



AVEDA INSTITUTE MINNEAPOLIS



STUDENT MANUAL
Updated: June 2011

This manual belongs to:

TABLE OF CONTENTS

INTRODUCTION	3
Institute Mission Statement	
The Founder – Horst Rechelbacher	
Objective	
BUILDING /FACILITY INFORMATION	4
Facility	
Bus Lines	
Parking	
Recycling	
Lunchroom	
Library	
Neighborhood Relationships	
SAFETY INFORMATION	5-6
Medical Emergencies and Accidents	
Safety Reports	
School Closings	
Fire/Fire Drills	
Tornado Warnings	
Bomb Threat	
Crime Statistics	
Building Security	
POLICY STATEMENTS	7-14
Sexual Harassment and Sexual Violence	
Consensual Romantic and Sexual Relations	
Aveda Institute Drug Free School and Workplace	
Students with Disabilities	
Satisfactory Progress	
Professional Student Standards	
Physical demands	
Family Education Rights and Privacy Act (FERPA)	
Search	
VIOLATION STATEMENTS	14 -15
Minor Standard Violation	
Major Standard Violation	
Student Grievance Procedure	
ATTENDANCE	15-17
Student Badges	
Student Schedules/Hours	
Late Arrival	
Absenteeism Limitations	
Overtime Hours	
Terminations	
Lockers/Workstations	
Student Status Change	
Leave of Absence	
Withdrawals	
Program Re-entry Guidelines	
ACADEMIC COMPLETION INFORMATION	17-21
Course Overviews	
Grading Procedure	
Diploma Requirements	
Licensing Requirements for Cosmetology/Esthiology	
Examining Requirements for Cosmetology/Esthiology	
State Written Exam Guidelines for Cosmetology/Esthiology	
Additional Training	
State Sheet Procedure	
Student Kits	
ADMINISTRATION INFORMATION	22-23
Tuition Payments	
Career Placement	
Transcripts	
EXPERIENCE CENTER INFORMATION	23-24
Aveda Institute Minneapolis Experience Center	
Student Discount Policy	
Retail Incentive Program	
GUEST SERVICES INFORMATION	24
Reserving Appointments	
Student Requests	
REFERENCE INFORMATION	25
Holidays	

INTRODUCTION

The Institute Mission

The Aveda Institute's mission is to provide quality, professional education and training to successfully pass the state licensure exam by:

- creating an environment of trust and respect;
- encouraging a commitment to teamwork;
- promoting personal and professional development and;
- inspiring the continuous quest for knowledge and growth.

By supporting our students in this manner, we prepare them for successful careers within their respective field and enable them to provide services that exceed our guest's expectations.

The Founder / Horst Rechelbacher

Horst M. Rechelbacher is an active environmentalist, innovative business leader, author and artist. He is the founder of the Aveda Corporation, a global plant-based cosmetic company, which he began in 1978. In the mid 1990's he started Intelligent Nutrients—a biodynamic and organic based herbal food and food supplement corporation—and HMR Inc., which specializes in arts and antiques.

Born in Austria as the son of an herbalist and naturalist, Horst began a three-year apprenticeship in the beauty and salon industry at the age of 14. Since the mid 1960's, he has specialized in analyzing the chemical constitution of plants while pioneering the practical use of personal health and well-being. In his continuing effort to study plant-based medicine, he has collaborated with noted physicians, chemists and pharmacognosists as well as experts and traditional healers throughout the world—especially in India and Asia—and with tribes in the Brazilian Rainforest and North America.

A recipient of an honorary doctorate in Ayurveda from Gurukul Mahavidyalaya Twalapur, Haridwar University, Horst is a member of the advisory board of the Himalayan Institute Hospital Trust in Dehradun India. This university hospital and research center integrates modern and traditional medicine—with a mission to service impoverished communities in the foothills of the Himalayan Mountains. Horst is an advisor and supporter of the Bioneers, the Plant Savers, and the Cancer Prevention Coalition. In addition, he is the founder and chairman of the Horst M. Rechelbacher Foundation, a philanthropic organization dedicated to social and environmental preservation projects that operate on a grass-roots level. One of the three original founders of BSR, Business for Social Responsibility, Horst illustrates his belief that businesses not only have the responsibility—but the opportunity—to provide sustainability to all living species.

Horst currently resides in Wisconsin and New York. He continues to promote sustainable development and constructive environmental practices through profit and non-profit organizations.

Objective

The Aveda Institute was founded to create the most successful entrepreneurs in the professional beauty and body care industry. Our curriculum entails practical knowledge gained from today's most successful masters in hair care, skincare, makeup, massage, total body care and retail service.

We have created an atmosphere of excellence where students are able to flourish under the guidance of superior educators. Our faculty draws from many years of professional experience in the beauty industry. The educators maintain their expertise with intensive educational seminars where they are updated with the exam information and techniques utilizing today's most advanced methodologies.

The Institute places great emphasis on well being, which relates to the individual as well as the environment. This is reflected in our exclusive use of Aveda pure flower and plant essences. Students are taught the relationship between personal beauty, well being, and environment.

BUILDING FACILITY INFORMATION

Facility

The school is located at 400 Central Avenue SE, Minneapolis, MN 55414.

Aveda's vision is to connect beauty, environment and well-being. In support of this vision and to make a great first impression we ask that you be considerate of the building, the grounds and the property belonging to it.

We care for our student's health and the use of tobacco products is strongly discouraged. Smoking cessation programs as well as multiple quit smoking guide's are available on the American Cancer Society and National Cancer Institutes websites.

The student smoking area is in the parking lot across the street on the left hand side in the fenced area. The guest smoking area is in the fenced in area on Fourth Street. Please ensure cigarette remains are disposed in the proper receptacles

Bus Lines

Major bus lines run on Fourth Street and Central Avenue. Please call Metro Transit at (612) 373-3333 for more information. Utilizing public transportation or participating in a car pool is encouraged.

Parking

Ramp/Lot

- The St. Anthony Municipal Parking Ramp is located a block away at 210 2nd Avenue SE. Please call (612) 379-2663 for more information.
- Imperial Park is located on the corner of University Avenue and 2nd Avenue SE. Please call (612) 341-8000 for more information.

Institute Lots

- The school parking lots are reserved for authorized personnel, student of the week (recognized in each program) and guests only. Unauthorized vehicles will be towed at the owner's expense.

Street

- There is a limited amount of street parking available early in the morning. Most streets are metered or posted for two-hour parking only. **Students need to be aware and check for snow emergency routes when parking on the street in the winter.** Please call 612.348.SNOW for more information.

Recycling

The Aveda Institute is committed to the role of corporate environmental leader and strives to promote the health and sustainability of the earth through education, commitment, action and accountability throughout our entire network.

Lunchroom

There is a special area designated in the lower level and outside for all students to socialize and enjoy their breaks and/or lunch. Students are responsible for maintaining the cleanliness of their break areas.

Library

The Aveda Institute library and computer room is located on the 4th Floor across from the Petite Atelier. Students can use the library during Institute hours with their educator's approval.

Neighborhood Relationships

The Aveda Institute Minneapolis is located next to businesses and private homes. Once you are a student here, this becomes your neighborhood. We have made positive contributions to this area, and we ask that you do as well. We ask that you respect our neighbors by not sitting/standing in front of their properties smoking. Failure to do so can result in disciplinary action. Everyone around you is a potential customer or future employer and therefore, it is important that we use this as an opportunity to build good relationships with them.

SAFETY INFORMATION

Medical Emergencies and Accidents

It is the goal of the Aveda Institute to provide and maintain a safe and non-violent academic and working environment. In an effort to consistently reach this goal, we have established the following procedures in the event that a student witnesses or becomes involved in an occurrence.

All students are encouraged remain calm and to take an active role in maintaining a safe environment. To avoid accidents and injuries, students are required to take preventative measures by:

using equipment properly

following manufacturer's directions when using chemicals and products

immediately wiping spills found on the floor

assisting elderly and disabled guests

keeping all aisles and areas around work stations free from personal items and debris

immediately reporting building and equipment safety hazards to Security or Staff

Notify security immediately; call 1234 from any in-house phone, in case of a medical emergency such as:

- falls
- cuts/burns
- apparent heart attack
- unconsciousness
- chemical product (spills in the eye or swallowing)
- violent acts, assault, or rape

Security will collect the following information:

- nature of medical problem
- address of the building
- location of the person in the building
- notify the Administrative personnel of the location and nature of the accident
- stay with the injured person
- have someone meet the Emergency personnel
- keep the area clear of bystanders

When calling 911, emergency personnel from Hennepin County Medical Center will automatically be dispatched. Students must assist in documenting the incident and forwarding the paperwork to the administrative offices.

Safety Reports

Security personnel must be called to the scene for all accidents to gather the following information and submit a written report to the school's administration:

- name, address, phone number of the injured person
- name of student(s) and educator working on the guest (if applicable)
- date and time of accident
- description of how the accident happened
- name, address, phone number of other witnesses to the accident

School Closings

In the event the Aveda Institute must close during normal business hours due to inclement weather or any other emergency, students will be made aware through an all school announcement. Should it be necessary to close the school before the school day begins, students should tune in to WCCO television, radio or website for notification. No clock hours will be accrued during a closure and the student's contract end date will be extended by the same amount of time.

Fire / Fire Drills

The Aveda Institute has an alarm monitored system that is directed to the Minneapolis Fire Department. Whenever a fire is detected, a continuous siren will sound. On each floor of the building there is a floor plan posted that will show a direct evacuation route. Please familiarize yourself with the evacuation routes in designated student areas.

In all cases when the fire alarm sounds, students and staff must:

- instruct all guests to evacuate the building
- assist the guests who need help evacuating
- walk to the park located 1 block east of the Aveda Institute
- re-enter the building only when the Fire Department or Security has given clearance

From time to time, fire drills will be conducted to prepare for an emergency. Everyone must follow normal procedures in evacuating the building. Only Security personnel will give clearance to re-enter the building upon completion.

Tornado Warning

Whenever there is a danger of tornado touchdown, the tornado warning sirens for the Minneapolis downtown area will sound. Based on weather-service information the building management will make a decision on when to evacuate staff, students, and guests to the lower level of the building.

Bomb Threat

In case of a bomb threat at the Aveda Institute immediately contact security at extension 1234 or 7400 who will call 911 for assistance; evacuate the building when directed by Security or staff, or the police

Crime Statistics

As a part of the Aveda Institute's philosophy, we are dedicated to the advancement and well being of the community we serve. Our school is committed to providing a crime free campus in all possible ways.

The following information is stated to help the Aveda Institute offer a safe educational environment and to comply with the 1990 Student Right to Know, Campus Security Act.

Any student or employee who has been a victim of a crime on campus is asked to report such an incident and is encouraged to seek a service agency which can be of assistance. Please immediately contact the Institute Director or Security if a crime takes place. At this time, the student or employee may be asked to complete a police report. Police must be contacted to place an arrest.

Information regarding sex offenders who may be present in the area of the Aveda Institute may be obtained by calling the Minnesota Department of Corrections at (651) 642-0279 or by logging on to www.doc.state.mn.us.

Major crimes to date are:

Crime	2010	2009	2008	2007	2006
Murder	0	0	0	0	0
Forcible Sexual Offense	0	0	0	0	0
Non-Forcible Sexual Offense	0	0	0	0	0
Robbery	1	1	0	0	0
Assault	1	0	0	0	0
Burglary	0	0	0	0	0
Motor Vehicle Theft	0	0	0	0	0
Alcohol Arrests	0	0	0	0	1
Drug Arrests	0	0	0	0	0
Fire Arms Arrests	0	0	0	0	0

Building Security

The Aveda Institute provides building security for students who may need assistance in case of an emergency.

POLICY STATEMENTS

Sexual Harassment and Sexual Violence

These policies pertain to all incidents of criminal sexual violence and assault that occur on property owned by Aveda Corporation or Aveda Institute sponsored activities held off Aveda property.

The Aveda Institute is committed to ensuring an educational environment free of sexual harassment, sexual violence or harassment based on sexual orientation.

1. Definition of Sexual Harassment: Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature may constitute sexual harassment when:
 - a. submission to such conduct is made either explicitly or implicitly as a term or condition of an evaluation of a student's academic performance, term or condition of participation in student activities or in other events or activities sanctioned by the Institute
 - b. submission to or rejection of such conduct by an individual is used as the basis for academic decisions or other decisions about participation in student activities or other events/activities sanctioned by the Institute
 - c. such conduct has the purpose or effect of threatening an individual's academic performance; or creating an intimidating, hostile or offensive educational environment.
2. Sexual Harassment is a violation of Section 703 of Title VII of the Civil Rights Act of 1964 as amended in 1972, (42 U.S.C. §2000e, et, Sequa.) the Minnesota Human Rights MS 363.03, Subdivision 51, and Title IX of the Education Amendments of 1972(20 U.S.C.1691, et.seq.) and is punishable under both federal and state laws.

3. Definition of Sexual Violence or Assault: acts of sexual violence, such as rape, acquaintance rape, or other forms of nonconsensual sexual activity or violence or harassment based on sexual orientation. These acts will not be tolerated at the Institute as such acts are inappropriate and create an environment contrary to the goals and mission of the Institute. Any such acts will be thoroughly investigated and will subject an individual to appropriate disciplinary sanctions and/or possible action by appropriate law enforcement agencies.

It is the responsibility of all persons within the Aveda Institute to ensure an educational environment free from sexually violent and/or harassing behavior. All members of the Institute (student and staff) are expected to report incidents of sexual harassment, sexual violence or assault and harassment based on sexual orientation.

The Institute designated Sexual Harassment Officer is responsible for investigating complaints of sexual harassment, sexual violence, harassment based on sexual orientation, and alleged sexual harassment. The Institute designated Sexual Harassment Officer is contacted by using the following information:

Teri Cipowski
Associate Director, Aveda Institute Minneapolis
400 Central Avenue SE Minneapolis, MN 55414
tcipowsk@aveda.com 612.378.7449

Efforts shall be made to protect the privacy of the complainants within the constraints of the law. Complainants shall be protected, to the extent possible, from retaliation. Appropriate and immediate attention will be given to complaints. Students may also contact the Minnesota Department of Human Rights, the Federal Equal Opportunity Commission, or the criminal justice system.

For all formal complaints of sexual harassment, sexual violence or violence based on sexual orientation, the director shall determine the action to be taken, implement the action, and notify both parties of the action. A memorandum of such action will be sent to Aveda's Human Resources Department. Individuals found in violation of these policies will be subject to appropriate disciplinary sanctions, including possible expulsion from the Aveda Institute.

If perpetrator of sexual violence/assault, is a student, will be subject to disciplinary measures by the Institute. In the course of any sexual violence/assault proceedings, the victim, the victim's support person of choice, or attorney may be present.

Aveda Institute management, in cooperation with the appropriate law enforcement authorities and at the victim's request, shall shield the victim from unwanted contact with the alleged assailant, including transfer of the victim to alternate classes, if alternative classes are available and feasible.

Consensual Romantic/Sexual Relations

Consensual romantic/sexual relations between staff and student are not allowed and disciplinary action will result. Substantial risks are involved even in seemingly consensual sexual relationships where a power differential exists between the involved parties.

Claims of consensual romantic/sexual relationship will not protect individuals from sexual harassment charges nor guarantee a successful defense if charges are made. It is the staff member who will bear the burden of accountability because of his/her special power and responsibility, and it will be exceedingly difficult to use mutual consent as a defense.

MEMORANDUM

Aveda Institute's policy and Minnesota State laws against sexual harassment provide that everyone has the right to work and obtain an education of public services free from harassment.

Sexual harassment is the use of unwanted, unsolicited sexual advances to gain power over someone else. Forms of sexual harassment include sexist remarks or behavior, constant offensive joking, sexual looks or advances, repeated requests for dates, unwelcome touching, promise of reward for sexual favors, etc.

Complaints about sexually harassing behaviors do not have to be formally signed complaints. They may be told in confidence to the Institute Director who will make every attempt to maintain confidentiality if there is an investigation. Signed, formal complaints will be investigated and disciplinary action taken if warranted.

Questions concerning whether the behavior was sexual harassment, whether an investigation of the incident is recommended or required, or how to file a complaint should be sent to the Institute Director at the Aveda Institute, 400 Central Avenue, Minneapolis, MN 55414.

Once a complaint has been reported the following guidelines will be followed:

1. The Director will document the complaint and review it in a timely manner (not to exceed 7 days).
2. In cases of harassment, the Director will first attempt to resolve the challenge through a mutual agreement of the complainant and the person complained against.
3. The Director will maintain periodic communications with the complainant until the complaint is resolved.
4. The Director will resolve complaints quickly. Barring extenuating circumstance, the Director will complete the investigation and make their recommendation within 30 days from the time the formal investigation is initiated.

Aveda Institute Drug-Free School and Work Place

This institution embraces the spirit of the public law that requires schools to provide a drug-free campus and work place. The school will abide by the law as outlined in the accompanying policy. As part of our institutional philosophy, we are dedicated to the advancement and well being of the population we serve. As such, all students and employees are encouraged to abstain from the use of illegal drugs and irresponsible use of alcohol.

Recent federal anti-drug laws could affect a number of areas in the lives of our students and employees. Students could lose eligibility for financial aid, could be denied other federal benefits such as Social Security, retirement, welfare, health, disability, and veterans benefits. The Department of Housing and Urban Development, which provides funds to states and communities for public housing, now has the authority to evict resident members of their household who are involved in drug-related crimes on or near the public housing premises. Businesses could lose federal contracts if the company does not promote a

drug-free environment. Finally, a record of a felony or conviction in a drug-related crime may prevent a person from entering certain careers.

Drugs and alcohol can be highly addictive to the body and can cause harmful effects to virtually every aspect of a person's life: i.e., relationships, family, job, school, physical and emotional health. People who use drugs and alcohol may lose their sense of responsibility, become restless, irritable, paranoid, depressed, inattentive, and anxious or experience sexual indifference, loss of physical coordination and appetite, coma, convulsions or even death. Persons who use drugs and alcohol face not only health risks, but also their ability to function in their personal and professional lives can be impaired as well. Some examples of this are a hangover or feeling "burnt out"; being preoccupied with plans of the next drink or "high" or slowed reflexes that can be especially dangerous while driving. Alcohol-related driving deaths are the top killer of 15 to 24 years olds.

There are danger signals that could indicate when someone is in trouble with drugs or alcohol:

- abrupt changes in mood or attitude;
- continuing slump at work or school;
- continuing resistance to discipline at home or school;
- cannot get along with friends or family;
- unusual temper flare-ups;
- increased borrowing of money;
- heightened secrecy; and
- a complete new set of friends.

The school maintains drug and alcohol education information and a list of counseling and support services, which can be obtained from the Institute Registrar.

Students with Disabilities

At Aveda, we want to ensure all students are given the opportunity to be successful in the Beauty, Spa and Wellness industry and we strive to make our programs accessible to all individuals, in compliance with Section 504 of the Rehabilitation Act of 1973, Title III of the Americans with Disabilities Act of 1990, and all applicable state laws.

The Admissions Manager is the designated official at Aveda who acts as a resource/advocate for students with disabilities, verifies and files documentation, certifies eligibility for services, and establishes reasonable accommodations. Any student who has need for accommodations should contact their Admissions Representative at 612.378.7400.

Disclosure of a disability is not required. If a student would like an accommodation for a disability, however, it is the responsibility of the student to request an accommodation, as provided below.
General Guidelines:

1. Eligibility

To be eligible for disability-related accommodations, students must have a disability – a physical or mental impairment that substantially limits one or more of the major life activities such as walking, seeing, hearing, speaking, learning, breathing, working, taking care of oneself, or performing manual tasks.

2. Reasonable Accommodations

A reasonable accommodation is a modification or adjustment to a course, program, service, activity, or facility, or the provision of an auxiliary aid or service, which enables a qualified student with a disability to have an equal opportunity. An equal opportunity means an opportunity to attain the same level of performance or to enjoy equal benefits and privileges as are available to a similarly situated student without a disability. To determine reasonable accommodations, Aveda may seek information from appropriate Institute personnel regarding essential standards for courses, programs, services, activities, and facilities. Reasonable accommodations are determined by examining:

- the barriers resulting from the interaction between the documented disability and the Institute's environment and requirements;
- the possible accommodations that might remove the barriers;
- whether or not the student has access to the course, program, service, activity, or facility without accommodations; and

- whether or not essential elements of the course, program, service, activity, or facility are compromised by the accommodations.

Examples of reasonable accommodations include, but are not limited to:

- books on tape
- study materials provided early
- extra study time or extra time for completing exams
- class schedules in advance
- note takers
- interpreters
- adapted classroom equipment
- modification of academic requirements that do not fundamentally alter the nature of the class or program.

3. When to Request an Accommodation

Aveda believes that accommodations will be most effective if they are available to students throughout their education at Aveda. Students with disabilities should request reasonable accommodations 60 days before they begin classes or as soon as their disability becomes known.

4. Documentation

Eligibility for accommodations is dependent on the nature of the disability and its impact on learning. Therefore, as part of their request for an accommodation, students generally must provide disability-related documents from an appropriate licensed professional(s) to verify that a student has a disability and to determine the need for reasonable accommodations. Documentation serves two purposes. It establishes existence of a disability (a physical or mental impairment that substantially limits a major life activity) that affords protection under the law, and it demonstrates a need for accommodations to insure equal access to courses, programs, services, activities, and facilities.

Documentation from a licensed professional must include the following information:

- A clear statement of the diagnosed disability;
- A description of the functional limitations resulting from the disability;
- A list of the accommodations recommended;
- A statement of why the disability qualifies the applicant for accommodations requested.

The document should be current (ordinarily within the last three years), must appear on official letterhead of the licensed professional, and must be signed by a qualified professional not related to the student.

All costs associated with obtaining documentation is borne by the student. If the initial documentation is incomplete or inadequate, Aveda has the discretion to require additional documentation.

5. Determination of Eligibility

Based on the information provided, Aveda will determine whether the student is eligible for an accommodation under the applicable laws and Aveda policies.

6. Accommodation Process

If Aveda determines that an accommodation is required and appropriate, it will supply individualized letters to instructors certifying that the student has a disability and listing the appropriate accommodations. The letter will invite instructors to contact the Admissions Manager if there are concerns or questions about the accommodations. Instructors will be expected to assist with the provision of accommodations when reasonable and necessary. They are not expected to compromise essential elements of the course or evaluation standards. The student with the disability will be responsible for delivering the letters to appropriate instructors and is encouraged to discuss with their instructors the functional limitations on each discipline.

7. Grievances

Students with disabilities will be responsible for contacting the Admissions Manager if reasonable accommodations are not implemented in an effective or timely way or if they believe they have been discriminated against on the basis of disability. Instructors who wish for reconsideration of an

accommodation should also contact the Admissions Manager, and should do so no later than one week after the accommodation is scheduled to be implemented.

If an agreement cannot be reached informally, an individual may file a written complaint with Teri Cipowski, Associate Director, who will conduct a thorough investigation that allows interested persons an opportunity to submit evidence relevant to the complaint.

The Associate Director will review the gathered evidence, meet with all parties in the dispute with their permission, and decide upon an appropriate plan of action. A written determination as to the validity of the complaint and a description of the resolution, if any, will be issued by the Associate Director to the complainant and other concerned parties no later than 10 workdays after the filing of the grievance. If you have further questions, please contact your Admissions Representative at 612.378.7400.

Satisfactory Progress

Per section 484 of the Higher Education Act, as amended, requests that a Satisfactory Academic Progress Policy is consistently applied to all students.

Evaluation Periods

Students are evaluated for Satisfactory Progress as follows:

Cosmetology 450, 900, 1250, 1550 clocked hours

Esthiology and massage 300, 600 clocked hours

Evaluations determine if the students has met the minimum requirements for satisfactory academic progress. The frequency of the evaluations ensures that students have ample opportunity to meet both the attendance and academic progress requirements of at least one evaluation by midpoint of the course.

Attendance Progress Evaluations for Students:

Students are required to attend a minimum of 70% of the hours possible based on the applicable attendance schedule in order to be considered maintaining satisfactory progress. Attendance evaluations are done at the end of each evaluation period to determine if the student has met the minimum requirements. Evaluations are based on the cumulative attendance percentage of the clock hour evaluation period(s) as stated above. The students start month in school will be counted as the first month of the evaluation period. For partial months, scheduled hours will be calculated by multiplying the number of scheduled days by the number of hours scheduled each day. At the end of each evaluation period the school will determine if the student has maintained at least 70% cumulative attendance since the beginning of the course which indicates that, given the same attendance rate the students will graduate within the maximum time frame allowed. Maximum time frame cannot exceed 150% of the course length.

Academic Progress Evaluations for Students:

- Students are given a cumulative grade in each phase based upon written exams, practical exams, quotas, clinic floor and projects.
- Students must maintain written grade average of 70% in each phase to meet satisfactory progress

Grading Scale

100-93	92-85	84-77	76-70	69 – Below
A	B	C	D	F

Probation

A student who has academic or attendance scores that fall below these minimum requirements is placed on a probationary period under guidelines listed below:

- **Cosmetology:** Cosmetology students who have academic or attendance scores that fall below the minimum requirements are placed on a probationary period until the next evaluation date. During this probationary period, the student is still eligible for financial aid and advised in writing on the actions required to attain satisfactory academic progress by the next evaluation. If at the end

of the probationary period, the student has not demonstrated progress towards minimum Satisfactory Progress standards, the student is placed on a second one phase probationary period. During the second probationary period, the student is not eligible for financial aid. If at the end of the second probationary period, the student has still not demonstrated progress toward minimum Satisfactory Progress standards, the student will lose eligibility of any un-disbursed financial aid funds. If the student has met the minimum Satisfactory Progress standard, the student regains eligibility for financial aid and the student remains in school.

- Esthiology/Massage: Esthiology and Massage students who have academic or attendance scores that fall below the minimum requirements are placed on a one probationary period until the next evaluation. During this probationary period, the student is still eligible for financial aid. If at the end of the probationary period, the student has still not demonstrated progress toward minimum Satisfactory Progress standards, the student will lose eligibility of any un-disbursed financial aid funds. If the student has met the minimum Satisfactory Progress standard, the student regains eligibility for un-disbursed financial aid.

Appeal

Any student who can document extenuating circumstances may apply for an appeal. The student must submit the request for appeal in writing, with supporting documentation of the reasons why the determination should be reversed. Appeal documents will be reviewed and a decision will be made and reported to the students within business days. If the student prevails upon appeal, the satisfactory academic progress determination will be reversed and federal and financial aid will be reinstated, if applicable.

Attendance

- Maximum time frames to complete the individual courses without paying overtime are as follows:
 - Cosmetology 46 weeks
 - Full time Esthiology or Massage 18 weeks

Notes:

School closings due to weather or other events would extend the maximum time frame by the amount of the closing.

A leave of absence will extend the maximum time frame by the amount of the leave.

- Attendance progress is evaluated at the end of each phase. Students must achieve 90% attendance.

Any student failing a phase due to attendance will result in a scheduled meeting with the department manager to create and agree upon additional coursework or repeating the phase. A student may only repeat a phase once. If the student does not receive a passing grade for a second time the student will be terminated without appeal.

- For other information regarding attendance please refer to that policy section in this manual.

Withdrawals

If a student's performance was unsatisfactory when he/she withdrew from school and later wished to re-enter the school, he/she must appeal to re-enter. If approved, the student will return under that same probationary status. If a student withdraws in good standing, he/she may return under that same status and without loss of hours. See re-entry guideline in this manual.

Leave of Absence

If a student's performance is unsatisfactory when he/she takes a leave of absence, he/she will return under that same status without a loss of hours. If a student takes a leave of absence and is in good standing, he/she may return under that same status and without a loss of hours.

Professional Student Standards

The Aveda Institute Minneapolis values and dictates standards of professionalism that govern student behavior. There are three standards:

- Student Appearance
- Student Conduct

Termination may result from any infraction on the above standards.

Standard of Students Appearance

The Aveda Institute Minneapolis maintains an esthetic standard for students, which encompass all aspects of personal hygiene, grooming (i.e. hair, make-up, facial hair, nails, etc.) and a strict dress code requirement.

Students are to arrive at school groomed, in full uniform and in compliance with all appearance standards. If in the opinion of the staff, a student's appearance does not conform to these standards, the student will be sent home.

The dress code/uniform is required if clocked in and accruing hours

- **Shirts:** must be solid black short- or long-sleeved (no cap sleeve, tank tops, hoodies/sweatshirts-Aveda or non-Aveda, color, print or writing-except Aveda)
- **Pants:** must be Capri or full length, solid black dress pants (no jeans, leggings, yoga pants, sweatpants, tights, leather or vinyl pants)
- **Make-up:** Females must arrive at school with professional hair/make-up
- **Shoes:** black footwear must cover the heel and toes.
- **Apron:** An apron is supplied in the student's kit. It is to be clean, neat, not torn, unstained, unaltered and worn at all times when in the building, if it does not meet these standards, the student has 24 hours to replace it from Aveda at the student's expense; if the apron does **not** meet these standards the student will be dismissed until the apron is in compliance
- **Student Identification:** identification badges and student name tags are to be worn as issued during all clocked hours to identify students and staff to guests; if lost, the student must replace it, at a cost of \$10.00 or be dismissed until in compliance. Students can go to the Experience Center on 1st floor to place an order for a new identification badge.
- **Electronic Devices:** Head phones, cell phones, or any other electronic devices are not to be used on the clinic floor or classroom.
- **Exceptions:** accessories and headbands may be worn provided that it does not cover more than 1/3 of the head. There will be opportunities for the students to dress differently on designated days. Participation in these events is voluntary, but they require a donation to the organization/cause.

*There will be opportunities for the students to dress differently on designated days. Participation in these events requires a donation and is optional.

Students Conduct

Students are expected to conduct themselves in a professional manner at all times and be aware of the following:

- maintain a learning environment for all students; anyone who is disruptive in the classroom or clinic floor (rudeness, foul language or other unprofessional behavior) may be dismissed for the day
- Students may only have beverages held in the Aveda water bottles. No other beverage containers are allowed in the classroom or clinic.
- beverages (other than water), food, candy and gum are allowed in the lunchroom area only
- Aveda Institute is a smoke-free facility smoking is not allowed on school property with the exception of the fenced in area in the parking lot across 4th street.
- personal electronic devices, including cell phones, may only be used while the student is on break in student lounge area (basement only, not any other lounge or non-lounge areas of building) or outside ONLY. If any are seen (in use or not) anywhere else in building they will be confiscated and given to security until the end of the school day. Any member of the staff can confiscate

phones and it is the student's responsibility to pick them up at the end of the day in the security office on the first floor.

- full participation in all classroom and clinic activities utilizing Aveda's products and treatment/service protocols.
- maintain a mentally alert and sober state of mind
- all services or work done by students will be assigned by an educator, students who refuse an assigned service will be dismissed for the remainder of the day.
- all students must keep their working area clean (station, chair, floor, shampoo bowl, etc.). Additionally students will be assigned weekly housekeeping duties to be done daily.
- students may receive services off the clock and receive a 20% discount off all skin and hair services excluding hair extensions. Services must be paid for at the time of completion. Services must be booked by the guest relations team.
- remain in their assigned areas or receive their educator's permission to be in unassigned areas.

Physical Demands of the Industry

The physical demands of the beauty and wellness profession require a healthy body and mind. Good health is a basic element for living. Without it one cannot work efficiently or enjoy a pleasurable life. As a health and beauty professional you should be a living example so that you increase your value to yourself, to your employer, and to the community. You should practice stress management through relaxation, rest, and exercise. Avoid substances that can negatively affect your good health, such as cigarettes, alcohol and drugs. Being a cosmetologist, esthetician and massage therapist demands standing on your feet for long periods of time and working long hours. Persons who cannot stand for long periods of time could choose a career as a nail technician, which requires sitting with good posture. Therefore, good health, personal hygiene and good posture are important demands in the cosmetology field.

Family Education Rights and Privacy Act (FERPA)

Students currently in attendance at Aveda Institute and parents of students under the age of 18 currently in attendance have a right to:

- inspect and review the student's education records to ensure they are not inaccurate, misleading or otherwise in violation of the student's privacy or other rights;
 - request the amendment of the student's education records;
 - consent the disclosure of personally identifiable information contained in the student's education records, except for the information the regulations in this act authorize disclosure without consent;
 - file a complaint with the Department of Education under section 99.64 concerning alleged failure by the school to comply with the requirements of the FERPA; and
 - obtain a copy of the policy.
- The Aveda Institute may require a written release, signed and dated by the student before releasing any information from the student's academic or financial file.

Students must allow reasonable time to assemble records. (No more than 45 days)

Search

Students understand and agree that the policies and procedures of the school are clarified with respect to the following limitations on their privacy.

Lockers and stations furnished for student use belong to the school and are subject to search by school or police officials at any time for any reason.

By entering onto the premises of the school, students agree that they and any parcels, including handbags, briefcases, purses, or other items and personal belongings they bring with them are subject to reasonable search by school personnel at any time for any reason.

VIOLATION STATEMENTS

Minor Standard Violations

Minor violations include assigned area violations, property misuses, guest service violations, tardiness, unprofessional behavior; and any disruptive behaviors determined by staff

Anytime during the student's program the violation of a minor standard may result in dismissal for the day, and repeated violations may result in termination.

First Offense: The Educator will discuss and review the minor violation with the student.
Second Offense: The Educator will issue the student a documented awareness written report.
Third Offense: The student will meet with the Department Manager which may result in termination.

The intent of this minor standard violation procedure is to insure that the student is successful at the Aveda Institute, and to provide the student with a standard of performance expected within the salon/spa employment industry. If the student has any questions or concerns about meeting these expectations, the student should immediately contact their educator.

Major Standard Violations

Major standard violations include:

- Using or in possession of controlled substances and/or alcohol
- defacing or destroying property
- stealing personal/company property
- falsifying documents or timekeeping
- violent threats
- committing fraud
- abusing and/or causing physical harm to others
- possession or use of handguns or other weapons
- and violating local state or federal laws

Anytime during the student's program, the violation of a major standard will result in termination. If a student is terminated from a program for a major violation, they will not be considered for re-entry into any program and is not subject to appeal.

Student Grievance Procedure

Students are encouraged to share solutions to challenges that they observe in their classrooms and on the clinic floor with their educator. If a student wishes to take a complaint to the management team they can fill out a Challenge Resolution Form. These forms are available from the Educators or the Institute Registrar. Often improvements are made due to the constructive suggestions that are received on these forms. After thoughtfully completing the form, the Challenge Resolution Form can be submitted to an Educator, the Registrar or Department Manager.

Once received, solutions will be evaluated and returned within 10 business days with resolution.

ATTENDANCE

Student badges

Students are issued a badge that is utilized to record their time at school. Since the school is a clock hour institution, clocking in and out is extremely important. Aveda Institute can only issue credit for hours that are properly documented. The school cannot issue hours when the student is not clocked in.

- students must scan in/out upon arrival and departure
- students must scan out for a minimum of 30 minutes and a maximum of 45 minutes for lunch
- any missed lunch punch(-es) will result in an automatic one hour lunch break
- students that scan out more than 1 hour for lunch will be clocked out for the day
- students must take responsibility to have a mal-functioning badge replaced immediately by the Security.
- no fee will be charged for badges exchanged due to wear
- a \$10 fee will be charged for a lost or missing badge, paid for at Guest check out and receipt brought to Security to acquire new badge*

Additional time can be accrued for staying late with a guest and outside events. There needs to be prior authorization from the educator and a verification email is sent to the registrar on the same day the additional time is to be given. No additional time will be given if the email is not received on the same day the additional time was accrued. Students will not receive time if this is not done correctly.

Student Schedule/Hours

All students are expected to be in classroom or clinic for role call at the scheduled contract time (9:00 am for Tuesday-Saturday students and 1:30 pm for Monday-Friday students). Students who arrive after roll call are marked as tardy.

Tardy

During a curriculum phase the maximum number of times a student may be marked tardy without disciplinary action is three. After the third tardy, the student will receive a written warning by their success coach and/or educator. After the written warning has been issued and a student is tardy again (4 or more times), the student will be sent home for the day and ineligible to accrue hours. This absence will not extend the students contract end date and may result in "over time" hours.

Late Arrival

Students may not clock in if they are later than one hour after their expected time of arrival.

Absenteeism limitations for each program schedule are as follows:

- Monday – Friday students are only allowed 4 days (31 hours) total on Friday in **Cosmetology**
- Tuesday – Saturday students are only allowed 4 days (31 hours) total on Saturday in **Cosmetology**
- Monday – Friday students are only allowed 2 days (15.5 hours) total on Friday in **Esthiology**
- Tuesday – Saturday students are only allowed 2 days (15.5 hours) total on Saturday in **Esthiology**
- Monday – Friday students are only allowed 2 days (15.5 hours) total on Monday in **Massage**
 - However, if there is a holiday observed on a Monday (school closure) the Tuesday of that week would count as a Monday
- Tuesday – Saturday students are only allowed 2 days (15.5 hours) total on Saturday in **Massage**

If a student exceeds the limited hours on a Friday or Saturday the student will be terminated without appeal.

Overtime hours

Students enrolled at the Aveda Institute Minneapolis are responsible and held accountable for their time and attendance. If a student fails to accrue the 1550 in Cosmetology, 600 in Esthiology or 600 in Massage by their endorsed contract end date an hourly tuition fee for the remainder of the required hours will be charged. The overtime information is as follows:

- The hourly charge must be paid prior to accruing the additional hours.
- Hours are accrued consecutively following the contract end date
- Over time hours are earned only during a Monday–Friday, 1:30–9:00 pm schedule.
- Perfect attendance is required during the O.T. phase or the ability to accrue hours will be terminated.
- The hourly overtime charge calculation is the total tuition dollars divided by the number of hours required to complete the program.
- If a leave of absence was granted during the course of the program an addendum will be drafted listing a new contract end date by adding the exact number of days missed during the leave of absence.

Terminations

- all terminations are to be managed by the Institute Registrar
- state sheet must be turned in to the Institute Registrar upon last date of attendance
- a two week waiting period will exist before a transcript request can be fulfilled
- a fee of \$20.00 will be applied if a transcript request is not made within 30 days from termination
- student tuition account information will be mailed to the student within 10 business days from termination
- student may be required to complete and return loan exit paperwork
- student locker and assigned station must be vacated immediately

- the Aveda Institute is not responsible for missing items after student has withdrawn
- if a student is terminated from the Aveda Institute Minneapolis, they are not eligible to enroll into any future programs at the Aveda Institute - Minneapolis

Lockers / Workstations

Students requiring their lock to be cut must notify the Registrar. There will be \$10.00 fee which will include a replacement lock.

Students are responsible for all of their belongings. If students leave the Aveda Institute by transfer, withdrawal, or extended leave of absence, they need to take all their belongings with them. Items left in the locker and/or workstation will be disposed of after **5 school days** in order to provide space for other incoming students.

Student Status Change

If a status change is needed at any time during a student's enrollment i.e: leave of absence, withdrawal and/or re-entry, requests are to be submitted in writing to their respective program manager to be considered official.

Leave of Absence

A written requested leave of absence will be reviewed for major medical emergencies of student, parent/guardian of student, legal dependant of student and spouse. A leave of absence may be granted if:

- the student submits a written, signed and dated request prior to the intended leave of absence
- the leave consists of a minimum/maximum of 28 - 90 calendar days for Esthiology and Massage students and 56 – 90 calendar days for Cosmetology students for medical emergencies, the duration of the leave of absence will be determined by leave of absence review board
- all documentation, including medical, will be subject to approval

Students will be notified verbally and in writing by their program manger of approval or denial of their written request for a leave of absence.

Withdrawals

- notice of official withdrawal must include:
 - name
 - current address
 - phone number
 - social security number
 - reason for withdrawal
- state sheet must be turned in to the Institute Registrar upon last date of attendance
- a two week waiting period will exist before a transcript request can be fulfilled
- a fee of \$20.00 will be applied if a transcript request is not made within 30 days from withdrawal
- student tuition account information will be mailed to the student within 10 business days from withdrawal
- student may be required to complete and return loan exit paperwork
- students locker and assigned station must be vacated immediately upon withdrawal
- the Aveda Institute is not responsible for missing items after student has withdrawn

Program Re-entry

A student may apply for re-entry into a program after they officially withdrew, if the following conditions are met:

- the date of re-entry must be a minimum of 180 days and no longer than one year past the withdrawal date
- students need to initiate the re-entry process with their respective program manager at least 6 weeks prior to the requested return date
- the re-entry form needs to be completed and signed by all pertinent staff members
- the Aveda Institute will only grant one request for re-entry per student
- a student who is granted re-entry will be given a re-entry date based upon class availability and appropriate placement in their program.

- the student may need to apply for financial aid and complete the entire financial aid process before returning, the student should contact the financial aid office immediately to determine if they must re-apply
- cash paying students will be required to pay the entire cash balance owed prior to returning to their program
- a student will return under the same status as they left
- all re-entry requests are subject to approval and may be denied. Students will receive the determination of the re-entry request from their respective program manager

ACADEMIC COMPLETION INFORMATION

Course Overviews

COSMETOLOGY

Total Weeks: 46 weeks
 Days: Tuesday–Saturday OR Monday-Friday
 Hours: 9:00am–4:30 pm OR 1:30pm -9:00 pm

The 1,550-hour Cosmetology course incorporates the basic fundamentals and the related subjects of hair, skin, nail care and makeup application that are necessary for a well-rounded education.

The three primary aspects of training are:
 Theoretical knowledge, the foundation of all learning;
 Practical experience, the application of the acquired knowledge; and
 Professional business-building skills those are vital for success.

Introduction (9 week phase), Intro II (9 week phase) – Weeks 1-18	
Classroom:	607.50 hours
Clinic:	0.00 hours
Total:	607.50 hours

The emphasis of these phases is to introduce the fundamentals of haircutting, hair styling, hair coloring, chemical hair restructuring, skin and nail care, as well as the related sciences. Students learn state safety requirements, and receive basic theoretical knowledge and practical application through lectures, demonstrations and workshops. Students also learn retail merchandising, makeup artistry, guest servicing and personal development skills to further their professional achievement.

Upon the completion of these phases, students have the primary skills and experience to meet the Aveda Institute's hair and skin care retail servicing concepts.

Alpha (9 week phase), Beta (9 week phase), Gamma (9(+) phase) - Weeks 19 through 46 (+)	
Classroom:	105.50 hours
Clinic:	837.00 hours
Total:	942.50 hours

The purpose of the Alpha, Beta, and Gamma phases are to ensure planned clinical instruction and experience is applied. During this time, students are introduced to contemporary techniques in haircutting, hair styling, and hair coloring, permanent waving, chemical restructuring, skin and nail care. This time enhances the student's practical skills that will now become standard behavior.

Students are also directed to fine-tune their coordination, speed, accuracy and concentration to meet entry-level salon requirements. Students demonstrate competency in all tasks required for the skill certification examination, as well as the theoretical knowledge necessary to pass the written examination required by the Aveda Institute and the State of Minnesota for licensure.

Through the review of theoretical and practical experience in hair and nail care, students improve in confidence, dexterity and technical performance.

** Includes 8 hours for skill certification

ESTHIOLOGY

Total Weeks: 18 weeks
 Days: Tuesday–Saturday OR Monday-Friday

Hours: 9:00-4:30 pm OR 1:30-9:00 pm

The 600-hour Esthiology course is a comprehensive combination of lecture, demonstration, practical experience and professional business skills, which are vital for success in the skin care and makeup industry.

Introduction phase - Weeks 1 through 7

Classroom: 236.25 hours

Clinic: 0 hours

Total: 236.25 hours**

The emphasis of this phase is to introduce the fundamentals of dermanalysis, facial manipulation procedures, aromaology, makeup, use of facial equipment, as well as the related sciences.

Students learn state safety requirements and basic theoretical knowledge through lectures, demonstration, practical experience and workshops.

Alpha/Beta phase – Weeks 8 through 12

Classroom: 25.00 hours

Clinic: 143.75 hours

Total: 168.75 hours

The main focus in the Alpha/Beta Phase is the refinement of students' practical skills. Strong emphasis is placed on makeup, aromaology, the art of retailing, and guest servicing.

Upon the completion of this phase, students have the skills and experience to meet the Aveda Institute's skin care, makeup, service standards and state safety requirements. The students improve dexterity, confidence, timing, and technical performance.

Gamma phase– Weeks 13 through 18

Classroom: 65.75 hours

Clinic: 128.75 hours **

Total: 194.50 hours

The purpose of the Gamma Phase is to teach students the skills necessary for gaining and maintaining employment. Students receive instruction in job requirements, interviewing techniques, resume writing, employee benefits and wages. Students are directed to fine-tune their accuracy, speed and concentration to meet entry-level employment requirements. Students demonstrate competency in the tasks required for the Skill Certification Examination required by the Aveda Institute and the State of Minnesota for licensure.

MASSAGE THERAPY

Full-time: 15.50 weeks

Days: Tuesday-Saturday OR Monday-Friday

Hours: 9:00-4:00 pm OR 1:30-9:00 pm

The 600-hour certification program consists of a comprehensive curriculum taught through a combination of lectures, demonstrations and practical applications. Students learn the theoretical and technical skills necessary to promote success in the industry. The program provides a solid foundation in anatomy, physiology, pathology, traditional massage techniques, aromaology, health, nutrition and body movement techniques.

Business-building systems are taught to provide students with skills they need to gain successful employment.

Introduction phase– Weeks 1 through 7

Classroom: 236.25 hours**

Clinic: 0.0 hours

Total: 236.25 hours

The emphasis of this phase is to introduce the fundamentals of professional massage day spa treatments, total well being, body care, aromaology, correct use of equipment, and basic anatomy, physiology,

kinesiology and pathology. Students learn proper safety and sanitation methods and experience basic theoretical knowledge through practical workshops. The Aveda curriculum educates students in relaxation techniques, proper breathing and body mechanics.

Clinic I phase - Weeks 7 through 11	
Classroom:	95 hours
Clinic:	120.00 hours
Total:	168.75 hours

The Clinic I phase offers continuing education in anatomy / physiology and massage techniques. Professional development information helps students explore and develop an action plan for employment after graduation. A strong emphasis is placed on clinical experience. Students perform services in a clinic setting while under the supervision of an educator.

Clinic II phase – Weeks 12 through 18	
Classroom:	86.5 hours
Clinic:	108.00 hours
Total:	194.50 hours

Students continue to enhance all previous knowledge. This phase stresses the refinement of students' professional skills

Students will be required to receive and report on one massage treatment (on their own time) from a certified massage therapist in order to experience and learn from another professional. Students will also be required to perform 80 massages, 6 hydrotherapy treatments and 36 extended services by the end of their program.

Students are evaluated on their projects, practical skills and unit exam. A final exam will be given in practical skills and theory. Every service the student performs is evaluated to compile a final grade.

Students receive a certificate upon successful completion of 600 hours of instruction, completing the required course work and meeting clinical service requirements.

Grading Procedure

Your progress at the Aveda Institute Minneapolis will be evaluated on the basis of weekly written exams, daily clinic practical experiences, daily quota experiences, final practical and written examinations and unit projects. There are no retakes on examinations.

100-93	92-85	84-77	76-70	69 - Below
A	B	C	D	F

Incomplete projects, exams, and practical work are recorded as a "0" and averaged into the final grade of each phase. Students must achieve an average score of 70% to pass a phase.

Phase Conclusion

At the conclusion of each phase, each student's progress is measured by their grades and attendance.

- Students are given a cumulative grade in each phase based upon written exams, practical exams, quotas, clinic floor and projects.
- Students must maintain a 70% grade average in each phase to pass the phase. Failure to do so can result in repeating the phase.
- Students must attend 90% of the phase; miss no more than 10% of the phase to pass. Failure to do so can result in repeating the phase

Students are required to fully participate in all classroom and clinic activities utilizing Aveda products and treatment/service protocols.
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Diploma Requirements

To receive an Aveda Institute diploma, a student is required to:

- meet state of MN service requirements
- complete 1550 hours for Cosmetology or 600 hours for Esthiology and Massage Therapy

- complete tuition and fee obligations
- meet satisfactory progress and attendance requirements
- successfully complete the skill certification examination
- complete Financial Aid File
- complete Academic File

Note: A student who receives an F grade in any 3 phases at Aveda will be terminated. A student who receives an F grade in their final phase will not receive a diploma regardless of their grades in previous phases.

Note: A student who wishes to be licensed in a state which has fewer hours than Minnesota will be allowed to meet that state's license requirements as it relates to hours only. Students not applying for a Minnesota license must submit their license from the state they will obtain their license from to receive a diploma

Licensing Requirements for Cosmetology and Esthiology

To receive a license in the State of Minnesota, a student is required to:

- complete the hours in a course of instruction
- meet the service requirements
- complete tuition and fee obligations
- pass the written theory and state laws examinations
- submit the following items:
 - license application
 - written examination results
 - skill certification examination results
 - fee
 - copy of high school diploma or G.E.D.

Examining Requirements for Cosmetology and Esthiology

- each student must have a minimum of 1350 hours (Cosmetology), 500 hours (Esthiology) prior to taking their final practical exam
- each student is required to have their tuition and fees paid prior to examination
- each student must have complete academic records

State Written Exam Guidelines for Cosmetology and Esthiology

Tuesday – Saturday Students:

- Students must be clocked in by **11:00 am** to receive full credit for the day and show your results to the registrar when you arrive.
- You may re-take the exam as many times as needed. You must be clocked in by **11:00 am** to receive full credit for the day and show your results to the registrar when you arrive.

Monday – Friday Students

- Students must be clocked in by **3:00 pm** to receive full credit for the day and show your results to the registrar when you arrive.
- You may re-take the exam as many times as needed. You must be clocked in by **3:00 pm** to receive full credit for the day and show your results to the registrar when you arrive.

A passing exam score is part of the Aveda Institute's graduation requirement. Your licensing packet will not be released until you have fulfilled this requirement. If you do not wish to obtain a Minnesota license, you will be required to provide documentation of an out of state license or written exam before receiving your diploma.

Note: Students are required to check with examination site regarding any special accommodations.

Additional Training

The Aveda Institute may provide additional training for students who are in need of additional hours to be licensed in other states. Please see the Business Officer for tuition cost and your program manager to schedule the additional hours. Financial aid may not be used to cover this additional cost and the tuition

will be collected before the additional hours are taken. An additional pro-rated pool of hours will be issued or added to the remaining balance.

State Sheet Procedures

State sheets are required by the State of Minnesota; therefore, it is necessary to keep accurate records on a daily basis. State sheets are used in conjunction with the time reports to record theory hours of training and the amount of services performed. Theory hours and services must be recorded daily and transferred to new state sheets at the beginning of each phase to reflect your cumulative hours and services.

- state sheets must be filled out on a daily basis. Each day scans will be available to view in your classroom
- state sheets must remain on campus at all times
- upon returning from an absence, a student will have the following class day to correct and complete their State sheet

Student Kits

Professional kits are prepared for the student enrolled at the Aveda Institute. Students need to inventory and label their kit. It is the students' responsibility to ensure all kit items are in proper working order within 48 hours of receiving their kit. If there are any challenges, the student needs to contact their Educator to resolve the challenge. If any kit items are missing or damaged they will be replaced within a timely manner.

Each student is responsible to have their complete kit available and all of its contents maintained during school hours. The student kit is to be used on guests and is not intended for personal use. If any kit items are missing or damaged the student may be dismissed until the kit is complete.

The Aveda Institute is not responsible for missing or stolen items.

ADMINISTRATION INFORMATION

Tuition Payments

Each student will receive a payment schedule contained within their copy of the contract. This payment schedule outlines payments due for students not receiving financial aid. Students who are receiving financial aid will receive a separate payment schedule from the financial aid office. Payments are made to the business office and must be received on the due date. Payments may be put in payment drop box located outside of the business office or mailed to:

Aveda Institute
Attn: Jay Sherman, Business Officer
400 Central Avenue SE
Minneapolis, MN 55414

A receipt is available for each payment. A tuition statement of account is issued upon completion of payments and is available anytime upon request.

Late Payments. If a student fails to make any scheduled tuition payments, their badge may be turned off and they will not be allowed to attend class until the payment is made. Hours missed due to non-payment will come out of the student's pool of hours and will be factored into their Satisfactory Progress as hours missed.

Career Placement

Aveda Institute does not guarantee employment to our students; however, we do assist students in finding employment. The qualities that employers look for and those that the school monitors are:

- Attitude
- Professionalism
- Grooming
- Grade average
- Overall attendance
- Friday and Saturday attendance
- Technical skills

- Time management
- Retail skills

The Aveda Institute maintains close lines of communication with many salons, spas, and Aveda Experience Centers nationwide. Although we do not guarantee job placement, we have been successful in assisting students in finding employment through career fairs, employer presentations, and through self-promotion techniques.

Career Coaching Student Requirements

- **Career Coaching Classes.** Throughout a student's program the Career Coach comes in to teach the following classes: Professionalism, Resumes & Cover Letters, Interviewing Skills, and PurePartners Website Registration. Attendance during these classes is mandatory. If a student misses a class, it is their responsibility to meet with the Career Coach to go over the missed material.
- **Career Coaching Assignments.** During their program, a student will have three assignments they will need to complete and turn into the Career Coach.
 1. Resume & Cover Letter
 2. Career Fair Salon Profile
 3. PurePartners & BeautyJobs Profiles
- **Career Coaching One-On-One Meetings.** A student must meet with the Career Coach a minimum of once per phase for the duration of the student's program. These short touch base meetings will be used to gauge the student's progression during their program. It is the student's responsibility to ensure they are meeting with the Career Coach at least once per phase. The Career Coach will keep a record of the meetings.
- **Career Fairs.** During a calendar year, there are 3 Career Fairs. A student must attend a minimum of one Career Fair during their program. Proof of attendance will be determined by a one page written assignment featuring a salon of their choice that was in attendance at the Career Fair.
- **Exit Meeting.** Each student is required to have an exit meeting with the Career Coach upon the completion of their program. This short exit meeting must happen on, or within a week of, their last day of attendance.

Each of these requirements must be met in order for a student to receive a diploma from the Aveda Institute Minneapolis. Each student is responsible for making sure each requirement is met. Records will be kept by the Career Coach.

Lindsey Larson, Career Coach
 400 Central Avenue SE
 Minneapolis, MN 55414
 612-378-7414
 llarson@aveda.com

The following statistics reflect the students who received licensure certification in 2009 calendar year and were placed within their respective field:

- COSMETOLOGY 84%
- ESTHIOLOGY 54%
- MASSAGE 68%

The following statistics reflect the students who completed their program in the 2009-10 Award Year:

- COSMETOLOGY 86%
- ESTHIOLOGY 97%
- MASSAGE 95%

Transcripts

To receive a copy of your academic transcript a student must submit a written request. The written request must include:

- full legal name
- social security number
- dates of attendance
- program(s) attended
- \$20.00 check or money order payable to Aveda Institute (includes 3 copies)
- address(s) you would like your transcripts sent to

Send Requests to:

Aveda Institute
Attn: Aimee Clifford, Institute Registrar
400 Central Avenue SE
Minneapolis, MN 55414

Official transcripts will be withheld if tuition or fees are owed. All students have the right to view their transcripts with proper notification to the Institute Registrar.

EXPERIENCE CENTER INFORMATION

Aveda Institute Minneapolis Experience Center

The Aveda Experience Center offers the entire collection of Aveda products including Aveda Hair Care, Skin and Body Care, Makeup, Personal Blends, Pure-fumes and many other environmentally friendly products. The Experience Center Advisors offers benefits to students by:

- advanced product knowledge to succeed in a salon spa
- coaching in retail and customer service skills used to enhance student education and the ability to achieve set sales goals
- sales techniques to ensure success in a salon or spa environment

Student Discount Policy

1. You must be present, in person, to purchase products with a discount. You may not send a family member or friend to purchase products on your behalf.
2. Active students at the Aveda Institute-Minneapolis must show current badge identification and alumni must show current alumni card with a valid picture ID.
3. Student or alumnus is required to sign receipt upon purchase.
4. Due to quantity availability, you may be limited to no more than 3 of any item at one time.
5. The maximum amount of alumni/student discount purchases allowed is \$3,000.00 retail (prior to discount being applied) per year (July 1 – June 30). The maximum amount of weekly alumni/student discount purchases allowed is \$300.00 retail (prior to discount being applied). During the month of December, there is no weekly purchase limit however the maximum annual limit amount of \$3,000.00 continues to apply.
6. Payment method can be cash, personal check with the student or alumni name imprinted on it or credit card in that name.
7. Product may be purchased for personal use or legitimate gifts only.
8. Return of products will be limited to defective goods only, must be accompanied by receipt and must be returned to the store in which it was purchased. Any return items will be credited in the same payment method in which they were purchased.
9. Students are eligible for the discount only at the Institute location in which they are currently enrolled. Alumni are eligible for the discount in any Aveda-owned Institute location.
10. Discount applies to alumni and students of Aveda-owned Institutes only.
11. Resale of Aveda product purchased with a student/alumni discount is prohibited.
12. Mail order will include a shipping charge. Purchase of products through mail order must be paid in advance by credit card.

Student discount is as follows:

- 10% off Accessories and Jewelry
- 20% off Men's, Pure-fume and Lifestyle & Air Care Domains
- 40% off Aveda Hair, Body and Skin Care & Makeup Domains

Alumni discount is as follows:

- \$20 enrollment fee
- 25% all product domains

Aveda reserves the right to modify these policies at any time without prior written notice.

Retail Incentive Program

Independence Day	Monday, July 4, 2011 Tuesday, July 5, 2011 Wednesday, July 6, 2011 Thursday, July 7, 2011 Friday, July 8, 2011 Saturday, July 9, 2011
Labor Day	Monday, September 5, 2011 Tuesday, September 6, 2011*
Thanksgiving	Thursday, November 24, 2011
Holiday Season	Friday, December 23, 2011 – Friday, December 30, 2011* Saturday, December 24, 2011 – Saturday, December 31, 2011**

*Observed for Monday – Friday Students ONLY

**Observed for Tuesday – Saturday Students ONLY

Days off due to legal holidays are recorded as such and extend the enrollment contract.

Additional institute closings may occur at the schools discretion for trainings and annual meetings.