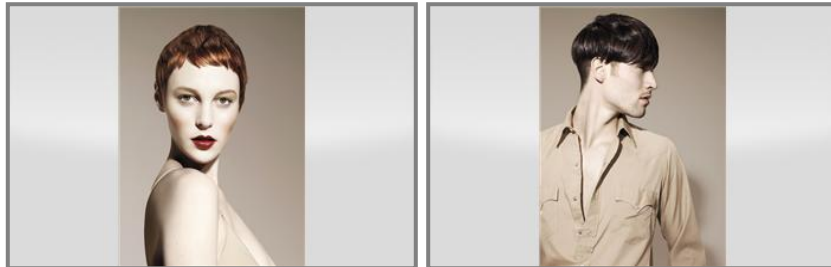
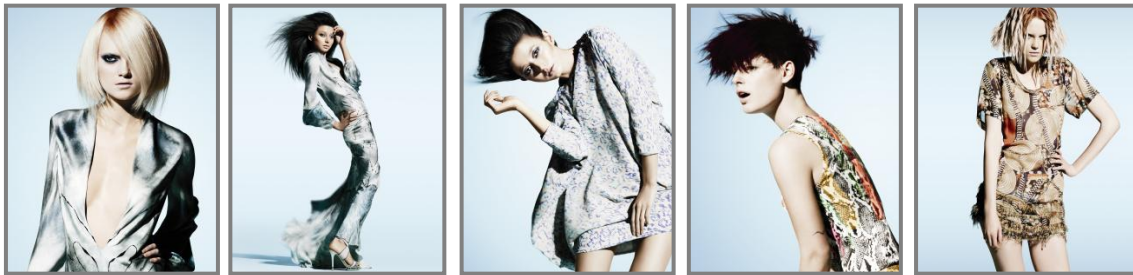




AVEDA INSTITUTE NEW YORK

Student Manual



This manual belongs to:

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INTRODUCTION

The Mission Statement

The Aveda Institute's mission is to provide a quality professional Education by:

- creating an environment of trust and respect;
- encouraging a commitment to teamwork;
- promoting personal and professional development;
- inspiring the continuous quest for knowledge and growth and;
- preparing students for licensing in their field of study

By supporting our students in this manner, we prepare them for successful careers within their respective field and enable them to provide service that exceeds our guests' 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 cosmetics company, which he began in 1978. In the mid 1990s 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 1960s, 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 has authored three books: Rejuvenation, Aveda Rituals, and The Business of Being. Inspiring and practical, his books discuss the interconnectedness of all domains: of health and beauty; of mind, body, and spirit—and the larger body we must care for called Earth. Horst lectures internationally on topics ranging from socially responsible businesses to petrochemical-based societies versus plant-based societies—to the mutual dependence of all things. He was the executive producer on Hidden Medicine, a film that premiered at the 1999 Sundance Film Festival.

Horst currently resides in both Wisconsin and New York City. 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, 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 latest information and techniques and utilize today's most advanced methodologies.

The Institute places great emphasis on well-being, which relates to the individual's self 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 the environment.

Goals

Prepare students in the fields of Cosmetology and Esthiology so they may perform and meet the standards set by the Aveda Institute.

Provide the opportunity for students to learn technical, communication, and customer service skills through individualized goal setting and focused training.

Prepare students to successfully complete the State of New York requirements to practice Cosmetology or Esthiology.

Educate students to exhibit the professionalism necessary to secure and maintain employment.

BUILDING FACILITY INFORMATION

Aveda Institute Facility

The school is located at 233 Spring Street, New York, New York 10013.

Neighborhood Relationships

The Aveda Institute New York is located next to businesses, theaters, 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 and 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.

Transportation

Utilizing public transportation or participating in a car pool is encouraged.

Subways and Bus Lines

New York City has an extensive public transportation system. To inquire about subway and bus transportation:

MTA - 718-330-1234 – www.mta.info

NJ Transit – www.njtransit.com

Long Island Rail Road- www.mta.info/lirr

NOTE: The most direct and convenient subway line to the Institute is the Blue C/E line. It stops on the corner of Avenue of the Americas and Spring Street, close to the entrance of the Institute. The 1 line is also convenient with a stop at Houston and Varick.

Recycling

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

At work and at home, most U.S. citizens discard approximately 3.6 pounds of materials per person each day into the municipal solid waste stream. Presently, roughly 80% of all garbage is disposed of in the 6,000 operating landfills in the U.S. While each of us are responsible for the existing ecological damage, only through a combined effort can we turn the situation around and influence positive environmental change.

In line with our concern for the environment, Aveda Institute offers a recycling system for the following items:

Item	Specifics	Location	Exceptions
Aluminum Cans	Beverage cans and aluminum tubes	Student lounge and clinic floor	Foils from service are not accepted
Paper	Photocopy, computer, Stationery, Pastel colored paper	Near classrooms, student lounge	Glossy paper, dark-colored paper, paper cups, paper plates are not accepted
Plastic	Bottles with necks	Student lounge	
	Bottle Cap Program	Dispense, student lounge	
Batteries	Any batteries	Administrative office	

Lunchroom

There is a special area designated for students to socialize and enjoy their lunch. Students are responsible for maintaining the cleanliness of the lunchroom area.

Library

The Aveda Institute Library is located at 233 Spring Street, in the student services office. Students may check out items as follows:

- Items may be checked out during student service student hours, Monday through Friday.
- There is a \$10.00 deposit for all DVD and books checked out. They are due one week from checkout date.
- If item is lost or overdue, a notice will be given to the student stating the replacement fee.
- Diploma will be withheld and the student will be charged all fees.
- A student's diploma maybe withheld until all fees are paid.

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 incident.

All students are encouraged to 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 clients; and
- keeping all aisles and areas around work stations free from personal items and/or debris

Emergency (medical)

Notify a staff member immediately, so they can call 911, in case of a medical emergency such as:

- serious fall;
- apparent heart attack;
- unconsciousness;
- chemical product (spills in the eye or swallowing); or
- violent acts, assault, or rape

The staff should:

- notify the administrative personnel of the location and nature of the accident;
- stay with the injured person;
- have someone meet the emergency personnel; and
- keep the area clear of bystanders.

Students must assist in the documentation of the incident.

Non-Emergency (medical)

All accidents must be reported to an instructor/staff member. The instructor or security will attend to the injured client or student and determine if professional medical attention is required. If there is any doubt, it is recommended that the injured person see a doctor.

Safety Reports

For all accidents, a team leader/manager on duty must be called to the scene to gather the following information:

- name, address, phone number of the injured person;
- name of student(s) and instructor working on the client (if applicable);
- date and time of accident;
- description of how the accident occurred; and
- name, address, phone number of other witnesses to the accident.

Severe Weather

If there is a danger of severe weather, based on weather service information, a decision will be made on whether to cancel classes or close the Institute for the day.

Announcements will be made in classrooms as needed. If there is a question regarding operating hours, during severe weather, prior to the beginning of the school day, call Student Services at 212-367-0335.

Fire

The Aveda Institute has an alarm connected to the New York Fire Department. Whenever a fire is detected, a continuous siren will sound.

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

- evacuate the building immediately;
- instruct all clients to evacuate the building;
- assist the clients who need help evacuating;
- walk to the park area across the street on Avenue of the Americas and Spring Street, if exiting through the front of the building, or go to the corner of Avenue of the Americas and Van dam Street, if exiting through the back of the building; and
- Re-enter the building only when clearance has been given by the fire department or director or manager on duty.

Fire Drills

Fire drills will be conducted in conjunction with the New York City Fire Department and building management on a regular basis. Notices will be posted throughout the building prior to a fire drill explaining the procedure. Everyone must follow normal procedures in evacuating the building.

Escape Route

There is a floor plan of the Institute posted in the student lounge and in each classroom. The plan will show a primary and a secondary escape route. Please familiarize yourself with the escape routes in designated student areas.

Bomb Threat

In case of a bomb threat at the Aveda Institute:

Immediately contact retail or the administrative personnel. 911 will be called.

Evacuate the building as directed by the police, administrative personnel, or by other Aveda Institute personnel.

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.

Students are responsible for their own personal property and are required to provide locks for their lockers and/or lockable stations and to secure their property in these locked areas. In order to perform professional services, professional kits are to be complete at all times. If any kit items are missing or damaged, the student will be required to replace the item within 24 hours. Stealing, defacing, or damaging student or school equipment or property can result in termination and may require monetary restitution.

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 invited to seek service agencies which can be of assistance. A listing of counseling service agencies is available in the student services office. Please immediately contact an Aveda Institute employee if a crime takes place. At this time, the student or employee may be asked to assist in completing a police report. Police must be contacted to place an arrest.

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

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: and
 - 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, sequ.) 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 work 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(s) 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.

Amber Caruso
Director, Aveda Institute New York
233 Spring Street New York, NY 10013
acaruso@aveda.com 212.367.0321

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.

Students may pursue redress of sexual harassment also through the Human Rights Commission, the Federal Equal Opportunity Commission, or through the criminal justice system.

For all formal complaints of sexual harassment, sexual violence or violence based on sexual orientation, the Sexual Harassment Officer(s) 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 Resource Department.

Individuals found in violation of these policies will be subject to appropriate disciplinary sanctions, including possible expulsion from the Aveda Institute.

If the perpetrator of sexual violence/assault is a student, the 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.

Students who experience sexual harassment should be encouraged to make it clear to the alleged offender that such behavior is offensive. However, failure to comply with this provision does not defeat the investigation.

Consensual Romantic/Sexual Relations

Consensual romantic/sexual relations between staff and students 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 not 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 New York 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 formal, signed complaints. They may be told in confidence to one or more of the designated Sexual Harassment Officer(s) 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 directed to one of the designated Sexual Harassment Officer(s) at the Aveda Institute offices, 233 Spring Street New York, NY 10013. The Aveda Institute designated Sexual Harassment Officers are the Institute Director: Amber Caruso (212) 367-0321 and Student Services Coach: Lynn Oderwald (212) 367-0335.

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

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

Aveda Institute Drug-Free School and Work Place Policy

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.

To benefit from the training and technical experience Aveda Institute offers, students need to be mentally alert and have a sober state of mind. Aveda strongly supports the National Drug Prevention Program and does not condone the use of controlled substances and intoxicants. Students using controlled substances and intoxicants will be terminated.

Recent federal anti-drug laws could affect a number of areas on 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, convulsion, or even death. Persons who use drugs and alcohol face not only health risks, but 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- year-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;
- *inability to get along with friends or family;
- *unusual temper flare-ups;
- *increased borrowing of money;
- *heightened secrecy;
- *a complete new set of friends.

The school maintains drug and alcohol education information and a list of counseling and support services that can be obtained from the Student Services Coach.

Students are prohibited from the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance or alcohol anywhere on property belonging to the school including grounds, parking areas, anywhere within the building, or while participating in school-related activities. Students who violate this policy will be subject to disciplinary action up to and including expulsion or termination.

As a condition of enrollment, students must abide by the terms of the policy or one or more of the following actions will be taken within 30 days:

- reporting the violation to law enforcement officials; taking appropriate disciplinary action against such student, up to and including expulsion; and

- requiring such student to participate in a substance abuse rehabilitation program approved for such purposes by a federal, state, local health, law enforcement, or other appropriate agency.

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

Amber Caruso
 Director, Aveda Institute New York
 233 Spring Street New York, NY 10013
acaruso@aveda.com, 212-367-0321

Disclosure of a disability is not required unless the student would like an accommodation for a disability. It is the responsibility of the student to request an accommodation, as provided below.

General Guidelines:

- Eligibility
 - To be eligible for a disability-related accommodation, 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.
- Reasonable Accommodation
 - 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 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 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

- When to request an Accommodation
 - Aveda believes that accommodations will be most effective if they are available to students throughout their education at the Aveda Institute. Students with disabilities should request reasonable accommodations 60 days before they begin classes or as soon as their disability becomes known.
- 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 ensure 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 the 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 are the responsibility of the student. If the initial documentation is incomplete or inadequate, Aveda has the discretion to require additional documentation.
 - 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.
- 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 Director with if there are questions or concerns about the accommodations. Instructors will be expected to assist in the provision of accommodation 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.
- Grievances
 - Students with disabilities will be responsible for contacting the Director if reasonable accommodations are not implemented in an effective or timely fashion or if they believe they have been discriminated against on the basis of disability. Instructors who wish for reassessment of an accommodation should also contact the Director, 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. The 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 Director to the complainant and other concerned parties no later than 10 business days after the filling of the grievance.
- If you have further questions please contact Amber Caruso, Director at 212-367-0321 or acaruso@aveda.com.

SATISFACTORY PROGRESS POLICY

Grading Scale and Standards for Satisfactory Progress Policy

97	to	100	A
96	to	89	B
88	to	80	C
79 or below			F (Unsatisfactory)

The school realizes that some students progress at different rates; however, all students are expected to show a measurable rate of progress and development relative to their individual abilities. The school has therefore adopted the following policy statement to uniformly apply to all students.

The standards set forth by the school as minimum requirements for maintaining satisfactory progress are **(1) for all students to maintain a cumulative passing grade average (GPA) of 80% (C) or higher in theory sciences and practical work throughout the course, and (2) for each student to proceed through the program at a pace leading to completion of the course with an cumulative 80% attendance rate.**

The minimum time frame to complete the 1000 hour program is 29 weeks based on 35 hours a week. The Maximum time frame to complete the Program is 36 weeks based on 28 hours a week. $35 \times 80\% = 28$ hours a week to maintain Satisfactory progress. A leave of absence extends the student's contract period and maximum time frame by the same number of days taken in the leave of absence. Course incompletes, repetitions, and non-credit remedial courses have no effect upon the institution's satisfactory academic progress standards. Transfer hours that are accepted toward the student's education program are counted as both attempted and completed hours. Students making unsatisfactory progress receive a progress letter. All students who request their evaluation results will be given a progress letter.

TO DETERMINE SATISFACTORY PROGRESS, COSMETOLOGY STUDENTS ATTENDING THE AVEDA INSTITUTE WILL BE EVALUATED AT 450 and 900 HOURS, ESTHIOLOGY STUDENTS ATTENDING THE AVEDA INSTITUTE WILL BE EVALUATED AT 250 AND 500 HOURS. EVALUATION PERIODS ARE BASED ON ACTUAL HOURS ATTENDED. PLEASE NOTE THAT THIS POLICY IS IN ADDITION TO OUR GRADING POLICY DETAILED ON PAGE 25 OF THIS MANUAL.

A STUDENT WHO RE-ENTERS SCHOOL AFTER AN APPEAL OR WITHIN 180 DAYS WILL RETURN MAKING THE SAME SATISFACTORY PROGRESS AS WHEN THE STUDENT WITHDREW, WAS TERMINATED OR RETURNING FROM AN OFFICIAL LEAVE OF ABSENCE.

If a student is making satisfactory progress at evaluation time, the said student is considered to be making satisfactory progress until the next evaluation period.

If a student is NOT making satisfactory progress at evaluation time, the said student will be placed on warning.

Warning:

ACADEMICS/ATTENDANCE students who do not achieve satisfactory progress at an evaluation period in academics and attendance will be placed on warning until the next scheduled evaluation period. While on

warning, the student will be deemed to be making satisfactory progress. At the end of the probationary period, if the student has not regained satisfactory progress, the student will be deemed not to be making satisfactory progress; **financial aid will be terminated and the student may be terminated from the school.**

A student on warning is advised concerning his/her need to improve and is reminded of the school's policy on probations and suspensions.

Appeals

Students may appeal the satisfactory progress determination by filing a written appeal to the Director within three (3) business days of the determination. The appeal should include the reason(s) why the student believes the decision should be reversed and provide any supporting documentation. An appeal hearing will take place within five (5) days of the receipt of the written appeal. The Institution Director will make a decision within three (3) business days of the hearing. The decision will be final and will be communicated to the student in writing. If a student prevails on appeal, the student will be considered to be making satisfactory progress and will be re-entered into the program.

Students Receiving Title IV Funds

Students who are receiving Title IV Funds and who have **not achieved satisfactory progress** at the end of the probationary period in either academics or attendance will **not be eligible for Title IV Aid until satisfactory progress has been achieved.** Once federal monies have been terminated, the balance of the tuition owed is the responsibility of the student.

Students on a leave of absence will have their contract extended the same amount of days as the leave of absence.

Incompletes, repetitions and non-credit courses have no effect upon the satisfactory progress policy.

Attendance

Maximum time frames to complete the individual courses are as follows:

FT Cosmetology	30.50 weeks
PT Cosmetology (03/10)	66.50 weeks
FT Esthiology	19 weeks
PT Esthiology (03/10)	40 weeks

Please note that students who have exceeded their anticipated graduation date are not guaranteed a locker or a station due to space limitations.

Attendance progress is evaluated at the end of each phase. Students must achieve a minimum 80% attendance. Students may be terminated prior to these evaluation periods if they have exhausted their "pool of hours". For specific information regarding the "pool of hours" refer to the attendance policy in this manual.

Absence- If a student is not present on the day of a written exam; the maximum score of the makeup exam is 80%. If a student is not present for a practical exam, re-takes are not administered and the practical exam score is 0%.

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 one phase probationary period. During this probationary period, the student is still eligible for financial aid. If at the end of the probationary period, the student has not demonstrated progress towards minimum Satisfactory Academic 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. All tuition dollars are the responsibility of the student. If at the end of the second probationary period, the student has still not demonstrated progress toward the minimum Satisfactory Academic Progress standards, the student will lose eligibility of any un-disbursed financial aid funds and will be terminated from the program. If the student has met the minimum Satisfactory Academic Progress standard, the student regains eligibility for financial aid and can remain in school. Students who exceed their “pool of hours” during the probationary period will be terminated.

Esthiology: Esthiology students who have academic or attendance scores that fall below the minimum requirements are placed on a one phase probationary period. 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 Academic Progress standards, the student will lose eligibility of any un-disbursed financial aid funds and will be terminated from the program. If the student has met the minimum Satisfactory Academic Progress standard, the student regains eligibility for financial aid and can remain in school. Students who exceed their “pool of hours” during the probationary period will be terminated.

Note: A student, who receives a cumulative F grade at the end of the Cosmetology or Esthiology program, will not receive a diploma.

Appeal- Any student who can document extenuating circumstances may apply for an appeal no later than 3 business days after the student is placed on probation. The student must submit the request for appeal in writing (with supporting documents) to outline in detail the extenuating circumstances which may include, but are not limited to: illness or injuries, children’s illness or injuries; family emergencies; disabilities or legal matters.

The request for appeal will be reviewed by the Institute Director and the Administrative team. If the appeal is approved, the probationary period will be waived and, if applicable, financial aid will be disbursed. If the appeal is denied, the student remains on probation until satisfactory progress is attained. If appropriate, financial aid eligibility is denied. Any remaining tuition/charges must be paid by the student according to the contract schedule of payments. If the student does not meet the requirements they are not eligible for aid from state grants.

Withdrawals- If a student’s performance was unsatisfactory when he/she withdrew from school and later wished to re-enter the school, he/she will return under that same status unless the student returns after 180 consecutive days. If a student withdraws in good standing, he/she may return under that same status and without loss of credit, grades or hours. The failure of a student to notify the Director in writing of withdraw may delay a refund of tuition due pursuant to section 5002 of the Education Law. See re-entry guide 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. If a student takes a leave of absence and is in good standing, he/she may return under that same status and without loss of credit hours or grades.

Incomplete- Incomplete projects, tests, and practical work are recorded as a “0” and averaged into the final grade of each phase. Students must achieve an average score of 80% to pass a phase or to be considered in compliance with the Satisfactory Academic Progress policy.

Professional Standards and Dress Code

Students at Aveda Institute must meet the following standards of professionalism in order to ensure successful practices in their future careers. Maintaining a professional appearance is pertinent to the success of the student. The professional appearance of a student includes the following:

- a) The uniform supplied in the student's kit is to be zipped, 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. Black shirts are worn with solid black dress pants.
- b) Identification badges are to be worn as issued during all clocked hours to identify students and staff to clients. If badge is lost, the student must replace it immediately at a cost of \$30.00, or leave the Institute until in compliance.
- c) Apparel considered unprofessional includes jeans, sweatpants, hats, headwear, revealing and unprofessional clothing, and scarves, as determined by staff.
- d) Closed black full footwear must be in good appearance and worn at all times with black socks or nylons which cover the ankles in accordance with individual program guidelines. No mules or sandals would meet this standard. Comfortable sole shoes are recommended.
- e) Aveda Institute reserves the right to maintain an aesthetic standard for all students including personal hygiene and grooming, makeup, groomed facial hair, and standard dress code adherence.

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

- a) To 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.
- b) Food, candy, and gum are allowed in the lunchroom area only.
- c) Aveda Institute is a smoke-free facility. Smoking is not allowed on school property.
- d) Personal electronic devices including cell phones may only be used in the lunchroom areas.

Students who are not dressed professionally will be dismissed for the day.

Head-phones, cell phones, pagers, beverages, and personal bags are not allowed on the clinic floor or the classroom and the student can be sent home for the day if this is abused. Time missed will be deducted from the student's pool of hours.

To ensure that each student receives consistent and comprehensive instruction in the classroom or clinical environment, students need to remain in their assigned areas or receive their instructor's permission to be in unassigned areas.

Family Education Rights and Privacy Act (FERPA)

Students (regardless of current status) at Aveda Institute and parents/legal guardians of students under the age of 18 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 which authorizes 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 requires 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 Policy

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 are subject to reasonable search by school personnel at any time, for any reason.

Transfer Policy

The Aveda Institute does not accept transfer hours from non Aveda schools. Prospective transfer students must take a written and practical placement exam. Based on those results the Department Manager and Student Services Coach will determine where the transfer student will be placed.

VIOLATION STANDARDS

Minor Standard Violations

Minor violations include assigned area violations, property misuses, guest service violations, tardiness, unprofessional behavior, and any disruptive behaviors determined by instructors and team leaders. Any students violating a minor standard violation will be involved in one or more of the following consequences:

1st offense- The educator will discuss and review the minor violation with student and document the violation.

2nd offense- Team Leader will issue the student a warning letter.

3rd offense-The student will meet with the Institute Director, which may result in suspension with possible stipulations such as outside counseling, additional assignments or termination.

Minor Standard Suspension

The length of suspension will be determined by the Institute Director and can be up to 30 days. Once the Institute Director has agreed that the student is prepared to comply with the professional standards of the school, the student may return to school, however, a record of suspension will be recorded in the student's permanent file. While a student is suspended, no clock hours may be earned and tuition charges are suspended.

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 suspension from the school or termination.

If a student on suspension fails to return in 30 days, the student will be terminated.

Major Standard Violations

Major standard violations include using controlled substances/alcohol, defacing or destroying property, stealing, falsifying documents, threats, committing fraud, abusing and/or causing physical harm to others, scanning in/out another student, 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.

Student Grievance Procedure

Step 1:

Students are required to share solutions to challenges that they observe in their classrooms and on the clinic floor. Copies of the Challenge/Solution Form are available from educators or the Student Services Coach. Often improvements are made due to the constructive suggestions that are received on these forms. After thoughtfully completing the form, the Challenge/Solution Form can be submitted to an instructor or Department Manager or in the locked box next to the office of the Director.

Step 2:

Student will meet with the Department Manager and Director to discuss grievance and to create a plan of action towards resolution. Once received, solutions will be evaluated and returned within 10 business days with a resolution.

Step 3:

If the plan of action has not been met, post a meeting with Institute Management the student may contact NACCAS at 4401 Ford Ave. Suite 1300, Alexandria, VA 22302 (703-600-7600) or the New York State Education Department Bureau of Proprietary School Supervision at 99 Washington Avenue, Room 1613 OCP, Albany, New York 12234 (518-474-3969) or the New York City location at 116 West 32nd Street, 5th Floor, New York, New York 10001 (518) 473-3644).

ATTENDANCE

Student Schedules/Hours

All students are expected to be in classroom or clinic floor for roll call at 9:00AM for full time program and 5:30PM for part time program. Students who arrive after roll call are marked as tardy and may have a discussion with their educator; the incident will be documented for coaching purposes.

If students encounter situations that mandate time out, such as an emergency or an illness, each field of study has a predetermined "emergency pool of hours" that can be used for class or clinic time missed. The allowed "pool of hours" is the maximum time that students can be absent and still achieve the quality of skills that will produce excellence in the workplace. Once this pool is exhausted, the student is terminated from the program without appeal, regardless of circumstance. If a student is terminated from the Aveda Institute New York, they are not eligible to enroll into any future programs at the Aveda Institute New York.

Cosmetology students enrolled in the Aveda Institute cosmetology program can be absent for a total of have 56 hours, only 21 hours of which can be missed on Saturdays. After a student depletes 56 of the "pool of hours" and/or 21 hours on Saturdays, the student is terminated without appeal.

Part Time Cosmetology students have 56 hours in their "pool of hours" for the entire program-only. After a student depletes 56 of their "pool of hours" the student is terminated without appeal.

Esthiology students have 37 hours in their "pool of hours" during the course of their program-only 14 hours of which can be missed on Saturdays. After a student depletes 37 hours of their pool of hours and/or 14 on Saturdays, the student will be terminated without appeal. The only excused absence is for conjunctivitis. This is only approved if an official doctor's note has been provided to the school by the student.

Part Time Esthology students have 37 hours in their “pool of hours” for the entire program-only. After a student depletes 37 of their “pool of hours” the student is terminated without appeal

Leave of Absence Policy

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

- the student has made a written request within 48 hours of the intended emergency medical leave of absence;
- the leave consists of a minimum of 5 calendar days; and
- the emergency medical leave of absence does not exceed 90 calendar days; the duration of the leave of absence will be determined by the administration
- all documentation, including medical, will be subject to approval

Students will be notified verbally and in writing of the approval or denial of their written request for an emergency medical leave of absence.

If a student is granted an emergency medical leave of absence:

- students may be granted a maximum of two leaves of absence
- a leave of absence affects a student’s in-school status for the purposes of deferring federally guaranteed student loans
- a student on an approved emergency medical leave of absence is considered to be enrolled at the school and would be eligible for an in-school deferment for his or her federally guaranteed student loans
- a student who takes an unapproved emergency medical leave of absence or fails to return to the school at the end of an approved leave of absence, is no longer enrolled at the school and is not eligible for an in-school deferment of his or her federally guaranteed student loans
- no financial aid will be disbursed while a student is on an emergency medical leave of absence. An emergency medical leave of absence may result in loss of financial aid if the student is not able to achieve the clock hours needed for disbursement by the end of the award year
- if a student is not in attendance and a emergency medical leave of absence is not approved, the student’s missed hours will come out of their pool the pool of hours and satisfactory progress policy will apply

Withdrawal

All withdrawals must be submitted in writing to the Institute Student Services Coach to be considered official. Notice of withdrawal must include: Name, current address, phone number, social security number, reason for withdrawal. Failure of written withdrawal will result in loss of pool of hours after withdrawal. A two week waiting period will exist before a transcript request can be fulfilled. The student may be required to complete and return loan exit paperwork. The student’s locker and assigned station must be vacated immediately upon withdrawal. The Aveda Institute is not responsible for missing items after a student has withdrawn.

Terminations

All terminations are to be managed by the Institute Student Services Coach. A two week waiting period will exist before a transcript request can be fulfilled after a termination. Student tuition account information will be mailed to the student within 10 business days after termination. The student may be required to complete and return loan exit paperwork. The student’s locker and assigned station must be vacated immediately. The Aveda Institute is not responsible for missing items after the student has been terminated. If a student is terminated from the Aveda Institute New York, they are not eligible to enroll into any future programs at the Aveda Institute New York.

Program Re-entry

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

- there is no outstanding balance to the school from their past enrollment
- 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 the Student Services Coach at least 6 weeks prior to the requested return date
- 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 respective program
- the student may need to apply for financial aid and complete the financial aid process before returning. The student should contact the financial aid office immediately to determine if they must reapply
- 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 to include their pool of hours
- all re-entry requests are subject to approval and may be denied.

Aveda Institute offers tuition discounts to students who attend a second program in either Cosmetology or Esthiology. The Institute may, at its discretion, refuse transfers if admission requirements, including tuition, are not met. There is no transfer between full time and part time programs.

Locker/ Workstations

All students will be assigned a locker. Students requiring their lock to be cut must notify their Team Leader or the Student Services Coach. There will be a \$30.00 fee which includes 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 of 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.

ACADEMIC COMPLETION INFORMATION

Course Overviews

Full-Time Cosmetology

Total Weeks: 30 weeks
 Days: Tuesday-Saturday
 Hours: 9 a.m.-5 p.m.

The 1,000 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 the 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 (Weeks 1 through 8), Alpha (weeks 9 through 16)

Introduction	280	Hours
Alpha	280	Hours
Total:	560	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 completion of these phases, students have the primary skills and experience to meet the Aveda Institute's hair and skin care retail servicing concepts.

Beta (weeks 17 through 24), Gamma (weeks 25 through completion)

Beta 280 Hours

Gamma 160 Hours

Total: 440 Hours

The purpose of the 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, hair coloring, permanent waving, chemical restructuring, and nail care. This unit expands upon the student's practical skills that will now become standard behavior.

Students are 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 New York for licensure.

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

Part-Time Cosmetology

Total Weeks: 63 weeks

Days: Monday- Thursday

Hours: 5:45PM- 9:45PM

The 1,000 hour Cosmetology course incorporates the basic fundamentals and the related subjects of hair, skin, nail care and make-up application that are necessary for a well rounded education.

The three primary aspects of the 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 (Weeks 1 through 17.5), Alpha (weeks 17.5 through 35)

Introduction 280 Hours

Alpha 280 Hours

Total: 560 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 completion of these phases, students have the primary skills and experience to meet the Aveda Institute's hair and skin care retail servicing concepts.

Beta (weeks 35 through 52.5), Gamma (weeks 52.5 through completion)

Beta	280	Hours
Gamma	160	Hours
Total:	440	Hours

The purpose of the 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, hair coloring, permanent waving, chemical restructuring, and nail care. This unit expands upon the student's practical skills that will now become standard behavior.

Students are 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 New York for licensure.

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

Esthiology Full-Time

Total Weeks: 18 weeks

Days: Tuesday-Saturday

Hours: 9 AM - 5 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. 2007-2008 completion rate=90%

The three primary aspects of the 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 I (Weeks 1 through 5), Introduction II (weeks 6 through 9)

Introduction I	175	Hours
Introduction II	140	Hours
Total:	315	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.

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

Clinic I (Weeks 10 through 14), Clinic II (weeks 15 through completion)

Clinic I	175	Hours
Clinic II	110	Hours
Total:	285	Hours

The main focus in the clinic I phase is the refinement of students' practical skills. Strong emphasis is placed on makeup, aromaology, the art of retailing, and client servicing.

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

The purpose of the clinic II 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 New York for licensure.

Esthiology Part-Time

Total Weeks: 38 weeks

Days: Monday-Thursday

Hours: 5:45PM – 9:45PM

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. 2007-2008 completion rate=90%

The three primary aspects of the 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 I (Weeks 1 through 11), Introduction II (weeks 11 through 19)

Introduction I	175	Hours
Introduction II	140	Hours
Total:	315	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.

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

Clinic I (Weeks 19 through 30), Clinic II (weeks 30 through completion)

Clinic I	175	Hours
Clinic II	110	Hours
Total:	285	Hours

The main focus in the clinic I phase is the refinement of students' practical skills. Strong emphasis is placed on makeup, aromaology, the art of retailing, and client servicing.

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

The purpose of the clinic II 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 New York for licensure.

All services or work done by students must be assigned by, performed under the supervision of, and evaluated by an instructor within the educational situation. Students who refuse an assigned service will be dismissed for the remainder of the day. Student kits are to be used for assigned services only. Only authorized solicitation of products, merchandise, or services will be considered professional.

Grading Procedure

Your progress at the Aveda Institute New York will be evaluated on the basis of weekly exams, daily clinic practical experiences, daily quota experiences, final practical and written examinations and unit projects. There are no retakes on examinations without the written permission of the Institute Director. If a student is not present on the day of a written exam, the maximum score of the makeup exam is 80%. If a student is not present for a practical exam, re-takes are not administered and the practical exam score is 0%.

Grading Scale

100-97	96-89	88-81	80	79- below
A	B	C	D	F

Incomplete projects, exams, and practical work are recorded as “0” and averaged into the final grade of each phase. Students must achieve an average score of 80% to pass a phase or to be considered in compliance with the Satisfactory Progress Policy.

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

Diploma Requirements

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

- meet course requirements;
- complete an exit interview;
- complete 1000 hours for Cosmetology, and 600 hours for Esthiology;
- complete tuition and fee obligations;
- meet satisfactory progress and attendance requirements;
- meet State of New York service requirements;
- complete Financial Aid File
- complete academic file
- participate in extra-curricular activities to include all of the following: Career Fairs, Student Shows, and Student Recognition programs; and complete academic file.
- Submit placement information to Aveda Institute New York.

NOTE: A student who receives an F grade in any 3 phases at the Aveda Institute New York 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.

Licensing Requirements for Cosmetology and Esthiology

To receive a license in the State of New York, 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 examination and the practical examination conducted by the New York State Department of State, Division of Licensing Services, at the published location; and
- submit the following items:

License fee

Once the application and application fee have been processed, the student will be issued an examination admission card. With this card, the student may walk into any Department of State testing site and take the written licensure exam. **When you pass the written exam, the State will send you an admission notice with the date, time, and location of the practical exam for which you will be scheduled.**

A student who does not wish to receive a New York license is not required to take the written state board test but must take the equivalency test in the Gamma phase. For further information on other state requirements, see the Cosmetology Team Leader, Esthiology Team Leader or the Student Services Coach.

FEES

(All fees are subject to change and are non-refundable)

New York License as of May, 2009

Application fee for NY license is \$30.00.

Written exam fee is \$15.00.

Practical exam fee is \$15.00.

Total cost is \$60. (Licensing fees are subject to change without notice).

Note: the exam fees are paid separately at the time of the exam.

Americans with Disabilities Act (ADA)

Examinees with physical or mental impairment that substantially limits a major life activity may be eligible for accommodation in the testing process to assure you that the tests accurately reflect skills, knowledge, or abilities.

Any student requesting special testing arrangements due to impaired sensory, manual, speaking skills, or other disability should contact the New York State Department of State, Licensing Services Exam Unit at 518-473-2731. Students may be required to provide supporting documentation from a health care provider or other qualified professional reflecting a diagnosis of the condition and an explanation of the need for test aids or modifications

Professional Student Kits

Professional kits are prepared for students enrolled at the Aveda Institute. Students need to inventory and label their kits. If anything needs to be repaired at the time the student receives the kit, items will be sent to the proper vendor for repair.

Each student is responsible to have his/her 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.

This means the student will have to purchase the missing items with their own money or retail vouchers. If a student is sent home the missed hours will come out of the pool of hours (see attendance policy for further details.) For Cosmetology students the fee to replace the mandatory rubber mat is \$30.00.

Please be advised that it is wise to use products sparingly as it is the student's responsibility to replace them if they run out.

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

ADMINISTRATION INFORMATION

Office Administrative Hours

Monday through Saturday: 8:30AM – 5:00PM

Sunday: Closed

Student Services hours (tuition payments, other request) are posted outside the administration office. There are sign up sheets to reserve time with the Student Service Coach.

Tuition

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.

Tuition payments are to be either delivered to the business office or mailed to:

**Aveda Institute
Attn: Student Services
233 Spring Street
New York, NY 10013**

A receipt is available for each payment. A statement of account is available anytime upon request.

Career Placement

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 and employer presentations, and through self-promotion techniques.

The following statistics reflect the students who received licensure certification in the 2007-2008 Award Year:

78% Overall Licensure

The following statistics reflect the students who were placed within their respective fields:

61.24% Cosmetology Placement
74.24% Esthiology Placement
65.64% Overall Placement

The following statistics reflect the students who were scheduled to complete their program in the 2007-2008 Award Year:

87% Overall Completion

Transcripts

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

- Full legal name

- Social Security Number
- Dates of attendance
- Programs Attended
- \$20.00 check or money order payable to Aveda Institute
- Addresses you would like your transcript sent to:

**Aveda Institute
Attn: Student Services
233 Spring Street
New York, New York 10013**

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 Student Services Coach.

Exit Interviews

After hours are completed, students need to schedule an exit interview with the Student Services Coach. The Student Services Coach will assist students in completing the paperwork necessary for license application and graduation. Before an exit interview is scheduled, students must meet the following requirements:

- Completed course requirements including full payment of all tuition and fees
- A passing score on the skills certification exam administered in Gamma phase
- Meet with Academic Manger to review/sign off on final report card
- Placement interview with Institute Coordinator
- Students on financial aid must complete an exit counseling form with financial aid or online with the US Department of Education at nslds.ed.gov
- Final Exit Interview with Student Services Manager in order to receive Diploma/Transcript

EXPERIENCE CENTER INFORMATION

Aveda Institute New York 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 offer benefits to students by:

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

Student Shopping Hours

Students can purchase items at anytime. The retail team requests that students do not discuss their discounts in front of full paying clients. Also, retail is responsible for helping full paying clients first before students.

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 Aveda Institute New York and Minneapolis must show current badge identification and alumni must show current alumni card with 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 \$3000.00 retail (prior to discount being applied) per year (July 1-June 30). The maximum amount of weekly alumni/student discount 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 of \$3000.00 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 of legitimate gifts only.
8. Return of products will be limited to defective goods only, must be accompanied by the receipt and must be returned to the store in which it was purchased. Any return items will be credited by the same payment method in which they were purchased. Please note: there are no returns or exchanges of any product purchased with a discount or voucher
9. Students are eligible for the discount only at the Institute location in which they are currently enrolled.
10. Alumni are eligible for the discount in any Aveda-owned Institute location.
11. Resale of Aveda product purchased with the 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
50% off Aveda Hair, Body and Skin Care and Makeup Domains
Aveda reserves the right to modify this policy at any time without prior written notice.

Retail Incentive Program

Students are rewarded for their weekly sales with sales certificates which can be used to purchase products in the Aveda Experience Center. The certificates are based on a graduated percentage of the student's weekly sales.

In order to receive credit for a sales certificate, a student must:

- sell at least \$30-\$99 in retail for the week to receive 15%, \$100-\$200 weekly to receive 20% and weekly sales over \$200 will receive 30%

When Redeeming a Sales Certificate:

1. Discounts do not apply
2. The entire certificate must be used; remainder will NOT be given back to the student
3. sales certificates cannot be used toward services, to purchase gift certificates or professional supplies (perms, hair colors, developers, etc)
4. The Aveda Institute is not responsible for lost or stolen sales certificates.

Please direct any questions regarding sales certificates to the Experience Center Manager.

Please direct any questions regarding AINY Alumni discounts to the Student Services Coach.

GUEST SERVICE INFORMATION

Booking Appointments

The Aveda Institute operates by pre-booked appointments, but will accept "stand by appointments" guests on first-come, first-serve basis. The booking appointment phone number is 212-807-1492 ext. 2. All color/ chemical services must be booked in advanced. Stand by appointments are for hair cuts only.

REFERENCE INFORMATION

Holidays

The Aveda Institute recognizes the following as legal holidays:

New Year's Day

Martin Luther King Jr. Day*

Memorial Day*

Labor Day*

Winter Holiday

Independence Day

Thanksgiving Day

*Observed on Tuesdays for full-time classes

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

Institute Director	Amber Caruso	212-367-0321 acaruso@aveda.com
Student Services Coach	Lynn Oderwald	212-367-0335 loderwal@aveda.com
Institute Coordinator – Placement and Student Events	Jessica Gould	212-367-0332 jegould@aveda.com
Academic Department Manager / Student Challenges	Anna Sue	212-367-0336 asue@aveda.com
Admissions Representatives	Cassie Cooksey Samantha Katz Karen Wentz	212.367.0340 ccooksey@aveda.com 212.367.0346 skatz@aveda.com 212.367.0339 kwentz@aveda.com
Experience Center Manager	Victoria St. Jean	212-367-0342 vstjean@aveda.com
Financial Aid Coordinator (Default Prevention)	Natasa Ivanjesku	212-367-0345 nivanes@aveda.com
Business Office – Student Registrar – Payments	Samantha Belotte	212-367.0341 sbelotte@aveda.com
Guest Services	Torie Hylton	212-807-1492 ext 2 thylton@aveda.com

INSTITUT
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CONTACT
LIST

Facility Support	Mauricio Ubillus	212-367-0349 Ubillus@aveda.com

COMMITMENT PAGE

Please initial each section to signify that you have received a copy of, understand and will follow each procedure and policy in this manual. Thank you.

- _____ Lunchroom
- _____ Library
- _____ Safety
- _____ Medical Emergencies and Accidents
- _____ Fire
- _____ Bomb Threat
- _____ Aveda Institute Student Policy Statement on Sexual Harassment and Sexual Violence
- _____ Students with Disabilities
- _____ Special Examination Arrangements and Services
- _____ Satisfactory Progress Statement and Policy
- _____ Attendance/Emergency Pool of Hours
- _____ Search Policy
- _____ Standards
- _____ Family Education Rights and Privacy Act (FERPA)
- _____ Search Policy
- _____ Student Requests
- _____ Challenges / Solutions
- _____ Emergency Leave of Absence Policy
- _____ Lockers / Workstations
- _____ Aveda Institute Drug-Free School and Work Place Policy
- _____ Cosmetology Course Outline
- _____ Esthiology Course Outline
- _____ Diploma Requirements
- _____ Licensing Requirements for Cosmetology and Esthiology
- _____ Testing Requirements for Cosmetology and Esthiology
- _____ Guidelines for Testing for Cosmetology and Esthiology
- _____ NY License as of 6/1/07
- _____ Student Kits
- _____ Transcripts
- _____ Tuition
- _____ Career Placement
- _____ Exit Interviews
- _____ Booking Appointments
- _____ Sales Certificate Program
- _____ Student Shopping Hours
- _____ Grading Procedures
- _____ Time Sheet Procedures

I FULLY UNDERSTAND, HAVE RECEIVED A COPY OF, AND COMMIT TO EACH POLICY AND GUIDELINE LISTED ABOVE.

Student Name _____ Social Security _____ Phone Number _____

_____ Date _____

Student Signature

_____ Date _____

Parent or Guardian Signature (if under age 18)



Student Personal History Form

Legal Name _____ Phone number _____

Address _____

City _____ County _____ State _____ Zip _____

Email address: _____

Social Security Number _____ Date of Birth _____

Gender: _____

Ethnic background: Asian / African American / Caucasian / Hispanic / Native American / Other _____

Any physical or learning disabilities

Present Employer _____ Employers Phone Number _____

Do you plan to continue to work while in school? Yes / No

Did you graduate from High School? Yes / No

Name of High School _____ Year of Graduation _____

Did you receive your GED? Yes / No

Year received _____

Citizenship:

Are you a US citizen? Yes / No

Are you a non-US citizen, permanent resident? Yes / No

Are you a non-US citizen, non- resident? Yes / No

In case of emergency, please contact:

Name _____ Phone number _____

Address _____ Relation _____

City _____ State _____ Zip Code _____

Alternate Emergency Contact:

Name _____ Phone number _____

Address _____ Relation _____

City _____ State _____ Zip Code _____

PERMANENT MAILING ADDRESS (if different than current address)

Address _____

City _____ County _____ State _____ Zip _____

**The following is optional, but the Aveda Institute New York would appreciate you filling it out, as it is necessary information for NACCAS accreditation.*

Income (please select one):

If you are Head of Household: \$0 – \$9,999 / \$10,000 - \$19,999 / \$20,000 - \$29,999 / \$30,000 +

If you are Independent: \$0 – \$9,999 / \$10,000 - \$19,999 / \$20,000 - \$29,999 / \$30,000 +

If you are dependent on parents: \$0 – \$9,999 / \$10,000 - \$19,999 / \$20,000 - \$29,999 / \$30,000 +

Marital Status: Single / Married / Divorced / Widow

Number of Dependents: _____



Release of Information

Please choose either A or B:

A

I, _____, give the Aveda Institute New York my permission to release the

following information: *(choose 1)*

_____ All information (this includes everything contained in the student file, financial aid file and student ledger)

_____ Information in the student file only (this includes attendance and grade information

_____ Information in the financial aid file only (this includes payment and financial aid information)

_____ Other _____

Information may be released to: _____

Relationship _____ Reason for disclosure _____

-OR-

B

_____ No release

Student Signature _____ Date _____

Student Printed Name _____

Social Security number _____

TO: Aveda Corporation
4000 Pheasant Ridge Drive
Minneapolis, MN 55449

MODEL GRANT AND RELEASE

1. GRANT I hereby grant to Aveda Corporation, its affiliated companies, successors, assigns, principals, representatives and those acting pursuant to its permission or upon its authority (the "Grantees"), the right to use, to publish, or to distribute pictures or other likenesses of me in which I may be included, in whole or in part (photographs, portraits, drawings, film footage, composite or otherwise), as well as my name and my performance in all media for the advertising and promotion of Grantees throughout the world.
2. WAIVER AND RELEASE I waive any right to inspect or approve any picture, likeness, or performance so used or the copy used in connection therewith, or the use to which it is applied. I release and discharge the Grantees and those acting pursuant to their permission or upon their authority from any liability resulting from the production, reproduction or use hereunder of my picture, or likeness, including any liability for any distortion, optical illusion, alteration or other circumstance that may occur or be produced in connection therewith.
I hereby knowingly assume all risk of bodily injuries, which may occur during the event(s) at which photographs of me will be taken. On behalf of myself and anyone who may claim by, through or under me, I hereby knowingly, voluntarily, fully, completely, and forever release Grantees from any and all claims, demands, suits, actions, and causes of action, of whatever kind, nature or description arising from or in any manner relating to any such injuries.
3. CONSIDERATION It is understood that sufficient and valuable consideration is received by me by reason of the above-mentioned use or publication of my pictures and likeness and that no other consideration or compensation is payable to me; and that such use or publication is made by the Grantees in reliance upon my signing this grant and release.
4. AGE I AM 18 YEARS OF AGE OR OVER. (If under 18, this release must be signed by a parent or legal guardian of the person whose picture or likeness is to be used.)
5. USAGE Complete Worldwide Buyout. No restrictions on time or use of images / footage.

Date: _____

Party Giving Grant &
Release:

Signature

Print Name

Address: _____

Phone: _____

Note: If the person whose picture or likeness is to be used is under the age of 18, his or her parent or legal guardian must sign below.

I, a parent or legal guardian of _____, do hereby consent to the foregoing.

PARENT OR GUARDIAN SIGNATURE _____.