

AVEDA INSTITUTES

OPERATIONS MANUAL

2.23.23

Forward

Welcome to 2023! It is with honor that we deliver an updated Operations Manual. Please enjoy updates demonstrating reorganization and reconsideration of most policy and procedure.

The 2023 Operations Manual provides insight into AVEDA and Aveda Institutes tribal knowledge, but is primarily focused on: General Guidelines and Operations, Student guidelines, Team Guidelines.

Please note that the labels Aveda Institutes, The Company, the Institute, Aveda Institute and the company will all be used synonymously throughout the Operations Manual and other tools.

During your employment, you will have the opportunity to express creativity and establish a rewarding career. Thank you for choosing Aveda Institutes. Let's make 2023 a year to remember!

(This Operations Manual replaces all previous versions and supersedes all earlier oral and written materials about Company policies and procedures. Aveda Institute reserves the right to change, add or delete benefits and policies as necessary. This manual does not create a contract for employment for any specified period or definite duration.)

AVEDA INSTITUTES OPERATIONS MANUAL
TABLE OF CONTENTS

General Operations

8 Environmental Commitment
8 Title IX and Non Discrimination
9 Safety and Security
14 Drug Free Policy
15 Weapons Policy
15 Dress Code
16 Social Media Policy
17 Facilities and Equipment
17 Opening and Closing of Facility
17 Inventory
17 Record Retention
18 Policy Appeal
18 Music Guidelines
18 Advisory Board

Team Operations

20 Website Leads and Interview Process
20 New Hire
21 Outlook Email Setup, Multi-factor auth
21 Innovation Request
21 Position Description Policy
22 Substitute Educator, Continuing Education Policy
22 Insurance, 401k, IG Communication Standards
23Team Member/Student Discount Policies
24 Intranet Policy
24 Non Disparagement Policy
24 Team member Performance Evaluations
25 PTO Donation
24 Garnished Wages
25 Termination, Unemployment
26 IG Master Calendar
27 Holidays
27-29 Meetings, Calls
29 Evaluation Surveys
30 Events, Event Budgets
31 Reporting
31 Payroll
32 Credit Card Receipts
32 Regulatory Agencies

Student Operations

34 Non Recruit
34 Admissions Policy and Procedure
34 Physical Demands of Industry
35 Students with a Disability
36 Student Orientation
36 Grading
36 Distance Education Policy
37 Entrance and Exit Counseling
37 FA Packaging
37 Verification, Professional Judgment
37 Default Management and Prevention
38 Transfer Students
38 Re Entry
39 Program Costs and Program Information
40 Student Payment Policy
40 Extended ACH, Tuition Payment Options
40 Continuing Education Credit
41 Maximum Time Frame
41 Makeup Hour Policy
41 Satisfactory Academic Progress
42 Access to Records
42 Graduation and Licensing Requirements
43 Professional Standards
43 Students Providing Services
43 Bullying
43 A List
44 Student Kits
44 Personal Property, Ethics
44 Student ID
45 Attendance
Academic/Attendance, Participation, Tardy, Friday/Saturday, Makeup Hours, Missed Work, Early Release, Expected Absence, Unexpected Absence, Timekeeping Guidelines
46 Temporary Closures
46 Behavior Policy: Minor/Major Violations
46 Suspension
47 Leave of Absence
48 Grievance: Student Complaint Procedure
48 Termination, Student Advising
48 Locker/Workstation
49 Career Placement
49 Write off, Debt Collection, Co-Signer
50 Withdrawal
50 State Licensing
50 Transcripts
50 Refund Policy, R2T4
51 Reissuing Check Policy
51 Guest Redo and Model Policy
51 Quota

Aveda Institutes emphasizes personal well-being as well as environmental responsibility. Using only Aveda pure flower and plant essences and plant-based products, we affirm the relationship between personal beauty, wellness and the environment. Aveda products and services are available worldwide at fine salons, spas, educational institutes and Experience Centers.

AVEDA Mission



AVEDA Vision

Connecting beauty, environment and well being

AVEDA Beliefs

1. We believe in treating ourselves, each other, and the planet with care and respect
2. We believe social responsibility is our responsibility
3. We believe ecological and profit goals are mutually achievable
4. We believe our authenticity and experience are points of difference
5. We believe in inspiring and educating people to integrate wellness and beautify in their life
6. We believe in the power of oneness; from our global image to a focused network
7. We believe learning never ends
8. We believe in encouraging innovation and empowered decision-making
9. We believe our actions, products and services will always embody excellence
10. We believe personal and organization balance is key to sustainable success
11. We believe true leadership is delivered with passion and by example

AVEDA INSTITUTES OPERATIONS MANUAL

GENERAL OPERATIONS

TEAM MEMBER ATTRIBUTES

Expectations
Professional Appearance
Professional Behavior
Clean and sanitized work areas
Smiles
Friendly
Team Centered
Mission Minded
Community Focused
Aveda Aroma
Involved
Fun
Happy Students
Business Judgement
Service Wheel Delivery
Coach
Secret Service
Happy Team

Tools
Aveda Mission Statement
Institute Mission Statement
Personal Mission Statement
Student Course Catalog
Team Member Handbook
Aveda Service Wheel
Certified Educators
Certified Coaches
Campus Director Library
Evaluations
Engaging Lesson Plans
Learn Aveda
You@InspireAveda
ASCPskincare.com
avedapurepro.com
Licensing and Accrediting agencies
Avedainspiregreatness.com
Inspire Greatness Webinars
IG Intranet
ASI Classes
Values

Fashion and Beauty
Hair and Makeup Shows
Photoshoot Project
Portfolio
Masters Series
Coaches
Certified Educators
Leadership Team
IG Creative Team
London and New York Fashion Week
Editorial Bootcamp
PBA Beacon
Edwin Neill Full Potential Award
North American Hairstyling Awards

Education
Engaging Lesson Plans
Mindful Teaching Pro Techniques
Learn Aveda
Intentional Coaching
A List/Student Leadership
Connect Aveda
Study Abroad
Industry Day
Salon Today Top 200
Team in Service
Workshops
Master Series
All Team and All School Celebrations
Graduation Ceremony
Master Your Service
AvedaPurePro.com
Aveda Network of Salons

Earth and Community Care
Spirit Week
Community Projects
Aveda Earth Month
Breast Cancer Awareness
St. Baldrick's
Environmental Commitment
Sustainable Approach
Cruelty Free
Post Consumer Recycled Packaging
Naturally Derived Ingredients
Pure-Fume Aroma
Wind-power Manufacturer

Wellness
Daily Wellness
Life as a Daymaker
Aveda Mission and Wellness Guide
Celebrations phase, daily, weekly, monthly
Spirit Week
Birthday and Anniversary Celebrations

Environmental Commitment

It is the goal of the Aveda Institutes to promote health and sustainability of the earth through education, commitment, action and accountability.

Title IX Policy

Aveda Institute does not discriminate in its employment practices or in its educational programs or activities (which extends to admission) on the basis of sex. Aveda Institute also prohibits retaliation against any person opposing discrimination or participating in any discrimination investigation or complaint process internally or externally. Reports of misconduct, questions regarding Title IX, and concerns about noncompliance should be directed to the Title IX Coordinator. For a complete copy of the policy or for more information, please contact the Title IX Coordinator or the Assistant Secretary of Education within the Office for Civil Rights (OCR) https://www2.ed.gov/about/offices/list/ocr/contactus2.html.
Aveda Institute's Title IX policy is available on the website: IG Title IX Policy HERE The Title IX policy contains pertinent information including how to make a report and the Institute's Grievance Procedure. The Title IX Coordinator coordinates the Institute's efforts to comply with its Title IX responsibilities. The Title IX Coordinator is responsible for implementing the Institute's Title IX policy, intaking reports and Formal Complaints of Sexual Harassment, providing Supportive Measures and maintaining accurate Clery Act crime statistics.

Title IX Coordinators, by location

The Title IX Coordinator coordinates the Institute's efforts to comply with its Title IX responsibilities.
Aveda Institute Denver: JoAnn Stevens, 303.854.4911, jstevens@avedadenver.com
Aveda Institute Tucson: Anne Skubis, 520.289.5339, askubis@avedatucson.com
Aveda Institute Provo: Brittany Sharp, 801.541.0133, bsharp@avedaprovo.com
Aveda Institute Phoenix: Katrina Bervin, 480.249.7666, kbervin@avedaphoenix.com
Aveda Institute Avondale: Miranda Salviano, 520.332.5708, msalviano@avedaavondale.com
Aveda Institute: Karling Cosca, 520.730.8454, kcosca@igaveda.com

NON DISCRIMINATION POLICY

Aveda Institute is committed to maintaining a learning environment that is free from unlawful discrimination and harassment for all team and students. Accordingly, Aveda Institute does not discriminate in its educational programs and activities (which extends to employment and admission) based on an individual's age, race, religion, color, national origin, sex, sexual orientation, gender identity or expression, military or veteran status, disability, or any other basis protected by federal, state or local law.

Unlawful harassment or discrimination may include racial epithets, slurs and derogatory remarks, images, stereotypes, jokes, posters or cartoons based on an individual's legally protected category(s). The Institute cannot resolve matters that are not brought to our attention. If you believe you have experienced or witnessed discrimination or harassment, immediately report the incident to the Campus Director or a member of corporate management. The Institute will immediately and thoroughly investigate all complaints. Individuals will not be retaliated against for bringing a complaint of discrimination or harassment. Complaints of sexual harassment, violence or discrimination should be reported to the campus Title IX Coordinator in accordance with the School's Sexual Misconduct policy located in this catalog.No qualified person may be excluded from enrollment or employment at the Aveda Institute based on age, race, sex, color, creed, religion, disability, marital status, or national or ethnic origin. If a potential Student or Team Member feels they have been discriminated against, they may request an appointment to meet the Campus Director for further inquiry.

SAFETY AND SECURITY POLICIES

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

Using equipment properly
Follow manufacturer's directions when using chemicals and products. Immediately clean spills found on the floor.

Guest Assistance
Keep all aisles and areas around work stations free from personal items and debris.
Immediately report building and equipment safety hazards to the Campus Director.

Safety Reports
For all incidents involving Campus Safety, please complete a written Incident Report and submit to the Campus Director.

When applicable, emergency personnel may be called to the scene to gather information and submit a written Incident Report to the Campus Director.

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.

Notify 911 immediately, in case of a medical emergency such as:

- serious fall
- apparent heart attack
- unconsciousness
- chemical exposure (spills in the eye or swallowing)
- violent acts (assault or rape) Please refer to Campus Sexual Misconduct Policy

The team must provide the following information:

- nature of medical problem
- address of the building
- location of the person in the building
- notify the Campus Director 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
- complete an incident report

Non-Emergency (medical)
All accidents must be reported to the Campus Director. A team member will attend to the injured guest or student and determine if professional medical attention is required. If there is any doubt, we recommend the injured person see a doctor. Please complete a written Incident Report.

Emergency and Non Emergency Numbers
Law Enforcement, Emergency: dial 911
Law Enforcement, Non-Emergency Aveda Institute Denver: 702.913.6010
Law Enforcement, Non-Emergency Aveda Institute Tucson: 520.791.4444
Law Enforcement, Non-Emergency Aveda Institute Provo: 801.852.6210
Law Enforcement, Non-Emergency Aveda Institute Phoenix: 480.350.8311
Law Enforcement, Non-Emergency Aveda Institute Avondale: 623.333.7000

Aveda Institute Campus Security Policy

The Aveda Institute is committed to providing safety to Team Members, Students and guests. This policy describes the precautions and procedure used to ensure campus safety. The below policy is taken directly from the Campus Security Policy policy posted in December, 2020.

Campus Security Authority

JoAnn Stevens, **Aveda Institute Denver**
303-854-4911
jstevens@avedadenver.com

Anne Skubis, **Aveda Institute Tucson**
520-289-5339
askubis@avedatucson.com

Brittany Sharp, **Aveda Institute Provo**
801-541-0133
bsharp@avedaprovo.com

Katrina Bervin, **Aveda Institute Phoenix**
480-794-1259
kbervin@avedaphoenix.com

Miranda Salviano, **Aveda Institute Avondale**
520-332-5708
msalviano@avedaavondale.com

Karling Cosca, Director of Operations, **Aveda Institutes**
520-730-8454
kcosca@IGAveda.com

- If a crime happens to you or your property or if there is an emergency occurring on campus, contact the designated Campus Security Authority or any available administrator.
- The Aveda Institute will provide Student and Team Members with a copy of the crime report from the previous calendar year by October 1st of the following year (in 2020, the deadline has been extended to 12.31.20). Statistics will be gathered from the local police and compiled in the annual report. The report will show number of incidents only on campus and is divided into published categories:

The Aveda Institute has assigned a specific Campus Safety Authority in which any Campus Safety and Security concerns can be reported and addressed. The Aveda Institute has a working relationship with the Local Police Department who are able to support and provide services promptly in the event of an incident. We encourage accurate and prompt reporting of all crimes to the Campus Security Authority and local police.

A copy of Aveda Institute Campus Security Policy, as well as 3 years of Crime statistics may be found in the Campus Director office. The Campus Security Authority is responsible for the document. The policy was last updated on December 20, 2020.

In addition to the required annual campus security report, The Aveda Institute will provide emergency notification and timely warnings to Team Members and Students of any occurrences of the crimes that are reported to local police agencies and/or the Campus Security Authority that are considered to represent a serious or continuing threat to our Team Members and Students. As soon as the Institute becomes aware of the crimes, Students and Team will be notified. *These crimes are: criminal homicide, forcible and non- forcible sex offenses, domestic violence, dating violence, stalking, robbery, aggravated assault, burglary, motor vehicle theft, arson, hate crimes including crimes involving bodily injury reported to local police agencies that show evidence of prejudice based on race, gender, religion, sexual orientation, ethnicity or disability, arrests for violations of liquor and drug law violations and illegal weapons possession, and persons not arrested but referred for disciplinary action for liquor, drug and weapons law violations.
Note: The Aveda Institute is not required to provide timely warnings with respect to crimes reported to a pastoral or professional counselor.

Aveda Institutes maintains a daily crime log documenting reported crime in accordance with the Clery Act

The Aveda Institute will also provide timely warning to students and staff if significant emergency or dangerous situation involving an immediate threat to the health and safety of Team Members and Students occurs on the campus. The Aveda Institute's goal is to maintain a safe and nonviolent academic and working environment. Please notify a Team Member immediately in case of a medical emergency or accident. All accidents must be reported to the Director and Campus Security Authority. Detailed Emergency Response Procedures are outlined in this policy.

If a student wants to report crimes on a voluntary, confidential basis for inclusion in the annual disclosure of crime statistics, please contact the Campus Security Authority.

Access to the building is given to Students exclusively during business hours. Any Student seeking access outside normal class time must have prior authorization from an administrator. Campus Director, Student Care and Custodial contractors consider safety and security while maintaining the facility (lighting, pathways, etc)•

Aveda Institute empowers Team Members and Students to consider security and the security of others at all times. When coming and going from the facility, Students and Team Members should walk in groups.

The Aveda Institute does not have any off-campus locations, therefore all monitoring and recording of any criminal activity is conducted at the campus location.

Emergency Response and Evacuation Procedures

The Campus Director is responsible for coordinating and facilitating the Emergency Response and Evacuation Plan. If the Campus Director is away, Student Care shall facilitate in their place. They will ensure that the emergency evacuation procedures have been informed to the Team and Students. Campus Director, with support of Student Care will conduct fire drills annually which may be both announced and unannounced. Feedback from these drills will be used to determine the modifications necessary to the evacuation plans.

Evacuation Procedure

Evacuation should take place if it is determined that it is safer outside than inside the building (fire, explosion, intruder). It must be determined that Team, Students and Guests can safely reach the evacuation location without danger. The Campus Director will call 911 to give notice the Institute has been evacuated. The Campus Director will communicate the need to evacuate the building by making an announcement or set off the fire alarm. The evacuation routes will be noted by announcing the preferred exit, based on location of the incident. The Campus Director will communicate when it is safe to re-enter the building.

Team Member Responsibility

- Coordinate exit route based on the announcement of the Campus Director. Exit Routes can be found on campus and are shown during fire drills.
- Bring Sign in sheets
- Experience Center bring iPad for access to Spa Biz (Guest count)
- Use a secondary route if the primary route is blocked or hazardous
- Help those needing special assistance
- Do not lock classroom doors when leaving, close door and turn off lights
- Do not stop for belongings
- Check common areas for people
- Go to designated evacuation meeting area
- Check for injuries
- Bring sign in sheet to Campus Director and ensure all students, Guests and Team Members are present

Lockdown

Lockdown is the initial physical response to provide a time barrier during an active shooter/intruder event. This procedure should involve barricading the door and preparing a plan of evacuation or counter tactics.
The Campus Director will announce a lockdown by proclaiming **"I LOVE SUAVE".** This indicates that the Institute is experiencing an emergency situation and is now under lockdown.
The Campus Director will designate a Team Member to call 911, and provide a description of: business name, address, describe the emergency, intruder description, identification of the weapon. Team Member will stay on the phone to provide updates and additional information.

Team Member Responsibility

- Clear the hallway and bathrooms by your room, moving everyone into the classroom
- Lock and/or block doors. All moveable items should be used to barricade the door.

- Take attendance. Identify any Students missing from sign in sheet, Team Members missing from roster, and Guests missing from Spa Biz daily schedule (checked in)
- Spread out in the room. In the event that entry is gained by an intruder, all should consider exiting by running past the intruder
- Use methods to distract the intruder's ability to accurately shoot or cause harm, such as loud noises or aiming and throwing objects
- Allow no one outside of the classroom until the Campus Director or local law enforcement gives the "All Clear" signal unless a life-threatening situation exists and a safe exit is available
- If Team Members, Students or Service Guests are outside of the campus at the time of a lockdown, they should move to the designated fire drill meeting place or flee to find help

Shelter-In-Place Procedure

The shelter-in-place procedure provides a refuge for Team Members, Students, and any other community members who are in danger, inside the school building during an emergency. Shelters may change depending on the emergency but are generally located in areas of the building that maximize the safety of occupants, including rooms central to the institute without windows. Shelter-in-place is used when evacuation would place people at risk.

The Campus Director will announce that Aveda Institute is experiencing an emergency situation and needs to implement shelter-in-place procedures. Team Members, Students, and any other community members will be directed to move to the designated shelter locations. All doors, windows and blinds should be closed. If warranted, heating, ventilation and air conditioning systems will be turned off, to stop the inflow of outside air into the building. The Campus Director will designate a Team Member to monitor media for information on conditions that caused the shelter-in-place. The Campus Director will contact and consult with public safety officials as possible, and be prepared to announce additional procedures due to changing conditions of the incident, or to announce an "All Clear".

Team Member Responsibility

- Move all into designated safe areas, focused on interior rooms with out windows
- Close classroom doors and windows upon exit
- Instruct all to stay low and prepare to cover their heads to protect from debris, if appropriate to the situation
- All persons must remain in the shelter until notified by the Campus Director or public safety official instruct "All Clear"

Bomb Threat Procedure

A bomb threat will result in law enforcement and other safety and emergency services responding to the scene. These procedures are created to protect Team Members, Students and Guests in the event of a communicated threat regarding the presence of destructive devises on the property. This includes explosive devices of an incendiary, chemical, biological, or radioactive nature.

Once law enforcement arrives, it is critical to follow the instructions of, and cooperate with, the law enforcement officers who will have jurisdiction over the scene.

Responsibilities of Person Who Received the Threat

- Make a record of the exact wording of the threat
- Ask: Where is the bomb located? What does it look like? What materials are in the bomb (type of bomb)? How is it activated? When will the bomb explode? Who is calling, name and address? Did you place the bomb? Why are you doing this?
- If the threat is made by phone, listen closely to caller's voice and speech patterns and noises in background. Make a record of anything you hear
- If the threat is made by phone and the caller hangs up, immediately dial *57 to trace the call
- Notify the Campus Director and call 911

The Campus Director will notify law enforcement, fire and emergency services by calling 911. The Campus Director will assign Team Members to meet and brief emergency responders. The Campus Director will notify Team Members, Students and Guests that a building emergency is in effect, and that everyone should remain in their rooms until advised otherwise. The Campus Director will determine if evacuation procedures should be activated, selecting routes and assembly areas away from the suspicious item. The Campus Director will work with law enforcement to determine further response, based on the circumstances at hand.

Once emergency responders are on scene, decisions must be made to:

• Evacuate immediately, if this has not already occurred and if warranted, selecting routes and assembly areas away from the suspicious item. DO NOT ACTIVATE THE FIRE ALARM
• Speak to the person who received the threat and obtain information
• Search the building
• If a suspicious item is located, order an evacuation
• No one may re-enter the building(s) until fire or police personnel declare it is safe
• After consulting with local law enforcement, the Campus Director shall determine if staff and students should be relocated to an alternative safe site
• Upon law enforcement's clearance, Director will notify Team Members, Students and Guests and resume operations

If an evacuation occurs, students, guests and staff must be evacuated to a safe distance outside of school building(s).

TEAM MEMBER RESPONSIBILITY

• Check classrooms, offices and general areas for suspicious items and report any findings to the Campus Director. If a suspicious item is found-DO NOT TOUCH IT. Secure the area where the item is located.
• Account for Students, bring Sign in Sheets and Team Member Roster
• Evacuate using standard procedures and exit routes to assembly area. Open classroom windows and leave classroom doors open when exiting. Take roll after being evacuated. Be prepared to report the names of any missing persons to Campus Director
• Keep students together at the assembly area until given further instructions. Be prepared to go to off-site relocation if ordered
• Law enforcement will give the signal for return to the building

Fire Response Procedure

Aveda Institute has a policy and procedures governing fire drills and conducts fire drills as required by law. All Team is trained on how to respond in the event of a fire.

Any Team discovering fire or smoke will **ACTIVATE THE FIRE ALARM**, and report the fire to the Campus Director, or call 911 if conditions require and/or injured are in need of medical assistance. Team Members, Students and Guests will immediately evacuate the building using prescribed routes or alternate routes, determined by the location of the fire.
No one may re-enter building(s) until it is declared safe by the fire department. Once the fire department arrives, all people will cooperate with the fire department personnel who have jurisdiction at the scene. The Campus Director will call or direct staff to call 911 to confirm the alarm is active, identify business name and location, provide exact location of the fire or smoke, if any injuries are present, and that the building is being evacuated. The Campus Director will ensure that all people immediately evacuate the building using prescribed routes or alternate routes due to the location of the fire. Meeting areas may need to be relocated because of the building collapse or unsafe areas from the fire. The Campus Director will announce any change to assembly areas. The Campus Director will designate Team Members to obtain student rosters and identify any missing Students. The Campus Director will designate a Team Members to account for missing Team Members, as compared to the roster and schedule. Guest Services will use Spa Biz to account for missing Guests. Any missing persons will be provided to the fire department for search efforts, if necessary.
The Campus Director will announce when the building can be re-entered, based on the clearance from the emergency response team.

Team Member Responsibility

• Take the class roster and first-aid kit and any other supplies or resources relevant to the incident and lead Students as quickly and calmly as possible out of the building to the designated assembly area. Assist others.
• Follow instruction received to use alternate escape routes
• Close the classroom door and turn out the lights
• Take attendance at the assembly area. Report injuries and any missing Students or Team Members to Campus Director and the emergency responders
• Keep everyone together
• Re-entry when declared safe by the fire department

Medical Emergency Procedure

While medical emergencies may vary greatly based on the circumstance, these procedures are in place to provide direction to Team Members, Students and Guests.

Team Member Responsibility

- Quickly assess the situation. Make sure the situation is safe for you to approach (i.e., live electric wires, gas leak, building damage, etc.).
- Call or have someone call 9-1-1 immediately. Be prepared to provide the school name and address, exact location (floor, room number); describe illness or type of injury; and age of the victim(s).
- Send someone to notify the Campus Director, who will assign someone to wait for emergency responders, notify appropriate family of the situation
- Assess the seriousness of the injury or illness
- Protect yourself against contact with body fluids (blood borne pathogens).
- Administer appropriate first-aid according to your level of training until help arrives
- Comfort and reassure the injured person. Do Not Move an injured person unless the scene is unsafe
- Complete Incident Report form and provide to Campus Director for filing

Missing Student

Anyone at Aveda Institute who receives a report of a missing Student must immediately contact the local police department and comply with their direction.

Sexual Offender Registration

In accordance with the Campus Sex Crimes Prevention Act of 2000, the Clery Act, and the Family Rights and Privacy Act of 1974, Aveda Institute is providing information for where students and employees may obtain information regarding registered sex offenders. The Campus Sex Crimes Prevention Act requires institutions of higher education to provide a statement advising the campus community where law enforcement information provided by a state concerning registered sex offenders can be obtained.
Arizona Sex Offenders Registry: https://www.azdps.gov/services/public/offender
Colorado Sex Offenders Registry: https://apps.colorado.gov/apps/dps/sor/
Utah Sex Offenders Registry: https://sheriffalerts.com/cap_main.php?office=54438

DRUG FREE SCHOOL AND WORKPLACE POLICY

Aveda Institutes embrace the spirit of the public law that requires schools to provide a drug-free and alcohol-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 team members are encouraged to abstain from the use of illegal drugs and irresponsible use of alcohol.

Aveda Institutes has a zero tolerance policy for drug or alcohol intoxication while on campus. The Campus Director is the designated Drug and Alcohol Coordinator and is available to provide resources for those in need. Students or Team Members that are found to be under the influence of drugs or alcohol may be terminated.

Team or Students suspected of being under the influence of drugs or alcohol will be dismissed for the day with no hours earned for the time missed

- Aveda Institute prohibits the possession, use and sale of alcoholic beverages to anyone
- Aveda Institute also prohibits the possession, use and sale of illegal drugs
- Aveda Institute supports and enforces State underage drinking laws
- Team Members and/or Students caught in any of the above situations will be withdrawn from the program and will be reported to authorities
- Anyone needing assistance may contact the below substance abuse resources

Substance Abuse Treatment Referral Service 1(800)662-4889
Al-Anon & Alateen 1(888)425-2666
Alcoholics Anonymous (602)264-1341

The school maintains drug and alcohol education information and a list of counseling and support services, which can be obtained from the Student Care Coordinator, posted on campus, in the Campus Security Report and in the Title IX Policy.
We have also designated a contact person (Campus Director) who is available to listen to Students regarding drug and alcohol concerns. Issues discussed with the contact person will be kept confidential.

WEAPONS POLICY

In order to maintain a safe learning environment, we do not allow weapons to be on campus at any time. Weapons refers to any object or substance designed to (or which could be reasonably expected to) inflict a wound, cause injury, incapacitate, or cause death, including, without limitation, all firearms (loaded and unloaded, simulated and real), devices designed to expel a projectile (such as bb guns, air guns, pellet guns, and potato guns), swords, knives, martial arts weapons, bows and arrows, and chemicals such as tear gas, but personal safety devices as defined (see below) are not included in the definition of "weapon."

Any team member or student found with a weapon will be immediately sent home for the day and may be subject to termination.

Personal Safety Devices may remain stored for use while traveling to and from campus. They MUST NOT BE ASSESSABLE while on campus. Personal Safety Devices include:

- Over-the-counter, commercially available electroshock devices, including conducted electrical weapons designed to protect personal safety from physical attacks by other people
- Over-the-counter, commercially available chemical repellants designed to protect personal safety from physical attacks by other people
- Tactical pens
- Hi-Intensity tactical flashlight or strobe devices
- Personal alarms, including hi-volume, audible, alert/alarm devices (may include visual and audio effects)
- Over-the–counter, commercially available keyring defensive tool

DRESS CODE

Team and Students are required to be in proper dress code at all times and must arrive in the morning ready for the day—hair styled and makeup applied. Nails must be groomed. Failure to meet the standards may result in being sent home, loss of participation points (Student) or suspension. Dress code is subject to change.

Tops

- Students- Black Shirt or an OFFICIAL Aveda branded shirt
- Team- Solid Black or top containing a splash of white (10%)
- Outerwear may only be black
- Bottoms worn must be black
- Pants and shorts must have a tie, button or zipper closure
- Leggings and yoga/athletic wear are not permitted unless worn under a skirt or shorts
- Solid unfaded black jeans are allowed
- Overalls, rompers, dresses, and jumpsuits are allowed
- Skirt, dress, and short hems must reach the knee when standing, walking, and working
- Skirts, dresses, and shorts that do not reach the knee must be worn with solid black opaque tights or leggings
- Colored accessories including jewelry, shoes, socks, scarves, ties, and belts are acceptable

Hats

- Aveda branded beanies and baseball hats.
- Fashion hats and head coverings including wraps.

Shoes

- Shoes may be in color, open toe and open heel.
- No flip flops – nothing that is only supported with a single piece between the toes.
- No slippers.

- Aveda aroma exclusively. Synthetic aroma is not permitted.
- Re-useable containers for beverages are required. Non-reuseable containers will result in loss of participation points. Non-reusable containers for beverages

SOCIAL MEDIA POLICY

This policy addresses the use of social media sites by Aveda Institute Team Members and students, whether or not the use involves the wifi network or other computer resources. Social media includes, but is not limited to: texting, blogs and social media platforms such as Twitter, Facebook, LinkedIn, Instagram, Google+, YouTube, Flickr, and Yammer.
Aveda Institute is aware that members of the Institute community may wish to express their personal ideas, thoughts, and opinions through their private social media accounts (not administered by the Institute). Nevertheless, students are expected to conduct themselves in a professional manner at all times. Aveda Institute reserves the right, under circumstances it deems appropriate and subject to applicable laws and regulations, to impose disciplinary measures. Such disciplinary measures include termination for Team Members or students who use social media in violation of the guidelines in this policy, in ways that reflect poorly on Aveda Institute, or interferes with the employment or education of others and/or the operation of Aveda Institute. In appropriate cases, the conduct may also be reported to law enforcement authorities.

In connection with the use of social media, the conduct listed below is prohibited:

- Using social media to harass, threaten, insult, defame or bully another person or entity.
- Making threats of injury to any student, customer, member of faculty or staff, officer or board member, including threats concerning their respective family members or personal property.
- Making comments that insult, disparage, disrespect or defame the Institute or members of the Institute community.
- Making discriminatory or harassing comments that violate federal or state law and/or would be prohibited by the Aveda Institute's anti-discrimination/anti-harassment policy and/or Title IX policy
- Violating any intellectual property law, such as copyright, trademark, fair use and/or financial disclosure law.
- Posting copyrighted content (such as text, video, graphics or sound files) without permission from the holder of the copyright.
- Posting images or comments which are vulgar or obscene, or would otherwise violate any applicable law.
- Posting trademarked content (such as logos, names, brands, symbols and designs) without permission from the trademark owner. The "®" symbol indicates that the mark is federally registered and the owner has the exclusive right to use it. The "TM and SM" symbols indicate that the owner may have common-law rights, but the mark is not federally registered.
- Posting a person's photograph or video image of a student, faculty or staff member without obtaining their permission.

FACILITIES AND EQUIPMENT

Please refer to Student Catalog for location specific information: maps, building description or directions.

.

Clinic floor: A diverse array of guests come to the Aveda Institute for beauty and wellness services. As a Student, you will have the opportunity to perform a spectrum of hair, skin and nail services in a salon setting, under the supervision of your educators.

Classrooms: Classroom size and layout are designed to provide a productive learning experience for all learning styles. Classrooms are designed to incorporate both theoretical education and hands on experience.

Aveda Experience Center: A retail center for Aveda hair, skin, flower and plant Pure-FumeTM and body care, make-up and lifestyle products. The store gives you the opportunity to practice your guest service and retailing skills.

Equipment Inventory: Our teaching facilities are equipped with state of the art classrooms, clinic floors, cosmetology stations, shampoo stations and spa treatment rooms.

Lockers / Workstations: 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.

Resource Library and Administrative Offices: A resource library has books on styling, personal development, health and wellness for your reference. Team Leaders and admissions personnel are also available to respond to your questions and concerns

Broken/Unsafe Equipment: All team members are responsible to notify the Campus Director of any inoperable or unsafe equipment or the need to replace outdated equipment. The campus Director will submit a purchase request to the President. Upon approval the equipment will be ordered immediately.

OPENING AND CLOSING PROCEDURES

Aveda Institutes will be opened and closed according to each department schedule and standards. Rounding of opening and closing procedures will occur by an appointed team member. Doors will be unlocked for Students at least 15 or 30 minutes prior to scheduled start time and for Service/Retail guests at time posted.

INVENTORY

Aveda Institutes regularly take inventory of retail, classrooms, clinic floor and the campus library. Equipment should be kept in good repair and replaced when needed. Team Leads in each department are responsible for inventory of their respective department. Experience Center shall take weekly cycle counts and full inventory twice yearly, unless otherwise directed. Education departments will take inventory with each ordering period.

USE OF FACILITIES

Policy: Aveda Institute will allow use of classroom facilities exclusively for training. Any team member visiting campus outside business hours must seek approval from the Campus Director. Space may be used outside of business hours for other educational business. President approval is required for activities outside the scope of the business.

Procedure: Any guests requesting to use facility space must turn in an event request sheet one month prior to the date of the class. Once the Campus Director has approved the event, the contact person will be notified. The Campus Director will provide the contact person with a cleaning checklist to be completed and turned in after clean-up of each event is executed.

RECORD RETENTION REQUIREMENTS

Student and team member files will remain in a secure space.
Student Care and Financial Aid Files: 10 years
Team Member Files: 10 years
Director Credit Card Balance Sheet and Receipts: 7 years
Hold Harmless: 3 years

POLICY APPEAL

Policy: The Aveda Institute complies with Federal regulations on all policies and procedures. When a policy is in need of change, the Institute implements an action plan to remedy the policy or procedure as needed.
Procedure: The Aveda Institute uses the Federal Student Aid guide for implementing an action plan to immediately remedy the policy or procedure as needed. The action plan guidelines are found at http://ifap.ed.gov/qahome/mgtenhancementwk.html.

MUSIC GUIDELINES

Clinic and Spa Floor music is intended to enhance the service experience for the service guest. The spa will play exclusively spa music, regardless of use of the space.
Music will reflect timeless, appropriate choices. There will be no vulgar language or suggestive lyrics. Volume will be loud enough to hear, but not loud enough to interfere with conversation. Stations will be audited and approved by Campus Director.

ADVISORY COMMITTEE MEETING

Policy: Official Advisory Board Meetings shall be held once per year
Meetings may be held on Industry Day, unless otherwise specified
Director of Operations, Campus Director will host
Aveda Institutes will provide lunch
Invited: employers (at least one of which is not affiliated with the Institute), industry representatives, students, team members, graduates, consumers, one board member with distance education experience
Emphasis: curriculum, facilities, equipment, distance education components, and institutional outcomes

Procedure:
Advisory Board Survey (Survey Monkey)
Curriculum Review
Facility Tour
Outcomes and Assessment Review
Follow up from previous Advisory Committee Meeting
Notes are documented and filed by CD, DOO or Student Care

AVEDA INSTITUTES OPERATIONS MANUAL

TEAM OPERATIONS

WEBSITE LEADS

Policy: Open positions will be updated on the InspireGreatness site. A prospective Team Member can complete a form to show interest.

Procedure: The web form will be emailed to Director of Operations, Campus Director and applicable leads . The form will include prequalifying questions to determine Lead's culture alignment and qualifications. Team Lead or Campus Director should be in touch within 24 hours.

INTERVIEW PROCESS

Primary interview
- Group or individual
- Focus: cultural and mission fit
- References are checked and verified

Second interview
- Practical/technical
- Team Lead hosts and Campus Director is invited
- Paperwork for the new hire is submitted-new hire request form

Third/Final interview
- Offer

Interview process will take 7-9 days from first interview to completion.

NEW HIRE

New Hire Approval completed before hire by Team Lead
Issued to Campus Director
Lead completes New Hire offer letter for sharing in 3rd interview
Send "say hey", schedule Orientation and new hire webinars
Educator form issued to state (in CO)
New Hire Documents sent to Financial Controller with applicable payroll
File completed by Campus Director
Campus Director Orientation- Wednesday
IG Training Webinars
IG Team Commitment- hosted by Team Lead or Campus Director during next scheduled shift
Inspired Performance- determine schedule with Team Lead and conduct

CAREER PATH

General Levels
Coach
Coach in Training
Aveda Certified Coach

OUTLOOK EMAIL SET UP

Team Members will use Outlook Office application for work communication, including Teams.
Admin Tools from office.com
Add a User
Add user information, at the domain of your campus
Select password option below
- require the user to change their password when they first sign in
- Send password in email upon completion to Team Lead or Campus Director

Assign product licenses
- Exchange Online AND
- Office 365 A1 Plus for faculty (this enables Teams as an added application)

OUTLOOK MULTI-FACTOR AUTHENTICATION

Policy: Inspire Greatness Aveda Institutes will use multi-factor authentication to enhance security and reduce organizational risk, and regulates compliance, by authenticating themselves with more than a username and password.
Process: Campus Directors or Admin will set up MFA following the creation of a new outlook username to ensure enhanced cyber security of information transferred via email.

Adding a user
- https://portal.azure.com or office.com
- open the admin tools
- select Azure Active Directory Admin tool (side bar menu in identity tools)
- Select Users
- Click on all user center
- Select the user name or email address of the user you need to add or change MFA for
- Once in the user profile, select Authentication methods
- MFA will need reset when a user gets a new device, to authenticate the new device
- Authentication methods used to perform MFA are phone number or external email address

Setting up MFA as a new user from your device
- Provide authentication method to Administrator

POSITION DESCRIPTION POLICY

Position Descriptions, Position Rituals and Department Standards are housed on Team Member Intranet. They are updated as needed and part of Inspired Performance portion of training and orientation. Team Members should refer to Position Descriptions regularly.

INNOVATION REQUEST

Policy: To serve our guests with consistency and excellence, the vetting process for products, services, or concepts will take immediate effect. Once a product or service is approved, the consideration will be rolled out across IG. To seek approval, please use the New Product or Service Request Form (IG Forms)

1. Need- What gap is filled?
2. Alignment- mission aligned, Aveda offered?
3. Research- safe, dependable, history, reputation.
4. Tools and support- support classroom/clinic/department
5. Execution- launch, who needs to know, marketing, education, marketing, accountability, timeline, ROI, goals

Procedure- The Team Member or Department will complete request for steps 1-6 and submit for approval to Campus Director, Director of Operations, Financial Controller, Director of Student Experience and Training, and Director of Storytelling for consideration and approval. Please send with email subject: Approval requested: New Product or Service

IG COMMUNICATION STANDARDS

Inspire Greatness team is highly engaged with a strong desire to serve. In an attempt to manage expectations for response, please consider the communication guidelines below:

Communication may be sent during the hours of 8am-7pm, Mountain Time, Monday-Saturday
Outside of these hours (IE end of day), please use the "send later" function within outlook web app (outlook.office.com) and "send later"

Other methods of communication should be used for the benefit of the team as follows and should follow the same standard hours of operation:

- Text messaging- director group celebratory communication where photos are used to "tell the story".
- Teams messaging- used for individual and group communication not necessitating an email

Exceptions to the standards above may include: emergencies requiring a response outside of communication hours (building emergencies, safety concerns, misc. urgent and important matters)

SUBSTITUTE EDUCATOR POLICY

Aveda Institutes hires qualified Substitute Educators. Substitute Educators are scheduled as needed. Substitute Educators receive Orientation and Training as needed.

CONTINUING EDUCATION POLICY

Policy: Each member of Aveda Institute Educational Team (excluding substitutes) must obtain 12 hours of continuing education per year. Training will include a minimum of 4 hours in teaching methodology and 4 hours of Distance Education.
Procedure: All non-substitute Educators will provide Continuing Education Certificate, biography of instructor, class outline and number of hours for the 12 hours of required continuing education per year. Once complete, Campus Director will file proof of CEU.

INSURANCE BENEFITS

Policy: Insurance is offered to Team Members who are benefits eligible (30 hours and have reached 60 days of employment). Insurance options include: health, dental, vision and voluntary benefits (life, short term disability, long term disability, accidental death and dismemberment). Election of insurance benefits information is part of the 60 day evaluation. Team Members meeting benefits eligibility may enroll in insurance either at 60 day review or open enrollment (August) thereafter. Life qualifying events may allow enrollment outside of these enrollment windows and will be considered with the support and approval of Schleibaum and Associates. In the month prior to a Team Member's benefits eligibility date the Director/Lead will meet with the Team Member to review benefit options and the corresponding paperwork. Aveda Institutes will review the Insurance plan for approval annually with Schleibaum and Associates and launch accordingly during Open Enrollment.

Procedure: By the 60 day evaluation, the Team Member will have all paperwork completed and submitted to Lead/ Director. Campus Director will review the paperwork for completion of information and ensure that the appropriate enrollment date is included and the form is fully executed. The Director will include the Insurance enrollment information with the payroll to which it is applicable. Schleibaum and Associates (Cyndi) will enroll the Team Member in the appropriate plan and follow up with the Director with any questions/additional needs. Financial Controller will begin payroll deductions on the appropriate date based upon enrollment. Campus Director will approve the changes with Tuesday Payroll approvals. In the event of changes or termination of coverage, the Director will e-mail Cyndi and copy Financial Controller as soon as possible to notify of the changes.

401k

Policy: 401k is offered to Team Members who have reached 1000 hours AND 12 consecutive months of employment. Eligibility and contact information for 401k is part of the annual review. Team Members meeting benefits eligibility may enroll in 401k at any time after eligibility begins.

Procedure: By the Friday before payroll is due, Team Member will have all paperwork completed and submitted with the support of LT Trust. LT Trust will communicate with Financial Controller the elected contribution. Financial Controller will adjust payroll appropriately. Campus Director will confirm enrollment in 401k by checking payroll register. The 401k following enrollment is managed via Team Member on the LT Trust website.

TEAM MEMBER DISCOUNT POLICY

As an Inspire Greatness Aveda Institutes Team Member, you qualify for the following in house discounts:

- The Team Member discount is for active Aveda Institute Team Members.
- A team member may use their discount at another IG campus
- 50% off service and retail
    - The maximum yearly amount of Team Member discount purchases is $3000 retail (prior to discount)
    - Product may be purchased for personal use or legitimate gifts only
    - Team Members may NOT scan/ring their own product
    - Resale of Aveda product purchased with a Team Member discount is prohibited. Reselling such product will result in immediate termination of employment.
- Participation in Aveda backbar program
- Complimentary salon or spa service every 6 weeks on the clock (must be approved by Team Lead)
    - Product charge may apply for additional scheduled services. Services outside 6 week service shall scheduled during non-working hours

Experience Center/Reservations Advisor Tuition Fee Waiver

The following waivers are available for EC/Reservations team members enrolling in educational programs. Team member status may change while enrolled as a student, based on applicable state and federal law.

- Cosmetology/Master Esthiology/Hairstyling/Barbering/Educator in Training (AZ)-$1,000 fee waiver
- Esthiology/Massage- $500 fee waiver

Team Member Family Discount Policy

The Team Member Family Discount policy is reserved for immediate family only. This includes: parents, siblings, spouse, children of the team member

- 50% off service and retail

Student and Student Family Discount Policy

All Students (and immediate family: spouse, children, parents, grandparents, legal guardians, siblings) are eligible for discounts on products and services provided at the Aveda Institute. The following discounts are available:

- 50% off service
- 40% off retail
- Students graduating in A List will receive Student Discount (for self only) indefinitely
- Graduates who have licensed and placed will receive 20% discount (for self only) indefinitely

TEAM MEMBER INTRANET POLICY

Team Members must stay updated on the most up to date tools, Catalogs, Enrollment Agreements and Forms. All internal tools will remain on Team Member intranet.
www.avedainspiregreatness.com. Password: Invati$2022

NON DISPARAGEMENT POLICY

Team Members of Aveda Institute shall not at any time disparage or portray in a negative light the company, and shall not disclose to any one any information regarding Aveda Institute which is non-public, confidential or proprietary. Aveda Institute does not waive any right to protection of trade secrets or against unfair competition or disclosure or confidential information by Team Members employed by Inspire Greatness Aveda Institutes

TEAM MEMBER PERFORMANCE EVALUATIONS

60 Day Evaluation
Policy: Aveda Institute will conduct a 60 day evaluation to review: performance, training completion, position description, team member feedback and compensation (pay, benefits, bonus eligibility).
Procedure: 60 day evaluation completed by Team Lead or Campus Director. Applicable pay increase must be approved prior to scheduled meeting.

Annual Performance Evaluations
Policy: All Team Members are given timely performance evaluations. Team Member without leadership of a department will receive their evaluation within 30 days of anniversary date. Financial Aid Team Leads will have annual evaluations within the third quarter of each calendar year, based on the FSA Audit timing. Team Leads, Campus Directors and Global Directors will have annual evaluations within the first quarter of each calendar year.

Procedure: The Team Member being reviewed will submit a self evaluation to their Lead. The Lead will complete the annual evaluation and submit for approval.
Campus Director, Director of Operations and President will review documents for approval. Once approved, the Lead will conduct the evaluation. HR changes are sent with corresponding payroll compilation. The Annual Performance Evaluation will be filed in Team Member file.

PAID TIME OFF DONATION

Donation to PTO Fund: To support Team Members during a personal or family related medical emergency, Aveda Institute has a PTO Fund. Team Members may donate accrued time to the PTO fund. Time is donated at the rate of pay of the donating Team Member. Once PTO is donated, it becomes the property of Aveda Institutes, may not be reversed and may not be designated to a specific recipient by the donor.

Use of PTO Funds: Use of PTO fund is approved upon request. Team Member must exhaust personal PTO before using donated funds. Reason for requesting use of PTO funds must be person/family medical emergency. Funds are withdrawn at the rate of pay of the Team Member using funds. Once approved, PTO fund usage will be noted on appropriate payroll compilation. PTO fund is tracked and managed by the Financial Controller.

COMPENSATORY TIME OFF

Approval for Compensatory time will be considered at the discretion of the Director. The Director is authorized to grant compensatory time off to exempt employees only. The approval of the employee's request will constitute the granting of the employee's compensatory time.

Considerations for approval of Compensatory time will include special projects, department coverage, required travel. Compensatory time will not be approved for mismanagement of regular job responsibilities and normal variations in work flow.

All Compensatory time off will be tracked in the payroll spreadsheet, to include: hours approved, date earned, expiration date, and date used. Team Members should request and report the use of compensatory time off separate from PTO.

GARNISHED WAGES

If a garnishment or any other type of paper is served to an Aveda Institute Team Member, the information will be immediately given to the Campus Director. The Director will review the enclosed items and determine the best course of action (Financial Controller will be of assistance). If the served papers are related to a garnishment the procedure is as follows:
Copies of the garnishment served to the Institute, one copy will be given to the Team Member for immediate review (please note that in some cases the garnishment service notice will require us to list the date the Team Member was given the garnishment).
The remaining copy of the garnishment is given to Financial Controller as soon as possible (preferably scanned and e-mailed on the day of receipt with the original mailed)
Financial Controller will complete the garnishment response and send it back to the appropriate agency.
The Team Members' wages will be garnished beginning the payroll immediately following the receipt of the garnishment. The garnishment will continue until the full obligation is withheld or the Institute receives notice of a release on the garnishment.

TERMINATION

Policy: All Team Members of the Aveda institute are employed at will. This means there is no guarantee of employment for any specific length of time, nor are the guidelines in this Team Member Handbook intended to create any express or implied contract rights. Team Members are free to leave their employment with the company at any time and for any reason. Similarly, the company reserves the right to terminate employment at any time based on Employment Standards practices.

Employment with the company may be terminated through voluntary resignation by the Team Member or by the company initiating the termination of a Team Member. Several steps will occur when one of these actions is requested

Procedure:

- Termination Request Form must completed before termination is approved
- Issued to Campus Director
- Issued to Director of Operations
- Once approved, Campus Director will:
- Distribute Termination Report to Financial Controller
- Schleibaum and Associates is notified if the Team Member is enrolled in insurance benefits. If applicable, Schleibaum will send Cobra information
- If termination is voluntary, final pay and eligible PTO payout is issued with the next pay period
- If termination is involuntary, final pay and eligible PTO payout is issued within 72 hours
- Email sent to team and students
- i-9 placed in terminated i-9 file

UNEMPLOYMENT BENEFITS

It is at the discretion of Aveda Institutes to dispute unemployment claims.

- Campus Director and Financial Controller will receive and complete unemployment claims
- Team Leads are not approved to complete unemployment forms
- Contact local unemployment office with questions

IG MASTER CALENDAR

Below is a non-exhaustive list of events that can be located on IG internal Master Calendar. The calendar will be updated and referenced regularly.

Start Dates
Phase End Dates
Graduation Dates
A List Interviews
Master Series Speakers
Experience Center Calls
All Team Celebration
Spirit Week
All School Celebration
Global Admin Calls
Industry Days
Retreats
Aveda Owner/Director Meetings
Industry Day/Education Jam
Institute Advisory Board committee meetings
Hair and Makeup Shows
Birthdays
Anniversaries
In-service Days
Open house
Friends and Family
VIP Parties
Holidays
Holiday Party
IPEDS
Annual Report
Audits
Quarterly Benchmarks
Retail Launches
Experience Center Events
Promotions
Earth month activities
NAHA
Study Abroad
NYFW/LFW
Safety and Evacuation Drill (CSR)
Constitution Day

HOLIDAYS

The Aveda Institute will be closed for the following holidays
New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

MEETINGS

Agenda
- Wellness
- Celebrations
- Goals
- Calendar
- Changes
- Needs
- Close

*Note: all meetings are in MST
Policy: Aveda Institute is committed to reviewing celebrations, stories, opportunities, strategy, calendar, outcome rates, student retention, etc on a monthly basis. Meeting agenda and zoom links can be found on IG Calendar. All Team Quarterly Meetings are mandatory (unless approved by Director), and all other meetings are suggested attendance but not mandatory. Please enjoy the 2023 Meeting schedule below.

Daily Rituals
- Department connect (huddle or note)
- Student huddle
- Rounding
- Leadership greetings
- EOD Recaps
  - Send to all Institute Team
  - Subject: Institute, Department, date EOD (AIT EC EOD 12.12.23)

Weekly

Campus Director Department Check ins (varies by location)
Team Lead Meeting (varies by location)

Week one: modified department calls- Global Leadership (Monday 11AM), LeMonds (Tuesday 2PM), Advic (Wednesday 9AM)

Weeks two-four: Global Leadership (Monday 11AM), Admissions Collaboration (Tuesday 11AM), Campus Director (Tuesday 1130AM), LeMonds (Tuesday 2PM), Advic (Wednesday 9AM), Retail/Social (Wednesday 11AM)

Global Director Check ins
Weekly check ins with Team
Glam Squad
PL calls replace one Campus Director Check in per month
Director of Student Experience and Training joins Campus Director Check ins on week 4

Monthly

Master Series Speaker
- Inspired Industry Leader/Master
- Director/Department Lead introduces
- Director/Department Lead presents with a gift

Education Team Lead
- Director of Student Experience and Training, Creative Mentor with Education Leads
- Third Thursday at 9AM

Coach
- Director of Student Experience and Training, Creative Mentor with Education Leads
- Fourth Thursday at 9AM

Monthly Department Meetings
- Team Lead facilitates
- Campus Director should attend
- Meeting Minutes filed and sent to Department, Campus Director, Director of Operations

Global Director Travel
- Travel days vary by department, events, and needs of business
- Visit each location one time per quarter

P/L Calls
- CD, Global Team review PL details, budget, tuition spreadsheet, strategize and follow up
- Replace CD/DOO Call times monthly (usually 3rd week)
- DOF leads, Global Leadership team supports strategy and follow up

IG Webinars
- DOO leads on day following a new hire or as coordinated with school
- Thank you email includes links and a survey monkey upon completion of webinars

Phase

Phase Awards: High honors, Benchmark Achievement
- Reward for high honors: certificate
- Reward for benchmark achievement: certificate, pin

End of Phase Evaluations
- Phase specific feedback
- Campus Director compiles
  - Team Lead/Campus Director coach accordingly
  - Review celebration/opportunity with DOE and DOO

A List Pinning Ceremony
- Group photo posted to social medial outlets

Quarter

All Team Celebration- mandatory
- Confirm Quarterly Awards: IG Champion, BIABD, Rising Star
- Campus Director issues Team Lead Evaluation Survey
  - DOO compiles and shares with CD
- Campus Director issues Culture and Climate Survey
  - DOO compiles and shares with CD
- Quarterly Wellness Reimburse due

All School Celebration
- Scheduled the week following All Team Celebration
- Quarterly awards given (photoshoot award where applicable)
- Campus Director issues Campus Culture and Climate Climate Evaluation Surveys
  - DOO compiles and shares with CD
  - Team Lead/Campus Director coach accordingly

- Spirit Week
  - Theme day celebrations

- Global Institute Administrative Meeting
  - Replaces Admissions in week 2 of each Quarter
  - Admissions, SS, FA, Directors

EVALUATION SURVEYS

Team Member Evaluation surveys

- Culture and Climate Survey
  - Completed at all team celebration at beginning of each quarter
  - Campus Director administers, DOO compiles
  - DOO and Campus Director review and create action plan
- Team Lead Evaluations
  - Completed at All Team Celebration
  - Campus Director administers, DOO compiles
  - DOO and Campus Director review and create action plan
- Team Member of Quarter Nominations
  - Announced at All Team Celebration
  - Campus Director administers as a question on Culture and Climate Survey
  - DOO compiles
  - DOO and Campus Director select during quarterly survey review
  - $200 reward issued to TMOP

Student Evaluation Surveys

- FA/Admissions Gallup
  - Completed during Campus Director Orientation
  - Campus Director administers
  - Campus Director notifies DOO of new evaluation scores on Survey Monkey
  - Scores and feedback are coached by Campus Director
- 3 Week Survey
  - Campus Director administers
  - Campus Director notifies DOO of new evaluation scores on Survey Monkey
- Phase Evaluations
  - Completed at end of phase
  - Campus Director administers
  - Focus is on phase objectives, set by DOE
- Quarterly Culture and Climate
  - Campus Climate and Gallup
  - Campus Director administers during All School Celebration
  - Campus Director administers, DOO compiles
  - DOO and Campus Director review and create action plan
  - Scores and feedback are coached by Campus Director or Team Lead
- Exit Evaluation
  - Completed approximately 8 weeks prior to graduation
  - Student Care administers
  - Campus Director or Student Care compiles
  - Campus Director notifies DOO of new evaluation scores on Survey Monkey
  - Campus Director adds scores to Master Educator Spreadsheet
  - Scores and feedback are coached by Campus Director or Team Lead

EVENTS

Graduation

- MC welcomes (MC is Campus Director or Education Team Lead)
- Bead Ceremony with video or story
- Guest speakers (optional)
- IG team member shares value of diploma and awards
- Diplomas/Awards (share description of award)
  - Inspire Greatness Champion Award- If there is one word that summarizes our mission statement, it is "to care". The person who receives the Mission Champion award shows care to their guests, their classmates, their community, and the environment
  - Beauty is as Beauty Does- Given to the Student who exudes professionalism, coming to school polished and presentable. More importantly, this person radiates a beautiful energy in Guest interaction
  - Rising Star- The rising star award is given to the Student who continues to better their best. They set goals and exceed them, never stop learning, and exhibit the most growth through the course of the program
  - Valedictorian
  - Program Benchmark Achievement: Transactions, RPGT, SPGT
  - Photoshoot winner (where applicable)
  - A List
  - Perfect Attendance
- Class presentation- must be submitted to Campus Director for review one week prior
- MC Closes
- Reception/Refreshments

EVENT BUDGETS

Maximum budgets- it may not be necessary to use the entire budget
Master Series: $12,000 annually
New Start: $50
Monthly Director Lunch/Coffee: $100/$200 Denver
Graduation: $50
Spirit Week: $2 per Student
All School Celebration (1/quarter): $0
All Team Celebration: $5 per person
In Service Day (2x/yearly) $35 per person
TL Retreats (1-2x yearly): $75 per person
Industry Day: $100
Quarterly EC Events: $100
Advisory Board Meeting (2x/year): $12 per person
Salon Tours (2x/year): $50 per salon
High school visits: $25 per guidance counselor met
Team Appreciation Days: $10 per person
A List Breakfast: $5 per person
Holiday Party: $100 per team member (includes one guest)

REPORTING

Scorecard Spreadsheets
- Completed weekly and monthly
- Campus Director completes
- Shared with Team
- DOO compiles Global and sends

Graduation Class Bledsoe report
- Completed upon class graduation
- Department Team Lead
- Distributed to Campus Director, President

Daily Reports (attach deposit slip)
- Completed daily
- EC team Lead
- Distributed to executive assistant at end of the month

Salon Biz Reports
- Submitted to Financial Controller by the 5th of each month
- IG completed by AIX ECTL
- Daily Summaries with bank deposit slips
- End of Month Reports
- Gift certificates sold
- Gift certificates sales summary
- Gift certificates redeemed
- Gift certificates expired
- Inventory valuation
- Sales summary for the month
- Customer list with a balance
- Inventory adjustment summary for the month
- Weekly balance sheets
- Bledsoe reports for sales by class
- Daily Summary weekly and monthly

Tuition Spreadsheets
- Student Care and Campus Director Review
- Monthly for confirmation of payments, flagging Students and write offs

PAYROLL

Payroll is completed every other week by the Campus Director.

Time Clock corrections submitted to TL/Campus Director by Saturday prior to payday week

Time Clock details translated to Payroll Spreadsheet
- Exempt- Team should work 88 hours if FT exempt and not clocking out for lunch
- Non Exempt- tracked weekly to include OT per week, include lunches
- Include PTO used, PTO accrued, Insurance deductions

Based on AZ law, Arizona locations track PTO for TM under one year and PT status beyond one year: 1:30, up to 30 hours.

Based on CO law, Colorado locations track PTO for TM under one year and PT status beyond one year: 1:30, up to 48

Campus Director compiles and sends to Financial Controller
- HR changes
- PTO used, PTO Accrual, PTO Donations
- New Hire paperwork
- Due 12pm every other Monday
- Insurance- include Schleibaum (Cyndi and Tom) for Insurance enrollment and termination
- 401k

Campus Director approves payroll docs by 2pm Tuesday
- Compare to department budget
- Insert into payroll tab of CD Spreadsheet
- Note any variation to budget in comments of CD Spreadsheet

Credit Card Receipts

Transfer Amex to spreadsheet
Scan numbered receipts to match
Include statement, spreadsheet and scanned receipts in a compressed file
Send with monthly compilation to Director of Operations and Financial Controller
Due 5th of each month

REGULATORY AGENCIES

NACCAS

Annual Report
Completed annually
Due November 30th
Reviewed by Campus Director, DOO and President

Colorado Division of Private Occupational Schools

Student Assessment Fees
Completed Quarterly
SC distributes to President
Educator Reports
Completed as needed
Director sends new hires and terminations to DPOS and President

Arizona State Board of Cosmetology

Hour verification
Completed monthly
SC distributes to State

Department of Education

NSLDS-Monthly
SSCR- Monthly (Student status confirmation report)
PPA Renewal- Every 4 years
IPEDS

AVEDA INSTITUTES OPERATIONS MANUAL

STUDENT OPERATIONS

NON-RECRUIT

Policy: Aveda Institute does not recruit Students that are currently attending or admitted to another school offering a similar program of study. Aveda Institute does NOT hire recruiters who are compensated based on Student enrollment.
The Institute does not recruit potential team members from Industry Network Partners, including Aveda Corporate, Aveda Salons and Spas, and Aveda Institutes. If a job applicant is from a Network Partner, Inspire Greatness Aveda Institutes will, in good faith, contact the Owner/Manager before moving forward in the hiring process.
Procedure: The applicant should gain approval from the Salon. Campus Director will also reach out to confirm good faith. Campus Director will notify Director of Operations of applicant's interest and current school/salon.

ADMISSIONS POLICY AND PROCEDURE

Admissions Policy and Procedure is located in the Student Course Catalog and outlines:

- What we're looking for
- States accepting licensure
- Transfer Policy
- Re-Admission
- Steps to enroll
- Application packet requirements
- Required documents, proof of age (SSC required in AZ)
- Acceptance
- Minors
- Foreign diplomas
- Funding

PHYSICAL DEMANDS OF THE INDUSTRY POLICY

Salon, spa, and medical atmospheres are generally clean and pleasant environments with good lighting and ventilation. Good health and stamina are important as most salon professionals work on their feet for the majority of their shifts. Physical and Safety Demands for the Cosmetologist, Esthetician, Barber, Hairstylist, Massage Therapist include:
Standing on your feet for long hours of the day
Using your hands, arms and wrists continuously
Stretching and bending
Possible chemical smells
Possible contact with communicable disease

Below is a list of possible pre existing limitations. Notify the Admissions Coordinator prior to signing the enrollment agreement if you have any of the following:

A.D.D
Reading or Comprehension Problems
Defiance Disorders
Leg Problems
Back Problems
Testing Issues
Migraine Headaches
English as a second language
Anxiety Disorder
Hearing Loss
Diabetes
Epilepsy
Foot Phobia
Any other conditions, not listed, that may affect your ability to attend school

Procedure: If at any time during the course of education a Student cannot perform services at 50% or higher, a medical LOA will be considered. Request for Reasonable accommodations and Medical documentation must be provided to include temporary physical limitations, timeline, and services not able to perform (or description of physical limitation).

STUDENTS WITH A DISABILITY

Policy: It is the policy of the Aveda Institute to ensure all Students are given the opportunity to be successful in the beauty, spa and wellness industry. 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.

Procedure:

Student must verify and file formal Request for Reasonable Accommodation with Admissions and Student Care at the time of enrollment of any disabilities that might affect their education with Aveda Institute.

Campus Director will approve with support of DOO. Once approved, Campus Director will provide Phase Educator with the reasonable accommodation directive. Student needs an accommodation for a disability, the disability must be disclosed at the time of enrollment.

Eligibility and Documentation

To be eligible, a disability must be verified in writing by a doctor. 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 establishes existence of a disability (a physical or mental impairment that substantially limits a major life activity) that affords protection under the law, and 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 will 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 borne by the Student. If the initial documentation is incomplete or inadequate, Aveda has the discretion to require additional documentation.

Grievances

Students with disabilities will be responsible for contacting the Student Care Team Lead 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. Educators who wish for reconsideration of an accommodation will contact the Team lead and Campus Director, and will 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, which will be followed by a thorough investigation, allowing interested persons an opportunity to submit evidence relevant to the 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 workdays after the filing of the grievance.

STUDENT ORIENTATION

Aveda Institutes will conduct Student Orientation on the first day of school. Students will acknowledge participation in Orientation in the Orientation checklist in Student file.

GRADING

Students are evaluated periodically on attendance, academics and/or practical learning as applicable. Practical learning is evaluated using written criteria and graded on practical rubrics or Learn Aveda result access. Results are provided to students regularly, through phase progress evaluations and access to records. Aveda Institutes accurately evaluates student process of the published SAP policy. Students who complete Aveda Institutes graduation requirements will receive a certificate of completion.

DISTANCE EDUCATION POLICY

Aveda Institute will offer Distance Education (DE) as outlined in program offerings on Denver, Tucson, and Avondale campuses. DE will be identified as a number of total clock hours in each program and represents a % of the total curriculum offered or hours earned. Hours earned on DE will be identified on the (official and unofficial) Student Transcript and other documents listing academic attainment. Academic achievement earned via DE will not be utilized as a method for delivery of clinical instruction or practical application on a live model. Aveda Institute will have regular, validated and measurable participation (measured in clock hours) in the hours approved to be delivered in Distance Education. Participation will be documented with a clock in log of all student activity comprised of a record of regular and substantive interaction between student and educator, using Pivot Point hours tracking, zoom, and rubrics. Distance Education Assessments will be conducted on campus at least monthly, with respect to distance education completed within the preceding month. Qualifying assessment of Distance Education will be conducted using question and answer, discussion, demonstration, cooperative learning, problem solving, interactive lecture, presentations, etc. The Final Phase will include a comprehensive final to include content learned while on Distance Education. Academic achievement earned via Distance Education may not be accepted for reciprocity or licensure in other states. For more information, check the state of transfer or see Student Care Department to inquire.

ENTRANCE AND EXIT COUNSELING

Policy: All first time Federal Financial Aid loan borrowers are required to complete entrance counseling. In addition, upon termination of enrollment through graduation or withdrawal, borrowers are required to complete exit counseling.
Procedure: The Office of Financial Aid will not request money for Students until entrance counseling is completed. Entrance counseling may be completed on www.Studentloans.gov either on the Student's own time or in the Office of Financial Aid. The Office of Financial Aid will verify through the database that all entrance counseling has been completed prior to requesting money for the Student. Exit counseling will be completed through www.NSLDS.gov and all Students will be notified by the Office of Financial Aid via email that this needs to be completed. The Office of Financial Aid will include in the email, the PDF brochure of exit counseling procedure and will comply with all Department of Education standards, as outlined in the IG FA Policies and Procedures, updated annually.

FINANCIAL AID PACKAGING

Policy: The Aveda Institute understands the importance of being able to afford the best education. The Financial Aid department determines the best combination of aid to meet individual Student's needs.
Procedure: When packaging financial aid, the department of Financial Aid considers types and availability of funds, specific program eligibility criteria, and Student variables. Once these considerations are made, aid will be packaged in the order of grants, subsidized loans, unsubsidized loans, parent plus loans, and outside financing options. All aid is borrower based and awarded by academic year, determined by the Student's start date.

VERIFICATION

Policy: Verification for information reported by Students may be necessary. The Department of Education requires a portion of FAFSA filers to be verified as selected by the Central Processing System. In addition, the Aveda Institute may choose or be required to verify additional Students. All verification will take place 30 days in advance of the Students start date, and must be resolved within 30 days of enrollment.
Procedures: The school will provide a written statement via email to Students selected for verification within 30 days of the Financial Aid department being notified, with the following information: documents required for verification, Student responsibilities, and notification methods. Once notified, the Student will have 7 days to make corrections to FAFSA/DOE either on their own, or in the Office of Financial Aid. Verification not completed 30 days prior to a Student's start date, may result in the Student not being able to start on the original decided date. If a Student starts and verification is not resolved within 30 days of enrollment, Student will be withdrawn, put on official leave of absence, or converted to cash pay. The Office of Financial Aid will refer overpayment cases to the Department of Education through NSLDS.

PROFESSIONAL JUDGEMENT

Policy: Professional Judgment may be utilized in exceptional cases as determined by the Office of Financial Aid, with support from third party servicer.
Procedure: Students will provide any documentation requested by the financial aid department to support a professional judgment decision prior to any verification request. Forms and documentation must be submitted within 14 days of request or consideration for professional judgment will be revoked.

DEFAULT MANAGEMENT & PREVENTION PLAN

Policy: It is the policy of the Aveda Institute, that all Students borrowing federal loans, are given counseling prior to receiving loans, throughout school, and upon graduation, to ensure Students understand the importance of paying back federal loans.
Procedure: Each Student receiving Federal Direct Student Loans will meet with the Office of Financial Aid to accomplish the following:

All FSA loan Students complete entrance counseling prior to initial loan disbursement. Periodic financial literacy seminars are provided while in school.

Individual counseling is provided to all Students who are taking additional loan funds for living expenses, including assistance with planning a monthly budget.

Within 30 days of graduation, all loan recipients complete on-line exit counseling and meet with a financial aid administrator for personal loan exit counseling to review their loan balance and the repayment process. (Individual counseling is also provided with drop Students if possible.) The appointment includes verifying current address, phone and email.

A series of reminder letters are sent to all graduates and terminated Students to notify when grace period is expiring. At least one time per month, the Office of Financial Aid will pull the NSLDS delinquent borrower report and follow up with all Students over 30 days past due via phone and email. At this time, current contact information will also be obtained.
Notify direct loan servicer of all changes in Student contact information.
Pantheon is a third party default management company who will assist IG in default management.

TRANSFER

Transfer Policy: Applicants for transfer into a program are considered on an individual basis. The Institute may, at its discretion, refuse transfer. The Institute does not guarantee the ability to transfer hours to or from another school. The Aveda Institute does not guarantee transferability of hours to another institution unless there is a written agreement with another institution.
Transfer Procedure: Transfer Students will complete the Admissions Process, as well as provide transcripts of hours, credits and grades from the school from which they are transferring. Transfer Student must have an interview with Admissions. During the tour, the Student will discuss why they wish to transfer. Admissions will meet with the Campus Director to determine if the Student will be allowed to transfer to the Aveda Institute.
The transfer Student may need to take a placement test to determine at which phase they will enter the Aveda Institute. The Student will be placed in the appropriate level of training in accordance with the number of hours and progress of their training.

Non Aveda Institute Transfers
Maximum transferable hours: 450
Transcript is assessed and hours accepted on case-by-case basis
Full Kit, registration, application fees may apply
Tuition assessed based on transfer hours accepted at the hourly rate of the program

Aveda Institute Transfers, NOT from Denver, Tucson, Provo, Phoenix, Avondale group
Transcript is assessed and hours accepted on case-by-case basis
Full Kit, registration, application fees may apply
Tuition assessed based on transfer hours accepted at the hourly rate of the program

Aveda Institute Denver, Tucson, Provo, Phoenix, Avondale Drop/Re Enroll
Students who wish to withdraw from one IG campus and enroll in the same program at another IG campus will complete the following:
Student may withdraw based on scheduled hours and not the published % earned from the Refund Table. Ledger at original school must be paid in full before enrollment will be granted.
Transcript is assessed and hours accepted on case-by-case basis
Application, Registration and Kit fees may apply
Tuition assessed based on transfer hours accepted at the hourly rate of the program

Process
If a Student expresses interest upon dropping from one IG campus and enrolling in another IG campus, the Campus Directors must connect.
Campus Director from dropping school will contact the Campus Director, Admissions, Financial Aid and Student Care to discuss details of withdrawal and intention to enroll at their campus.
Campus Director approval required

RE-ENTRY

Policy: Students who do not return from a leave of absence, are terminated or withdraw from the Institute may apply for re entry into a program, no sooner than 60 days after the termination date, meet with the Institute Director. Students re-entering will return to the program at the same status as when they left the Institute.

Procedure: A Student must make an appointment to meet with the Institute Director. If approved for re-entry, the Student needs to initiate the re-entry process with Admissions as if they are a new Student. A Student may need to re-apply for financing and complete the entire financing process as well as the Admissions process. Cash paying Students will be required to pay the outstanding balance owed prior to returning, or reach a satisfactory payment plan, approved by Campus Director, DOO, DOF.

PROGRAM COSTS

Refer to Enrollment Agreement for additional fees. Cost of tuition is reviewed and updated regularly.

Process: DOO will update Student Catalog, Admissions, Student Care and Campus Director ensure SMART and corresponding enrollment documents reflect changes. Tuition increase consideration and follow through on PL Call.

Aveda Institute Denver
Cosmetology- 1500 hours
- $50 Application
- $150 Registration
- $2,500 Kit
- $21,000 Tuition

Barber- 1500 hours
- $50 Application
- $150 Registration
- $1,500 Kit
- $21,000 Tuition

Hairstyling- 1200 hours
- $50 Application
- $150 Registration
- $2,500 Kit
- $16,800 Tuition

Esthiology- 600 hours
- $50 Application
- $150 Registration
- $1,800 Kit
- $12,000 Tuition

Massage- 600 hours
- $50 Application
- $150 Registration
- $1,800 Kit
- $12,000 Tuition

Aveda Institute Tucson/Aveda Institute Phoenix/Aveda Institute Avondale
Esthiology- 600 hours
- $50 Application
- $150 Registration
- $1,800 Kit
- $12,000 Tuition

Cosmetology- 1500 hours
- $50 Application
- $150 Registration
- $2,500 Kit
- $20,500 Tuition

Aveda Institute Tucson/Aveda Institute Phoenix/Aveda Institute Avondale continued
Hairstyling (Phoenix, Tucson pending)-1000 hours
- $50 Application
- $150 Registration
- $2,500 Kit
- $15,375 Tuition

Cosmetology/Esthiology Educator- 350 hours
- $50 Application
- $150 Registration
- $300 Kit
- $500 Tuition

Aveda Institute Provo
Cosmetology- 1600 hours
- $50 Application
- $150 Registration
- $2,500 Kit
- $19,950 Tuition

Barbering- 1000 hours
- $50 Application
- $150 Registration
- $2,500 Kit
- $12,600 Tuition

Hairstyling- 1200 hours
- $50 Application
- $150 Registration
- $2,500 Kit
- $15,750 Tuition

Master Esthiology- 1200 hours
- $50 Application
- $150 Registration
- $2,500 Kit
- $15,750 Tuition

Esthiology - 600 hours
- $50 Application
- $150 Registration
- $1,800 Kit
- $10,500 Tuition

Massage- 600 hours
- $50 Application
- $150 Registration
- $1,500 Kit
- $10,500 Tuition

PROGRAM INFORMATION

For updated start dates, holiday closures, and program information, please refer to updated Student Course Catalog and Enrollment Agreement.

STUDENT PAYMENT POLICY

Policy: All Students are given notification and opportunities to pay on their loans (regardless of origin of loan: Title IV, Sallie Mae, ACH monthly payments, etc), prior to the loans being sent to collections or default. If a current Student is behind on payments, they may not be able to clock in until payments are made current or a financial plan is adjusted and approved by the Campus Director, DOF and DOO. All Students are responsible for payment of loans, regardless of lender. Co signer will be contacted if Extended ACH reached 60 days non-payment.

Currently Enrolled Student: The Office of Student Care informs Students that they have fallen behind on their payments and notifies them that they must bring their Student account current to continue the program of study. Student Care will provide Students with an updated ledger monthly. If a Students monthly payment is greater than $200 per month and their account is not current the Student will be suspended from school, after 60 days non payment, until it is brought current or another payment plan is approved.

Graduated Students: Records will not be released until their Student account is paid in full (unless prior arrangements have been made). Student Care at times may release hours if the Student has made a one time good faith payment (must be at least half of balance owed). They will also need to be set up on monthly payment plan after graduation. This arrangement must be approved by the campus Director and president. Student Care will document that they have called this Student on a weekly basis to discuss bringing their account current.

Dropped Students: Upon withdrawal, a payment plan will be reached. If a payment plan is not established, and payments are not being made, Student Care may negotiate a lump sum payoff at 80% of the total about owed. This plan must be approved by the Campus Director, DOO and DOF. Student Care will attempt to collect on debts owed the school at least monthly and will document attempted communication.

EXTENDED ACH

Policy: An Extended ACH may be requested in an extenuating circumstance, which would allow the Student to carry a balance extending past anticipated graduation. If a Student defaults on Extended ACH payments, both the Student and Co-Signer are responsible for bringing the account current.
Procedure: A Request for Extended ACH form will be completed by Admissions and reviewed with Financial Aid and Campus Director. For approval, the completed form is sent to DOO, DOF and President. The following must be included in the complete request: Request for Extended ACH, fully executed, Letter of Intent (from admissions requirements), Co Signer information completed on Truth in Lending Form and FERPA granting the Co Signer access to payment information with Aveda Institutes.

TUITION PAYMENT OPTIONS

Monthly Payment Plan: Student makes interest free payments directly to the school each month. Students electing this option must have their payments made electronically through ACH or credit card.

Federal Student Aid: Available to those who qualify. Apply online at www.fafsa.ed.gov

Sallie Mae Smart Option Loan: The online application process can be completed by visiting www.salliemae.com or by scheduling an appointment with the Aveda Institute Office of Financial Aid. Sallie Mae availability varies by location.

Mountain America Credit union: Mountain America Credit union Students may be eligible for financing up to 100% of tuition for those who qualify. Student loans department 880-748-4302 or at www.macu.com. MACU availability varies by location.

Private Scholarships: A number of organizations and corporations offer scholarships. Check with your employer or parents' employers for available scholarship programs. Aveda Institutes Denver, Tucson, Provo and Phoenix, Avondale do not offer internal scholarship options, funded by Aveda Institutes.

CONTINUING EDUCATION CREDIT

Aveda Institute offers a Continuing Education Credit on tuition and registration fee for Students that enroll in a second program. To be eligible, Students must enroll into the second program no more than one year from the first completion date.

Continuing Education Credit varies by program
AID only- Esthiology enrolling in Massage (or vise versa): $3000
Cosmetology: $1000
Esthiology, Master Esthiology, Barber: $500

MAXIMUM TIME FRAME (MTF)

Due to a change in NACCAS policy, if a Student cannot complete within the maximum time frame outlined in the Contract, the Student will be dropped from the program. Student will receive opportunities to make up hours, per the make up hour policy and missed work policy, to stay in good Satisfactory Academic Progress standing.
Procedure: warnings will be issued at mid-phase, end of phase and SAP checkpoints (see SAP policy). If a Student reached MTF and has not completed the contracted hours, they will be administratively dropped. Aveda Institute may re-enroll the student using an ACH to collect the remaining balance of fees to complete the program.

MAKEUP HOUR POLICY

Students are allowed to miss a specific number of hours in a phase to remain within the minimum attendance standards of 88%. Number of hours varies by program and location. Refer to Course Catalog for specific hours.
Policy: Students who do not achieve 88% attendance in a phase must make up hours in order to move forward in the program. An attendance action plan will be established.
Procedure: Student and phase educator will schedule makeup hours, complete necessary paperwork to show correlation to material missed. All makeup hours are contingent upon scheduling and creating an action plan with phase educator. Plans of action must be turned in to Team Lead and Student Care to be filed in general file. The correlation between material missed and made up must be noted.

SATISFACTORY ACADEMIC PROGRESS POLICY (SAP)

The Satisfactory Academic Progress Policy is consistently applied to all students enrolled at the Aveda Institute. It is printed in the catalog to ensure that all students receive a copy prior to enrollment. The policy complies with the guidelines established by the National Accrediting Commission of Career Arts and Sciences (NACCAS) and the federal regulations established by the United States Department of Education.

Aveda Institute Denver Evaluation Periods
- Cosmetology 450, 900, 1,200 scheduled hours
- Hairstyling 450, 900 scheduled hours
- Esthiology/Massage 300 scheduled hours
- Barber 450, 900, 1,200 scheduled hours

Aveda Institute Tucson/Phoenix, Avondale Evaluation Periods
- Cosmetology 450, 900, 1200 scheduled hours
- Hairstyling 450, 900
- Esthiology 300 scheduled hours
- Cosmetology Educator/Esthiology Educator 175 scheduled hours

Aveda Institute Provo Evaluation Periods
- Cosmetology 450, 900, 1250 scheduled hours
- Esthiology/Massage Therapy 300 scheduled hours
- Master Esthiology 450, 900, 1050 scheduled hours
- Barbering 450, 900 scheduled hours

* Transfer Students- Midpoint of the contracted hours or the established evaluation periods, whichever comes first. Evaluations will determine if the Student has met the minimum requirements for satisfactory academic progress. The frequency of evaluations ensures that Students have had at least one evaluation by midpoint in the course.

For the complete Satisfactory Academic Progress Policy, please see the most recent institute specific Course Catalog

ACCESS TO RECORDS-FERPA

Students and parents/guardians of dependent minors have the right to review the Student's educational, financial and attendance records to ensure they are accurate, factual and do not violate the Student's privacy or other rights. FERPA Family education rights and privacy Act (FERPA) Students and Parents/Guardians of dependent minor 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 to 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, including disclosure to the school's accreditation agency
- 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
- Obtain a copy of the policy

Aveda Institute will disclose information from a Student's education records only with the written consent of the Student or parent/ guardian of dependent minor, except:

- To school officials who have a legitimate educational interest in the records
- To officials of another school, upon request, in which a Student seeks or intends to enroll
- To certain officials of the U.S.Department of Education, and state and local educational authorities, in connection with certain state or federally supported education programs
- In connection with a Student's request for or receipt of financial aid, as necessary to determine the eligibility, amount or conditions of the financial aid, or to enforce the terms and conditions of the aid
- To accrediting organizations to carry out their functions
- To parents of an eligible Student who claim the Student as a dependent for income tax purposes
- To comply with a judicial order or a lawfully issued subpoena
- To appropriate parties in a health or safety emergency
- The Aveda Institute also allows access to Student's records to its accrediting body
- Students must allow reasonable time to assemble records. (No more than 45 days)

Graduation Requirements

In order to graduate from the program/course of instruction, the Student must:

- complete contracted program hours
- complete course requirements
- make satisfactory payment arrangement for any debt owed the school

Aveda Institutes Denver, Tucson, Phoenix, Avondale Licensing Requirements

For all programs, a Student is required to:

- complete the hours in the course of instruction.
- Once completed, to license in this state, Student must successfully complete the state law examination conducted by the state board

Aveda Institute Provo Licensing Requirements

A Student is required to:

- Aveda Institute- Complete the hours in the course of study
- Submit an application: pay a fee; be of good moral character; provide verification of graduation; must pass with a 75% theory and practical exam within one year of application.
- Massage Therapy- in addition to the above requirements, Massage Therapy must be 18 years or older to license; submit a finger print card; and pass a criminal background check

Exit Interviews

Students will meet with administrative services prior to graduation to review requirements for financials and graduation of the program. Exit Interviews will be provided in a link to Survey Monkey.

PROFESSIONAL STANDARDS

To encourage excellence in Aveda Institute programs, guidelines have been established to ensure fairness, understanding and positive work habits among Students. Students attend training to become future Team Members, managers or entrepreneurs in the industry and are held to a high professional standard to prepare for a career. Students are expected to maintain a professional appearance at all times.

To maintain a productive learning environment for all Students, anyone who is disruptive in the classroom or on the clinic floor may be dismissed for the day and no hours will be earned for the time missed.

Food, candy and gum are not allowed on the clinic floor at all times. Students may be given permission to have small snacks during theory only (as permitted by the educator). Beverages in enclosed containers are allowed in the classrooms and on the clinic floor.

Aveda Institute is a smoke-free facility. Smoking is not permitted in or around the building. Students that do smoke during breaks may not be in Aveda uniform.

Personal phone calls are not accepted at any time in order to not disrupt the educational process. Students will be notified of any emergency calls.

Students Providing Services

All services or work done by Students must be assigned by, performed under the supervision of, and evaluated by an educator within the educational team of the Institute. Students who refuse an assigned service or are not properly prepared to perform the service will be dismissed for the remainder of the day. Students unable to perform all services must complete a Request for Accommodations, for review by Education Leadership and Campus Director

Procedure: Leadership will consider formal requests, when 50% of the services offered can be performed at least 50% of the scheduled time

Bullying Policy

The Aveda Institute believes that all Students have a right to a safe and healthy school environment. The school has an obligation to promote mutual respect, tolerance and acceptance. The Aveda Institute will not tolerate behavior that infringes on the safety of any Student or deters from the learning environment. A Student shall not intimidate, harass or bully another Student through words or actions. Such behavior includes: direct contact, such as hitting or shoving; verbal assaults, such as teasing or name-calling; and social isolation or manipulation. Each complaint of bullying will be promptly investigated. This policy applies to Students on school grounds, while traveling to and from school or a school-sponsored activity, and during the lunch period. Any Student who engages in bullying may be subject to disciplinary action including termination.

Assigned Areas

To ensure that each Student receives consistent and comprehensive instruction in the classroom and clinic floor, Students must remain in assigned areas or receive educator permission to be in unassigned areas.

A LIST

Policy: A List Program is a group of high achieving Students in the final phase who have been determined to exemplify professionalism and Aveda's points of difference at the highest level. Set benchmarks have been established to celebrate excellence. A maximum of 7 Students per class may be admitted to the program.

Procedure: Cumulative Academics, Attendance, RPGT and SPGT will be measured against benchmarks to determine eligibility for entry into A List Program. All Students will participate inA List interviews, and the interview will also be used when selecting Students. Weekly goal tracking, coaching and A List Meetings are used through the program to maintain benchmarks. Successful completion of A List is celebrated at graduation. Students graduating with this honor will receive gifts as outlined in A List Letter. A List Graduates will receive Student retail discount (40%) for life. Failure to maintain A List benchmarks of academics, attendance, service, retail and professional expectations will result in the termination of enrollment in A List Program.

Entry Benchmarks vary by location and are located on Learn Aveda

STUDENT KITS

Ordering and Inventory

Policy: Students will receive their kits within 7 calendar days from the start of their program. Any kit items not available due to supply issues will be communicated to the student. Items may be replaced with comparable items as needed in the case of supply issues outside of the control of the Aveda Institutes. Kits are for educational purposes only; for students to perform services. To ensure the safety of students and others, students are advised to access only the items they have been trained to use in their educational environment. Student kits must be complete at all times. Any missing or damaged items must be replaced by the student within 24 hours. Aveda Institute is not responsible for lost or stolen items. Creative Mentor and Director of Student Experience and Training will update the kit list once per year and maintain relationships with vendors—ensuring competitive pricing. Kit margin is 20%.

Students are responsible for any item in their Student kit. Students need to inventory and label their kit. It is the Student's responsibility to ensure all kit items are in proper working order within 48 hours of receiving their kit. The Student kit is for use on guests, and Students may be required to purchase additional products. The Aveda Institute is not responsible for missing or stolen items.

Procedure: Kit checklists will be signed and filed upon receipt of kit items to acknowledge receipt. A signature on the kit checklists signifies the student has received kit items and will receive any back ordered items and/or comparable replacements in a timely manner.
Back Order- If products in the Student Kit are backordered and unavailable within the 7 calendar days of start, the Back ordered itemized Kit List will be completed. Students are notified of the backorder and will acknowledge receipt of the items by signing. The Back Ordered Itemized list will live in the student file.
Damaged- If products are damaged in original Student kit, the Education and Student Care Departments must be notified within 48 hours and will replace damaged item.

Kit Payments

Policy: The Student's kit fee is due at the time a Student signs his/her enrollment agreement and must be paid in full by one of the following options: cash, debit card, credit card, personal check, cashier's check, personal loan or Sallie Mae loan, unless other arrangements are made. In the case of Federal Financial Aid, kit payments may be dependent on the Student's financial plan.

Procedure: The Office of Financial Aid shall help each Student determine a suitable plan to cover the kit fee.

Personal Property

Students are responsible for their own personal property and are required to provide locks for their lockers/stations/cabbies and to secure their property in these locked areas. Aveda Institute is not responsible for lost or stolen items.
Ethics Stealing, cheating, defacing or damaging property will result in termination and require monetary restitution.

Ethics

Stealing, cheating, defacing or damaging property will result in termination and require monetary restitution.

Student I.D

Students will be issued a name tag along with proof of enrollment letter during the first phase and must wear name tag at all times. If the name tag is lost or stolen a new ID may be purchased from Student Care and must be replaced within 24 hours.

Environmental Commitment

Students are responsible for recycling properly while at the Institute. Students are also required to use reusable containers for water and hot beverages such as coffee and tea. (Paper cups and plastic water bottles are not permitted).

STUDENT ATTENDANCE POLICY

To help prepare Students for the workplace, Aveda Institute operates much like a professional salon and spa environment. Late arrivals, absences and other interruptions in training have a significant impact on your achievement. By law, Aveda Institute must keep track of training hours for licensure or certification.

Academic and Attendance Policy

Students must maintain at least 88% cumulative academics and attendance. Students who do not achieve 88% cumulative attendance must make up hours. An attendance action plan may be established for any student below 88% attendance.

Participation

Students receive a weekly participation grade equal to weekly attendance percentage. Participation grades will not exceed 100%

Tardy Policy

Student's are considered tardy one minute after class is scheduled to begin (check specific class schedule in catalog). Students arriving more than 30 minutes after AM class is scheduled to begin and 15 minutes after PM class is scheduled to begin will be sent home for the day. The time-clock is used to determine official time. Excessive tardies could result in termination from the program.

Friday/Saturday policy

Please see Student Course Catalog for specific Friday/Saturday hours. Missed Friday/Saturday hours above the limit will be charged at $10/hour. Payment must be arranged by the completion of the program.

Makeup Hours

Students must maintain at least 88% cumulative attendance. Students may make up hours over the course of the program. Students may not make up hours to exceed 100% of the scheduled hours. Hours scheduled on Distance Education must be made up via Distance Education. Hours scheduled on campus must be made up on campus.

Missed or Failed Work

Missed or failed work may be made up at a maximum score of 88%. Missed or failed work will be accepted by the due date established.

Early release

Students leaving early need to obtain an "Early Release Form" and have approval from the phase educator and Experience Center Team (if on the clinic floor) prior to release. Participation points will be deducted accordingly.

Expected Absence

Students planning a future absence will complete an "Expected Absence" form and have the phase educator verify and approve the absence so that planned exams, assignments or class material can be scheduled prior to the absence. Partial participation points will be honored for Expected Absences within minimum 24 hours prior notice.

Unexpected Absence

Students who miss class should contact the school attendance email at: attendance@aveda(institute city).com before 8:30am/5:00pm for clinic floor rescheduling.

Time keeping Guidelines

Attendance is recorded based on the time clock. Students must sign in at the beginning of each day according to the time posted at the sign-in sheets. Students must also sign in/out for all breaks and then sign out at the end of each day. Students are responsible for accurately signing in and out. Failure to sign in and out accurately or falsifying documents will result in termination. Any adjustments to the Student's time clock entries need to be corrected within two weeks.

TEMPORARY CLOSURES

Unscheduled School Closures: Aveda Institutes may close from time to time for in-climate weather. If public transportation is closed or driving conditions are unsafe, a delay of arrival or closure will be scheduled. Hours missed due to school closings will be considered an excused absence but hours must be made up.
Procedures: Closures will be posted on Learn Aveda, email and social. Team will email Global FP emails groups for updates on school closures. The Experience Center will be contacting all guests to reschedule appointments cancelled due to the school closing. Distance Education will be offered as approved and appropriate to offset temporary closures.

BEHAVIOR POLICY

Minor Violations
Minor violations include assigned area violations, property misuses, guest services violations, unprofessional behavior, and any disruptive or unsafe behavior determined by an educator or team member as interruptive or preventing the regular operation of the school or preventing the education of another Student. Anytime during the Student's program the violation of a minor standard may result in community service, suspension or termination from the program.

Major Violations
Major violations include using controlled substances/alcohol, defacing or destroying property, stealing, falsifying documents, committing fraud, abusing and/or causing physical harm to others, and violating local, state and federal laws. At anytime during a Student's program, the violation of a major violation will result in termination.

Suspension
Students who are suspended for minor violations have up to 30 days to provide the review board documentation that the stipulations have been met. Once the review board has agreed that the Student is prepared to comply with the professional standards of Aveda Institutes, 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, an LOA may be assessed, no days may be earned and the contract graduation date is extended by the number of school days missed. If a Student on suspension fails to respond within 30 days, the Student is automatically terminated. During suspension, the Student is not allowed on the premises unless an appointment with administration has been first approved.

LEAVE OF ABSENCE

If a Student requests to take a leave of absence, the following policy will be in effect:

1. The request must be made in advance of the leave. The Student provides requested documentation to Student Services and the Director and will be reviewed on an individual basis.
2. The request must be made in writing and the reason(s) for the leave must be specified.
3. The leave request must contain the Student's signature.
4. The leave of absence does not exceed 180 calendar days in a 12-month period.
5. In the event the Student cannot make the request in advance (i.e., due to a car accident or other unforeseen circumstance), then the Institute may still allow a leave. The beginning of the leave will be determined as the first date the Student was unable to attend the institution because of the accident and an end date will be noted that will not exceed the 180 day maximum. The Institute will document the reason(s) for its decision and collect the request from the Student at a later date.
6. There must be a reasonable expectation that the Student will return from the LOA.
7. The Student shall not owe any additional fees during any approved leave of absence and will not be granted any additional financial aid assistance as a result of any extension of the term of this contract as a result of any approved leave of absence.
8. If enrollment is temporarily interrupted for a leave of absence, the Student will return to class in the same progress status as prior to the leave of absence.
9. Hours elapsed during a leave of absence will extend the Student's contract period and maximum time frame by the same number of days taken in the leave of absence and will not be included in the Student's cumulative attendance percentage calculation. Changes to the contract period on the Enrollment Agreement must be initialed by all parties or an addendum must be signed and dated by all parties.
10. A leave of absence will be granted at the discretion of the administrative board. Students who withdraw prior to the completion of the course and wish to re-enroll will return in the same satisfactory academic progress status as the time of withdrawal.
11. A Student granted an LOA that meets these criteria is not considered withdrawn, and no refund calculation is required at that time;
12. If the Student fails to return from the LOA, the withdrawal date for the purpose of calculating a refund is always the Student's last date of attendance.
13. If an enrolled Veteran deploys, they will be placed on an administrative Leave of Absence (please see Veteran's Affairs Leave of Absence/Re-Admission Policy)

Procedure: Request will be reviewed by Campus Director. If approved, Student Care will update roster and notify Financial Aid and Education immediately. Student Care will make updates in SMART, update scheduled payments, and schedule to reach out to the Student on leave prior to scheduled return. LOA Calculator and LOA form will be filed in Student Care File upon audit by Campus Director.

GRIEVANCE: STUDENT COMPLAINT PROCEDURE

Student will first discuss the challenge with their phase educator.
If the Student does not feel the phase educator resolved the challenge the next step is to schedule a meeting with the department team Lead.
If the Student does not feel the team Lead resolved the challenge the next step is to write a formal internal complaint to the Campus Director and Director of Student Experience.

Director will review and respond to the complaint timely.

The complaint will go the complaint review board: Board consists of the following members: Campus Director, Director of Student Experience, Education Lead, President, Admissions Lead, Student Care Lead, Director of Operations

If the challenge is not satisfied by the above process, the Student may file a complaint with the following:

a Refer to Student Catalog for State Board of Cosmetology contact information
b NACCAS
3015 Colvin Street, Alexandria, VA 22314
703-600-7600

TERMINATION POLICY

For any policy violations Aveda Institute can terminate a Student from the program.

STUDENT ADVISING

Academic and Individual Advising The Aveda Institute provides academic advising to all Students. We will assist with tutoring, should there be challenges in meeting the minimum performance standards and course requirements as set by the Institute and the state board.

If you experience personal challenges, the Aveda Institute encourages Students to contact Student Care for a list of local crisis hotlines, which provide personal counseling referrals to a network of professionals.
Policy: All Students at the Aveda Institute will be provided with advising on academic/attendance issues only. All other advising is referred to outside sources.
Procedure:

All Student advising must be documented
Coaching Form

Team and Student shall sign form.
Forms to be placed in Student's permanent record file.
Attach all papers (i.e. violation, suspension, or termination forms) to Coaching Form.

LOCKER/WORKSTATION POLICY

Policy: Lockers and stations furnished for Student use belong to the Aveda Institute and therefore 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 they bring with them are subject to reasonable search by school personnel at any time for any reason. Students are responsible for all of their belongings.
Procedure:

If a Student leaves the Aveda Institute by transfer, withdrawal, or extended leave of absence, they need to take all belongings with them.
Items left in the locker and/or workstations will be disposed of after 5 school days in order to provide space for incoming Students.
All handbags, briefcases, purses, or other items and personal belongings are subject to reasonable search once on school premises.

Lockers are assigned by Student Care

CAREER PLACEMENT

Policy: Career placement The Aveda Institute maintains close lines of communication with many of the Aveda Salons, Spas, and Aveda Experience Centers worldwide. The Aveda Institute offers employment assistance through career fairs, resume and self-promotion techniques and access to the Aveda Pure Pro (www.avedapurepro.com) marketing tools. While we offer assistance in job placement we do not guarantee job placement as an inducement to enroll Students.
Procedure: Career Coach can assist Student in updating cover letters, resumes, and other forms needed for interviewing. Career Coach will work with Students and salon owners and other businesses to set up interviews for Students. Career Coach Students are asked to become friends of Aveda Institute Alumni Facebook page to learn about new job opportunities. Student Care will record and archive Student placement verification. Student Care will record Student placement in SMART.
Career Placement Liaison:

AIP-Jared Hickman
AID-Rhiana Liu
AIX-Sarah Souza
AIT-Kellie Rogers

WRITE OFF

Policy: Write Offs are reviewed monthly. Student Care will coach a Student upon missing one scheduled payment. This will serve as a warning to bring account active and to reach a satisfactory payment plan agreement. If a Student has made no payments at the end of 6 months from withdrawal, or 1 year from graduation, Student Care will request the tuition balance to be written off by the Campus Director. Upon approval Student Care will submit write off list to Financial Controller. Once Student balance is written off, the student will be transferred to debt collection status- based on the debt collection policy.
Procedure:

- Review and request write offs monthly
- Non-payment guidelines by student status
    - Active- 60 days (30 days for Aveda Institute Denver)
        - (student will be dropped)
    - Withdrawn- 6 months
    - Graduate- 1 year
- Update ledger and tuition spreadsheet to reflect write offs
- Confirm with Financial Controller
- Upload student to Debt Collection, based on debt collection policy

DEBT COLLECTION

Policy: If a Student has not met satisfactory payment plan requirements, Aveda Institutes will write off the balance and transfer the file to Asset Financial/Diversified Receivables (AF/DR). Asset Financial and Diversified Receivables is a third party debt collection agency. Student Care will upload written-off accounts to the database, passing responsibility of the collection of the amount owed to the third party debt collection agency. Once turned over to AF/DR, they will contact the account holder to receive payment. Partnership with collections agency will comply with ethical business practices and Aveda Institute Withdrawal and Settlement Policy.

Procedure:

- Following the write off policy/procedure, students are uploaded to Asset Financial briefcase
    - afs.casetracker123.com
        - Each user will receive unique login information as part of training
    - Add Claim, input Student information
        - Name (debtor), Contact name, City, State, Amount written off, attachment of Enrollment Agreement, and attachment of Ledger are required to increase the effectiveness of collections efforts
        - Briefcase (add claims) may be used to send other useful information to AF/DR
        - Once debtor is uploaded to AF/DR briefcase, payments directly to the school will NOT be accepted
    - Asset Financial will send monthly spreadsheets and checks to reflect payments made by debtors
        - Student Care will adjust the amount paid and reduce the amount written off in SMART
            - Amount entered in student ledger will reflect the amount IG received in the form of payment from Asset Financial
        - Tuition spreadsheet will automatically adjust

CO SIGNER

Policy: A cosigner will have the opportunity to pay on the ACH of a Student 60 days past due, to prevent the account from going to collections. The Co Signer will be sent to collections with the Signer.

Procedure: If ACH goes unpaid for 60 days and will be sent to Debt Collection, Student Care will reach out to Co Signer, prior to sending account to Asset Financial, and allow them to bring the amount active. If CoSigner fails to bring account active, the account will be sent to collections—with information of both Signer and CoSigner.

Withdrawal

Student Care and Financial Aid

Record Ensure payment of balance or monthly payments
On track to complete contract with no write-off
Loan repayment and Pantheon information provided

STATE LICENSING REQUIREMENTS

State Licensing requirements vary by state. For specifics, please visit Student Course Catalog.
Procedure: Student Care of Career Coach departments will support Student through licensure. This includes presenting the process to Students and supporting as needed.

TRANSCRIPTS

Policy: The Aveda Institute will release official transcripts to Students who are current on all accrued fees. All Students have the right to view their transcripts with proper notification.
Procedure: To receive a copy of academic transcripts, a Student must submit a written request including:

Full Legal Name
Social Security Number
Dates of Attendance
Program(s) Attended
Address(es) you would like your transcripts sent to
Written requests will be sent to: Aveda Institute,
Attn: Student Care.
If a Student wishes to view their transcripts, they must give Student Care a 48 hour notice.
Student Care will then meet with the Student to review the transcript.

REFUND POLICY

For a full version of Refund Policy, please refer to latest Enrollment Agreement or Student Course Catalog.

RETURN TO TITLE IV (R2T4)

Policy: The Aveda Institute provides to all enrolled and prospective Students information about the institute's refund policy, requirements of Return to Title IV funds, and requirements for officially withdrawing from the school. The Consumer Information Packet explains the procedures for the return of unearned Title IV funds. After the school has determined the amount to be returned, the school will return all sums according to the following distribution: Federal Direct Loans, Federal Pell Grants and the Student.
Procedure: The school will determine the amount of Title IV Aid to be returned in accordance with the Department of Education Guidelines. Eligible Title IV Aid recipients who fail to complete over 60% of a payment period are considered to have not earned all the Federal Aid that may have been previously awarded. A required calculation will be performed to determine the portion of the unearned Federal Student Aid that must be returned to the U.S. Department of Education. In many cases, the Return of Unearned Title IV Funds calculation will result in the Student owing tuition and fees to the Institute that would otherwise have been paid with Federal Aid funds. This policy may also result in the Student owing a refund to the Department of Education.

REISSUING CHECK POLICY

Policy: Any Student needing a check re-issued from Aveda Institute, due to the Student misplacing or destroying the check after it is initially issued, will be charged a $25.00 service fee. This fee covers the amount of cost incurred to the Aveda Institute to stop payment on the original check issued.

Procedure: Any Student requiring a re-issued check must pay the Aveda Institute administrative office, $25.00. Once the $25.00 is received from the administrative office, Aveda Institute will stop payment on the initial check and provide the Student with a re- issued check for the original amount

SERVICE LEVEL AND TIMING

Service timing is being re evaluated at this time, as it varies by location. There are 3 levels, including A List timing.

GUEST REDO POLICY

Guest Satisfaction Form is completed by whomever schedules the redo
- EC or Reservations
- Redo service is scheduled as consultation and service
  - 30 minute Consultation
  - Service redo requested is also scheduled (after consultation)

Notes added to Guest appointment

Email sent to ECTL, Education Lead, Campus Director, DOE and DOO
- Guest Satisfaction form attached in body of email
- (Reminder! Apt note prints on Traveler)
- Education Lead coordinates Student Service Coaching
  - Campus Director follows up

Excellent care taken from Education and EC Teams to ensure 100% satisfaction of redo service

Education Team Lead follows up following service
- Campus Director confirm

MODEL POLICY

It is the policy of Aveda Institute that Students must provide models to practice services on for each phase. If a Student fails to provide a model at the appropriate time, the Student will then need to clock out for the duration of the model period, and may be sent home for the day.

Procedure:

Student must secure a model for each appointment time and confirm time with the model

The Student will keep EC informed of model's name, phone number, service details and updates If a model is changed, the

Any Student without a model may be required to clock out and will receive an incomplete for the model day

All missed model days must be made up

Students are not allowed to work on more than one model/guest at a time

20% discount on retail during model days

Spa Model Days- there will be no charge except for enhancements/upgrades

COS- $15 charge per bowl (charge after bowls for model service is reached)

QUOTA POLICY

Students may receive quotas

It is the policy of Aveda Institute that Students must provide models to practice services on for each phase. If a Student fails to provide a model at the appropriate time, the Student will then need to clock out for the duration of the model period, and may be sent home for the day.

Procedure:

NOTES



AVEDA INSTITUTES

OPERATIONS MANUAL