



GARY MANUEL  
AVEDA INSTITUTE  
SEATTLE



FUTURE PROFESSIONAL MANUAL

Updated: September 2011

This manual belongs to:

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## **INTRODUCTION**

### **The Institute Mission**

The Gary Manuel Aveda Institute will serve with excellence and consistency to...

- Prepare future professionals in the fields of cosmetology, esthetics, and Instructor training.
- Provide the opportunity for future professionals to develop technical, communication, and service skills.
- Prepare future professionals to successfully meet the State of Washington licensing requirements to practice in their chosen field of study.
- Educate future professionals on the success skills necessary to gain and maintain employment in their chosen field.

### **The Gary Manuel Aveda Institute Founders / Gary Howse and Manuel Benevich**

The Gary Manuel Aveda Institute and Gary Manuel Salon is owned and operated by Gary Howse and Manuel Benevich. Gary Manuel Salon received the 2004 Global Salon Entrepreneur of the Year Award, due in part to its twenty-plus-year commitment to providing top-quality education and services for those pursuing a career in the salon industry. Now, after grooming numerous stylists — including many who now earn annual incomes in the salon industry's top one percent — industry leaders Gary Howse and Manuel Benevich are combining their exceptional abilities and leadership skills with Aveda's products and curriculum to deliver incomparable training for aspiring professionals.

### **The Aveda Founder / Horst Rechelbacher**

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

### **Objective**

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

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

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

### **Accreditation and Licensing**

The school is accreditation by the National Accrediting Commission of Cosmetology Arts and Sciences, 4401 Ford Avenue, Suite 1300, Alexandria, VA 22302, 703-600-7600. All current licenses and certifications may be reviewed at the campus during regular business hours. The school is licensed by the state of Washington, Department of Licensing, Business and Professions Division, PO Box 9026, 405 Black Lake BLVD, Olympia, WA 98507-9026, Phone number 360.664.6626.



**BUILDING FACILITY INFORMATION**

**Facility**

The school is located at 1514 10<sup>th</sup> Ave Seattle, WA 98122. The Gary Manuel Aveda Institute makes its home in the heart of Seattle’s popular and vibrant Capital Hill Neighborhood. The facility includes: over 14,900 square feet of modern, well equipped space, a modern clinic floor with over 75 stations and 14 spa rooms for serving guests, a student break area with microwaves and lockers for Future Professionals 1:1 ratio, a well equipped color bar and dispensary. There are 4 classrooms for theory and practical learning that are all equipped with AV for overhead electronic teaching.

**Bus Lines**

Major bus lines run on Broadway as well as on Pike and Pine Streets. To inquire about bus transportation, call 206-553-3060 or find them online at <http://metro.kingcounty.gov/>. Utilizing public transportation or participating in a car pool is encouraged.

**Parking**

There is a limited 2-hour street parking around the Gary Manuel Aveda Institute. Future Professionals are encouraged to secure a monthly parking spot at one of several local lots.

**Recycling**

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

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

Item:	Recycle:	Exceptions:
Glass	Bins located on all floors	
Aluminum Cans	Bins located on all floors	Foils from hair services are not accepted.
Paper	Near classrooms and on all floors	Magazines, glossy paper, dark colored paper, paper cups, paper plates are not accepted.
Plastic	In Dispense areas and the Experience Center	Plastic silverware and bowls are not accepted.

**Lunchroom**

There is a special area designated in the lower level for Future Professionals to socialize and enjoy their lunch. Future Professionals are responsible for maintaining the cleanliness of the lunchroom area.

**LOCKERS/WORKSTATIONS**

Future Professionals are responsible for all of their belongings. Personal belongings and professional tools and supplies can be stored at the Institute in a designated locker. If Future Professionals leave a program by transfer, withdrawal, or extended leave of absence, they are required to take all of their belongings with them. Items left in the locker and/or workstation will be disposed of after 5 school days in order to provide space for other incoming Future Professionals.

The lock for each locker is the responsibility of the Future Professional. If you lose the keys to your locker, it is the responsibility of the Future Professional to break the lock or to have a new key made.

## **SAFETY INFORMATION**

### **OSHA**

The United States Department of Labor of Occupational Safety and Health Administration requires the school to advise it's Future Professionals of the chemicals used in cosmetology and related training. During Orientation the student will learn about the importance of safety in the work place and how to use and follow the Material Safety Data Sheets (MSDS) for chemicals used in cosmetology or related training. During each unit of study Future Professionals are apprised of the various chemicals used and safe practices that apply. In addition, a complete file containing Material Safety Data Sheets for the chemicals used at the school is available in the Dispensary.

### **Medical Emergencies and Accidents**

It is the goal of the Gary Manuel 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 Future Professional witnesses or becomes involved in an occurrence. All Future Professionals are encouraged remain calm and to take an active role in maintaining a safe environment. To avoid accidents and injuries, Future Professionals are required to take preventative measures by:

- using equipment properly
- following manufacturer's directions when using chemicals and products
- immediately wiping spills found on the floor
- assisting elderly and disabled guests
- keeping all aisles and areas around work stations free from personal items and debris
- immediately reporting building and equipment safety hazards to Security or Staff

Notify Gary Manuel Aveda Institute team member immediately, who will call 911, in case of a medical emergency such as:

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

Gary Manuel Aveda Institute team member will collect the following information:

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

Future Professionals must assist in documenting the incident and forwarding the paperwork to the administrative offices.

### **Safety Reports**

Gary Manuel Aveda Institute team member must be called to the scene for all accidents to gather the following information and submit a written report to the school's administration:

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

### **School Closings**

In the event the Aveda Institute must close during normal business hours due to inclement weather or any other emergency, Future Professionals will be made aware through an all school announcement. Should it be necessary to close the school before the school day begins, Future Professionals should call the Future Professional Attendance line by 6.30 am for notification. No clock hours will be accrued during a closure and the hours for the closure will be removed from the future professionals' schedule.

### **Fire**

The Gary Manuel Aveda Institute has an alarm directed to the Seattle Fire Department. Whenever a fire is detected, a continuous siren will sound. In each room of the building there is a floor plan posted that will show a direct evacuation route.

- Evacuate the building immediately;
- Instruct all clients to evacuate the building;
- Assist the clients who need help evacuating;
- Request assistance for disabled clients to evacuate upstairs;
- Walk to the far side of Pine Street
- Re-enter the building only when the fire department or security has given clearance.

### **Fire Drills**

From time to time, fire drills will be conducted. Everyone must follow normal procedures in evacuating the building. Only the Institute Director will give clearance to re-enter the building.

### **Escape Route**

In each room of the building there is a floor plan posted. Each plan will show a primary and a secondary escape route. Please familiarize yourself with the escape routes in designated Future Professional areas.

### **Bomb Threat**

In case of a bomb threat at the Gary Manuel Aveda Institute:

- Immediately contact administrative personnel who will call 911 for assistance;
- Evacuate the building when directed by security or administrative personnel, or the police; and
- Remember in all situations be calm.

### **Crime Statistics**

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

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

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

Information regarding sex offenders who may be present in the area of the Gary Manuel Aveda Institute may be obtained by calling the Seattle Police Department at (206)625-5011 or by logging on to <http://web1.seattle.gov/police/sexoffender/>

## Major Crimes in Seattle January – June 2006, 2007, and 2008

Major Crime	2006 Tot. Jan-June	2007 Tot. Jan-June	2008 Tot Jan- June	% Change in 2008 from 2007	% Change in 2008 from 2006
Homicide	15	15	15	0%	0%
Rape	71	46	65	41%	-8%
Robbery	744	738	707	-4%	-5%
Agg. Assault	1,195	945	795	-16%	-33%
<b>Total Violent Crime</b>	<b>2,025</b>	<b>1,744</b>	<b>1,582</b>	<b>-9%</b>	<b>-22%</b>
Burglary	3,503	3,034	3,041	0%	-13%
Larceny	11,120	11,203	10,789	-4%	-3%
Vehicle Theft	3,741	3,366	1,800	-47%	-52%
<b>Total Property Crime</b>	<b>18,364</b>	<b>17,603</b>	<b>15,630</b>	<b>-11%</b>	<b>-15%</b>
<b>Total Index Crimes</b>	<b>20,389</b>	<b>19,347</b>	<b>17,212</b>	<b>-11%</b>	<b>-16%</b>

## Major Crimes in Seattle's East Precinct June 2008

	PCT EAST	SECTOR C	BEAT C1	BEAT C2	BEAT C3	SECTOR E	BEAT E1	BEAT E2	BEAT E3	SECTOR G	BEAT G1	BEAT G2	BEAT G3
<b>1. Criminal Homicide</b>	<b>0</b>	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0
a. Murder and Non-negligent Homicide	0	0	0	0	0	0	0	0	0	0	0	0	0
b. Manslaughter by Negligence	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>2. Forcible Rape Total</b>	<b>1</b>	<b>0</b>	0	0	0	<b>-1</b>	-1	0	0	<b>2</b>	1	1	0
a. Rape by Force	1	0	0	0	0	-1	-1	0	0	2	1	1	0
b. Attempted Forcible Rape	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>3. Robbery Total</b>	<b>15</b>	<b>3</b>	1	2	0	<b>4</b>	3	1	0	<b>8</b>	3	4	1
a. Firearm	4	0	0	0	0	1	1	0	0	3	1	1	1
b. Knife or Other Cutting Instrument	2	0	0	0	0	1	1	0	0	1	1	0	0
c. Other Dangerous Weapon	0	0	0	0	0	0	0	0	0	0	0	0	0
d. Strong Arm (Hands, Feet, Etc.)	9	3	1	2	0	2	1	1	0	4	1	3	0
<b>4. Assault Total</b>	<b>119</b>	<b>25</b>	5	8	12	<b>51</b>	20	13	18	<b>43</b>	15	12	16
a. Firearm	13	3	0	0	3	0	0	0	0	10	1	1	8
b. Knife or Other Cutting Instrument	1	0	0	0	0	0	0	0	0	1	0	1	0
c. Other Dangerous Weapon	16	5	0	3	2	5	1	4	0	6	3	2	1
d. Strong Arm (Hands, Feet, Etc.)	6	2	0	1	1	2	0	1	1	2	1	0	1
e. Other Assaults - Simple	83	15	5	4	6	44	19	8	17	24	10	8	6
<b>5. Burglary Total</b>	<b>92</b>	<b>40</b>	16	3	21	<b>15</b>	8	4	3	<b>37</b>	8	10	19
a. Forcible Entry	41	15	5	1	9	8	4	2	2	18	3	7	8
b. Unlawful Entry	43	21	11	2	8	6	4	2	0	16	5	3	8
c. Attempted Forcible Entry	8	4	0	0	4	1	0	0	1	3	0	0	3
<b>6. Larceny - Theft Total</b> (Except Motor Vehicle Theft)	<b>252</b>	<b>80</b>	26	29	25	<b>80</b>	18	37	25	<b>92</b>	22	46	24
<b>7. Motor Vehicle Theft Total</b>	<b>52</b>	<b>22</b>	11	7	4	<b>11</b>	6	3	2	<b>19</b>	11	5	3
<b>GRAND TOTAL</b>	<b>531</b>	<b>170</b>	<b>59</b>	<b>49</b>	<b>62</b>	<b>160</b>	<b>54</b>	<b>58</b>	<b>48</b>	<b>201</b>	<b>60</b>	<b>78</b>	<b>63</b>

\* Note: Simple Assaults are not included in Major Crimes

## POLICY STATEMENTS

### Sexual Harassment and Sexual Violence

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

The Gary Manuel Aveda Institute is committed to ensuring an educational environment free of sexual harassment, sexual violence or harassment based on sexual orientation. Gary Manuel Aveda Institute's policy and Washington State laws against sexual harassment provide that everyone has the right to work and obtain an education of public services free from harassment.

1. **Definition of Sexual Harassment:** Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature may constitute sexual harassment when:
  - a. submission to such conduct is made either explicitly or implicitly as a term or condition of an evaluation of a Future Professional's academic performance, term or condition of participation in Future Professional activities or in other events or activities sanctioned by the Institute
  - b. submission to or rejection of such conduct by an individual is used as the basis for academic decisions or other decisions about participation in Future Professional activities or other events/activities sanctioned by the Institute
  - c. such conduct has the purpose or effect of threatening an individual's academic performance; or creating an intimidating, hostile or offensive educational environment.
2. Sexual Harassment is against the law and is punishable under both federal and state laws.
3. **Definition of Sexual Violence or Assault:** acts of sexual violence, such as rape, acquaintance rape, or other forms of nonconsensual sexual activity or violence or harassment based on sexual orientation. These acts will not be tolerated at the Institute as such acts are inappropriate and create an environment contrary to the goals and mission of the Institute. Any such acts will be thoroughly investigated and will subject an individual to appropriate disciplinary sanctions and/or possible action by appropriate law enforcement agencies.

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

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

Kristi Spencer  
Director, Gary Manuel Aveda Institute  
1514 10<sup>th</sup> Ave. Seattle, WA 98122  
[Kristi@garymanuel.com](mailto:Kristi@garymanuel.com) 206.302.1048

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

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

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



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

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

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

### **Consensual Romantic/Sexual Relations**

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

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

### **Gary Manuel Aveda Institute Drug-Free School and Work Place**

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

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

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

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

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

- a complete new set of friends.

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

### **Future Professionals with Disabilities**

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

The Career Service Leader is the designated official at Aveda who acts as a resource/advocate for Future Professionals with disabilities, verifies and files documentation, certifies eligibility for services, and establishes reasonable accommodations. Any Future Professional who has need for accommodations should contact the Career Services Leader at 206.302.1050.

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

General Guidelines:

#### 1. Eligibility

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

#### 2. Reasonable Accommodations

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

- the barriers resulting from the interaction between the documented disability and the Institute's environment and requirements;
- the possible accommodations that might remove the barriers;
- whether or not the Future Professional has access to the course, program, service, activity, or facility without accommodations; and
- whether or not essential elements of the course, program, service, activity, or facility are compromised by the accommodations.

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

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

#### 3. When to Request an Accommodation

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

#### 4. Documentation

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

**Documentation from a licensed professional must include the following information:**

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

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

All costs associated with obtaining documentation is borne by the Future Professional. If the initial documentation is incomplete or inadequate, Gary Manuel Aveda Institute has the discretion to require additional documentation.

5. Determination of Eligibility

Based on the information provided, Gary Manuel Aveda Institute will determine whether the Future Professional is eligible for an accommodation under the applicable laws and Aveda policies.

6. Accommodation Process

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

7. Grievances

Future Professionals with disabilities will be responsible for contacting the Career Services Leader if reasonable accommodations are not implemented in an effective or timely way or if they believe they have been discriminated against on the basis of disability. Instructors who wish for reconsideration of an accommodation should also contact the Career Services Leader, and should do so no later than one week after the accommodation is scheduled to be implemented.

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

The Institute 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.

If you have further questions, please contact your Career Services Leader at 206.302.1050.

## SATISFACTORY ACADEMIC PROGRESS

### ATTENDANCE PROGRESS

**Full Time:** **Maximum Time Frame:** The maximum time a Future Professional has to complete is 111% percent of the program length

**Attendance:** All Future Professionals must maintain at least a 90% cumulative attendance average in order to be considered making satisfactory progress and to complete the program within the maximum time frame.

Satisfactory Academic Progress applies to every student enrolled in a NACCAS approved program whether full time or part time. A student must maintain a 90% attendance or an 80% GPA to be considered being in SAP

### ACADEMIC PROGRESS EVALUATIONS

**The following factors will be measured to determine academic progress in all programs of study at GMAI which are monitored on a monthly basis:**

Theory work (test grades, homework, etc)

Practical work

Theory and Practical work will be graded according to the following scale:

97 – 100%	Honor Roll
89 - 96%	Excellent
83 – 88%	Good
80 – 82%	Satisfactory
79 or below	Unsatisfactory

**Future Professional must maintain a minimum cumulative 80% grade average (in theory and practical/clinic work) in order to be considered making satisfactory progress.**

### DETERMINATION OF PROGRESS STATUS

**Evaluations of satisfactory progress will be conducted once a quarter. Progress reports are evaluated individually with the future professionals learning leader. Appointments may be made with the career services leader to review any discrepancies with the evaluation.**

Satisfactory: Future Professionals with a minimum 80% GPA and 90% attendance.

*Note: Attendance is evaluated on a cumulative basis. At each evaluation point the scheduled hours of attendance will be determined against the actual hours in attendance to determine whether a Future Professional is meeting the minimum course requirements that will allow them to graduate within the maximum time from established by this policy.*

### Grading Procedure

Your progress at the Institute will be evaluated on the basis of weekly written exams, daily clinic practical experiences, daily quota experiences, final practical and written examinations and unit projects.

### Retakes

There are no retakes on exams or quizzes for better scores. All grades are final. In order to advanced to the next phase, retakes of finals will be given to show a passing grade but the original score still stands.

All models must be completed, even for a Zero (0) grade, before a Future Professional can advance to the next phase of their education.

## **Finals**

There are no retakes on final examinations. An absence on a day that a final examination is administered will lead to a Zero (0) grade for that final. Exceptions may be made by the school director for documented medical emergencies, such as hospitalization. Finals must be taken to pass each phase but the Zero (0) grade will be added to your transcript.

All future professionals must receive a passing grade on all written and practical finals before moving into the next phase. Future Professionals will be on a two week probation during that time until a passing grade is received. The original grade of the exams will still stand as the final grade. The Infinity written and practical final must be passed at an 80% in order to graduate and to be referred for state board testing. Students that do not pass the final in the Infinity are required to re-take and pass it through their second week in Salon Life. MTW students will need to sign up with the MTW Classroom lead. ThFS students will need to sign up with the ThFS classroom lead. Esthetic students will retake their exams with the assigned esthetic learning leader. It is the responsibility of the future professional to ensure this is taken care of in the time frame given.

Theory and Practical work will be graded according to the following scale:

97 – 100%	Honor Roll
89 - 96%	Excellent
83 – 88%	Good
80 – 82%	Satisfactory
79 or below	Unsatisfactory

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

**Future Professionals are required to fully participate in all classroom and clinic activities utilizing Aveda products and treatment/service protocols.**

## **PROBATION AND RE-ESTABLISHMENT OF SATISFACTORY PROGRESS**

Future Professionals who meet the minimum academic and attendance requirements will be considered making satisfactory progress until the next scheduled evaluation. Future Professionals failing to meet minimum progress requirements will be placed on probation for the next evaluation period or until meeting satisfactory cumulative academic and/or attendance requirements, whichever occurs sooner. The Future Professional will be advised and actions required to attain satisfactory requirements by the next evaluation will be documented. During the first probation following a satisfactory progress evaluation period, Future Professionals are considered to be making satisfactory progress by the Institute. If at the end of the probationary period the Future Professional has still not met both the attendance and academic progress requirements, he/she will be determined to not be making satisfactory progress. If the Future Professional does not meet the second probationary period they will go up for review, where dismissal is possible. The frequency of evaluations ensures that the Future Professionals have ample opportunity to meet both the attendance and academic progress requirements for at least one evaluation by the midpoint of the academic year or the midpoint of the course, whichever is first. Future Professionals will not be ineligible to receive federal title IV funds while not maintaining Satisfactory Academic Progress

## **Appeal**

A Future Professional may appeal the negative progress determination at the beginning of the probationary period. Any future professional who can document extenuating circumstances may apply for an appeal. The future professional must submit the request for appeal in writing (with supporting documents) to outline in detail the extenuating circumstances which may include, but are not limited to: illness or injuries; children's illness or injuries; family emergencies; disabilities or legal matters. At that time the institution will evaluate and determine that the future professional will meet satisfactory academic progress by the end of the evaluation period.

## **Satisfactory Academic Progress & Future Professionals receiving Financial Aid (Title IV)**

Satisfactory Academic Progress (SAP) will be reviewed at the following time periods to determine eligibility of disbursements for Future Professionals receiving Financial Aid (Title IV Funds).

Esthetics:	30 Days after the class start date; 351 Actual Hours <u>and</u> 11 weeks.
Cosmetology:	30 Days after the class start date; 451 Actual Hours <u>and</u> 15 weeks; 901 Actual Hours <u>and</u> 15 weeks; 1251 Actual Hours <u>and</u> 12 weeks.

For Future Professionals that are failing to meet Satisfactory Academic Progress – the following actions will be taken:

1. Future Professional will be put on a "Financial Aid Warning" Period – Future Professional will be counseled by their Learning Leader that they could be in danger of not receiving future Financial Aid Disbursements and will be given direction on what needs to be done to bring their GPA and/or Attendance up to meet Satisfactory Academic Progress by the next schedule disbursement. *The Future Professional is still eligible to receive Title IV disbursements during this disbursement period.*

2. If Future Professional is not in SAP at the next scheduled SAP review the Future Professional will be put on "Financial Aid Probation" and will not be eligible to receive future Title IV Disbursements. The Future Professional may file (1) a Written Appeal **and** must also provide (2) a Character Reference to the Institute Director within 10 days of receiving notice of their status.

(1) The Written Appeal must meet the following criteria to be accepted:

- TYPED, Double-spaced, Maximum 1 page, Signed and Dated;
- Explain circumstance; reasons for not being in Satisfactory Academic Progress;
- How you will get back into Satisfactory Academic Progress (what habits are you willing to change) and how you can assure that the new habits will be consistent to stay in SAP.

(2) The Character Reference must meet the following criteria to be accepted:

- TYPED, Double-spaced, Maximum 1 page, Signed and Dated;
- Reference must be from a Professional Relationship (ex: Current or Previous Employer, Pastor, Counselor, etc). These will be documented in the students financial aid file.

The Financial Aid Advisory Board\* will make the final decision on whether they will allow future Financial Aid disbursements during this Probationary Period. The decision will be based on the following:

- Cumulative Performance overall;
- Classroom & Clinic Floor;
- Phase evaluations and;
- Percentage of program completed.

The Financial Aid Advisory Board will notify Future Professional of their decision with a written statement within 10 days of receiving the Written Appeal and Character Reference. If disbursements are allowed during this payment period, the Future Professional will be informed that if they don't meet SAP before the end of this Probationary Period, they will no longer be eligible to receive Title IV disbursements.

### **Withdrawals**

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

### **Leave of Absence**

If a Future Professional's performance is unsatisfactory when he/she takes a leave of absence, he/she will return under that same status without a loss of hours. If a Future Professional takes a leave of absence and is in good standing, he/she may return under that same status and without a loss of hours. The student's contract will be extended the same number of days taken in the Leave of Absence. A leave of absence is a minimum of 6 school days up to a maximum of 180 calendar days.

### **Phase Advancement**

Future Professionals will be evaluated at the end of each phase rotation to determine their eligibility to move on to the next phase. Factors determining repeating of a phase but not limited to are; incomplete projects, incomplete competencies, incompleteness of model requirements, not being in SAP. Students repeating a phase are still held accountable to being monitored and evaluated to maintain satisfactory academic progress. If at the end of any phase the Future Professional is found to be ineligible to move on to the next phase, that phase must be repeated. The Future Professional's contract will be extended to accommodate the additional time necessary to successfully complete the phase rotation. If the Future Professional fails the second attempt at that phase, they will be dismissed from the institute. Future Professionals will only be given one opportunity to repeat a phase rotation, if the Future Professional fails an additional phase in their program, they will be dismissed from the program. The student will be responsible for any monies owed to the Institute regardless of the completion of the program.

### **SUSPENSION WORKSHEETS**

The third week of every month after attendance and progress reports have been given to students and returned to Career Services all Future Professionals will be checked for SAP standing. Students not in SAP standing will be given a suspension worksheet at that time. The following are reasons for receiving a suspension worksheet:

1. Future Professionals not in accordance with SAP which is a GPA greater than or equal to 80%
2. Future Professionals not in accordance with SAP which is also an attendance greater than or equal to 90%
3. Arriving to school late without calling by 730am
4. Having personal items in stations

If a Future Professional receives a suspension worksheet it must be completed by the next monthly SAP check or the Future Professional will receive a second suspension worksheet. There are 3 total levels of suspension worksheets, which gradually get harder. If a Future Professional receives a fourth suspension worksheet, the result will be a one day suspension from school. All suspension worksheets must be completed before moving to the next phase. No Future Professional will be eligible for graduation from the Gary Manuel Aveda Institute if they have an outstanding suspension worksheet.

### **OVER CONTRACT FEES**

Students enrolled at the Gary Manuel Aveda Institute are responsible and held accountable for their time and attendance. If a student fails to accrue the 1600 hours in Cosmetology or 700 in Esthetics or 500 in Instructor Training by their endorsed contract end date an hourly tuition fee for the remainder of the required hours will be charged. Should a Future Professional exceed the contract graduation date indicated in their Enrollment Agreement a \$20.00 per hour cost will incur and be due on such date for all hours required for completion not to exceed the Maximum Time Frame. Perfect attendance is required during the over contract phase or the ability to accrue hours will be terminated.

COURSE COSTS					
Cosmetology		Esthetics		Instructor Training	
Application fee:	\$ 50.00	Application fee:	\$ 50.00	Application fee:	\$ 50.00
Orientation fee:	\$250.00	Orientation fee:	\$250.00	Orientation fee:	\$250.00
Kit and Books (w/tax):	\$ 2518.5	Kit and Books (w/tax):	\$2080.50	Kit and Books (w/tax):	\$ 592.50
Tuition:	\$15500.00	Tuition:	\$9000.00	Tuition:	\$4,250.00
Total:	\$18318.00	TOTAL:	\$11380.50	TOTAL:	\$5142.50

### REFUND POLICY

For applicants who cancel enrollment or Future Professionals who withdraw from enrollment a fair and equitable settlement will apply. Applicants not accepted by the school shall be refunded all monies paid to the school. If a Future Professional (or in the case of Future Professional under legal age, his/her parent or guardian) cancels the enrollment in writing within five business days of signing the enrollment agreement, all monies collected by the school will be refunded even if the Future Professional has begun classes. If a Future Professional cancels the enrollment more than five business days after signing the contract but prior to starting classes, a refund of all monies paid to the school less the Enrollment Fee and Administrative Fee of \$300.00 for each program will be made. Cancellation date will be determined by postmark or by date notification delivered in person. For Future Professionals who enroll and begin classes but withdraw prior to course completion, the following schedule of tuition earned by the school applies:

Percent of Scheduled Time Enrolled to Total Course	Total Tuition School Shall Receive/Retain
.01% to 04.9%	20%
5% to 09.9%	30%
10% to 14.9%	40%
15% to 24.9%	45%
25% to 49.9%	70%
50% and over	100%

The "formal cancellation date" will be determined by the date the school is given notification of intention to withdraw either by the Future Professional or parent or guardian if the Future Professional is a dependant minor, the date of expulsion by the school, or for unofficial withdrawals 14 days after the last day of attendance which is monitored monthly, or in the case of a leave of absence, the earlier of the date that the Future Professional informs the school that he or she will not be returning, or the documented date of return.

Any monies due the applicant or Future Professional shall be refunded within 45 days of formal cancellation date as defined above. In the case of disabling illness or injury, death in the Future Professional's immediate family or other documented mitigating circumstances, a reasonable and fair refund settlement will be made. If permanently closed or no longer offering instruction after a Future Professional has enrolled, the school will provide a pro rata refund of tuition to the Future Professional. If the course is canceled subsequent to a Future Professional's enrollment, the school will either provide a full refund of all monies paid or completion of the course at a later time. The school does not participate in any teach-out plans with other institutions. A list of all students who were enrolled at the time of school closure including the amount of each pro rata refund is submitted to NACCAS.

This refund policy applies to tuition and fees charged in the enrollment agreement. Other miscellaneous charges the Future Professional may have incurred at the institution (EG: extra kit materials, books, products, unreturned school property, etc.) will be calculated separately at the time of withdrawal.

### Professional Standards and Dress Code

Future Professionals at Aveda Institute must meet the following standards of professionalism in order to ensure successful practices in their future careers.

Maintaining a professional appearance is pertinent to the success of the Future Professional. The professional appearance of a Future Professional includes the following:

- Future Professionals name tags are to be worn as issued during all clocked hours to identify Future Professionals to guests. If lost, misplaced or otherwise not accessible, the Future Professional must replace it, at a cost of \$10.00.
- Future Professional apparel is to be 100% black in color.



- Accessories may be color but can not exceed 10% of apparel. Examples of accessories include, scarves, belts and shoes.
- Apparel considered unprofessional includes jeans (ie Denim material), hats, knits caps or scarves that cover your whole head, revealing (no excessive cleavage and/or bare mid-drifts), skirts, dresses and shorts must be of an appropriate length (mid thigh or longer, Can not be shorter than finger tips, when your arms are at your side) no sleeveless tops or exposed underarms and unprofessional clothing (determined by staff) is not to be worn.
- Leggings and tights are not to be worn as pants with tops that do not cover at least to mid thigh. Leggings and tights that expose more than 50% of legs must be black or nude in color.
- Foot wear must be professional in appearance and worn at all times. Shoes must cover the heel (no flip flops). No tennis shoes or tennis shoe look-alikes.
- No beach or resort attire, such as tank tops or short shorts, no workout attire, such as hoodies or sweatpants and no outerwear, such as pull-overs, fleeces or coats.
- No logo-ed attire can be worn except AVEDA, Gary Manuel AVEDA Institute or Gary Manuel Salon preprinted clothing.
- Aveda Institute reserves the right to maintain an aesthetic standard for all Future Professionals including personal hygiene and grooming, makeup, and groomed facial hair. No pony tails, messy buns or claw clips will be allowed as part of our professional standards.
- Future Professionals who, in the reasonable opinion of the Aveda Institute, are not dressed professionally will be dismissed for the day, time missed will effect the Future Professional's hours.
- **ESTHETIC Future Professionals:** Due to the nature of your program, and rules and regulations regarding sanitation, you cannot have acrylic nails or nail polish at any time. You also can not wear any rings or bracelets, watches, or anything on your wrists while performing services.

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

- maintain a learning environment for all Future Professionals; anyone who is disruptive in the classroom or clinic floor (rudeness, foul language or other unprofessional behavior) may be dismissed for the day
- beverages (other than water), food, and candy are allowed in the lunchroom area only. gum is not allowed at the Gary Manuel Aveda Institute
- Gary Manuel Aveda Institute is a smoke-free facility smoking is not allowed on school property. There is no smoking in front of the building or in the front courtyard. Remember Washington State Law which prohibits smoking within 25 feet to the entrance of a building.
- personal electronic devices including cell phones may not be used in any classroom or on a clinic floor. Their usage is allowed during break periods and in designated areas (ie. lunchroom). If device use becomes a disruption in any way to your learning or the learning of others, you will be asked to turn off the device and it can be confiscated for the duration of the day.

To ensure that each Future Professional receives consistent and comprehensive instruction in the classroom or clinical environment they need to:

- remain in their assigned areas or receive their educators permission to be in unassigned areas.

### **Family Education Rights and Privacy Act (FERPA)**

Future Professionals currently in attendance at Gary Manuel Aveda Institute and parents of Future Professionals under the age of 18 currently in attendance have a right to:

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

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

### **Guest Privacy**

We collect personal information about our guests, such as name, e-mail address, phone number and mailing address. This personal information is only to be used by the Gary Manuel Aveda Institute to schedule appointments and communicate with our guests about products and services that may be of interest to them. Their information is private and confidential. While Future Professionals are encouraged to send communications to their guests, such as thank you cards and incentive offers, any Future Professional found to be using guest information for personal gain or solicitation can be dismissed from the institute. Guest information can not be used to solicit guest post graduation. Guest information is property of the Gary Manuel Aveda Institute.

### **Search**

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

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

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

- fully participate in all classroom and clinic activities utilizing Aveda's products and treatment/service protocols
- maintain a mentally alert and sober state of mind
- all services or work done by Future Professionals will be assigned by an educator, Future Professionals who refuse an assigned service will be dismissed for the remainder of the day. Time missed will effect the Future Professionals hours.

## **VIOLATION STATEMENTS**

### **Minor Standard Violations**

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

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

First Offense:	The Learning Leader will discuss and review the minor violation with the Future Professional.
Second Offense:	The Learning Leader will issue the Future Professional a documented awareness written report.
Third Offense:	The Future Professionals will meet with the Career Services Leader which may result suspension or in termination.

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

### **Major Standard Violations**

Major standard violations include:

- using controlled substances/alcohol

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

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

### **Future Professional Grievance Procedure**

Future Professionals are encouraged to share solutions to challenges that they observe in their classrooms and on the clinic floor. Copies of the Grievance Form are available from the Educators or Career Services. Often improvements are made due to the constructive suggestions that are received on these forms. After thoughtfully completing the form, the Grievance Form can be submitted to the Career Services Leader or the Institute Director.

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

## **CAREER INFORMATION**

### **Attendance**

Future Professional's clock in and out through a biometric time clock. Since the school is a clock hour institution, clocking in and out is extremely important. Gary Manuel Aveda Institute can only issue credit for hours that are properly documented. The school cannot issue hours when the Future Professional is not clocked in.

- Future Professionals must scan in/out upon arrival and departure
- Future Professionals should report any issues clocking in/out to the Career Services Leader so the issue can be resolved immediately.

All Future Professionals are expected to be in classroom or clinic floor for role call at the beginning of their academic day. The start time of the academic day is depended on the chosen course of study. Future Professionals who arrive after roll call are marked as tardy and may have a discussion with their Learning Leader; the incident will be documented for coaching purposes. All students are expected to be in classroom or clinic for role call at the scheduled contract time. All cosmetology and day time esthetic students are to be clocked in by 8:00am. Evening esthetic students are to be clocked in by 5:00pm.

During a curriculum phase the maximum number of times a student may be marked tardy or have leave early without disciplinary action is three. After the third tardy or early dismissal the student will receive a verbal warning by their learning leader. After the verbal warning and the student has been tardy, left early or absent for a fourth time, a written warning will be issued. After the written warning and the student is tardy or absent again (5 or more times) the student will be sent home for the day and ineligible to accrue hours. The is absence will not extend the students contract end date and may result in over contract hours. This may also result in the student being placed on the suspension worksheet program.

- If Future Professionals encounter situations that mandate missed hours, such as funeral, illness, court dates, inclement weather, transportation challenges each field of study has a predetermined "pool of hours" that can be used for class or clinic time missed. The allowed "pool of hours" is the maximum time that Future Professionals can be absent and still achieve the quality of skills that will produce excellence in the workplace. The maximum "pool of hours" is based on the course of study and can not exceed 10% the given course hours.

## **Reporting Missed Time**

Future Professionals who are going to be late or absent must call 206.302.1040 to leave a message. All messages must be received by 7.30am or 4.30pm for the night time programs, so that the team has sufficient time to notify Learning Leaders.

- Future Professionals who will be arriving late must leave an exact time that we can expect their arrival. Any Future Professional arriving after their scheduled start time, without calling to report their late arrival, will receive a Suspension Worksheet.
- All Future Professionals arriving late need to document time by clocking in and reporting immediately to class.
- Future Professionals may not clock in if they are later than one hour after their expected time of arrival.
- Future Professionals that are arriving late must be in attendance within an acceptable time frame to receive the most benefit from their education.
  - Future Professionals that are on the Daytime schedule are expected to be in attendance within three (1) hour of their start time, i.e. if your scheduled start time is 8am, you must be clocked in no later than 9am.
  - Future Professionals that are on the Night time schedule are expected to be in attendance within one (1) hour of their start time, i.e., if your scheduled start time is 5pm, you must be clocked in no later than 6pm.

## **Absenteeism Limitations per program:**

Monday through Wednesday Cosmetology: Only allowed to miss four Mondays (40 hours) in the contracted time.

Thursday through Friday Cosmetology: Only allowed to miss four Saturdays (40 hours) in the contracted time.

Tuesday through Friday Esthetic students: Only allowed to miss 3 Fridays (24 hours) in the contracted time.

Tuesday through Saturday night time Esthetic Students: Only allowed to miss 3 Saturdays (30 hours) in the contracted time.

If a student exceeds the limited hours on a Monday, Friday, or Saturday the student will be terminated without appeal. Doctor's notes do not excuse these absences.

## **Early Releases**

Future Professionals leaving early need to:

- Inform a Learning Leader of the exact time they will be leaving so that it can be approved and logged with Guest Services.
- Clock out for the day.

## **Notice of Expected Absence**

Future Professionals that are planning to be absent need to:

- Notify their Learning Leader no later than 15 days prior to the absence.
- Obtain and complete a Notice of Expected Absence form to be signed by Learning Leader and Guest Services

Future Professionals are given time on the first Monday or Thursday of each month to verify their hours for the previous month. **ALL HOURS ARE FINAL AFTER 11:00AM ON THE FIRST THURSDAY OF EACH MONTH, AND NO CHANGES WILL BE MADE TO FUTURE PROFESSIONALS ATTENDANCE RECORDS FOR PREVIOUS MONTHS AFTER THAT TIME.**

The Gary Manuel Aveda Institute will only issue credit for hours that are properly documented. It is the Future Professional's personal responsibility to document their time in attendance, using the tracking equipment provided by the school. The school **will not** verify hours for undocumented hours.

Falsification of hours will not be tolerated at the Gary Manuel Aveda Institute. Falsification includes but is not limited to the following; clocking in and leaving the building, or arriving late and purposefully not

clocking in with the intent of receiving hours not attended. Falsification of hours will result in expulsion from the Gary Manuel Aveda Institute.

Missed punches: Gary Manuel Aveda Institute can only issue credit for hours that are properly documented. It is the Future Professional's responsibility to punch in and out, check the daily time reports and report a missed punch to their educator within 24 hours. The school will not verify hours when the Future Professional is not punched in. Future Professionals' will have the opportunity to have 3 missed punch corrected per phase. Any missed punches beyond 3 are considered excessive and will not be corrected.

## **PAYMENT METHODS**

A student's registration, kit and tuition are due and payable at the time of enrollment. **\*The application fee is nonrefundable.**

Students unable to pay their tuition in full have the following options available.

- Financial assistance is available to qualified students under Title IV of the United States Department of Education Federal Family Education Loan Program, and the Federal Pell Grant Program.
- Non Title IV Payments can be made via cash, credit card or cashiers check. Checks are not allowed for payment
- 100% of tuition is to be paid at the last day of attendance to receive release of transcripts and to be referred to testing.
- Failure to pay the institute in full may result in being sent to collections.
- Payment options are available through Career Services with good faith of paying consistently with the agreed upon amount.

Each student's payment schedule will be broken down within their own individual contract. Students making monthly payments are required to fill out a credit card authorization form for automatic withdrawal for tuition payments. Payments can be made at the front desk or in the career services office. A receipt is available for each payment. Payments are automatically withdrawn on the 10<sup>th</sup> of each month. Pending the 10<sup>th</sup> falls on a Saturday the payments are withdrawn on the following Monday. Final tuition payment must be made with debit/credit card or money order before future professionals can be referred for state boards. Personal checks will not be accepted. Only checks from a business/scholarship/trust will be accepted. Students paying by check will have to wait until check has cleared to be referred to testing.

### **Late Payments**

If a student fails to make any scheduled tuition payments, they will not be allowed to attend class until payment is made. Hours missed due to non payment will come out of the students pool of hours and will be factored into their Satisfactory Progress as hours missed and can result in over contract hours.

### **Withdrawals**

- all withdrawals are to be submitted in writing to the Career Services Leader to be considered official
- notice of official withdrawal must include:
  - name
  - current address
  - phone number
  - social security number
  - reason for withdrawal
- failure of written notification will result in loss of pool hours
- a two week waiting period will exist before a transcript request can be fulfilled
- a fee of \$20.00 will be applied if a transcript request is not made within 30 days from withdrawal
- Future Professional tuition account information will be mailed to the Future Professional within 10 business days from withdrawal
- Future Professional may be required to complete and return loan exit paperwork
- Future Professionals locker and assigned station must be vacated immediately upon withdrawal
- the Aveda Institute is not responsible for missing items after Future Professional has withdrawn

## Unofficial Withdrawals

An unofficial withdrawal is when a Future Professional has not notified the school in writing of their intent to withdraw. If a Future Professional is absent 14 consecutive calendar days without notifying the school and has not been granted a "Leave of Absence", the student will be considered withdrawn.

## Terminations

- all terminations are to be managed by the Career Services Leader
- a two week waiting period will exist before a transcript request can be fulfilled
- a fee of \$20.00 will be applied if a transcript request is not made within 30 days from termination
- Future Professional tuition account information will be mailed to the Future Professional within 10 business days from termination
- Future Professional may be required to complete and return loan exit paperwork
- Future Professional locker and assigned station must be vacated immediately
- the Aveda Institute is not responsible for missing items after Future Professional has withdrawn
- if a Future Professional is terminated from the Gary Manuel Aveda Institute they are not eligible to enroll into any future programs at the Institute.

## Leave of Absence

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

- the Future Professional submits a written, signed and dated request **prior** to the intended leave of absence
- In case of emergency, if you are unable to request a leave prior to the first date of the Leave of Absence, you must contact the Institute Direct or Career Services Leader within 3 calendar days to make arrangements for your program.
- leave of absence must consists of a minimum of 60 hours. The length of the Leave of Absence will be determined based on the nature of the emergency.
- all documentation, including medical, will be subject to approval

Future Professionals will be notified verbally and in writing by the Career Services Leader of approval or denial of their written request for a leave of absence.

If a Future Professional is granted a leave of absence:

- a leave of absence affects a Future Professional's in-school status for the purposes of deferring Future Professional Financial Aid loans
- a Future Professional on an approved leave of absence is considered to be enrolled at the school and would be eligible for an in-school deferment for his or her Future Professional Financial Aid loans
- a Future Professional who takes an unapproved leave of absence or fails to return to the school at the end of an approved leave of absence is no longer enrolled at the school and is not eligible for an in-school deferment of his or her loans
- no financial aid will be disbursed while on a leave of absence, a leave of absence may result in the loss of financial aid if you are not able to achieve the clock hours needed for disbursement by the end of the award year
- if a Future Professional is not in attendance and a leave of absence is not approved, the Future Professional's missed hours will effect their scheduled hours and satisfactory progress policy will apply.

Funeral Leave: In the event of the death of an immediate family member the Institute will permit a leave of absence. A funeral leave of absence is a set 3 day leave. This leave must be taken in its entirety of 3 days. An obituary (cut from a newspaper or printed from a newspaper website) or a copy of the death certificate must be submitted for the leave to be granted. Funeral programs are not considered sufficient documentation and the leave will not be granted, thus the absence will effect their scheduled hours.

Immediate family members include:

- Spouse
- Child, stepchild, foster child

- Parent
- Brother/Sister
- Grandchild
- Grandparent
- Mother/Father in law
- Sister-in-law or brother-in-law

### **Program Re-entry**

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

- the date of re-entry must be a minimum of 180 days and no longer than one year past the withdrawal date
- Future Professionals need to initiate the re-entry process with the Admissions Leader at least 6 weeks prior to the requested return date
- the re-entry form needs to be completed and signed by all pertinent staff members
- the Gary Manuel Aveda Institute will only grant one request for re-entry per Future Professional
- a Future Professional who is granted re-entry will be given a re-entry date based upon class availability and appropriate placement in their program.
- the Future Professional may need to apply for financial aid and complete the entire financial aid process before returning, the Future Professional should contact the financial aid office immediately to determine if they must re-apply
- cash paying Future Professionals will be required to pay the entire cash balance owed prior to returning to their program
- a Future Professional will return under the same status as they left including scheduled hours
- all re-entry requests are subject to approval and may be denied Future Professionals will receive the determination of the re-entry request from the Institute Director

## **ACADEMIC COMPLETION INFORMATION**

### **Course Overviews**

#### **COSMETOLOGY COURSE OUTLINE**

### **1600 HOURS - 54 WEEKS**

#### **Description**

The 1600-hour course incorporates the basic fundamentals and the related subjects of hair, skin, nail care and color cosmetic applications that are necessary for a well-rounded education. The primary purpose of the Cosmetology Course is to train the Future Professional in the basic manipulative skills, safety judgments, proper work habits, and desirable attitudes necessary to pass the State Board examination and for competency in job entry-level positions in Cosmetology or related career positions

#### **Objectives**

Upon completion of the course requirements, the determined graduate will be able to:

1. Project a positive attitude and a sense of personal integrity and self-confidence.
2. Practice proper grooming and effective communications skills and visual poise.
3. Understand employer-employee relationships and respect the need to deliver worthy service for value received.
4. Perform the basic manipulative skills including hair styling, shaping, bleaching, tinting, chemical reformation,  
Scalp/hair conditioning, facials, manicures, pedicures and nail extensions.
5. Perform the basic analytical skills to determine proper makeup, hairstyle, and color

application for the client's best overall look.

6. Apply the theory, technical information and related matter to assure sound judgments, decisions, and procedures.

To ensure continued career success, the graduate will continue to learn new and current information related to techniques, trends, fashions, and methods for career development in cosmetology and related fields.

HOURS	SUBJECT	DESCRIPTION
300 Theory: 150 Practical: 150	Earth	The initial 10-week phase of the cosmetology course focuses on building the foundations needed to perform basic technical services. The introduction phase is a combination of interactive lecture, demonstration, and hands-on workshops. Classes include personal and professional development, introduction to cosmetology, first aid, introduction to haircutting, haircutting and hairstyling, and clinic floor preparation.
300 Theory: 150 Practical: 150	Water	The foundation to all success is dependant on the ability to nurture and serve others in an informative and caring way. Future Professionals will focus on technical skills in haircutting, styling, hair color and chemical services. Future Professionals are now on the clinic service floor and practicing all new skills, working under the supervision of a Clinic Learning Leader.
300 Theory: 100 Practical: 200	Fire	Future Professionals learn to customize their styling, cutting, coloring, and texturing techniques to meet their clients' needs. Increased timing in the clinic challenges Future Professionals to become increasingly proficient and confident in their skills and abilities. Future Professionals will also gain valuable skills in nail and skin care.
300 Theory: 50 Practical: 250	Air	They will learn about successful career advancing skills, business development information, salary and compensation options, how to interview, write a resume and successfully gain employment. Finally, Future Professionals will explore the industry by meeting successful industry professionals and potential employers.
300 Theory: 100 Practical: 200	Infinity	Technical skill and professionalism are approaching salon ability level. Future Professionals must demonstrate their competency and pass a skill certification in preparation for their state board licensing examination. In addition, Future Professionals will focus on expanding the latest trends and techniques in hairstyling, hair color, and haircutting.
200 hours Theory:30 Practical:170	Salon Life	Future Professionals prepare to launch into their new careers with in-depth training in client services, time-management, self-promotion, goal setting and entrepreneurship. The focus is on fine-tuning and evaluating all salon skills testing and career placement, skill certification, professional development, and business building information They will research career options and create a career path for success.
1600.00	Total Program Hours	

The above hour requirements must be met by each Future Professional in each category in order for the earned hours to be accepted by the state licensing board for examination.

## ESTHETICIAN COURSE OUTLINE

### 700 HOURS – 22/29 WEEKS

#### DESCRIPTION

The 700-hour course incorporates the basic fundamental technical skills and the related subjects of skin care, body care, hair removal, treatments, and makeup application for a well-rounded education. The primary purpose of the Esthetician Course is to train the Future Professional in the basic manipulative skills,



safety judgments, proper work habits, and desirable attitudes necessary to pass the State Board examination and for competency in job entry-level positions as an Esthetician, Facial Specialist or related career avenue.

**OBJECTIVES**

Upon completion of the course requirements, the determined graduate will be able to:

1. Project a positive attitude and a sense of personal integrity and self-confidence.
2. Practice proper grooming and effective communications skills and visual poise.
3. Understand employer-employee relationships and respect the need to deliver worthy service for value received.
4. Perform the basic manipulative skills required for facial massage, effective use of required implements and equipment, proper application of corrective makeup, unwanted hair removal, and lash/brow tinting.
5. Apply the theory, technical information and related matter to assure sound judgments, decisions, and procedures.

To ensure continued career success, the graduate will continue to learn new and current information related to techniques, trends, fashions, and methods for career development in esthetics and related career positions

Hours	Subject	Description
FT 224 Hours PT 216 Hours FT: Theory: 112 Practical: 112 PT: 108 Theory, 108 Practical	Earth	This phase of the Esthetics Course focuses on the foundation needed to perform basic technical services. The Earth Phase is a combination of interactive lecture, demonstration, and hands-on workshops. The emphasis of this phase is to introduce the fundamentals of dermal analysis, facial manipulations, procedures, aromaology, body treatments, hair removal, facial equipment, and makeup applications. The module will also focus on related sciences, safety and sanitation procedures.
FT 224 Hours PT 216 Hours FT: Theory: 112 Practical: 112 PT:108 Theory,108 Practical	Water	The Main emphasis of water phase is to learn the advanced techniques of the Aveda facials and advanced waxing techniques. Future Professionals will learn about client communication, consultation, service and retail skills. This is the first phase of working on the spa clinic floor with guests. There is a strong focus on customer service and practical timing. You will also start your business building skills buy creating your career resume, career portfolio and interviewing skills.
FT 224 Hours PT 216 Hours FT: Theory: 87 Practical: 137 PT:108 Theory,108 Practical	Air/Infinity	The main emphasis of this phase is the student's performance on the Clinic Floor. It is the Phase the Future Professional works on the total refinement of technical skill. A strong focus is on makeup, skin care, body care, and hair removal procedures. Future professionals will have opportunities to visit spas and complete a business portfolio. At the completion of the Infinity Learning Phase, the Future Professional's skill levels will meet the state and Aveda Institute standards. Future Professionals will gain confidence while improving their dexterity, timing, and technical performance.
FT28 Practical Hours PT52 Practical Hours	Spa Llife	Completion of State Board Preparation and Spa Readiness. Timing, quality of service, efficiency of product usage are the main focus in this final phase of training. Future Professionals are made ready for the transition to life as an industry professional.
FT 224 Hours PT 216 Hours FT: Theory: 112	Air/Infinity	The main emphasis of the Clinic Floor is the refinement of the Future Professional's practical skills. A strong focus is on makeup, skin care, body care, and hair removal procedures. At the completion of the Infinity Learning Phase, the Future Professional's skill levels will meet the state and Aveda Institute standards. Future Professionals will gain confidence while improving their dexterity, timing, and technical performance.
700 Hours		Total program Hours

The above hour requirements must be met by each Future Professional in each category in order for the earned hours to be accepted by the state licensing board for examination.

### INSTRUCTOR TRAINING COURSE OUTLINE

#### 500 HOURS – PT 32 WEEKS

**DESCRIPTION** The Instructor Training Program provides comprehensive professional and technical skills training for aspiring Cosmetology and Esthetics instructors. The 500-hour program is designed to provide the essential skills to lead and coach cosmetology and esthetics professionals to becoming licensed education professionals. The primary purpose of the Instructor Course is to train the Future Professional in the basic teaching skills, educational judgments, proper work habits, and desirable attitudes necessary to pass the State Board examination and for competency in job entry-level employment as an Instructor or related career avenue.

- OBJECTIVES** Upon completion of the course requirements, the determined graduate will be able to:
1. Project a positive attitude and a sense of personal integrity and self-confidence.
  2. Practice proper grooming and effective communications skills and visual poise.
  3. Understand employer-employee relationships and respect the need to deliver worthy service for value received.
  4. Perform the basic skills necessary for teaching including writing lesson plans, performing lectures and demonstrations, directing Future Professional projects, using library resources and audio-visual aids, conducting theory class instruction and measuring Future Professional achievement, supervising clinic operations, and maintaining required Future Professional records.
  5. Apply the theory, technical information and related matter to assure sound judgments, decisions, and procedures.

To ensure continued career success, the graduate will continue to learn new and current information related to techniques, communications skills and teaching methodologies to improve teaching skills.

Hours	Subject	Description
224	Earth/ Water	<p>During this phase, Instructor Trainees are introduced to the foundation of successful teaching and coaching skills. The purpose of this learning phase is to provide a global overview of the success skills and to "ground" Instructor Trainees in the fundamental knowledge and skills of teaching including:</p> <ul style="list-style-type: none"> <li>• The Learning Leader – The attitudes, communication and technical skills for a successful instructor.</li> <li>• Learning systems and teaching – How to lead the learning process.</li> <li>• Group Communication Skills – Key presentation and facilitation skills.</li> <li>• Course design and planning skills – Introduction to curriculum, lesson planning, and course planning steps.</li> <li>• Introduction to classroom leadership – Creating a positive learning environment.</li> <li>• Introduction to clinic floor leadership – Creating a "coaching" environment on the clinic floor.</li> <li>• Presentation skills – powerful group communication</li> <li>• Facilitation skills – how to engage learners using questions.</li> <li>• Coordination skills – how to design and lead fun and effective learning activities</li> <li>• Aveda and Milady curriculum introduction and research</li> <li>• How to lead a technical hands-on workshop in the classroom</li> <li>• How to coach and direct Future Professionals as they perform client services</li> <li>• Aveda Hair color skill, lesson planning, and teaching certification</li> <li>• Clinic floor leadership, service flow, and procedures</li> <li>• Classroom leadership review</li> </ul>
276	Infinity/ Institute Life	<p>During this phase of training, Instructor trainees will teach a variety of classes and coach future professionals while being observed and assessed by senior instructor team members. Instructor Trainees' overall knowledge and skills will be evaluated and a final certification awarded. The purpose of this phase is to prepare Instructor Trainees to share their knowledge with others and to successfully pass their State Board Licensing Examination.</p> <ul style="list-style-type: none"> <li>• Clinic floor and classroom leadership certification.</li> <li>• Assessing and evaluating Future Professional performance</li> <li>• Testing and grading methods</li> </ul>

		<ul style="list-style-type: none"> <li>• Recordkeeping for the classroom and clinic floor</li> <li>• Successful logistics for the classroom and clinic floor</li> <li>• Course planning and lesson planning skill assessment</li> <li>• Project completion</li> <li>• Aveda and Milady curriculum test</li> <li>• Class and clinic logistics</li> <li>• State laws and licensing</li> <li>• Skill certification and state test preparation and coaching</li> </ul>
500	Total Program Hours	

The above hour requirements must be met by each Future Professional in each category in order for the earned hours to be accepted by the state licensing board for examination.

### REQUIRED PRACTICAL EXPERIENCES

Policy and Regulatory agencies require Future Professionals to complete an established number of practical experiences for satisfactory skills development and graduation. Practices may be completed on manikins, models, or clients. The requirements listed by category are the MINIMUM experiences that each Future Professional must successfully complete prior to graduation. THE INSTRUCTOR based on training NEEDS and clientele volume may schedule more practices.

All assignments must be completed by each Future Professional as agreed upon in the Enrollment Contract. Practical assignments are evaluated as completed and counted toward course completion ONLY when rated as satisfactory or better. The instructor will check one block on the Practical Grade Record form for each project completed in the applicable category. A block will only be checked if the skill performed is considered satisfactory or better. Practical skills are evaluated according to text procedures and performance standards established by the state licensing agency. These criteria are stated in the Practical Cosmetology Skills Evaluation Criteria document. The criteria are explained to Future Professionals and used uniformly when giving practical grades according to the following scale.

Cosmetology Program Practical Experiences		
Requirements	Category	Definition
185	Infection Control	The act of preventing the growth of germs and bacteria or destroying them. Future Professionals must perform daily sanitation tasks on implements, equipment and facilities to prevent the spread of disease and bacteria.
100	SHAMPOOING	Patron Protection (draping), shampooing, scalp treatments, conditioning rinses, temporary color rinses, hot oil treatments.
100	WET HAIR STYLING	Sets with rollers, comb outs, braids, finger waves, pin curls
100	THERMAL STYLING	Blow drying, curling iron, pin curls, arranging, dressing, hot combing, hair pressing, thermal waving, crimping, etc
235	HAIR CUTTING	All forms of sectioning and/or removing length or bulk from the hair using professional implements such as razor, scissors, clippers, or thinning shears.
60	Chemical Reformation	All forms of chemically reforming the hair including permanent waving or chemically relaxing/curling the hair.
180	HAIR COLORING	Semi-permanent color, tints, toners, frosts, bleaches, tipping, highlighting, dimensional hair coloring, other forms of creative hair coloring and mixing.
30	MANICURING	Plain and hot oil manicures, pedicures, tips, overlays, sculptured nails, re-bases, wrapping, polishing
30	FACIALS	Skin analysis and care, plain facials, mask facials, facial manipulations, exfoliation, makeup application, hair removal, brow arching, waxing, lash/brow tinting.
50	CLIENT COMMUNICATIONS	Evaluated presentations of Future Professional's ability to interact with the client, build client retention, obtain referrals and upgrade tickets.
50	BUSINESS ADMINISTRATION	Evaluation of business administration performance including reception desk procedures, inventory, telephone technique, salon business projects, salon field trip reports, etc.
<b>1120</b>	<b>TOTAL</b>	

<b>ESTHETICS PROGRAM PRACTICAL EXPERIENCES</b>		
125	FACIALS	Skin analysis and care, plain facials, mask facials, facial manipulations, exfoliation, makeup application, hair removal, brow arching, waxing, lash/brow tinting.
50	BODY PROCEDURES	Body exfoliation (wet a dry); Back treatments
50	WAXING	Tweezing, Depilatory lotions
70	CLIENT COMMUNICATIONS	Evaluated presentations of Future Professional's ability to interact with the client, build client retention, obtain referrals and upgrade tickets.
30	BUSINESS ADMINISTRATION	Evaluation of business administration performance including reception desk procedures, inventory, telephone technique, salon business projects, salon field trip reports, etc
75	Infection Control	The act of preventing the growth of germs and bacteria or destroying them. Future Professionals must perform daily sanitation tasks on implements, equipment and facilities to prevent the spread of disease and bacteria.
<b>400 Hours Total Practical</b>		

#### **INSTRUCTOR PROGRAM REQUIREMENTS**

Each Instructor Trainee will be required to provide their own kit materials for conducting demonstrations and assisting Future Professionals on the clinic floor. Future Professionals will complete the interactive textbook and workbook, *Milady's Master Educator*. In addition, Future Professional teaching projects will be completed and evaluated as assigned. As with all other programs, Instructor Trainees will take a final written and practical evaluation in order to graduate.

#### **GRADUATION REQUIREMENTS**

FUTURE PROFESSIONALS must meet the following requirements in the applicable course of study to qualify for graduation and be issued a certified Final Transcript of Hours and Diploma:

- Successful completion of all phases of study, required tests, practical projects, and clinic assignments for the course;
- Completion of the Course of Study as required by the State regulatory agency;
- Pass the final written and practical exam for the applicable course;
- Complete all required exit paperwork and attend an exit interview;
- Make satisfactory arrangements for all debts owed to the institution.
- Balance has to be paid in full.

Upon completion of the course of study and all graduation requirements, a DIPLOMA for the applicable course of study will be awarded. After all graduation requirements have been met and the scheduled course has ended, the graduate will be eligible to pay the required examination fee and file an application for the state-licensing exam. Upon obtaining a valid license, the graduate may engage in his or her chosen field for compensation.

<b>Future Professionals are required to fully participate in all classroom and clinic activities utilizing Aveda products and treatment/service protocols.</b>
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### **Licensing Requirements for Cosmetology and Esthiology**

To receive a license in Washington State, a Future Professional is required to:

- complete the hours in a course of instruction
- meet the service requirements
- complete tuition and fee obligations
- pass the written theory and practical examinations
- submit the following items:
  - license application
  - written examination results
  - practical examination results

### **Future Professional Kits**

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

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

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

### **ADMINISTRATION INFORMATION**

#### **Transcripts**

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

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

Send Requests to:

Gary Manuel Aveda Institute  
Attn: Career Services  
1514 10<sup>th</sup> Ave  
Seattle WA 98122

Official transcripts will be withheld if tuition or fees are owed. All Future Professionals have the right to view their transcripts with proper notification to Career Services.

#### **Career Opportunities**

Apply yourself and the possibilities are limitless. As you begin, you may not know whether you prefer working with hair, skin, or nails. Enter the classroom with an open mind as you begin your course of study. The following vocations are options you may want to consider upon graduation.

<b>COSMETOLOGY</b>	<b>ESTHETICS</b>	<b>INSTRUCTOR TRAINING</b>
Skin Care Specialist	Skin Care Specialist	Educational Consultant
Makeup Technician	Makeup Technician	Private/Public School Instructor
Platform Artist	Platform Artist	Product Representative
Product Representative	Product Representative	Director of Education
Salon Owner/Manager	Salon Owner/Manager	School Administrator
State Board Member/Examiner	Aromatherapist	Platform Artist
		Board Member/Examiner
		School Owner/Manager

Avenues in these areas of specialization could also include journalism, advertising, marketing, or research and development with the right continuing education and opportunities. TRAINING is the important first step to an enjoyable, successful career in one of the above areas. If you like to work with people, and have the aptitude for the field, a cosmetology education may be your pathway to a secure income and a solid future.

### **COSMETOLOGY CAREER CONSIDERATIONS**

The Institute wants to ensure that Future Professionals interested in pursuing a career in cosmetology or a related field consider all aspects of such a decision. Persons who want to become professionals in this field must:

- Have finger dexterity and a sense of form and artistry
- Enjoy dealing with the public and be able to follow a client's direction
- Keep abreast of the latest fashions and beauty techniques
- Work long hours while building a personal clientele in order to earn the desired income
- Make a strong commitment to the educational process and complete the course of study
- Learn the skills necessary to operate a personal business

In addition, applicants and Future Professionals should be aware that:

- The work can be arduous and physically demanding because of long hours standing with hands at shoulder level or sitting over a nail technician's station or esthetician's chair.
- A personal investment may be required for advertising and promotions such as printing of business cards.
- There will be exposure to various chemicals and fumes that may cause allergic reactions or could be harmful if used incorrectly.
- The practice of safety and infection control is essential for effective and successful performance within the industry.
- Methods of compensation vary and may include straight salary, salary plus commission, straight commission, sliding scale commission, retail commission or independent contracting (renting space and equipment from an existing salon).

### **JOB DEMAND IN COSMETOLOGY**

According to the Job Demand Survey published by the National Accrediting Commission of Cosmetology Arts and Sciences in January 2003, there were 1,604,502 professionals employed in the nation's 312,959 beauty salons, barbershops, skin care salons, and nail salons. There has been notable growth in the industry since 1999 as follow:

- The total number of salon professionals is up 24%,
- The total number of salons is up by 5.6%,
- The number of chairs or workstation is up by 9%,
- The number of employees leaving their position is down 12%, and
- The number of new hires is up 37% since 1999.

The salon industry is a job-seeker market with the supply of licensed professionals appearing not to be keeping up with the demand. Approximately three out of every four salon owners who looked for new employees in 2002 reported difficulty in finding qualified personnel. Other key findings include:

- 59% of salon owners classified their salon as a full-service salon, 18% as a haircutting salon, 4% as a nail salon, and 5% as a barbershop.
- 57% of salon employees work full time, 33% are part-time (20-35 hours weekly), and 10% are low time (less than 20 hours weekly).
- The average salon income including tips is about \$30,000 to \$50,000 per year.

According to the United States Department of Labor Occupational Outlook Handbook 2004-2005 Edition overall employment in the cosmetology field is expected to grow about as fast as the average for all occupations through 2012. The highest ten percent of salaried hairdressers, stylists, and cosmetologists, including tips and commission earned more than \$35,240.

### **Career Placement**

The Aveda Institute maintains close lines of communication with many salons, spas, and Aveda Experience Centers nationwide. Although we do not guarantee job placement, we have been successful in assisting Future Professionals in finding employment through career fairs, employer presentations, and through self-promotion techniques. While the Institute cannot guarantee employment for graduates, assistance in finding a suitable employment is provided by posting jobs on the Institutes facebook page, the bulletin board in the student area and the use of Aveda Pure Pro.

J'Keren Sears or Pablo Payne  
1514 10<sup>th</sup> Ave  
Seattle, WA 98122  
pablo@Garymanuel.com

### **EXPERIENCE CENTER INFORMATION**

#### **Gary Manuel Aveda Institute Experience Center**

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

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

#### **Future Professional Discount Policy**

1. You must be present, in person, to purchase products with a discount. You may not send a family member or friend to purchase products on your behalf.
2. Active Future Professionals at the Institute must show current time card with a valid picture ID.
3. Due to quantity availability, you may be limited to no more than 3 of any item at one time.
4. The maximum amount of Future Professional discount purchases allowed is \$3,000.00 retail (prior to discount being applied) per year (July 1 – June 30). The maximum amount of weekly Future Professional discount purchases allowed is \$300.00 retail (prior to discount being applied). During the month of December, there is no weekly purchase limit however the maximum annual limit amount of \$3,000.00 continues to apply.
5. Payment method can be cash or credit card in that name.
6. Product may be purchased for personal use or legitimate gifts only.

7. Return of products will be limited to defective goods only, must be accompanied by receipt and must be returned to the store in which it was purchased. Any return items will be credited in the same payment method in which they were purchased.
8. Future Professionals are eligible for the discount only at the Institute location in which they are currently enrolled.
9. Resale of Aveda product purchased with a Future Professional discount is prohibited.

Future Professional discount is as follows:

- 30% off Men's, Pure-fume and Lifestyle & Air Care Domains
- 30% off Aveda Hair, Body and Skin Care & Makeup Domains

Aveda reserves the right to modify this policy at any time without prior written notice.

## **GUEST SERVICE INFORMATION**

### **Reserving Appointments**

The Aveda Institute operates by pre-booked appointments and will accept "walk-in" guests on first come, first serve basis business permitting. Please call 206.302.1044 to reserve an appointment.

### **Guest Service Host**

All Future Professionals will be scheduled to work with the Guest Service Team so that they can gain experience for possible future salon roles. This role is scheduled on a rotational basis. Specific tasks include: greeting guests and offering them tea according to the Aveda Tea Ritual, helping walk-in and service guests with retail purchases, and running tickets to/from Learning Leaders when there have been schedule changes, etc. Future Professionals are not to answer the phone, book appointments or be behind the Guest Service Desk.

### **Dispense Coordinators**

On occasion Future Professionals will be scheduled to work in the product and towel dispensary to learn about the logistics needed to run a salon and spa. Future Professionals will assist in sanitation, product inventory, product dispensing, inventory management, towel/linen cleaning and collection and overall logistical support.

### **Laundry Host**

All Future Professionals will be scheduled to work with the laundry team so that they can gain experience for possible future salon roles. This role is scheduled on a rotational basis. Specific tasks include, folding laundry, filling paper towel and toilet paper dispensers, empty overflowing garbage and recycling, ensuring that all bathroom facilities are clean and sanitary and in good working order, cleanliness of break area. Assisting estheticians with laundry in the spa.

## **REFERENCE INFORMATION**

### **Professional Assistance**

Students requesting referrals for professional assistance are encouraged to do so. We offer referrals in the areas of substance abuse, depression, domestic violence, financial services, etc. Please contact the Career Services Leader for this information: Lindsey Dixon ([Dixon@garymanuel.com](mailto:Dixon@garymanuel.com) or 206-302-1050).

Crisis Line

206-431-3222

24-hour counseling for persons in crisis. Confidential.

King County Sexual Assault Resource Center

1-888-998-6423

24-hour phone crisis intervention, referral, and support services for sexual assault victims in King County including Seattle. Medical support, legal advocacy.

Washington State Domestic Violence Hotline

1-800-222-1222

24-hour info to adults & children. Referrals for medical, legal, shelter, counseling, anger management. Uses AT&T Language Bank, so can readily help in almost any language.



University of Wash. Medical Center ("University Hospital") Emergency Room  
206-598-4000

24-hour emergency care and crisis intervention counseling available (crisis intervention counseling is provided by social workers). Voluntary psych-ward service available. Medical coupons accepted.

NEDA (NationalEatingDisorders.org)  
Mon-Fri 9:00am-5:00pm 1-800-931-2237

Support and guidance for you or someone you know struggling with an eating disorder.

Vital Changes  
866-634-0793

Dedicated to providing treatment for personal transformation.

### **Holidays**

The Aveda Institute recognizes the following as legal holidays:

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Additional days off are published well in advance. Future Professionals may call the school to obtain pertinent information regarding unexpected school closures due to extenuating circumstances such as inclement weather.

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

Holiday breaks for 2011: December 24-Jan 6

Summer/holiday 2012: June 28-July 4 2012, December 24-Jan 5 2013

Career Fair: October 10th 2011, May 7, 2012, October 8, 2012

Graduations: October 9, 2011, May 6, 2012, October 7, 2012

### **ADMISSIONS AND ENROLLMENT**

The school does not discriminate in its employment, admission, instruction, or graduation policies on the basis of sex, race, age, color, ethnic origin, religion, or financial status. The school does not recruit Future Professionals already attending or admitted to another school offering similar programs of study, nor does it accept transfer Future Professionals from another institution. The school requires that each student enrolling in the Cosmetology, Esthetics, or Instructor program have:

- Graduated from high school and/or equivalent
- Is at least 17 years of age
- Instructor applicants must also hold a current license as a practitioner in the field they wish to teach

All applicants must:

- Attend an in-person Interview with Admissions
- Provide proof of secondary education or completed post secondary education
- Provide proof of age
- Provide 1 Letter of Recommendation
- Provide a Letter of Intent
- Provide proof of licensure (if applying for the Instructor Training Program)

## **Scholarship opportunities**

### **Daymaker Scholarship Application 2011**

The Gary Manuel Aveda Institute is proud to offer potential students who embody the spirit of "Daymaking" and are enrolling at Gary Manuel Aveda Institute with a \$1,000 scholarship. Being a Daymaker means making the day of those around you – whether you know them or not. This attitude is one part of being a great service provider.

Applications will be reviewed by the Director of Admissions. The scholarship will be applied toward tuition. The scholarship recipient's name may be used in marketing and promotional pieces (print and online).

#### **Scholarship Requirements**

1. Attend a Career Planning Session with an Admissions Leader by application deadline and have completed all courses for graduation for final consideration.
2. Complete and return the scholarship application.
3. Provide three recommendations from non-related individuals describing how you are a Daymaker.
4. Follow all other Admission Requirements to the program.
5. Applications are due by July 31, 2011. Applicants must be accepted, enrolled and have started class by September 29, 2011.
6. Only applicable for Cosmetology students applying for September 26<sup>th</sup> and 29<sup>th</sup> classes.

#### **IT Pre-Hire Employment Agreement**

Student acknowledges that in exchange for tuition the student will work for Gary Manuel Aveda Institute for the minimum amount of time agreed to below. If the Student does not meet the agreed time commitment to Gary Manuel Aveda Institute the student will to pay the amount of tuition agreed upon below.

- Student Works Full Time (full time equals three or more days per week)  
Commitment to Gary Manuel Aveda Institute will be 2 years beginning on date course is completed
- Student Works Part Time (part time equals two days per week). Commitment to Gary Manuel Aveda Institute will be 3 years beginning on date course is completed
- Student works One day per week Commitment to Gary Manuel Aveda Institute will be 5 years beginning on the date the course is completed

#### **Instructor Training Scholarship Application**

The Gary Manuel Aveda Institute's commitment to continued education and advanced training in the fields of cosmetology, esthetics, and instructor training has inspired the Instructor Training Program Scholarship. The scholarship enables highly trained, motivated professionals in these fields to pursue a license in cosmetology or esthetics instruction through the institute's Instructor Training Program. This \$5,000 scholarship covers all fees and tuition for the Instructor Training program. All licensed cosmetologists and estheticians who have completed at least 2,000 hours of advanced training and are passionate about utilizing their expertise to mold talented new professionals are welcome to apply. The Gary Manuel Aveda Institute looks forward to awarding these scholarships in order to propel the cosmetology and esthetics professions toward continued greater excellence.

#### **Scholarship Requirements**

To be eligible for a Gary Manuel Aveda Institute Instructor Training Program Scholarship, a cosmetology or esthetics professional must:

- Have a Washington state cosmetology or esthetics license.
- Attend a Career Planning Session with an Admissions Leader by the class start date and have submitted all required admissions documents.
- Have completed all required 2,000 hours of advanced training from a single recognized advanced training course. This course must be a 40 hour/week full time program.
- Be enrolled in the Gary Manuel Aveda Institute Instructor Training Program at least 16 hours per week.
- Submit a letter of recommendation from a current employer.
- Submit a 3-paragraph letter of intent, which highlights your passion for instruction in the field of

cosmetology or esthetics, details how you will fit the requirements of this program into your current schedule, and expands upon your future goals and how you will use the Instructor Training license to further your career

**Class schedule for All programs for 2011 and 2012**

**COSMETOLOGY 2011**

Start Date	Schedule	
February 21, 2011	MON-WED	8am-6:30pm
February 24, 2011	THU-SAT	8am-6:30pm
May 2, 2011	MON-WED	8am-6:30pm
May 5, 2011	THU-SAT	8am-6:30pm
July 18, 2011	MON-WED	8am-6:30pm
July 21, 2011	THU-SAT	8am-6:30pm
September 26, 2011	MON-WED	8am-6:30pm
September 29, 2011	THU-SAT	8am-6:30pm
November 29, 2011	MON-WED	8am-6:30pm
December 2, 2011	THU-SAT	8am-6:30pm

**ESTHETICS 2011**

Start Date	Schedule	
March 1, 2011	Tue-Fri	8am-4:30pm
April 19, 2011	Tue- Fri	8am-4:30pm
May 10, 2011	Tue-Thu	Night
July 19, 2011	Tue-Thu	Night
August 16, 2011	Tue-Fri	8am-4:30pm
September 27, 2011	Tue-Fri	8am-4:30pm

**COSMETOLOGY 2012**

Start Date	Schedule	
February 20, 2012	MON-WED	8am-6:30pm
February 23, 2012	THU-SAT	8am-6:30pm
April 30, 2012	MON-WED	8am-6:30pm
May 3, 2012	THU-SAT	8am-6:30pm
July 16, 2012	MON-WED	8am-6:30pm
July 19, 2012	THU-SAT	8am-6:30pm
September 24, 2012	MON-WED	8am-6:30pm
September 27, 2012	THU-SAT	8am-6:30pm
December 3, 2012	MON-WED	8am-6:30pm
December 6, 2012	THU-SAT	8am-6:30pm

**ESTHETICS 2012**

Start Date	Schedule	
January 10, 2012	MON-THU & SAT	Night
February 14, 2012	TUE-FRI	8am-4:30pm
March 13, 2012	MON-THU & SAT	Night
April 3, 2012	TUE-FRI	8am-4:30pm
August 7, 2012	TUE-FRI	8am-4:30pm
August 28, 2012	MON-THU & SAT	Night
September 25, 2012	TUE-FRI	8am-4:30pm
October 30, 2012	MON-THU & SAT	Night

**Instructor Training 2011 & 2012**

Start Date	Schedule	
February 15, 2011	TUES-WED	8AM-4.30PM
July 16, 2011	TUES AND THURSDAY	8AM-4.30PM
February 14, 2012	TUES-WED	8AM-4.30PM

## Staff

Role	Traditionally Known As	Description	Who
Institute Director	School Director/Director of Operations	Orchestrates the daily operations of the Institute	Kristi Spencer
Admissions Leader	Admissions Representatives	Oversees communications with potential future professionals, sets admissions appointments, and organizes pre-admissions records.	Pablo Payne J'Keren Sears
Financial Aid Director	Financial aid administrator	Oversees Financial Aid Department, systems, policies and procedures, helps you with Financial Aid, and other services involving Title IV	Pualani Kane'
Career Service Leader	Student Services Director	Oversees Career Service Department, systems, policies and procedures, helps you with Career Counseling, and other services	Lindsey Dlxon
Cosmetology Leader	Lead Instructor of Cosmetology and Instructor Training	Oversees Cosmetology Clinic Floor learning process, programs, and all Learning Leaders	Lindsey Phelps Kim Langlo Melissa Dodd
Esthetics Leader	Lead Instructor of Esthetics	Oversees Esthetics learning process, program, and Esthetics Learning Leaders	
Learning Leader	Educator/Instructor	Leads the learning process for Future Professionals in either Cosmetology or Esthetics through experience and ongoing training	Christopher Archiopoli Sydney Eber Kim Langlo Melissa Dodd Nyasha Titus Robby Rowland Diem Greeno Tunithia Kees Theresa Shelton Gustav Mendoza Amy Bozer Lee Bockland Elle Bradbury Monica Pickett-Pittman Denise Lawless Kenlynn DeCamp Marcia Burgess Rashelle Randall Vogus Mosk Dietrich
Guest Services Manager	Front Desk Manager	Manages the Front Desk - Provides quality care to all guests over the phone, when they visit and through ongoing communication.	Donnie Klabunde
Guest Service Team	Reception/Customer Service	Provides quality care to all guests over the phone, when they visit and through ongoing communication.	Mikaila Harms Tivona Kelman Harrison Ford Coco Bley
Laundry Leaders	Laundry/Housekeeping Support	Daily care and maintenance of the Institute's laundry and housekeeping issues.	Hortencia Guzman Angelica Garfia Lupe

**I fully understand, have received a copy, and commit to each policy and guideline listed above.**

Future Professional Name (printed): \_\_\_\_\_

Future Professional Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent/Guardian: \_\_\_\_\_  
(Signature needed if under age 18)