A)(3)(b), Substantive Standards, Standards of Accreditation*). During the Renewal of Accreditation On-site Evaluation, PPGS faculty were unable to clearly explain the formal process for tracking student attendance. Upon enrollment, the school specifies the expected number of attendance days per week based on whether the student is enrolled full-time or part-time. However, this approach creates challenges in accurately monitoring attendance and determining requirements for make-up hours.

In response to the December 12, 2024 ROA OER, PPGS submitted documentation showing that students are withdrawn or terminated for excessive absences in accordance with school policy. However, the response did not clearly explain how make-up hours are documented. While the school's policy states that students may make up missed time by attending another class in session or at the instructor's discretion, it remains unclear whether students must make up hours for the specific classes missed or if make-up time can be applied more broadly toward total attendance hours—e.g., can students make up hours for missed time in class with general hours earned in a lab setting. Therefore, the June 24, 2025 Deferral directed PPGS to submit the school's make-up hours policy as published in the school's catalog along with make-up hours records for recent students.

In response to the July 24, 2025 Deferral, the school provided a policy outlining procedures for make-up hours. However, the submission did not address the Commission's concern regarding whether make-up hours occur in a different class or during an open session and the current policy does not clearly specify this distinction. The Commission requires clarification of the school's policy and process for

making up missed class time. Additionally, the school reported that no students had utilized the make-up hour policy and, as such, the school could not provide documentation of the policy's implementation.

Based on the foregoing, the Commission directs PPGS to submit the following:

- a. The school's missed hour make-up policy as published in the school's catalog;
 - b. Attendance records of any makeup hours completed by up to 15 students since October 1, 2025, to include, what hours were missed, which class was missed, and what class the student made up hours in; and
 - c. Any additional information that the school believes will assist the Commission in determining the school's compliance with accrediting standards.
8. PPGS must demonstrate that the school's Program Advisory Committee review and comment activities cover the established curriculum of the program and commentary as to the appropriateness and adequacy of the program objectives, program length, curriculum content, learning resources, and the adequacy of facilities and equipment; student graduation, graduate employment, and where required (*Section II (A)(4)(b), Substantive Standards & Appendix III (2)(c), Standards of Accreditation*). The Renewal of Accreditation On-site Evaluation team found that Program Advisory Committee ("PAC") meeting minutes available for review during the visit indicate that the school utilizes the external review to discuss industry trends and continued enrollment at the campus; however, the minutes do not consistently contain discussions regarding program content, the learning resources, facilities, equipment, and student outcomes.

In response to the December 12, 2024 ROA OER, PPGS provided a list of PAC members; however, in the July 24, 2025 Deferral, the Commission noted that not all listed members appear to be external to the school. Specifically, one PAC member identified as a franchise owner for [REDACTED] also appears to be an owner of PPGS. Two additional PAC members are affiliated with a [REDACTED] and it is unclear if these individuals are also connected to the same franchise as the school owner. In the July 24, 2025 Deferral, the Commission reiterated the expectation that PAC members must be unaffiliated with the school, including ownership or employment in businesses operated by school owners other than the school itself. Furthermore, the Commission noted that PAC meeting minutes did not appear to include a tour of the school or a review of learning resources, facilities, equipment, or graduation and employment rates.

In response to the July 24, 2025 Deferral, PPGS provided PAC meeting minutes for two meetings, both held prior to receipt of the July 24, 2025 Deferral. PPGS also provided an updated list of PAC members and clarified that [REDACTED] locations are independently owned franchises. Despite this clarification, the Commission questioned whether these members qualify as external. The March 20, 2025 and June 18, 2025 meetings included the same attendees: both PPGS owners and four other members, two of whom are affiliated with [REDACTED] as a founder and owner, and one instructor at [REDACTED]. Additionally, the résumé for [REDACTED] indicates that he serves as President/CEO of PPGS and [REDACTED], as well as Vice President and CFO of [REDACTED], which owns and operates three [REDACTED]. Two other PAC members also appear to be affiliated with [REDACTED], though their connection to the school owner's franchise remains unclear. The Commission further questioned whether the PAC member listed as an instructor at [REDACTED] is employed by [REDACTED], which would create a conflict of interest and undermine the independence of the PAC's program review. Meeting minutes also note that this PAC member collaborated with [REDACTED] to develop course curricula for PPGS. Moreover,

the minutes reference plans to establish a mentorship program with [REDACTED] franchises, reinforcing concerns about conflicts of interest among PAC members. Finally, the Commission found again that PAC minutes lack evidence of a school tour or review of learning resources, facilities, equipment, or graduation and employment rates.

As such, the Commission directs PPGS to submit the following:

- a. A list of the school's Program Advisory Committees and corresponding members;
 - b. Evidence that at least three members of the program advisory committee are external to the institution and have no conflicts of interest;
 - c. Written and detailed minutes of all PAC meetings held since July 2025 that include:
 - i. A description of all members in attendance (i.e., titles and affiliations);
 - ii. An annotation as to which PAC members represent the employment community;
 - iii. The date, time, and location of the meeting(s);
 - iv. A comprehensive and clear description of the review of and commentary made by PAC members in compliance with *Section II (A)(4)(b) & Appendix III, Substantive Standards, Standards of Accreditation* to include the following:
 1. Program objectives and length;
 2. Curriculum content;
 3. Learning resources;
 4. Equipment; and
 5. Facilities; and
 - v. Evidence to show that the school gives consideration to the recommendations of the PAC;
 - d. A schedule for any future Program Advisory Committee meetings; and
 - e. Any additional information that the school believes will assist the Commission in determining the school's compliance with accrediting standards.
9. PPGS must demonstrate that written notification of withdrawal from the student is not required for a refund payment (*Section I (D)(3)(b), Substantive Standards, Standards of Accreditation*). The Renewal of Accreditation On-site Evaluation team noted that the school was unable to demonstrate that a refund payment would be made following only a verbal notification of withdrawal. In response to the ROA OER, PPGS provided an updated refund policy with the school's withdrawal notification policy updated to now includes an allowance for verbal notification of withdrawal. The school provided refund documentation for two students who did not notify the school of their intent to withdraw; however, one student's last date of attendance and date of determination were greater than 90 days apart. Given the span of time between the last date of attendance and date of determination, the school did not show the student was dropped in a timely manner and whether the refund was disbursed in a timely manner. Therefore, in the July 24, 2025 Deferral, the Commission directed the school to submit the school's policies and procedures along with documentation for the five most recent students to withdraw without notification to the school.

In response to the July 24, 2025 Deferral, PPGS submitted the school's withdrawal policy and stated that no students had withdrawn without notice to the school and therefore could not submit

documentation. Although the school has responded to the items requested by the Commission, PPGS did not have documentation to demonstrate the application of the policy as written, the Commission remains interested in the school's application of its refund policy as it relates to student withdrawals.

As such, the Commission directs PPGS to submit the following:

- a. The refund school's refund policy regarding withdrawal and termination along with an explanation of how the school ensures that refunds are made to students who withdraw with no prior notice;
 - b. The school's catalog, enrollment agreement, and website, revised as applicable showing the disclosure of the school's current policies;
 - c. A list of up to five (5) most recent students to withdraw from the school's program, specifically noting whether the student requested to drop or was withdrawn from the program without the student giving notice to the school;
 - d. For the above five (5) dropped/withdrawn students, provide documentation showing that the refunds were made in accordance with the school's policies; and
 - e. Any additional information that the school believes will be useful to the Commission in making a determination regarding the school's compliance with ACCSC's requirements.
10. PPGS must demonstrate that the school describes itself and is recognized consistently by each accrediting agency, state agency, and federal agency with regard to programs and keeps each agency apprised of any change in its status (*Section I (D)(2), Rules of Process and Procedure, Standards of Accreditation*). As listed in the December 12, 2024 ROA OER, the on-site evaluation team found that the school does not consistently represent its program names to ACCSC and other interested parties. For example, PPGS provided transcripts that show a single program name as "Novice/Professional Groomer" while ACCSC has approved two separate programs with one named "Professional Groomer" and the other "Professional Pet Stylist." In the July 24, 2025 Deferral, the Commission directed the school to demonstrate that the program names used by PPGS are consistent across the school's documents and amongst all accreditation and regulatory agencies.

In response to the July 24, 2025 Deferral, PPGS acknowledged the discrepancy between the state approval and ACCSC and "contacted the state to make the necessary correction" (*Id.*, pg. 37). However, the Commission noted that the school is still inconsistent with using the ACCSC approved program names in its catalog, website, and enrollment agreements. For example, in the catalog, the Standard Satisfactory Academic Progress section refers to the "Professional Pet Groomer" program (*Id.*, pg. 101), on the website, the homepage and "Program" dropdown list "Pro Groomer" and "Pet Stylist," and the class schedule on the enrollment agreement lists "Pro Groomer" and "Pet Stylist." This inconsistency has been addressed previously and the school must show that all program names are aligned with ACCSC approval.

As such, the Commission directs PPGS to submit the following:

- a. Documentation, such as the catalog, the website, and a sample enrollment agreement for each program showing the program name aligns with ACCSC and state approvals and
 - b. Any additional information that the school believes will assist the Commission in determining the school's compliance with accrediting standards.
11. PPGS must demonstrate that all advertising, promotional materials, statements, and claims are truthful and accurate and avoid leaving any false impressions with respect to the school or its training (*Section*

IV (B)(1), Substantive Standards, Standards of Accreditation). During the October 25, 2023 Change of Control On-site Evaluation, the evaluation team noted advertising concerns including references to salaries without appropriate sourcing or citation, use of the term “accredited” without indicating by which agency or organization the school is accredited; and advertisements which promote financial aid without use of an eligibility phrase. In response to the March 18, 2024 COC OER, the school provided advertising documents of changes made to the financial aid handout, webpages, and a flyer advertisement since the time of the on-site evaluation. However, the Commission noted that the school did not consistently include an eligibility phrase when referencing the availability of financial aid. Additionally, throughout the advertising provided, the school appears to predominantly feature information about “employment” rather than focusing on the “education” provided by PPGS. The Commission directed the school to provide the current advertising during the Renewal of Accreditation On-site Evaluation.

The December 12, 2024 ROA OER lists advertising and claims that appear to contain misleading or exaggerated statements. In response to the December 12, 2024 ROA OER, the school submitted updated advertising materials and attested to removing all content containing misleading or exaggerated statements. However, the Commission noted that the flyer included in the March 13, 2025 PPGS Response contains the phrase “attend at your own pace with flexible schedules” (pg. 611). It was unclear as to how a student may attend at their own pace as the school’s programs are not approved to be self-paced programs. Additionally, discrepancies existed between advertising and enrollment agreements regarding the length of time to complete the 600-hour diploma program. Specifically, the online advertising indicates an 8-month duration, while the enrollment agreement lists 8.5- or 6-months as the expected completion time. As such, in the July 24, 2025 Deferral, the Commission directed the school to submit any action taken by the school with regard to updating the school’s advertising.

In its response to the July 24, 2025 Deferral, as noted in item #10 above, the program names on the website are not aligned with current ACCSC approved program names. The Commission found that the school’s website lists “Continuing Education” as part of the “Our Dog Grooming School Programs” on a webpage with a banner that states “ACCSC-accredited”; however, these courses are not currently approved by ACCSC to be advertised within the school’s scope of accreditation. If PPGS wishes to advertise these with the ACCSC accreditation, then the school must submit the appropriate application for approval.

Based on the foregoing, the Commission directs PPGS to submit the following:

- a. A description of any action taken by the school to address each of the issues listed above and to ensure the school’s compliance with ACCSC’s advertising standards—i.e., what language has been removed discontinued, or revised, what is the new language being used, where has the advertising been replaced (e.g., website, social media platforms, etc.);
- b. The school’s policies and procedures for approving all advertising;
- c. A copy of all current advertising materials;
- d. Evidence, including external sources, for any claims demonstrate that such claims are in fact truthful and accurate; and
- e. Any additional information that the school believes will assist the Commission in determining the school’s compliance with accrediting standards.

PROBATION REQUIREMENTS:

In cases where the Commission has made a determination that a school is out of compliance with one or more accreditation standards or other requirements, the Commission will place a school on Probation. A school subject to a Probation must demonstrate corrective action and compliance with accrediting standards. **Failure of the school to demonstrate compliance with accrediting standards or other accrediting requirements by the due date set forth herein may result in a revocation of accreditation action.**

The Commission will not consider substantive changes, a change of location/relocation, or additions (i.e., separate facilities, new programs) to a school or its separate facilities while the school is on Probation. However, a school that is subject to Probation may seek the Commission's approval for the transfer of accreditation that would result from a change of ownership as described in *Section IV, Rules of Process and Procedure, Standards of Accreditation (Section VII (L)(6) Rules of Process and Procedure, Standards of Accreditation)*.

In accordance with *Section X, Rules of Process and Procedure, Standards of Accreditation*, the reasons for the Probation Order is made public and provided to the U.S. Department of Education, appropriate State agencies, and appropriate accrediting agencies.

Teach-Out Plan Requirement:

Given the serious nature of the issues outlined herein, the Commission directs the school to provide an [Institutional Teach Out Plan Approval Form](#), **which must be submitted as part of the response for the items listed above.**

MAXIMUM TIMEFRAME TO ACHIEVE COMPLIANCE:

According to *Section VII (N), Rules of Process and Procedures, Standards of Accreditation*, when the Commission has found areas in which a school is out of compliance with accreditation standards or requirements, the Commission will provide the institution with a written timeline as set forth in the Commission's notification for coming into compliance that is reasonable based on the nature of the findings, the current period of review, the school's stated mission, and the educational objectives of the institution. Given the nature of the findings, the maximum timeframe allowed for PPGS to achieve compliance begins as of the date of this letter and ends on **June 30, 2026**. If the school does not demonstrate compliance with accreditation standards by June 30, 2026, the Commission may take action to withdraw the school's accreditation. Please also be advised that the Commission is not required to allow the maximum time frame to remedy noncompliance in all instances and may establish shorter time frames as deemed appropriate, including taking immediate adverse action.

NOTIFICATION TO STUDENTS:

Within **seven days** of receipt of the Probation notification and for the duration of that action, the school must:

- a. Inform current and prospective students in writing that the school has been placed/continued on Probation and provide such notice on the school's website;
- b. Provide a summary that accurately describes the reasons for the Probation; and
- c. Provide the uniform resource locator (URL) where that action can be obtained from the Commission's website.

The school must **within seven days** inform current and prospective students in writing that the school has been placed/continued on Probation, provide a summary of the reasons for the Probation, and indicate where that action can be obtained from the Commission’s website. (*Section VII (L)(7) Rules of Process and Procedure, Standards of Accreditation*). **Within 10 days the school must upload a copy of the notice provided to students to ACCSC’s College 360 Database (directions below).**

RESPONSE REQUIREMENTS:

By applying for accreditation, a school accepts the obligation to demonstrate continuous compliance with the *Standards of Accreditation*. While the Commission employs its own methods to determine a school’s compliance with accrediting standards, the burden rests with the school to establish that it is meeting the standards. The Commission’s deliberations and decisions are made on the basis of the written record and thus a school must supply the Commission with complete documentation of the school’s compliance with accrediting standards.

Pets Playground Grooming School must provide a response to the items expressed above that provides the information requested along with any additional information that the school believes supports a demonstration of compliance with accrediting standards.⁵ If the school’s response contains documentation that includes personal or confidential student or staff information that is not required for the Commission’s review (e.g., social security numbers, dates of birth, etc.), please remove or redact that information.

Pets Playground Grooming School must upload the school’s electronic response directly to ACCSC’s College 360 Database. The ACCSC College 360 database can be accessed by [clicking here](#). Please note that the password utilized by the institution to access the Annual Report Portal is the same to access the School Submission section of the College 360 database. The Instructions for College 360 DMS Submissions can be found [here](#). A detailed overview on how to upload a school submission can be found [here](#).

Keep in mind, the school’s response must be prepared in accordance with ACCSC’s Instructions for Electronic Submission (e.g., prepared as one Portable Document Format (“PDF”) file that has been prepared using Adobe Acrobat software (version 8.0 or higher) and which has a .pdf extension as part of the file name). The school will receive an e-mail confirmation that the file has been received within 24 hours of the submission.

In summary, the school’s response is to include the following:

- **A copy of the notice provided to students of this Probation to ACCSC’s College 360 School Submission Portal uploaded no later than December 22, 2025;**
- **The school’s response along with a signed certification attesting to the accuracy of the information uploaded to the College360 School Submission Portal no later than January 19, 2026;**
- **An updated [Institutional Teach Out Plan Approval Form](#) submitted as part of the response due January 19, 2026.**

⁵ACCSC has resources for submitting a well-documented and organized response for Commission consideration. As a reminder *Section I (H)(1) Rules of Process and Procedure, Standards of Accreditation*, states that all submissions and notifications must be organized as required by the *ACCSC Instructions for Electronic Submission*. More information is available on the [ACCSC website](#) under [Resources](#) and [Forms and Reports](#).

If the responses, the required \$1000 processing fee,⁶ and the certification attesting to the accuracy of the information is not received in the Commission's office **on or before January 19, 2026**, the Commission will consider further appropriate action.

For assistance with the password or for any other questions regarding the electronic submission requirements, please contact [REDACTED]. Please note that any password requests to access College 360 must be made by the school director, or designated member of the school's management team, via e-mail.

For further assistance or additional information, please contact [REDACTED].

Sincerely,

[REDACTED]

Executive Director

⁶ ACCSC assesses a \$1,000 processing fee to a school placed on Probation.