

To help prepare you for the workplace, Aveda Institute Phoenix operates much like a professional salon and spa environment. Late arrivals, absences and other interruptions in your training have a significant affect on your achievement—just as they would if you were an employee in a salon, day spa or other professional environment. By law, we must keep track of your training hours for licensure or certification.

Academic and Attendance Policy

Students must pass each phase with 88% Phase and Cumulative Academics. If a Student fails a phase, he/she may retake the phase and pay additional money for completion of that phase. The opportunity to retake the phase is dependent upon completing within the Max Time Frame of 114%. The fee to repeat a phase is based on the hourly rate of the program multiplied by the number of hours needed to repeat. Students that fail more than one phase will be subject to termination. Students who do not achieve 88% Phase and Cumulative attendance must make up hours in order to move forward in the program. An Attendance action plan will be established. The fee to make up hours is based on the hourly rate of the program multiplied by the number of hours needed to repeat.

- Tardy Policy- AM Cosmetology, Hairstyling and Esthiology Students are considered tardy at 9:01am. Cosmetology Educator and Esthiology Educator students are considered tardy at 8:31am. PM Esthiology and PM Cosmetology Students are considered tardy at 5:31pm. If the Student arrives after 9:00am/9:30am/6:00pm (depending on program) he/she will receive zero hours for the day and be sent home. A student will lose 5 Participation points for the first 3 tardies per phase. Once the Student has exceeded 3 tardies, he/she will lose all Participation Points for each subsequent tardy that Phase. Excessive tardies may result in termination from the program.
- AM Cosmetology Students are allowed to miss 80 Friday/Saturday hours during the program, Hairstyling Students are allowed to miss 60 Friday/Saturday hours, and AM Esthiology Students are allowed to miss 40 Friday/Saturday hours during the program. Cosmetology Educator and Esthiology Educator Students are allowed to miss 20 Friday/Saturday hours during the program. PM Cosmetology Students are allowed to miss 80 Friday/Saturday hours during the program. PM Esthiology Students are allowed to miss 20 Friday hours during the program. Any missed Friday/Saturday hours will accrue at an additional fee of \$10/hour for every hour that goes over the allotted amount per program. This fee will need to be paid by the completion of the program in order to receive all completion records.
- Attendance Exceptions - AM/PM Cosmetology and Hairstyling students are allowed to make up 30 hours per phase. Esthiology Students are allowed to make up 30 hours per phase. Cosmetology Educator and Esthiology Educator Students are allowed to make up 10 hours per phase. Additional makeup hours may be granted for Students on an attendance action plan.
- Missed or Failed Work- May be made up at a maximum score of 80%. Missed or failed work will be accepted through the final week of the phase.
- Early Release - Students leaving early need to obtain an "Early Release Form" and have approval from the phase educator and guest services (if on the clinic floor) prior to release. Participation points will be taken for early release.
- Expected Absence - Students planning a future absence should complete an "Expected Absence" form and have the phase educator verify and approve the absence so that planned exams, assignments or class material can be completed prior to the absence. Partial participation points will be honored for Expected Absences within minimum 24 hours prior notice. Pre-arranged absences may hand in work, prior to absence, for full credit.
- Unexpected Absence - Students that miss class due to illness or emergency should contact the school attendance email at: attendance@avedadenver.com or attendance line at 303-567-7500 before 8:30am for proper clinic floor rescheduling. Participation points will not be earned for unexpected absences.
- Time Keeping Guidelines - Attendance is recorded based on the timeclock. Students must sign in at the beginning of each day according to the time posted at the sign-in sheets. Students must also sign in/out for all breaks and then sign out at the end of each day. Students are responsible for accurately signing in and out. Failure to sign in and out accurately or falsifying documents will result in termination. Any adjustments to the

Student's time clock entries need to be corrected within two weeks.

- Temporary Closure
If the school is closed for an unscheduled day the Student's may either make up the hours missed due to closure or contract will be extended the same number of days the school is closed (Closures due to weather- snow closure, natural disaster; structural problems- flooding, construction)

Complaint Procedure

- 1 Student should first discuss the challenge with their phase educator.
- 2 If the Student does not feel the phase educator resolved the challenge the next step is to schedule a meeting with the department team lead.
- 3 If the Student does not feel the team lead resolved the challenge the next step is to write a formal internal complaint to the director of education/ director:
 - a. A formal complaint must be completed by the Student and then given to the education director/ director for review.
- 4 The director will then review and respond to the complaint by scheduling a meeting within 30 days of receiving the complaint form.
- 5 The complaint will go the complaint review board:
 - a Board consists of the following members:
 - i Director
 - ii Education Director
 - ii Department Team Lead
 - iv Educator
 - v Student
- 6 The Student may file a complaint with the following:
 - a Arizona State Board of Cosmetology, 1721 East Broadway
Tempe Arizona 85282-1611, 480-784-4539
 - b NACCAS at 3015 Colvin Street, Alexandria, VA 22314, 703-600-7600

Suspension

Students who are suspended for minor violations have up to 30 days to provide the review board documentation that the stipulations have been met. Once the review board has agreed that the Student is prepared to comply with the professional standards of the school, the Student may return to school; however, a record of suspension will be recorded in the Student's permanent file. While a Student is suspended, no days may be earned and the contract graduation date is extended by the number of school days missed. If a Student on suspension fails to respond within 30 days, the Student is automatically terminated. During suspension, the Student is not allowed on the premises unless an appointment with administration has been first approved.

Minor Violations Policy

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

Major Violations Policy

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

Termination Policy

For any policy violations the Institute can terminate the Student from the program, including but not limited to compliance with the Institute's rules and/or policies, including Satisfactory Academic Progress, code of conduct, and/or financial obligations.

Services to the Public

Services to the Public: Part of the Student Curriculum is delivering services to the public. Students will perform services on the public. Students are not employees and will not receive compensation for any aspect of their education, including when providing services in the school clinic to members of the public who pay a fee for services.