



# AVEDA INSTITUTE DES MOINES

6905 Mills Civic Parkway, Suite 120, West Des Moines, IA 50266 2



**STUDENT CATALOG** Revised 03/09/12 3

The Aveda Institute Des Moines is licensed by:  
Iowa Board of Cosmetology Arts and Sciences **22**  
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Accreditation Agency  
National Accrediting Commission of Career Arts and Sciences (NACCAS)  
4401 Ford Avenue, Suite 1300  
Alexandria, VA 22302  
Phone # 703.600.7600



Owners: Doug and Jana VanPolen **17**

Corporate Office Address  
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6905 Mills Civic Parkway, Suite 120  
West Des Moines, IA 50266 **2**

Aveda Institute Des Moines is incorporated under V.P. Institute, Inc.

Disclosure: Aveda Institute Des Moines reserves the right to change programs, start dates, tuition, or to cancel programs. Any changes will be made in accordance with state law, and will be incorporated into this catalog.

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## **AVEDA MISSION**

“Our mission at Aveda is to care for the world we live in, from the products we make to the ways in which we give back to society. At Aveda, we strive to set an example for environmental leadership and responsibility, not just in the world of beauty, but around the world.” –Horst Rechelbacher, Founder

## **AVEDA INSTITUTE DES MOINES MISSION STATEMENT<sup>4</sup>**

**The Aveda Institute Des Moines is dedicated to providing students with a quality learning environment, which will prepare students to obtain their license after graduation and to obtain a career post-graduation in Cosmetology, Esthiology, Massage Therapy, or other business and management related fields such as retailing and management.**

The mission is achieved based on, but not limited to, the following criteria:

Creating an environment of trust and respect.

A commitment to teamwork.

Promoting personal and professional development.

Inspiring the continuous quest for knowledge and growth.

Enabling students to provide services that exceed our clients' expectations.

## **HISTORY**

The Aveda Institute Des Moines is owned and operated by V.P. Institute, Inc. Our faculty is a skilled team of experienced educators with knowledge of classic and contemporary techniques. They meet state licensing requirements and are trained in all the aspects of hair, skin and esthetics, body care and related subjects. The Aveda Institute Des Moines is a Cosmetology, Esthiology, and Massage Therapy school approved and licensed by the State of Iowa, and is a candidate for accreditation by the National Accrediting Commission for Cosmetology Arts and Sciences.

**PROGRAMS 7, 8, 10, 12**

**Cosmetology 2100 Clock Hours**

Program Description

The 2100 hour Cosmetology course is a program of 70 weeks that has educator led classroom and clinical training as well as practical hands-on application. The training program provides theoretical study which serves as the foundation of the students' education. Practical experience builds on classroom theory to provide the essential technical training of a salon professional. Each phase of the students' education emphasizes a different combination of fundamental cosmetology subject matter. The Cosmetology program is comprised of hair and scalp treatments, hair shaping, hair arranging, chemical waving and relaxing, hair coloring, facial treatments and skin care, hair removal, natural nail care, acrylic nails. The program also provides instruction in Iowa law, safety and sanitation, as well as personal/business development and career management.

The last phase of the program, Salon Life, prepares the students to become successful industry professionals. Emphasis is on achieving 100% guest satisfaction through consultation, technical skill, Aveda rituals, timing, retailing, and pre-booking.

Program Objectives

The objective of this program is to prepare the students for the state licensing examination in Cosmetology and to provide appropriate and comprehensive training thereby enabling them to enter the field of Cosmetology. Graduates of the program will be employable as salon service providers, salon sales representatives, salon owners/managers, business managers, industry educators and freelance artists. The Aveda Institute graduate will receive a diploma in Cosmetology and will be prepared to enter the industry with higher than average skill level.<sup>12</sup>

Instructional Methods

The program is taught using several different types of instructional methods such as lectures, videos, hands-on techniques, demonstrations, overheads, power points, and internet research.

Grading Scale:<sup>10</sup>

100-95 Excellent	94-91 Above Average	
90-85 Average	84-80 Below Average	79 and below Unsatisfactory

<b>Courses</b>	<b>Total Clock Hours</b>	<b>Theory</b>	<b>Lab</b>
COS 101 Hair/Body Systems Theory	26	26	
COS 102 Sanitation	6	6	
COS 103 Iowa Law	10	10	

<b>Courses</b>	<b>Total Clock Hours</b>	<b>Theory</b>	<b>Lab</b>
COS 104 Hair and Scalp treatments	56	11	45
COS 105 Hair Shaping	260	110	150
COS 106 Hair Arranging	248	73	175
COS 107 Chemical Waving and Relaxing	105	45	60
COS 108 Hair Coloring	435	115	320
COS 109 Skin Care/Hair Removal	113	53	60
COS 110 Manicuring/Pedicuring	160	40	120
COS 111 Precision Trends in Haircutting	210	40	170
COS 112 Precision Trends in Hair Shaping	106	25	81
COS 113 Advanced Hair Coloring	107	20	87
COS 114 Make Up	90	15	75
COS 115 Aveda Rituals	40	12	28
COS 116 Personal and Business Development	28	28	
COS 117 Retailing, Sales and Management Development	100		100

## **AVEDA COSMETOLOGY 2100 HOUR PROGRAM**

### **Courses**

#### **COS 101 Hair/Body Systems**

Hair structure, electricity, chemistry, anatomy of the head, face and body, muscle systems.

#### **COS 102 Sanitation**

Safety and sanitation techniques and requirements.

#### **COS 103 Iowa Law**

Iowa laws, rules, safety and sanitation requirements.

#### **COS 104 Hair and Scalp Treatments**

Product analysis, procedures and techniques, client hair analysis, application technique, equipment, implements and materials.

#### **COS 105 Hair Shaping**

Hair cutting and shaping, implements and techniques, sections, handling of shears, clippers and razors, client consultation.

#### **COS 106 Hair Arranging**

Hair Styling, wet styling, finger waving, pin curl techniques, roller curls, comb out techniques, artistry in hair styling, thermal styling, conventional thermal irons, and blow dry styling.

#### **COS 107 Chemical Waving and Relaxing**

Permanent restructuring theory of hair, chemistry of solutions, pre-perm analysis, rod selection, perming techniques, custom perm design and wrapping.

**COS 108 Hair Coloring**

Color theory, classifications of hair color, product analysis, corrective coloring, contemporary techniques, one dimensional/multidimensional, foiling, bleach and tone.

**COS 109 Skin Care/Hair Removal**

Histology, disorders, facials, skin care, waxing.

**COS 110 Manicuring/Pedicuring**

Manicures and Pedicures, nail design and artistry, acrylic nails, nail extensions, massage techniques for the hands, arm and feet.

**COS 111 Precision in Haircutting**

Emphasis on Aveda techniques to create any hair design. Students learn to identify trends and skills needed to develop styles using precision cuts.

**COS 112 Precision Trends in Hair Shaping**

Emphasis on trends of professional hairstyling that enhance and contribute to overall look. Students learn to identify trends and skills needed to develop styles based on length, genre, and texture within a creative approach to producing new styles.

**COS 113 Advanced Hair Coloring**

Focus on layering hair coloring techniques to achieve desired look. Aveda Collections are taught and an emphasis on advanced use of foil patterns.

**COS 114 Make Up**

Make up application with attention to eye shapes, bridal and mature make up techniques, and photo ready make up applications.

**COS 115 Aveda Rituals**

Performing the Aveda 12 points of difference. Stress relieving rituals, aromatherapy, sensory journeys, finishing touch procedure and massage techniques.

**COS 116 Business and Personal Development**

Interviewing skills, career success strategy, resume writing, consultations.

**COS117 Retailing, Sales and Management Development**

Preparation in retailing and business management. Teaches the fundamentals of sales and management as they apply to a retailing atmosphere. Participating in hair shows, annual field trip to the Aveda Advanced Academy New York, offering services at events.

## **Esthiology 600 Clock Hours**

### Program Description

The Esthiology course is a 600 hour program taught over a period of 20 weeks. The Esthiology program covers the following topics in varied levels of depth and detail giving the student a foundation for a professional career: anatomy, physiology, chemistry, make-up, aromaology, facial massage, clinic practice treatments, personal/career development, wellness, and retail knowledge. Students learn to perform facials, waxing, and make up application.

### Program Objectives

The Esthiology curriculum provides skin care training with an emphasis on using pure plant essences in treatment. The program prepares the student for the state licensing examination in Esthiology and to provide appropriate and comprehensive training thereby enabling them to enter the field of Esthiology. Upon completion, students will have the skills to seek employment as a skin care specialist with the knowledge of Aveda products and spa techniques and will receive their diploma in Esthiology.<sup>12</sup>

### Instructional Methods

The course is taught using several different types of instructional methods such as lectures, videos, hands-on techniques, demonstrations, overheads, power points, and internet research.

### Grading Scale:

100-95 Excellent	94-91 Above Average	
90-85 Average	84-80 Below Average	79 and below Unsatisfactory

<b>Courses</b>	<b>Total Clock Hours</b>	<b>Theory</b>	<b>Lab</b>
EST 101 Skin/Body Systems	35	35	
EST 102 Skin Care and Treatment Theory	54	54	
EST 103 Infection Control	5	5	
EST 104 Iowa law	5	5	
EST 105 Facial Workshops	56		56
EST 106 Facial Massage	25	25	
EST 107 Make up	35	25	10
EST 108 Body Treatments	30	15	15
EST 109 Retailing & Business Mgmt	25	25	
EST 110 Aveda Rituals	15	12	3
EST 111 Aromaology	5	5	
EST 112 Hair Removal	15	10	5
EST 113 Clinic	295		295

## **AVEDA ESTHIOLOGY 600 HOUR PROGRAM**

### **Courses**

#### **EST 101 Skin/Body Systems**

Anatomy, physiology, histology, chemistry

#### **EST 102 Skin Care and Treatment Theory**

Skin analysis and consultation, care of the skin through cleansing, refinement, and moisturizing, skin disorders and diseases, balancing the skin, extractions, treatment theory, and ingredient analysis.

#### **EST 103 Infection Control**

Presents bacteriology, safety and sanitation procedures.

#### **EST 104 Iowa Law**

Iowa laws, rules, safety and sanitation requirements.

#### **EST 105 Facial Workshops**

Hands on practice of selected facial treatments on live models.

#### **EST 106 Facial Massage**

Relaxation through massage, detoxification massage for lymphatic drainage, basic touch, facial massage.

#### **EST 107 Make Up**

Color theory, contoured and classic make up applications, dramatic and subtle looks.

#### **EST 108 Body Treatments**

Treatments that focus on treating the skin of the entire body. Vichy shower treatments are part of some body treatment services.

#### **EST 109 Retailing & Business Management**

Fundamentals of retailing, selling and skills to manage a business or own a salon.

#### **EST 110 Aveda Rituals**

Performing the 12 points of difference. Stress relieving rituals, aromatherapy, sensory journeys, finishing touch procedure and massage techniques.

#### **EST 111 Aromaology**

History of plant aromaology, psychology of aroma, therapeutic effect, custom testing and blending, methods of application.

#### **EST 112 Hair Removal**

Hair removal theory, safety, and methods of hair removal.

**EST 113 Clinic**

Clinic practice including set up, sanitation, time management and daily goals. Apply knowledge through clinic experiences, refine skills learned in the classroom and practice Aveda skin care and make up service standards.

**Massage Therapy Outline 750 Hours**Program Description

The 750 hour Massage Therapy course is a program of 25 weeks that has educator led classroom and clinical training as well as practical hands on application. The focus of the program is Swedish massage, deep tissue massage, and spa treatments with an emphasis on anatomy, physiology, and pathology. Under the direct supervision of an educator, the student will practice and perform treatment sessions focusing on application of full body massage techniques and advanced techniques.

Program Objectives

The objective of this program is to prepare our students for the national licensing examination in Massage Therapy. The program provides a balanced study of anatomy, physiology, pathology, aromaology, spa treatments, and body movement techniques. Our program focus is on Swedish and Deep Tissue massage technique executed within the Aveda spa service experience. After completing 750 hours, our graduates will have the skills they need to find employment in a spa, health club, medical or chiropractic clinic.

Instructional Methods

The course is taught using several different types of instructional methods such as lectures, videos, hands-on techniques, demonstrations, DVDs, overheads, power points, and internet research.

Grading Scale

100-95 Excellent	94-91 Above Average	90-85 Average
84-80 Below Average	79 and below Unsatisfactory	

<b>Courses</b>	<b>Total Clock Hours</b>	<b>Theory</b>	<b>Lab</b>
MAS 101 Anatomy and Physiology	175	175	
MAS 102 Pathology	40	40	
MAS 103 Massage/Spa Theory	50	50	

MAS 104 Swedish Massage	70	35	35
MAS 105 Spa/Hydrotherapy	25	15	10
MAS 106 Deep Tissue and Case Studies	35	20	15
MAS 107 Adjunct Massage Modalities	85	60	25
MAS 108 Iowa Law	8	8	
MAS 109 Retailing and Business Management	27	27	
MAS 110 Spa & Medical Tours	10		10
MAS 111 Clinic	225		225

## AVEDA MASSAGE THERAPY 750 HOUR PROGRAM



### Courses

#### **MAS 101 Anatomy and Physiology**

A basic understanding of the structure and functioning of the human body necessary for competent practice of Massage Therapy. Basic concepts in chemistry and cell/tissue biology, kinesiology as it relates to muscle movement and brain activity, basic structure and functions of the muscular, integumentary, skeletal, endocrine, blood, circulatory, respiratory, digestive and nervous systems of the human body.

#### **MAS 102 Pathology**

Study of diseases related to the human body.

#### **MAS 103 Massage/Spa Theory/Kinesiology**

History and principles of massage, body mechanics, professionalism, business and ethics, aromaology and herbal studies, ayurveda wellness, nutrition and body awareness. Kinesiology as it relates to rehabilitation, sports injury and fitness, and occupational health and safety.

#### **MAS 104 Swedish Massage**

Basic strokes of Swedish Massage Therapy are defined and demonstrated for both the anterior and posterior of the body. Specific treatment patterns for common pathological conditions are taught. The contraindications for Swedish Massage Therapy are reviewed and re-emphasized. An emphasis is placed on proper body mechanics, positioning, and draping.

#### **MAS 105 Spa/Hydrotherapy**

Study of a natural and non-invasive healing modality. Students will learn the therapeutic procedures and applications using water, moist heat application and/or Aveda treatment products.

**MAS 106 Deep Tissue and Case Studies**

Basic strokes of Deep Tissue Massage are defined and demonstrated for both the anterior and posterior of the body. Specific treatment patterns for common pathological conditions are taught. The contraindications for Deep Tissue are reviewed and re-emphasized. An emphasis is placed on proper body mechanics, positioning, and draping.

**MAS 107 Adjunct Massage Modalities**

Foot reflexology, trigger points, acupressure, polarity, chakra balance, lymphatic/pregnancy massage

**MAS 108 Iowa Law/Ethics**

Iowa law, rules, safety and sanitation, qualifications for licensing, requirements for establishments.

**MAS 109 Retail and Business Management**

Fundamentals of retailing, selling and skills to manage a business or own a salon.

**MAS 110 Spa and Medical Tours**

Allows the student to experience different massage practices by touring spas, chiropractic clinics and medical practices.

**MAS 111 Clinic**

Hands on clinical practice in Spa environment. Time is spent reviewing and practicing technical skills, refinement of massage techniques, clinic set up, sanitation, time management, retail skills, guest health and relations, and Aveda Rituals.

**ADMISSIONS<sup>5, 16</sup>**

Admission into Massage Therapy, Esthiology, and Cosmetology is open to any applicant who possesses a high school education or equivalent (e.g. GED), is at least 16 years of age, and if it is determined by the Admissions committee that the student is capable of successfully completing and benefiting from the training provided. All proof of education may be verified. All home schooling certificates must be certified from the State. Aveda Institute Des Moines will not accept online diplomas. No qualified person may be excluded from enrollment in Aveda Institute Des Moines based on age, race, color, sex, creed, religion, disability, marital status, or national or ethnic origin. A written notice of acceptance or rejection must be sent to all applicants. The Institute does not take ability to benefit.

## **ENROLLMENT PROCEDURES**

The first step in the enrollment process is to schedule a tour and meet with an admissions coordinator for a personal interview.

### **PERSONAL INTERVIEW**

A personal interview with each applicant is required prior to acceptance into any program. We encourage applicants to bring their friends and family members to the interview. Both the applicant and the family have the opportunity to learn about the training programs. The personal interview gives the institution an opportunity to evaluate the applicant.

During the interview and tour with an admissions representative, the student will receive the following information:

- **Catalog**
- **Pre-enrollment packet including financing options**
- **Course Outline**

### **TO ENROLL INTO AVEDA, A STUDENT MUST:**

1. Pay a non-refundable \$50.00 application fee.
2. Pay a \$150.00 registration fee (refundable only if the student cancels enrollment within 3 business days after signing the enrollment agreement).
3. Have a signed permission from a parent or guardian if less than 18 years old.
4. Take aptitude test to determine capability of successful completion of program.
5. Approval by the Admissions department.
6. Sign the enrollment agreement.
7. Submit all documentation for enrollment to the Admissions department.
8. Submit all documentation to apply for financing

### **ACCEPTANCE BY THE INSTITUTION**

If all requested documents have been successfully submitted and reviewed and all admission requirements have been met, a written notice of acceptance or rejection will be sent to the applicant.

**The enrollment agreement is a binding contract between the student and Aveda Institute Des Moines. Please read carefully prior to signing the enrollment agreement.**

## **TRANSFER OF CREDITS 6**

At the Aveda Institute, we treat all transfers as another prospective student. Applicants who wish to transfer hours are considered on an individual basis. The Aveda Institute will transfer hours based on the student's ability to test out in various areas, and the student's current hours of completion. All admissions requirements and tuition payments must be arranged prior to the acceptance of any transfer student.

Transfer of program work to another school is based on the policies of the transferee school.

## **DESCRIPTION OF INSTITUTION 9**

The Aveda Institute Des Moines is committed to providing students with the best education, from classroom to clinic, to the facilities and equipment provided for use in education. The spacious 20,000 square foot building provides ample space for students to learn, study and interact with guests.

### **Aveda Experience Center:**

A retail center for Aveda hair, skin, flower and plant Pure-Fume, body care, makeup and lifestyle products. The retail store and its Aveda trained personnel give you the opportunity to practice your client service and retailing skills.

### **Guest Service Areas:**

A diverse array of clients comes to the Aveda Institute for beauty and wellness services. As a student, you will receive training in a variety of salon and spa settings under the direct supervision of your licensed instructors. The Institute has 122 Cosmetology stations, 8 manicure and 10 pedicure stations, a Vichy Shower, 8 fully equipped spa rooms, and a fully equipped wax room for students to perform services on guests.

### **Student Classrooms:**

Individual classrooms have been designed to provide the proper environment for different types of learning and activities. All of the classrooms are equipped with ample seating and learning space, as well as state-of-the-art audio and visual learning devices. Classrooms can be opened to provide additional space for continuing education classes sponsored by the Institute.

### **Resource Library and Administrative Offices:**

A resource library has books on styling, motivation, health, wellness and environmental consciousness for your reference. The clinic floor is surrounded by administrative offices and the leads are available throughout the day to answer student questions. Educator offices are located near the classrooms. Laptop and copy machines are available for student use.

### **Common Areas:**

The Aveda Institute offers water fountains in the Experience Center, restrooms located in both the Cosmetology and Spa areas, and a student break room equipped with refrigerators, microwaves and vending machines for student use. The common areas also include a dispensary with state-of-the-art equipment, including washers and dryers.

#### **Lockers/Workstations:**

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

#### **Parking/Entrance:**

The Aveda Institute offers student parking directly north of the Institute (across the street). All spaces located on the west side of the Institute should be reserved for our guests. Students must enter the building through the doors marked "student entrance" at the front of the building.

### **STUDENT SERVICES 21**

#### Housing

Aveda Institute Des Moines can assist students in finding roommates and suitable housing. The Institute, however, does not own or operate housing facilities.

#### Student Records and Transcripts 18

Student records are retained at the Institute. Records of academic progress are furnished to the student. If a student wishes to view their transcripts, they must give Student Services a 48 hour notice. Student services will then meet with the student to review the student's transcript. The Aveda Institute Des Moines will release official transcripts to students who are current on all owed fees. All students have the right to view their transcripts with proper notification.

To receive a copy of academic transcripts, a student must submit a written request including:

- Full Legal Name
- Social Security Number
- Dates of Attendance
- Program(s) Attended
- \$20.00 check or money order payable to Aveda Institute Des Moines (includes 3 transcripts)
- Address(es) you would like your transcripts sent to

#### Student Information Release Policy 19

Unless otherwise required by law or NACCAS or any other accreditation process, Aveda Institute Des Moines requires written authorization from a student or parent/guardian, in the case of a minor, or

graduate in order to release academic, attendance, enrollment status, financial, and/or any other information to agencies, prospective employers, or any other party seeking information about the student. Students and parents/guardians of minor students may deny authority to publish “directory information” such as name, address, phone number, etc.

#### Family Educational Rights and Privacy Act 18

Aveda Institute Des Moines complies with the Family Educational Rights and Privacy Act of the 1974 Buckley Amendment, Public Law 93-380, and Section 438. All students’ records are confidential. Students (or parents/guardians of students under the age of 18), who are in regular attendance at Aveda Institute Des Moines, have the right to inspect and review the student’s educational, financial, and attendance records to ensure they are accurate, factual, and do not violate the student’s privacy or other rights. Students and/or parents/guardians should schedule an appointment with Student Services or the Institute Director to review the student’s records.

#### Peer to Peer File Sharing

The Aveda Institute maintains high standards and follows Federal Copyright Laws. Any unauthorized distribution of copyrighted material, including peer-to-peer file sharing, may subject a student to civil and criminal liabilities. Each year, students will be given a list of the Institute procedures and penalties for violation of Federal copyright laws.

#### Career Placement 14

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 do provide career placement assistance to help students seek out employment opportunities, not only in their licensed field but also in areas of business management and retailing. We offer additional training in professionalism, resume development, interview preparation, and job searching skills.

#### Academic Advising

Aveda Institute Des Moines provides academic advising to all students. The faculty and staff are available, by appointment or informally, to meet with students to discuss any obstacle that may be in the way of success. Students may be referred to professional counseling in the community. Students receive academic advising at the time of their satisfactory progress reports as well as when needed on an individual basis. Students receive advising on their attendance if they drop below 90% or as needed on an individual basis.

#### Student Activities

While at Aveda, students have the opportunity to participate in a variety of events and activities that are educational, interesting and fun. These activities include, but are not limited to, Student Council, Field Trips, Hair shows, and Charitable Events.

## Alumni

Aveda Institute Des Moines allows graduates to keep in touch with classmates, receive placement assistance and attend events held at the Institute. Alumni events are scheduled through the Office of Admissions.

## **ACADEMIC INFORMATION AND STANDARDS OF PROGRESS 23**

### Syllabus

On the first day of class for each program, students receive a copy of the program syllabi and program outlines. Students receive a catalog prior to enrollment.

### Schedules

Students are scheduled to attend classes Monday, Wednesday and Friday or on Tuesday, Thursday and Saturday, or Wednesday, Friday and Saturday for 30 hours a week. Once the student has enrolled into the Institute and has signed their enrollment agreement, which outlines their attendance schedule, the student must adhere to their contract and cannot change their attendance schedule.

### Attendance, Contract Time, and Overtime Charges

The attendance rate at the Aveda Institute Des Moines is 90%. Students who do not comply with the attendance policy will be charged overtime charges for the additional hours. **Fridays and Saturdays are crucial** to the student's education. Therefore, students are only allowed to **miss 5 Fridays or 5 Saturdays** depending on the student's schedule during their course of study. The fourth Friday or Saturday missed could result in termination. **Esthiology** students are allowed to miss **3 Fridays or Saturdays, and Massage Therapy** students are allowed to miss **4 Fridays or Saturdays**. Students are expected to attend every class, arrive on time, and stay through class. ATTENDANCE IS MONITORED EVERY MONTH FOR ATTENDANCE COMPLIANCE AND UNOFFICIAL WITHDRAWALS.

### Contract Time

Cosmetology students who enroll into the Aveda Institute are contracted for **77** weeks, Esthiology students are contracted for **22** weeks, and Massage Therapy students are contracted for **28** weeks to cover any day(s) the Institute may be closed. If a student attends only 90% of their scheduled hours, they will complete the course without going over their contracted graduation date as stated on the student's enrollment agreement. Students who attend less than 90% of their scheduled hours will be subject to overtime charges **as listed in their contract for each hour over the contracted graduation date to complete their course hours**. Students who wish to graduate at the end of their contracted program phase must attend 100% of their scheduled hours. Students who attend less than 100% will continue attending classes until they have achieved the contracted hours and completed the last phase of the program.

### Make up Hours 24c

The Aveda Institute wants students to be successful after graduation. A student will be allowed to make-up hours missed during school time, to avoid overtime charges. If a student fails to show up for a scheduled makeup day, further disciplinary action will be taken.

### Make-up Work 24c

The Aveda Institute Des Moines allows students to make-up missed work on their regularly scheduled days.

### Tardiness 24a

Students who do not arrive to class promptly at 8:00 am will be marked as tardy. A 15 minute grace period for extenuating circumstances will be given to each student. However, time missed will be counted against the student's total % of attendance. After three tardies, the student will be sent home for the day and further disciplinary action may follow.

### Early Release

All students must have permission to leave class early. If a student is leaving during makeup hours, they will be written up.

### Notice of Expected Absence 24b

Students planning to be absent must obtain and complete a notice of expected absence form, have the form signed by the educator, and proceed to the retail center to drop off the completed form.

### Time Record Policies

It is a state requirement that the school provide an accurate system for recording all students' hours, services and class hours. Students are ultimately responsible for tracking their own hours on a daily basis. Aveda Institute Des Moines will only honor documented daily time earned. Students must:

1. Clock in and out on the hand scan clock at the beginning and end of each day, and at the beginning and end of each lunch break.
2. Ask for assistance as needed

### Leave of Absence

All students requesting a leave of absence must do so in writing. Leaves may be approved for medical reasons for a minimum/maximum of 30-180 calendar days in a 12 month period. All other leaves must be approved by an Administrator of the Institute. Students will be notified of approval or denial for the

written request of a leave of absence. A student who takes an unapproved leave of absence, or fails to return to the school at the end of an approved leave of absence, is terminated.

In order for a student to take a leave, the student must:

1. The leave must be a written request to the School Administrator for a leave of absence.
2. A written request is then documented with date of beginning of leave, end date of leave, and new calculation of graduation date.
3. A student must call or come in to see the School Administrator to have a leave extended.
4. If student does not return on the specified date of return, he/she will automatically be terminated and a refund will be calculated.  
(Refer to refund policy).
5. Students who return from a leave will rejoin their program where they left off. The date of re-entry will be determined by school Administrator.
6. Student will return making the same satisfactory progress as when the leave began.

#### Re-entry 24e

Students who do not return from a leave of absence, are expelled or withdraw from the Institute may apply for re-entry into a program with the Institute Director. Students returning prior to 180 days of their withdrawal date will return making the same satisfactory progress as when they left. After (6) months, a student will start over and begin as a new student.

A student must make an appointment to meet with the Institute Director. If approved for re-entry, the student needs to initiate the re-entry process with Admissions as if they are a new student. A student may need to re-apply for financing and complete the entire financing process as well as the Admissions process. Cash paying students will be required to pay the entire cash balance owed prior to returning. A \$150 registration fee and \$50 application fee must be paid prior to re-entering the program.

#### Graduation 11

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

- Meet the minimum course requirements
- Complete 2100 hours for Cosmetology, 600 hours for Esthiology , or 750 hours for Massage Therapy
- Complete tuition and fee obligations
- Meet satisfactory progress and attendance requirements
- Meet service requirements
- Complete Final Practical Exam (a copy and grade will be kept in the student's academic file)

## Licensing and Examining Requirements

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

- NIC examinations results
- Complete an Exit Interview with Student Services Coordinator
- School submits a diploma issued by the Aveda Institute Des Moines
- Submit a license application and licensure fee to the State Board Office

### **Examining Requirements**

- Student must have a minimum of 1800 hours (Cosmetology), 516 hour (Esthiology), and have graduated from Massage Therapy program (750 hours at Aveda Institute Des Moines).
- Each student must have completed academic records

### **Examining Requirements (Massage Therapy)**

- Apply to National Certification Board for Therapeutic Massage and Bodywork
- Results of Exam are mailed directly from the examination service to the board of massage therapy after the exam is completed.

### **State Written Exam Guidelines**

- Exam may be taken if student has satisfactory academic progress and is at minimum hours requirements for exam

## **STANDARDS FOR SATISFACTORY PROGRESS AND GRADING SCALE 1**

ALL STUDENTS ATTENDING the AVEDA INSTITUTE WILL RECEIVE A REPORT CARD (PROGRESS REPORT GENERATED BY FREEDOM), TWICE DURING THE PROGRAM.

Students are tested in theory after each chapter and practical work as they are performed.**8,9**

95	to	100	Excellent
94	to	91	Above Average
90	to	85	Average
84	to	80	Below Average
79	and below		Unsatisfactory (Failing)

The school realizes that not all student's progress at the same rate; however, all students are expected to show a measurable rate of progress and development relative to their individual abilities. The school has therefore, adopted the following policy statement to uniformly apply to all students.**2,4**

The standards set forth by the school as minimum requirements for maintaining satisfactory progress are **(1) for all students to maintain a passing grade average of 80% or better. In theory sciences and practical work throughout the course. (2) For each student to proceed through the program at a pace leading to completion of the course within the maximum time frame of 150% or 67% attendance**<sup>5,6</sup>

**EXAMPLE:**

The minimum number of hours to complete the Cosmetology program is 2100 clock hours, in 70 weeks the maximum number of hours scheduled to complete is 3150 and 105 weeks.

***TO DETERMINE SATISFACTORY PROGRESS, ALL STUDENTS ATTENDING THE AVEDA INSTITUTE COSMETOLOGY PROGRAM, WILL BE EVALUATED AT 450, 900, 1350, 1800hours. THE 600 HOUR ESTHIOLOGY PROGRAM AT 250 AND 500. THE 750 HOUR MASSAGE THERAPY PROGRAM AT 350 AND 550. 10,11***

**If a student is making satisfactory progress at evaluation time, they said student is considered making satisfactory progress until the next evaluation period. 13**

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

**STUDENT'S RECEIVING TITLE IV FUNDS**

Students who are receiving Title IV funds and who have **not achieved satisfactory progress** at the end of the warning period in either academic or attendance will be placed on probation and **not be eligible for Title IV aid until satisfactory progress has been achieved.** Once federal monies have been terminated, the balance of the tuition owed is the responsibility of the student.<sup>12</sup>

**Academic and Attendance Probation**

Students who do not achieve satisfactory progress at an evaluation period in academic and attendance will be placed on warning until the next scheduled evaluation period. While on warning, the student will be deemed to be making satisfactory progress. At the end of the probationary period if student has not regained satisfactory progress, the student will be deemed not to be making satisfactory progress and is placed on probation and may be subject to termination unless progress has improved. <sup>14a,14b,14c</sup>

**Appeals**

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

to be making satisfactory progress and will be re-entered into the program. All appeals will be documented and kept in the student's file. **19,20**

STUDENTS WHO RE-ENTER SCHOOL PRIOR TO 180 DAYS OF WHEN STUDENT WITHDREW, WERE TERMINATED OR RETURNING FROM AN OFFICIAL LEAVE OF ABSENCE, WILL RETURN MAKING THE SAME SATISFACTORY PROGRESS AS WHEN THEY LEFT SCHOOL.. AFTER 6 MONTHS, A STUDENT WILL RE-ENROLL AS A NEW STUDENT, STARTING WITH THE ADMISSIONS PROCESS. **15,16**

If a student is granted a leave of absence the student's contract will be extended the same number of days as in the leave of absence. **7**

**Incompletes, repetitions, and non-credit courses have no effect upon the satisfactory progress policy.**  
**18**

When financial aid becomes available, only students making satisfactory progress will be eligible to receive Title IV assistance. **12**

#### **CHANGES MADE BY THE INSTITUTION**

If the institution cancels or changes a program of study or location in such a way that the student who has started is unable to complete training, arrangements will be made in a timely manner to accommodate the needs of each student enrolled in the program who is affected by the cancellation or change. If the institution is unable to make alternative arrangements that are satisfactory to both parties, the institution will refund all money paid by the student of the program that amount from the total amount paid. Any changes will be updated to the catalog and given to students.

#### **PROFESSIONAL STANDARDS AND DRESS CODE**

- The uniform supplied in the student's kit is to be clean, neat, not torn, unstained, unaltered and worn at all times when in the building. If it does not meet these standards, the student has 24 hours to replace it from Aveda at the student's expense.
- The uniforms supplied are worn with solid black pants and a solid black shirt.  
**NOTE: Official Aveda shirts are allowed if they are black** – colored shirts may not be worn.
- Identification badges, supplied by the Aveda Institute, are to be worn as issued during all clocked hours to identify students and staff to guests. If lost, the student has 24 hours to replace it at a cost of \$10.00
- Apparel considered unprofessional includes jeans, sweatpants, athletic wear, hats, revealing or torn clothing (determined by staff).
- Black **closed-toe** footwear must be professional in appearance and worn at all times.
- Aveda Institute reserves the right to maintain an aesthetic standard for all students, including personal hygiene and grooming, makeup, and groomed facial hair

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

- Anyone who is disruptive in the classroom or clinic floor (rudeness, foul language or other unprofessional behavior).
- Food, candy and gum are allowed in the lunchroom area only.
- Beverages can be consumed in the lunchroom and classroom areas only, with the exception of closed, eco-friendly water bottles on the clinic floor.
- Aveda Institute is a smoke-free facility, and smoking **is not allowed** in or around any part of the school.
- Personal electronic devices should be left in the student's locker and may only be used during break times in the lunch room. This includes cell phones.

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

- Remain in their assigned areas or receive their educator's permission to be in unassigned areas.
- 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 students will be assigned by an educator – students who refuse an assigned service may be dismissed for the remainder of the day.

### **CONDUCT/GROUNDS FOR TERMINATION: 24d, 24e**

Unprofessional conduct which discredits the individual or Aveda Institute Des Moines will be subject to termination. Students must conduct themselves so they do not interfere with other students or the Educator. The administrative staff of Aveda Institute Des Moines reserves the right to terminate a student on any of the following grounds:

- Non-compliance with Aveda Institute Des Moines rules and regulations.
- Conduct that reflects unfavorably upon Aveda Institute Des Moines or its students.
- Creating a safety hazard to other students.
- Unsatisfactory academic progress.
- Excessive absences or tardiness.
- Failure to pay fees when due.
- Cheating.
- Falsifying records.
- Breach of enrollment agreement.
- Disobedient or disrespectful behavior to faculty or other students.
- Unprofessional conduct.
- Entering the Institute while under the influence or effects of alcohol, drugs, or narcotics of any kind.
- Carrying a concealed or potentially dangerous weapon.
- Sexual harassment.

- Harassment of any kind including intimidation and discrimination.
- Absent 30 consecutive calendar days.

### **MINOR STANDARD VIOLATIONS**

It is the policy of the Aveda Institute Des Moines that any behavior that is considered inappropriate or disruptive is viewed as a violation. Violations will result in disciplinary action which may lead to termination based upon the severity of the violation.

Minor violations include, but are not limited to, assigned area violations, property misuses, guest service violations, tardiness, dress code violations, misuse of electronic devices, and unprofessional behavior.

- 1<sup>st</sup> offense results in a verbal (documented) warning by Educators.
- 2<sup>nd</sup> offense results in a written warning by Educators.
- 3<sup>rd</sup> offense may result in the student being sent home for the day, and the student may be required to have a conversation with the Director.
- 4<sup>th</sup> offense will be considered a major violation, and may result in a 3 day school suspension, an 8<sup>th</sup> minor violation may result in a 5 day school suspension, and a 12<sup>th</sup> minor violation may result in a 10 day school suspension. Further violations may result in termination.

### **MAJOR STANDARD VIOLATIONS**

If at any time during the student's program, the violation of a major standard will result in termination with the exception of the 4<sup>th</sup> minor violation. If a student is terminated from a program for a major violation, they will not be considered for re-entry into any program.

Major violations include, but are not limited to, using controlled substances, defacing or destroying property, stealing personal or company property, falsifying documents or timekeeping, threatening words or behaviors to other students or staff members, committing fraud, abusing or causing physical harm towards others, possession or use of weapons, and violation of local or state laws.

If a student feels a violation was enforced unfairly, a student is encouraged to file a written grievance as stated in the Aveda Institute's grievance policy, to be submitted to Administrators for approval.

### **DRUG FREE INSTITUTION AND WORKPLACE**

Aveda Institute Des Moines has a zero tolerance for drugs and alcohol. No student, educator, or employee may be on the institution premises or affiliate clinic under the influence of any substance. As a drug free and alcohol free environment, individuals under the influence may be subject to immediate dismissal and/or removal. Students may request counseling for substance abuse and will be referred to community resources.

## **NO SMOKING INSTITUTION AND WORKPLACE**

Smoking will not be tolerated on the premises or in the parking lot of the Aveda Institute Des Moines.

## **SEXUAL HARASSMENT AND ANTI-HAZING POLICY**

Definition of Sexual Harassment: Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature may constitute sexual harassment when:

- a. submission to such conduct is made either explicitly or implicitly, as a term or condition of an evaluation of a student's academic performance, term or condition of participation in student activities, or in other events or activities sanctioned by the Institute;
  - b. submission to, or rejection of such conduct by an individual, is used as the basis for academic decisions or other decisions about participation in student activities or other events/activities sanctioned by the Institute;
  - c. such conduct has the purpose or effect of threatening an individual's academic performance; or creating an intimidating, hostile or offensive educational environment.
2. Sexual Harassment is a violation of Section 703 of Title VII of the Civil Rights Act of 1964 as amended in 1972, (42 U.S.C. S2000e, et, Sequa.) the Iowa Civil Rights Act of 1965, Iowa Code Chapter 216, and Title IX of the Education Amendments of 1972(20 U.S.C.1691, et.seq.) and is punishable under both federal and state laws.
  3. Definition of Sexual Violence or Assault: acts of sexual violence, such as rape, acquaintance rape, or other forms of nonconsensual sexual activity, or violence or harassment based on sexual orientation. These acts will not be tolerated at the Institute as such acts are inappropriate and create an environment contrary to the goals and mission of the Institute. Any such acts will be thoroughly investigated and will subject an individual to appropriate disciplinary sanctions and/or possible action by appropriate law enforcement agencies.

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

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

Efforts shall be made to protect the privacy of the complainants within the constraints of the law. Retaliation against persons complaining of sexual harassment, sexual violence, or violence based on sexual orientation is prohibited. Appropriate and immediate attention will be given to complaints. Students may also contact the Iowa Department of Human Rights, the Federal Equal Opportunity Commission, or the Criminal Justice System.

For all formal complaints of sexual harassment, sexual violence, or violence based on sexual orientation, the Director shall determine the action to be taken, implement the action, and notify both parties of the

action. A memorandum of such action will be sent to the Aveda Institute's Human Resources Department. Individuals found in violation of these policies will be subject to appropriate disciplinary sanctions, including possible expulsion from the Aveda Institute.

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

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

### **UNRESOLVED DISPUTES/GRIEVANCE PROCEDURES**

Grievance procedures are provided for students who believe that they have been unlawfully discriminated against, unfairly treated, or harassed in any way. Academic grievances relate to a complaint about a course, program of study, or grade.

Students are expected to address any disagreements or conflict directly with the individual involved, in person, with a written document outlining the complaint and communication. After this, if there is no satisfactory resolution, the student may set an appointment to see the Institute Director.

The grievance policy is as follows:

1. Complaints against students or Institute employees shall first be directed to the individual. Complaints must be made within six months of the issue.
2. If the complaint cannot be resolved informally, then students shall write up the details and submit to the Institute Director who will research the issue and respond with a resolution within 10 working days.
3. If there has been no satisfactory resolution, then the student may send to the Grievance Committee a written statement of the grievance. The Grievance Committee will respond back to the student within 30 days of the committee's resolution.
4. All communications must be in writing and on file.
5. If the complaint cannot be resolved after exhausting the institution's grievance procedures, the student may contact:

National Accrediting Commission of  
Career Arts and Sciences, Inc  
4401 Ford Avenue, Suite 1300  
Alexandria, Virginia 22302-1432  
Phone 703-600-7600

Iowa Board of Cosmetology Arts & Sciences  
Lucas State Office Building  
321 E. 12<sup>th</sup> Street  
Des Moines, IA 50319  
515-281-4416



The Institute closes for the below listed holidays.

**Holidays Observed in 2010:**

New Year's Day: January 1<sup>st</sup>  
Memorial Day: May 31<sup>st</sup>  
Independence Day: July 4<sup>th</sup>  
Labor Day: September 6<sup>th</sup>  
Thanksgiving Holiday: November 25<sup>th</sup> & 26<sup>th</sup>  
Christmas Eve: December 24<sup>th</sup>  
Christmas: December 25<sup>th</sup>

**Holidays Observed in 2011:**

New Year's Day: January 1<sup>st</sup>  
Memorial Day: May 30<sup>th</sup>  
Independence Day: July 4<sup>th</sup>  
Labor Day: September 5<sup>th</sup>  
Thanksgiving Holiday: November 24<sup>th</sup> & 25<sup>th</sup>  
Christmas Eve: December 24<sup>th</sup>  
Christmas Day: December 25<sup>th</sup>

**SAFETY REQUIREMENTS**

The beauty industry has several safety requirements that include blood waste procedures if a client is accidentally cut, OSHA knowledge about the harmful ingredients in different beauty products, and electrical appliances like the use of blow drying and thermal curling.

Prolong exposure to some hair and nail chemicals may be hazardous and cause irritations. Special care must be taken when working with these chemicals.

Cosmetologist must wear latex gloves when applying hair color and permanent waving lotions to avoid skin irritations.

**VACCINATIONS**

Although the Aveda Institute Des Moines does not require vaccinations, we do encourage each student to receive vaccinations for health benefits. For additional information on vaccinations, please refer to The National Vaccine Information Center <http://www.nvic.org/Vaccine-Laws/state-vaccine-requirements/iowa.aspx>.

**TUITION AND PAYMENT 26**

COSMETOLOGY	
\$21,000.00	TUITION
2,200.00	KIT FEE
150.00	REGISTRATION FEE
50.00	APPLICATION FEE
\$23,400.00	<b>TOTAL INVESTMENT</b>

ESTHIOLOGY	
\$8,000.00	TUITION
1,900.00	KIT FEE
150.00	REGISTRATION FEE
50.00	APPLICATION FEE
\$10,100.00	<b>TOTAL INVESTMENT</b>

MASSAGE THERAPY	
\$10,000.00	TUITION
1,500.00	KIT FEE
150.00	REGISTRATION FEE
50.00	APPLICATION FEE
\$11,700.00	<b>TOTAL INVESTMENT</b>

The registration and application fees are due at the time the student submits his/her admissions documents. **Note:** The application fee of \$50.00 is non-refundable. The \$150.00 registration fee is refundable should a student not be accepted by the Institute, or should a student cancel his/her enrollment agreement within three (3) business days of signing the contract.

The student’s kit fee is due at the time a student signs his/her enrollment agreement and must be paid in full by one of the following options: cash, debit card, credit card, personal check, cashier’s check, personal loan, Sallie Mae loan\*, or alternative loan program.

Contact Financial Aid Manager, Deb Hurtig, at 515.309.8803 or [debh@avedaiowa.com](mailto:debh@avedaiowa.com) to discuss a suitable financial plan.

**TUITION PAYMENT PLANS**

### COSMETOLOGY

Full Tuition Payment	Student makes one (1) tuition payment in the amount of \$21,000.00. If full payment is received 30 days prior to student's start date, a \$1000.00 tuition discount will be granted.
Quarterly Payment Plan	Student makes four (4) interest-free tuition payments in the amount of \$5,250.00.
Monthly Payment Plan	Student makes seventeen (17) interest-free tuition payments in the amount of \$1,235.30
Sallie Mae Smart Option Loan*	See loan conditions.
Federal Student Aid	Available to those who qualify. Apply online at: <a href="http://www.fafsa.ed.gov/">www.fafsa.ed.gov/</a> . School code: 042033.

### ESTHIOLOGY

Full Tuition Payment	Student makes one (1) tuition payment in the amount of \$8,000.00. If full payment is received 30 days prior to student's start date, a \$350.00 tuition discount will be granted.
Monthly Payment Plan	Student makes six (6) interest-free tuition payments in the amount of \$1,333.33.
Sallie Mae Smart Option Loan*	See loan conditions.
Federal Student Aid	Available to those who qualify. Apply online at: <a href="http://www.fafsa.ed.gov/">www.fafsa.ed.gov/</a> . School code: 042033.

### MASSAGE THERAPY

Full Tuition Payment	Student makes one (1) tuition payment in the amount of \$10,000.00. If full payment is received 30 days prior to student's start date, a \$500.00 tuition discount will be granted.
Monthly Payment Plan	Student makes seven (7) interest-free tuition payments in the amount of \$1,430.00.
Sallie Mae Smart Option Loan*	See loan conditions.

An investment in your AVEDA Institute Des Moines education is an investment in your future. The AVEDA Institute Des Moines offers financing options to all those who qualify.

## Federal Student Aid

Title IV Federal Financial Aid is Available to those who qualify. Apply online at: [www.fafsa.ed.gov/](http://www.fafsa.ed.gov/).  
School code: 042033.

## Sallie Mae Career Training Smart Option Student Loan\*

The online application process can be completed by visiting [www.salliemae.com](http://www.salliemae.com), or by scheduling an appointment with the AVEDA Institute Des Moines' Office of Financial Aid. Contact Financial Aid Manager, Deb Hurtig, at 515.309.8803.

The application process begins by requesting an application from the AVEDA Institute Des Moines' Office of Admissions. The loan contract is completed onsite with the Office of Financial Aid. Contact Financial Aid Manager, Deb Hurtig, at 515.309.8803 to schedule your appointment.

**\*Please note that the Aveda Institute Des Moines does not participate in a Preferred Lender Arrangement and a student may use any lender of their choice who will approve a personal loan.**

### SALLIE MAE\*

<b>AVAILABLE FINANCING</b>	Student may finance his/her program tuition and kit fee.
<b>LIVING EXPENSES</b>	Up to an additional \$6,000.00 can be financed for student living expenses.
<b>INTEREST RATES</b>	Competitive variable interest rates.
<b>IN-SCHOOL PAYMENTS</b>	Flexible repayment options during the in-school & separation period; 1. Interest-only repayment OR 2. \$25.00 fixed monthly payments
<b>REPAYMENT TERMS</b>	Repayment terms from 10-14 years.
<b>COSIGNING</b>	Majority of applications require creditworthy cosigner. → Cosigner release program available

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## SCHOLARSHIPS<sup>20</sup>

The AVEDA Institute Des Moines does accept scholarship programs on an individual student basis. Scholarships and/or awards may be provided by private, civic, high school, church and other foundations, both inside and outside of the beauty & wellness industry. The Institute accepts scholarships based upon academic merit or talent, and not solely on financial need. Whether a scholarship program is accepted is at the discretion of the Institute Director.

Furthermore, the AVEDA Institute Des Moines may offers scholarships to incoming and current students who have been accepted into a specific program of study. Funds are awarded in recognition of a

student's accomplishments, and potential for future growth and development, based upon criteria set by the Institute. When a scholarship is provided by the Aveda Institute Des Moines, any eligible candidate meeting the set criteria may apply for the scholarship.

\*If a student's enrollment status changes after they receive a scholarship, it is per the discretion of the Aveda Institute Des Moines if the funds are applied towards tuition or if they are returned to the scholarship provider.

### **REFUND POLICY 13**

If a student's enrollment is terminated or canceled for any reason, all refunds will be made according to the following refund schedule:

- a. Cancellation must be made in writing. In order for a student (or in the case of a student under legal age, his/her parent or guardian) to cancel his/her enrollment and withdraw from school, the student must notify the Institute in writing.
- b. All monies will be refunded if the applicant is not accepted by the Institute or if the student cancels within three (3) business days (as determined by the postmark on written notification) after signing the enrollment agreement and making an initial deposit except for the \$50 application fee. The postmark will determine the cancellation date on written notification, or the date written notification is delivered to the school administrator/owner in person. This policy applies regardless of whether or not the student has actually started training.
- c. Cancellation after the third (3<sup>rd</sup>) business day, but before beginning the first class, will result in a refund of all monies paid, with the exception of the \$150.00 registration fee.
- d. Student's kit is non-refundable after the student has the kit in their possession.
- e. For students who enroll in and begin classes, and later withdraw or are terminated, the Institute shall make a pro rata refund of no less than ninety percent of the tuition of the terminating student based upon the ratio of completed number of hours or days scheduled to the completion of the course up to 60%. After 60% of the scheduled hours, no refund is due to the student and 100% tuition is owed by the student.
- f. Enrollment time is defined as the time elapsed between the actual starting date and the date of the student's last day of attendance in school.
- g. The termination date, for refunds computation purposes, will be determined by the postmark on written notification, or the date said information is delivered to the school administrator/owner in person. The refund must be calculated within 30 days of the withdrawal date, and all refunds will be made within 45 days of termination or receipt of written cancellation.
- h. For purposes of calculating the date of withdrawal, attendance is monitored on monthly basis to determine unofficial withdrawal. If a Student is absent 30 consecutive calendar days and was not granted an approved leave of absence, the student will be considered to have withdrawn. The determination date will be the date that attendance was reviewed.
- i. A student on an approved leave of absence notifies the school that he or she will not be returning. The date of withdrawal shall be the earlier of the date of expiration of the leave of absence or the date the student notifies the Institute that the student will not be returning.
- j. If the Institute is permanently closed and no longer offers instruction after a student has enrolled, the student is entitled to a pro-rata refund of tuition based on the tuition adjustment schedule.
- k. If a program is cancelled subsequent to a student's enrollment, but prior to beginning instruction, the school shall, at its option: 1) provide a full refund of all monies paid; or 2) provide for completion of the program.

1. **Students will be charged a \$150.00 withdrawal fee.**

#### **RETURN OF UNEARNED TITLE IV FUNDS**

The school will determine the amount of Title IV Aid to be returned in accordance with the Department of Education Guidelines. Eligible Title IV Aid recipients who fail to complete over **60%** of a payment period is considered to have not earned all the Federal Aid that may have been previously awarded. A required calculation will be performed to determine the portion of the unearned Federal Student Aid that must be returned to the U.S. Department of Education. In many cases, the Return of Unearned Title IV Funds calculation will result in the student owing tuition and fees to the Institute that would otherwise have been paid with Federal Aid funds. This policy may also result in the student owing a refund to the Department of Education.

**FACULTY AND ADMINISTRATION 25**

**Doug & Jana Van Polen – Owners**

**April King – Institute Director**

**Lindsey Clark – Director of Education**

**Deb Erixon – Student Services Coordinator**

**Sheila Townsend – Business Manager**

**Judy Owens – Compliance Officer**

**Deb Hurtig – Financial Aid Manager**

**Christine Eddie – Director of Admissions**

**Andrea Thompson – Career Placement Coordinator/Mentoring**

**Esmeralda Morin – Experience Center Manager**



