



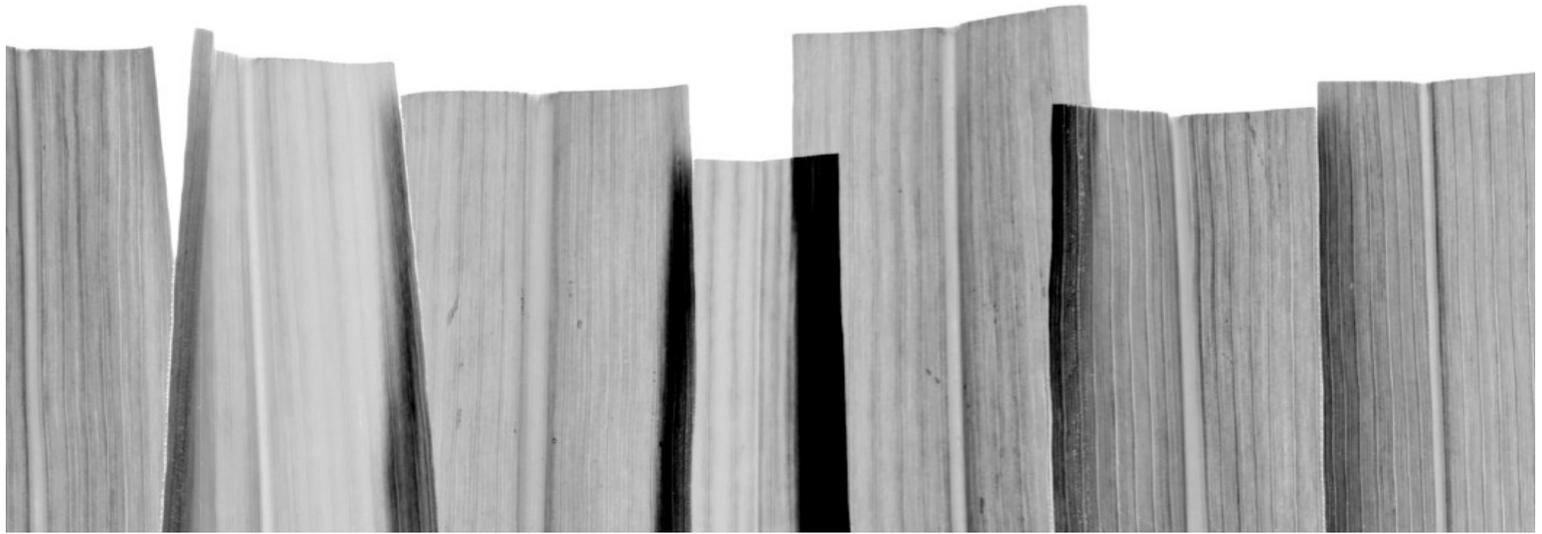
AVEDA INSTITUTE  
CHAPEL HILL

DO LOVE  
what YOU DO  
LOVE DO  
what YOU DO

**COURSE CATALOG**

<https://avedafi.edu/chapel-hill>

Space 200-B, 201 S. Estes Dr. | Chapel Hill, NC 27514 | Phone 919.960.4769



## DEVELOP YOUR NATURAL TALENTS

If you're looking for an opportunity to express your creativity and establish a solid professional career, look no further. Come to the Aveda Institute Chapel Hill and let yourself grow.

### THE MISSION & OBJECTIVE

The mission of the Aveda Institute Chapel Hill is to inspire and educate our students, our team and our guests about beauty, fashion, wellness and nature. This includes preparing our students for careers in the fields of cosmetology and esthetics, including the development of practical skills necessary for success with business skills, customer service, retailing and communications. The Aveda Institute Chapel Hill is committed to fostering an environment of respect and trust in order to allow students to express their individuality and creativity.

The education and training objective at the Aveda Institute Chapel Hill is to provide our students with the training that they need to master entry-level skills, technical training, retail and guest service skills, and professionalism necessary for a successful cosmetology or esthetics career.

The distinctive learning environment at the Aveda Institute Chapel Hill encourages personal and professional growth, the continuous quest for knowledge and a commitment to teamwork.

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## AREAS OF STUDY

Your training will encompass three types of learning: Academic knowledge, the foundation of your education. Practical experience, the application of your knowledge. Professional business-building skills, vital for your success. Each phase of your education will emphasize a different combination of learning approaches.

### **COSMETOLOGY**

Explore the latest styles and techniques in hair cutting and styling, skin care, nail care and makeup.

### **ESTHETICS**

Learn specialized techniques to purify, balance and renew the skin.

### **INSTRUCTOR TRAINING**

Take your career to the next level.

## CAREER OPPORTUNITIES

### **SALON INDUSTRY**

1. hair stylist
2. esthetician
3. makeup artist
4. manicurist
5. sales representative
6. permanent waving specialist
7. hair coloring specialist

### **EDUCATION & OTHER FIELDS**

1. instructor
2. freelance educator
3. manufacturer educator
4. consultant/trainer
5. freelance makeup artist
6. stylist or makeup artist for film, theater, fashion or print
7. distributor educator

All career opportunities listed are entry level.

The programs at the Aveda Institute Chapel Hill provide instruction in theory and are designed to develop practical skills required for licensure. Teaching methods include discussion, question and answer, demonstration, cooperative learning, problem solving, lecture, individualized instruction, and student presentations.

Students are graded on the basis of classroom and homework assignments, chapter tests, model assignments and practical guest services.

All instruction is presented in English.



# COSMETOLOGY PROGRAM

Express your creativity and talent in hair, skin and nail care and makeup application. Our cosmetology course incorporates 1,500 hours of extensive hands-on learning to provide you a complete understanding of beauty and wellness. Upon completion, you'll be ready to succeed as a licensed cosmetologist.

## HOURS REQUIREMENTS/SCHEDULE

### DAYTIME SCHEDULE; Full-Time Schedule | 52 weeks | 1500 Hours

30 hours of scheduled instruction per week

**Week 1 - Orientation Week:** Tuesday | Wednesday | Thursday | Friday: 9:00 am – 5:30 pm

#### Weeks 2-52:

3-Day Schedule: Monday | Wednesday | Friday: 9:00 am – 8:00 pm; or

3-Day Schedule: Monday | Tuesday | Wednesday: 9:00 am – 8:00 pm; or

4-Day Schedule: Monday | Tuesday | Wednesday | Thursday: 9:00 am – 5:30 pm; or

4-Day Schedule: Tuesday | Wednesday | Thursday | Friday: 9:00 am – 5:30 pm; or

5-Day Schedule: Monday | Tuesday | Wednesday | Thursday | Friday - 9:00 am - 3:45 pm

### EVENING SCHEDULE; Full-Time Schedule | 62 weeks | 1500 Hours

25 hours of scheduled instruction per week

5-Evening Schedule: Monday | Tuesday | Wednesday | Thursday | Friday - 5:00 pm - 10:00 pm

## CULTURE/ENLIGHTEN/ELEVATE

Learn the fundamentals of cutting, styling and chemical restructuring of hair; skin; nail care; makeup; and the related sciences. Lectures, demonstrations and hands-on workshops concentrate on developing skill and accuracy and reinforcing classroom knowledge. You will be introduced to retailing, client servicing and personal development skills. This unit also covers State safety, health and sanitation requirements.

## EMERGE/EXPRESS

Unlock your creativity as you explore the trends and techniques in haircutting, styling, coloring, permanent waving and chemical restructuring. Time in the clinic allows you to become increasingly confident in your professional abilities and you begin to learn vital employment and career-advancing skills such as interviewing and resume writing.

## ENGAGE/EMPOWER

Get ready to launch your career with in-depth training in client service, time management, self-promotion, goal-setting, merchandising and entrepreneurship. Fine tune your speed, accuracy, concentration, and technical skills. You will demonstrate competency in all tasks required for the skill certification examination and possess the theoretical knowledge you need to pass the written examination required by the Aveda Institute Chapel Hill and the State of North Carolina for licensure.

## INSTRUCTIONAL METHODS

Methods of instruction include discussion, question and answer, demonstration, cooperative learning, problem solving, lecture, individualized instruction, and student presentations. Pivot Point Learn Aveda Platform, Textbook: Pivot Point Cosmetology Fundamentals Study Guide. iPad supplied in the student kit.

## GRADING PROCEDURES

Your progress at the Institute will be evaluated on the basis of classroom work, homework assignments, chapter tests, exams, model assignments, daily clinic practical experiences, daily quota experiences, projects, and a final practical and written examination.

Grading Scale	=	
90-100	=	A – Honor Roll
85-89	=	B
80-84	=	C
79 and BELOW	=	Failing



## COSMETOLOGY COURSE OUTLINE

### PROGRAM DESCRIPTION

Cosmetology at Aveda Institute Chapel Hill is the art and science of enhancing beauty for both men and women. Our program includes instruction in the care of hair, nails and skin. Students will learn hair design, color, cutting and styling and will apply this knowledge to mannequins, live models and guests. The care of healthy nails, manicure, pedicure, and table set-up is also taught. Skin care, facial waxing, and face color is the finishing touch of the Aveda experience.

### PROGRAM GOALS

The cosmetology program at Aveda Institute Chapel Hill prepares students to become licensed cosmetologists in the state of North Carolina. The program includes both theory and practical experience which together comprise the skills required for licensure.

### PROGRAM CONTENT

Course units required by the North Carolina State Board of Cosmetic Arts Examiners and the number of classroom hours associated with each are listed below. Practical experience applying theory to live models provides students with the opportunity to learn and enhance skills. The variety and number of skill demonstrations required by the North Carolina State Board are listed below.

UNIT		THEORY HOURS
1	Orientation	8
2	Infection Control	4
3	Blood exposure	4
4	North Carolina Statutes, including Scope of Practice	4
2	Professional Image & Ethics	24
3	Bacteriology	4
4	Properties of the Scalp & Hair	8
5	Draping, Shampooing, Rinses	8
6	Hair Shaping	48
7	Hair & Hair Styling	112
8	Thermal Pressing & Styling	48
9	Permanent Waving & Chemical Relaxing	56
10	Hair Coloring	88
11	Artificial Hair	16
12	Nails & Manicuring	32
13	Facials, Makeup, & Skin Care	24
14	Anatomy	16
15	Electricity	8
16	Chemistry	8
17	Salon Business	16
	TOTAL THEORY HOURS	536

UNIT		PRACTICAL HOURS
1	Infection Control (includes practical training on cleaning techniques, salon laundry services, and disinfecting salon stations and common areas)	4
2	Blood exposure procedure	2
3	Scalp/Hair Treatments	7.5
4	Fullhead Fingerwave/style	20
5	Fullhead Pincurl/style	20
6	Hair Styling - sets, blowdry, thermal press/flat iron, artificial hair	277
7	Haircuts	170
8	Chemical Reformation or Permanent Waving & Relaxers	140
9	Temporary Color	1.5
10	Color Application - semi, demi, permanent color, & hair lightening	120
11	Multidimensional Color, low/high lighting, cap, bleach	100
12	Lash & Brow Color	1
13	Nail Care	45
14	Artificial Nail Sets	40
15	Facials with surface manipulation	10
16	Makeup Application	3
17	Hair Removal	3
	TOTAL PRACTICAL HOURS	964



# ESTHETICS PROGRAM

Prepare for an exciting future in skincare with Aveda Institute Chapel Hill. Our Esthetics curriculum provides 600 hours of skin care training with an emphasis on using pure flower and plant essences in treatments. Upon completion, you'll be ready to succeed as a licensed esthetician.

## HOURS REQUIREMENTS/SCHEDULE

**Full-Time Schedule | 21 weeks | 600 hours**

30 hours of scheduled instruction per week

**Week 1 - Orientation Week:** Tuesday | Wednesday | Thursday | Friday: 9:00 am – 5:30 pm

### Weeks 2-21:

3-Day Schedule: Monday | Wednesday | Friday: 9:00 am – 8:00 pm; or

3-Day Schedule: Monday | Tuesday | Wednesday: 9:00 am – 8:00 pm; or

4-Day Schedule: Monday | Tuesday | Wednesday | Thursday: 9:00 am – 5:30 pm; or

4-Day Schedule: Tuesday | Wednesday | Thursday | Friday: 9:00 am – 5:30 pm; or

5-Day Schedule: Monday | Tuesday | Wednesday | Thursday | Friday - 9:00 am - 3:45 pm

## CULTURE/ENLIGHTEN

Learn the fundamentals of facial manipulations, equipment and plant aromaology™ as you study the related sciences of anatomy and histology, along with state safety requirements. Combining theoretical knowledge and hands-on experience, this unit puts you on your way to a career in skin care.

## EMERGE/EXPRESS

Apply your knowledge through clinic experiences while you increase your understanding in the classroom. In this unit, you'll refine your skills and gain the expertise you need to meet the Aveda Institute's skin care and makeup service standards and state safety requirements.

## EMPOWER

Learn real-world strategies to get the job of your dreams, from interviewing to resume writing and beyond. Fine-tune your accuracy, concentration and speed. At this point, you'll have the competency required for the skill certification examination, as well as the theoretical knowledge needed to pass the written examination required by Aveda Institute Chapel Hill and the State of North Carolina for licensure. Now you're ready to start your career in skin care.

## INSTRUCTIONAL METHODS

Methods of instruction include discussion, question and answer, demonstration, cooperative learning, problem solving, lecture, individualized instruction, and student presentations. . Pivot Point Learn Aveda Platform, Textbook: Pivot Point Esthetics Fundamentals Study Guide. iPad supplied in the student kit.

## GRADING PROCEDURES

Your progress at the Institute will be evaluated on the basis of classroom work, homework assignments, chapter tests, exams, model assignments, daily clinic practical experiences, daily quota experiences, projects, and a final practical and written examination.

Grading Scale	=	
90-100	=	A – Honor Roll
85-89	=	B
80-84	=	C
79 and BELOW	=	Failing



## ESTHETICS COURSE OUTLINE

### PROGRAM DESCRIPTION

Esthetics at Aveda Institute Chapel Hill is the art and science of enhancing beauty, health and relaxation for both men and women. Our program includes instruction in the physiology, analysis, and care of skin. Students will learn a variety of facial and relaxation techniques and will apply this knowledge to live models and guests. Full body and facial waxing are core skills, and face color is the finishing touch of the Aveda experience.

### PROGRAM GOALS

The Esthetics program at Aveda Institute Chapel Hill prepares students to become licensed estheticians in the state of North Carolina. The program includes both theory and practical experience which together comprise the skills required for licensure.

### PROGRAM CONTENT

Course units required by the North Carolina State Board of Cosmetic Arts Examiners and the number of classroom hours associated with each are listed below. Practical experience applying theory to live models provides students with the opportunity to learn and enhance skills. The variety and number of skill demonstrations required by the North Carolina State Board are listed below.

UNIT		THEORY HOURS
1	Orientation	12
2	Infection Control	4
3	Blood Exposure	4
4	North Carolina Statutes, including Scope of Practice	4
5	Anatomy/Physiology	12
6	Chemistry	8
7	Client Consultation	8
8	Facial/Body Treatment (Cleansing, Massage, Masks)	70
9	Hair Removal	20
10	Basic Dermatology	15
11	Machines, Electricity, Apparatus	8
12	Aromatherapy	8
13	Nutrition	4
14	Business Management	8
15	Makeup/Color Theory	16
16	Professional Ethics	4
17	Professional Development	12
	TOTAL THEORY TIME	217

UNIT		PRACTICAL HOURS
1	Infection Control (includes practical training on cleaning techniques, salon laundry services, and disinfecting salon stations and common areas)	4
2	Blood Exposure procedure	2
3	Facials: manual (skin analysis, cleansing, scientific manipulations, packs & masks)	121
4	Facials: electronic (the use of electrical modalitus, including dermal lights & electrical apparatus for facials & skin care including galvanic & faradic)	98
5	Eyebrow Arching	28
6	Hair Removal (hard wax, soft wax, depilatories)	65
7	Makeup Application (skin analysis, complete & corrective makeup)	45
8	Eyelash Extensions	10
9	Brow & Lash Color	10
	TOTAL PRACTICAL TIME	383



# INSTRUCTOR TRAINING PROGRAM

## ARE YOU INTERESTED IN TAKING YOUR CAREER TO THE NEXT LEVEL?

Each year, the Aveda Institute Chapel Hill selects a very limited number of graduates to participate in its Cosmetology and Esthetics Instructor Training Program. The Instructor Training Program consists of both advanced training and hands-on experience. Trainees work with the Director of Education and with experienced educators who hold a variety of advanced Aveda certifications. Training includes the study of adult learning styles and education techniques, presentation skills, and classroom management. Trainees also learn and practice lesson planning and test creation and security. The understanding and application of rules and laws governing cosmetology in the state of North Carolina are the foundation of both the theory and practice components of the program. Tuition for the Instructor Training Program is complementary.

## PROGRAM GOALS

Participants in the Instructor Training Program at Aveda Institute Chapel Hill demonstrate a passion for education and a desire to contribute to the professional development of others. Through a comprehensive theory curriculum and extensive practical experience, trainees are well prepared to become licensed cosmetology or esthetics instructors in the state of North Carolina.

## PROGRAM CONTENT

Course units required by the North Carolina State Board of Cosmetic Arts Examiners and the number of associated classroom hours are listed below. The cosmetology instructor course consists of a minimum of 800 hours of instruction in theory and practical application and the esthetics instructor course consists of a minimum of 650 hours.

## INSTRUCTIONAL METHODS

Methods of instruction include discussion, question and answer, demonstration, cooperative learning, problem solving, lecture, individualized instruction, and student presentations.

## COSMETOLOGY INSTRUCTOR PROGRAM

Our cosmetology instructor training program consists of 800 hours of classroom and hands-on training combined. Students completing the instructor training program will receive the education necessary to become licensed as cosmetology instructors.

### HOURS REQUIREMENTS

24 weeks, 800 hours  
Initial Theory Curriculum: 150 hours  
Practical Application Curriculum: 650 hours

## GRADING PROCEDURES

Your progress at the Institute will be evaluated on the basis of classroom work, homework assignments, chapter tests, exams, model assignments, daily clinic practical experiences, daily quota experiences, projects, and a final practical and written examination.

Grading Scale	=	
90-100	=	A - Honor Roll
85-89	=	B
80-84	=	C
79 and BELOW	=	Failing

### SCHEDULE

A 35-hour weekly schedule is assigned between the hours of Monday — Friday: 8:30am - 5:30pm. Students shall confirm their individual schedules with the Director.

**Start Dates will be determined by the school on an individual basis**

1. **Initial theory hours, 150 hours** of instruction on teaching methods and the laws governing cosmetology, to include the following topics:
  - a. instruction in teaching techniques – 26 hours
  - b. instruction in preparing lesson plans – 26 hours
  - c. instruction in preparing class lectures and presentations – 26 hours
  - d. instruction in career planning and development – 26 hours
  - e. instruction in preparing examinations – 26 hours
  - f. G.S. 88B and the rules of the Board – 20 hours
2. **Practical application curriculum, 650 hours** of practice teaching, to include the following:
  - a. conducting theory classes from prepared lesson plans – 237.5 hours
  - b. preparing and giving examinations – 175 hours
  - c. giving practical demonstrations – 237.5 hours



## ESTHETICS INSTRUCTOR PROGRAM

Our esthetics instructor training program consists of 650 hours of classroom and hands-on training combined. Students completing the instructor training program will receive the education necessary to become licensed as esthetics instructors.

### HOURS REQUIREMENTS

19 weeks, 650 hours

Initial Theory Curriculum: 120 hours

Practical Application Curriculum: 530 hours

### SCHEDULE

A 35-hour weekly schedule is assigned between the hours of Monday — Friday: 8:30am - 5:30pm. Students shall confirm their individual schedules with the Director.

**Start Dates will be determined by the school on an individual basis**

1. **Initial theory curriculum, 120 hours** of instruction on methods of teaching and the laws governing skin care to include the following topics:
  - a. instruction in teaching techniques – 18 hours
  - b. instruction in preparing lesson plans – 18 hours
  - c. instruction in preparing class lectures and presentations – 18 hours
  - d. instruction in preparing examinations – 17 hours
  - e. instruction in career planning and development – 17 hours
  - f. instruction in chemical usage – 17 hours
  - g. G.S. 88B and the rules of the Board – 15 hours
2. **Practical application curriculum, 530 hours** of practice teaching, to include the following:
  - a. conducting theory classes from prepared lesson plans – 190 hours
  - b. preparing and giving examinations – 150 hours
  - c. giving practical demonstration – 190 hours

## COME TO THE RIGHT PLACE

The Aveda Institute Chapel Hill is conveniently located in the University Mall, just minutes away from the campus of the University of North Carolina at Chapel Hill. The Aveda Institute Chapel Hill is the ideal setting for your professional education.

### CLIENT SERVICE AREAS

A diverse array of clients come to the Aveda Institute for beauty and wellness services. As a student, you will have the opportunity to perform a spectrum of hair, skin and nail services in a virtual salon setting, under the supervision of your instructors.

### STUDENT CLASSROOMS

Classrooms of all sizes have been designed to provide the proper environment for different types of learning and activities. With an average student/teacher ratio of 15:1, students receive one-on-one training in the student classroom and on the clinic classroom.

### RESOURCE LIBRARY AND ADMINISTRATIVE OFFICES

A resource library has books on styling, motivation, health and wellness for your reference. Team leaders and admissions personnel are also available to respond to your questions and concerns.

### AVEDA ENVIRONMENTAL LIFESTYLE STORE

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



# ADMISSIONS

## *Are you ready to begin?*

If you're excited about the prospect of training at the Aveda Institute Chapel Hill, here's all you have to do to get started.

### ADMISSION PROCESS

1. Have a career planning session with an Admissions Representative.
2. Complete an admissions application.
3. Provide valid proof of education. This includes a copy of high school diploma, high school transcript or GED - with a graduation date. The Aveda Institute Chapel Hill does not accept ATB (Ability to Benefit) students.
4. Meet with a financial aid counselor and submit an approved funding plan (if applicable).
5. Sign an enrollment agreement with an admissions representative.

The Aveda Institute Chapel Hill does not admit ability-to-benefit students. The Aveda Institute Chapel Hill does not admit students who have record of a felony conviction.

The Aveda Institute Chapel Hill requires no information regarding vaccinations from potential students to attend school.

Any student with foreign/international proof of graduation will need the diploma and/or transcript translated and verified for U.S. High School equivalency.

#### Home-Schooled Students

Though Home-Schooled students are not considered to have a high school diploma or equivalent, they are eligible for admission into the Aveda Institute Chapel Hill. Home-School students must provide a copy of their complete high school transcript. Home-School transcripts **must include** the following information:

1. Name, Address, and Phone Number of Home-School.
2. Student's personal information (name, address, date of birth, social security number).
3. Itemization of courses and final grades achieved for each grade level accomplished.
4. Date of Graduation.
5. Name and signature of the Home-School Administrator

Home-School transcripts **must be** notarized by a Notary Public and sent to the Institute's Admissions Office in an envelope sealed and sent by the Home-School Administrator.

Every North Carolina home-schooled student must submit a photocopy of the card sent to the Home-School Administration by Raleigh verifying the home-school's license to operate in the state. For students home-schooled in other States, please submit whatever verification is provided by that State.

If the high school information cannot be verified, the student will be required to take and pass a GED test prior to enrollment.

#### Re-Enrollment Guidelines

Former students seeking re-enrollment to the institute should contact the Student Success Office to begin the re-enrollment process. Student Success Office will investigate the reasons the student previously withdrew or was terminated from the Institute.

If a student was terminated for behavioral issues, then he/she must meet with the Student Success Team Lead and the Director to determine the eligibility for re-enrollment. The student may need to satisfy conditions specified by the Student Success Team Lead and Director before he/she will be re-admitted to the Institute. If the former student is eligible to re-enroll then Student Success Office will inform Financial Aid of the student's interest in returning and a Financial Aid Coordinator will contact the student to begin the financial packaging process.

If a student withdrew for medical, personal or financial reasons, Student Success Office will counsel the student on expectations and policies and will inform Financial Aid of the student's interest in returning. Financial Aid will contact the student and begin the financial packaging process.

Any former student who re-enrolls may be subject to a \$150 cancellation fee before he/she is eligible to return if it was not previously paid upon withdrawal from the Institute.

Once the student finishes the financial packaging process, Student Success Office will coordinate a return date for the student based on the progress he/she made before withdrawing. As part of this analysis, Student Success Office will work with the Institute's instructor team to determine the number of the student's previously-earned hours that will be accepted upon re-enrollment. The student must sign an Enrollment Agreement Addendum prior to returning to his/her program.

#### Transfer Students

Applicants for transfer into the Aveda Institute Chapel Hill cosmetology and esthetics programs are considered on an individual basis. Requests for transfer of hours must be made prior to student signing a program enrollment agreement. Aveda Institute may, at its discretion, refuse transfers if admission requirements, including tuition, cannot be met. The Aveda Institute Chapel Hill may accept transfer hours into any course. The determination of the hours accepted for transfer will be based on an examination of the individual's technical skills and knowledge of the program and subject matter. If any transfer hours are accepted by the school, the student will be notified, in writing, of the accepted hours. The Department of Veterans Affairs will also receive written notification when applicable.

The Aveda Institute Chapel Hill does not award credit for prior experiential learning.

The Aveda Institute Chapel Hill, in its admissions, instruction and graduation policies, practices no discrimination on the basis of race, religion, color, financial status, sex, ethnic origin, age, veteran status, gender identity, or sexual orientation.

The Aveda Institute Chapel Hill does not recruit students that are currently attending or admitted to another school offering a similar program study.

**To schedule an information interview, call the Admissions Department at 919.960.4769**



## COSMETOLOGY INSTRUCTOR & ESTHETICS INSTRUCTOR PROGRAM ADMISSION PROCESS

1. Must have graduated from the Aveda Institute Chapel Hill Cosmetology or Esthetics program, (prospective Cosmetology Instructor students would have graduated from the Cosmetology program and the Esthetics Instructor students would have graduated from the Esthetics program)
2. Must be in good financial standing with original program (Cosmetology or Esthetics)
3. Graduated from the Cosmetology or Esthetics program with an 80% GPA and an 90% Attendance Percentage
4. Graduated without a suspension, termination or two or more Standard Violations
5. Provide two letters of recommendation from Aveda Institute Chapel Hill Instructors
6. Submit a letter of inquiry

## SECTION 504/AMERICANS WITH DISABILITIES ACT POLICY

The Aveda Institute Chapel Hill does not discriminate in admission or access to our program on the basis of age, race, color, sex, disability, religion, sexual orientation, financial status, veteran status, gender identity, or national origin.

If you would like to request academic adjustment or auxiliary aids, please contact the Institute's Section 504 Compliance Coordinator, Ms. Jill Sharpe. You may contact Ms. Sharpe at Space 200-B, 201 S. Estes Dr., Chapel Hill, NC 27514, phone 919-960.4769, email [sjill@avedafi.edu](mailto:sjill@avedafi.edu). You may request academic adjustments or auxiliary aids at any time.

Applicants who are persons with disabilities, as defined in paragraph 104.3(j)(1)(i) of the regulation under Section 504 of the Rehabilitation Act of 1973, may apply for admittance into the program. The Institute will work with the applicant or student to provide necessary academic adjustments and auxiliary aids and services unless a particular adjustment would alter or waive essential academic requirements; fundamentally alter the nature of a service, program or activity; or result in undue financial or administrative burdens considering the Institute's resources as a whole.

Any qualified individual with a disability requesting an accommodation or auxiliary aid or service should follow this procedure:

- 1) Notify Ms. Sharpe, the Institute's Section 504 Compliance Coordinator, of the type of accommodation needed, date needed, documentation of the nature and extent of the disability, and of the need for the accommodation or auxiliary aid. Requests should be submitted in writing unless you cannot provide the request in writing, in which case the Institute would accept a verbal request. You may contact Ms. Sharpe at Space 200-B, 201 S. Estes Dr., Chapel Hill, NC 27514, phone 919-960.4769, email [sjill@avedafi.edu](mailto:sjill@avedafi.edu).
- 2) Ms. Sharpe will schedule a time to meet with you after receiving your request for accommodation. The purpose of this meeting is to help ensure that the Institute is obtaining adequate information and understanding of your individual needs.
- 3) Ms. Sharpe will review the request and provide you with a written determination as soon as practically possible but in no event more than two weeks after receiving the request.
- 4) If you would like to request reconsideration of the decision regarding your request, please contact the Institute's Senior Director of Institutes within 15 days of the date of the response. Please provide a statement of why and how you think the response should be modified. Statements may be submitted to the Senior Director of Institutes by email at [sgreider@nurturaveda.com](mailto:sgreider@nurturaveda.com), or by mail to Ms. Sara Greider, Senior Director of Institutes, Aveda Institute Chapel Hill, 6281 Tri-Ridge Blvd., Suite 140, Loveland, Ohio 45140. You may contact the Director of Institutes by phone at 513-340-2421.

## DISCRIMINATION GRIEVANCE PROCEDURE

The Institute has adopted the following Grievance Procedure for addressing complaints of discrimination under Section 504 of the Rehabilitation Act of 1973. A person is not required to use this procedure and may instead file a complaint directly with the U.S. Department of Education's Office for Civil Rights, 400 Maryland Avenue, S.W., Washington, DC 20202-1475.

Step 1: A person who believes that he/she has been discriminated against by the Institute is encouraged, but is not required, to discuss the matter informally with the Director, Ms. Jill Sharpe, Space 200-B, 201 S. Estes Dr., Chapel Hill, NC 27514, phone 919-960.4769, email [sjill@avedafi.edu](mailto:sjill@avedafi.edu). If the Director is the subject of the complaint, the grievant may, instead, contact the Institute's President, who will appoint another administrator to discuss the matter. The person receiving the complaint shall verbally convey his/her findings to both the person who alleged the violation and the person who is the subject of the complaint within 10 business days.

Step 2: If the informal Step 1 process does not resolve the matter, or if the grievant does not wish to use the informal procedures set forth in Step 1, a written complaint may be submitted to the Institute's Section 504 Coordinator who will investigate the complaint. [NOTE: if the Section 504 Coordinator is the subject of the complaint, the complaint should be submitted to the Institute's President who will appoint another administrator to conduct the investigation]. The complaint shall be signed by the grievant and include 1) the grievant's name and contact information; 2) the facts of the incident or action complained about; 3) the date of the incident or action giving rise to the complaint; 4) the type of discrimination alleged to have occurred; and 5) the specific relief sought. Names of witnesses and other evidence as deemed appropriate by the grievant may also be submitted. An investigation of the complaint will be conducted within 10 business days following the submission of the written complaint. The investigation shall include an interview of the parties and witnesses, a review of the relevant evidence, and any other steps necessary to ensure a prompt and thorough investigation of the complaint. A written disposition of the complaint shall be issued within 10 business days of completion of the investigation, unless a specific written extension of time is provided to the parties. Copies of the disposition will be given to both the grievant and the person who is the subject of the complaint. If discrimination or harassment was found to have occurred, the disposition will include the steps that the Institute will take to prevent recurrence of any discrimination or harassment and to correct its discriminatory effects on the grievant and others, if appropriate.



Step 3: If the grievant wishes to appeal the decision in Step 2 above, he/she may submit a signed, written appeal to the Institute's President within 10 business days after receipt of the written disposition. The Institute President or his designee shall respond to the complaint, in writing, within 10 business days of the date of the appeal. Copies of the response shall be provided to both the grievant and the person who is the subject of the complaint.

The Institute hereby provides assurance that it strictly prohibits any form of retaliation against persons who utilize this Grievance Procedure. If you have questions regarding these procedures or desire to file a complaint, please contact the Institute's Section 504 Coordinator: Jill Sharpe, Director, Space 200-B, 201 S. Estes Dr., Chapel Hill, NC 27514, phone 919-960.4769, email [sjill@avedafi.edu](mailto:sjill@avedafi.edu).

## **NOTICE OF ARBITRATION AGREEMENT & CLASS ACTION WAIVER**

As a condition for enrollment in the Aveda Institute Chapel Hill ("AICH"), students enter into an agreement which provides that all disputes between a student and AICH will be resolved by binding arbitration.

Students thus give up their right to go to court to assert or defend their rights under their enrollment agreement (except for matters that may be taken to small claims court).

- \* A student's rights will be determined by a neutral arbitrator and not a judge or jury.
- \* Students are entitled to a fair hearing, but the arbitration procedures are simpler and more limited than rules applicable in court.
- \* Arbitrator decisions are as enforceable as any court order and are subject to very limited review by a court.

As a further condition for enrollment, students also agree that any dispute or claim that they may bring will be brought solely in the student's individual capacity, and not as a plaintiff or class member in any purported class action, representative proceeding, mass action or consolidated action.

Notwithstanding the student's agreement to resolve any disputes with AICH by binding arbitration:

- AICH does not require a Federal student loan borrower to participate in arbitration or any internal dispute resolution process offered by the institution prior to filing a borrower defense to repayment application with the U.S. Department of Education pursuant to 34 CFR § 685.206(e);
- AICH does not, in any way, require students to limit, relinquish, or waive their ability to pursue filing a borrower defense claim, pursuant to 34 CFR § 685.206(e) at any time; and
- Any arbitration required by the pre-dispute arbitration agreement with AICH tolls the limitations period for filing a borrower defense to repayment application pursuant to 34 CFR § 685.206(e)(6)(ii).

Binding arbitration with AICH will be conducted by the American Arbitration Association (the "AAA"), under its Consumer Arbitration Rules.

You may begin the arbitration process by getting together the following documents:

- Notice of Arbitration and/or a Statement of Claim explaining the nature of the dispute and the relief requested
- The enrollment agreement that refers to the AAA
- Any supporting documents or exhibits
- Appropriate filing fee



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When you have all the above documents ready, you can file your case in any one of the following ways:

- Online: <https://apps.adr.org/webfile>
- Email box: [casefiling@adr.org](mailto:casefiling@adr.org)
- Facsimile: 1 877-304-8457 or +1 212-484-4178 (fax number outside the US)
- Mail: American Arbitration Association—Case Filing Services, 1101 Laurel Oak Road, Suite 100, Voorhees, NJ 08043, USA

More information about the AAA arbitration process and the AAA Consumer Arbitration Rules can be obtained at [www.adr.org](http://www.adr.org) or 1-800-778-7879.

For more information about the AICH's arbitration process please contact:

Sara Greider  
6281 Tri-Ridge Blvd, Suite140  
Loveland, OH 45140  
Phone: 513-340-2421  
Email: [sgreider@nurturaveda.com](mailto:sgreider@nurturaveda.com)



# SCHEDULE AND TUITION

## COSMETOLOGY PROGRAM

### (DayTime & Evening Schedules)

#### Investment\*

Tuition	\$22,889*
Supplies and Equipment	\$2,701*
Technology Access Fee	\$99*
Registration Fee	\$100*
Total	\$25,789*

## ESTHETICS PROGRAM

#### Investment\*

Tuition	\$14,175*
Supplies and Equipment	\$1,971*
Technology Access Fee	\$99*
Registration Fee	\$100*
Total	\$16,345*

\*Cash payments are due on or before the student's first day of attendance at the school, unless there is an acceptable funding plan including but not limited to Title IV Financial Aid. Exceptions to these payment options must be approved by the School's Controller. The methods of payment accepted by the school are as follows: cash, credit card, TFC, VA, Sallie Mae Smart Loan Option and Federal Aid.

\*The Program Tools, Equipment, & Supplies Fee includes all professional tools, products/supplies, textbooks and uniforms required for participation in the programs. Fee does not include applicable North Carolina sales taxes.

The Cosmetology Instructor and Esthetics Instructor Programs are offered at no additional charge only to a very limited number of Institute graduates. Individuals interested in participating in the Instructor Programs are encouraged to contact the Director. Please see page 10 for more details.

\*Registration fee secures position in class enrollment date.

\* All amounts subject to change without notice.

## COSMETOLOGY AND ESTHETICS CLASS START DATES\*\*

Orientation for all new classes will take place prior to the start date or on the start date. Cosmetology and Esthetics scheduled class start dates are shown below.

### COSMETOLOGY (Day Schedule)

January 12, 2021	July 6, 2021
February 9, 2021	August 10, 2021
March 9, 2021	September 7, 2021
April 6, 2021	October 5, 2021
May 4, 2021	November 9, 2021
June 1, 2021	December 7, 2021

### ESTHETICS

January 12, 2021	July 6, 2021
February 9, 2021	August 10, 2021
March 9, 2021	September 7, 2021
April 6, 2021	October 5, 2021
May 4, 2021	November 9, 2021
June 1, 2021	December 7, 2021

### COSMETOLOGY (Evening Schedule)

February 12, 2021	September 27, 2021
April 26, 2021	December 7, 2021
July 19, 2021	

#### Holidays

Aveda Institute Chapel Hill recognizes the following days as legal holidays:

New Year's Day  
Martin Luther King Jr. Day  
President's Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
December 24 + 25

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

\*\*Course dates and schedules are subject to change.



# FINANCIAL ASSISTANCE

## FEDERAL FINANCIAL AID

Federal student aid is available to qualified students. Those that qualify may be awarded a Pell grant, Direct Subsidized and/or Unsubsidized Stafford loans, and/or Direct Parent Plus loan. In order to be considered for aid, a student must complete a FAFSA (Free Application for Federal Student Aid), which is available at [www.fafsa.ed.gov](http://www.fafsa.ed.gov). The amount of financial aid that a student may be awarded is based on a student's EFC (Expected Family Contribution), which is determined by his or her FAFSA application.

## TITLE IV ELIGIBLE STUDENTS

Federal student aid is available to qualified students. Those that qualify may be awarded a Pell grant, Direct subsidized and/or Unsubsidized Stafford loans, and/or Direct Parent Plus loans. In order to be considered for aid, a student must complete a FAFSA (Free Application for Federal Student Aid), which is available at [www.fafsa.ed.gov](http://www.fafsa.ed.gov). The amount of financial aid that a student may be awarded is based on a student's EFC (Expected Family Contribution), which is determined by his or her FAFSA application.

All students using Title IV loans are required to complete Entrance Counseling, which can be completed at [www.studentloans.gov](http://www.studentloans.gov). Generally, students are expected to have completed Entrance Counseling prior to Orientation. No student is eligible to receive Title IV loans funds until Entrance Counseling is complete.

All students using Title IV loans are required to sign a master promissory note (MPN). An MPN can be signed online at [www.studentloans.gov](http://www.studentloans.gov). Any student planning to receive funds from a Parent Plus loan must also have a Parent MPN on file. A parent MPN may be signed at the aforementioned link. Paper MPNs are available upon request.

Students are also required to complete Exit Counseling prior to his or her Title IV aid file being released for graduation; students should complete this requirement by visiting [www.studentloans.gov](http://www.studentloans.gov). Cosmetology students should complete Exit Counseling after clocking approximately 1400 hours; Esthetics students should complete the requirement after clocking approximately 500 hours. Students that withdraw from the Institute are also required to complete Exit Counseling.

The Office of Financial Aid is available to assist in the collection of Verification documents, the completion of Entrance and Exit Counseling, as well as the signing of a Master Promissory Note.

Some students enrolled at the school may be eligible to receive living expenses through the receipt of Title IV funding. Students eligible to receive living expenses are eligible because he/she has more award money available to him/her than tuition, supplies, fees, taxes, and any other charges that may be due to the school. Title IV disbursements are released as a student progresses satisfactorily through his/her program; living expenses are released as a result of these funds being in excess of amounts owed to the school. In almost all circumstances, living expense funds come from loan funds and must be paid back.

### Students Selected for Verification

Certain students who have completed a FAFSA may be selected for Verification; all students selected for Verification are required to submit relevant (and requested) income and/or tax information to the Office of Financial Aid in order to be Title IV eligible. Students selected for Verification will generally be given notice of this prior to a student's first

day of class (also known as "Orientation.") If a student's FAFSA is found to be selected for Verification post-Orientation, the Financial Aid Office will provide the student with written notification within two business days of being aware of the selection; such notification will outline directions and required documentation needed to complete the Verification process. Upon the student receiving this notification from the Financial Aid Office the student will have 3-4 business days to submit the required documentation needed to satisfy Verification. If the required documentation is not received within this time frame, possible delay or forfeit of federal aid may occur.

If there are differences between the information listed on your FAFSA and your Verification documents, the Financial Aid Office will make corrections to your FAFSA for you. If your EFC (Expected Family Contribution; used to determine your Federal aid package) changes as a result of these corrections, the Financial Aid Office will notify you via written notification, in the form of an updated Award Letter; This notification will occur within one to two months of you starting class.

In the event of a student's award package changing due to Verification and an overpayment occurs, the Institute's Student Accounts Office will return any funds that are due back to the Department of Education on the student's behalf.

Students may email the Financial Aid Office at [aich-faadm@avedafi.edu](mailto:aich-faadm@avedafi.edu) in regards to questions about Verification, Entrance and Exit Counseling, Master Promissory Notes, and other general inquiries regarding student financial aid. Students may make appointments to meet with a Financial Aid Counselor for longer inquiries.

If you have questions about the status of your account, you may contact the Institute's Support Center at 513.576.9333.

**For a list of scholarships pertaining to the beauty industry, please see your Financial Aid Coordinator.**

## VOCATION REHABILITATION

Students eligible for Vocational Rehabilitation benefits through the North Carolina Department of Health and Human Services may be able to use these funds to help finance their education. For more information, visit <http://dvr.dhhs.state.nc.us>.

## VETERANS EDUCATION BENEFITS

Students eligible for Veterans Education benefits may be able to use these funds to help finance their education. For more information, visit [www.va.gov](http://www.va.gov). Any students whose tuition and/or fees are covered by the VA will be permitted to attend the school during the period beginning on the date the individual provides the school a VA Certificate of Eligibility or a Statement of Benefits and ending on the earlier of the following dates: 1. The date on which payment from the VA is made to the institution; 2. 90 days after the date the institution certified tuition and fees following the receipt of the certificate of eligibility.

The school will not impose any penalty, including the assessment of late fees, the denial of access to classes, libraries, or other instructional facilities, or the requirement that a covered individual borrow additional funds, on any covered individual because of the individual's inability to meet his or her financial obligations to the institution due to the delayed disbursement funding from the VA under Chapter 31 or 33.



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# STUDENT SERVICES

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## Housing

The Aveda Institute Chapel Hill can provide information about local housing options, though the Institute does not own or operate housing facilities.

## Placement

With a network of many salons and spas nationwide, the Aveda Institute Chapel Hill can help you begin your professional career. We'll help you gain the knowledge you need with annual career fairs, career days and self-promotional instruction. Nonetheless, the Aveda Institute Chapel Hill is primarily an institution of learning and does not guarantee job placement.

## Student Activities

While at the Institute, you'll have the opportunity to participate in a variety of events and activities that are educational, interesting, innovative and exciting.

## Academic and Individual Counseling

Aveda Institute Chapel Hill provides academic counseling to all students. We will assist you should you experience challenges in meeting the minimum performances standards and course requirements as set by the Institute and the State of North Carolina Board of Cosmetic Arts.

## Voter Registration

Voter registration forms are available upon request in the financial aid office.

## Record Retention Policy

Aveda Institute Chapel Hill maintains records of the name, address, e-mail address, and telephone number of each student who is enrolled in an educational program at the Institute. The Institute maintains permanent records of the following for each student granted a diploma:

- The date on which the diploma was granted.
- The program and hours upon which the diploma was based.
- The grades earned by the student in each program

The Institute permanently maintains all student transcripts. Student transcripts shall show:

1. The educational programs that were completed, or were attempted but not completed, and the dates of completion or withdrawal;
2. The final grades or evaluations given to the student;
3. Credit for program hours earned at other institutions; and
4. Diplomas awarded the student.

The Institute maintains, for a period of not less than six years, at its location at Space 200-B, 201 S. Estes Dr., Chapel Hill, NC 27514, complete and accurate records of all of the following information:

1. The educational programs offered by the Institute and the curriculum for each.
2. The names and addresses of the members of the Institute's current faculty and records of the educational qualifications of each member of the current faculty.
3. Any other records required to be maintained by federal, state or accrediting authorities.



# ACADEMIC INFORMATION

## SATISFACTORY ACADEMIC PROGRESS POLICY

Satisfactory progress in attendance and academic work is a requirement for all students enrolled in the Aveda Institute Chapel Hill (the "Institute"). NOTE: Students receiving funds under any federal Title IV financial aid program must maintain satisfactory progress in order to continue eligibility for such funds. This Policy is intended to comply with all applicable rules and regulations applicable to students eligible to receive Title IV federal student financial aid. In the event that any provision of this Policy conflicts with any rules or regulations in effect with respect to Title IV federal student financial aid, the rules and regulations of Title IV shall apply.

### A. Evaluation Periods

SAP evaluation periods are based on actual contracted hours and weeks completed at the institution. Students are evaluated for Satisfactory Academic Progress as follows:

Cosmetology Program (1500 Clock Hours) (DayTime Schedule)

1 <sup>st</sup> Evaluation Period Ends:	450 Clock Hours and 15.5 Weeks
2 <sup>nd</sup> Evaluation Period Ends:	900 Clock Hours and 31 Weeks
3 <sup>rd</sup> Evaluation Period Ends:	1200 Clock Hours and 41.5 Weeks

Cosmetology Program (1500 Clock Hours) (Evening Schedule)

1 <sup>st</sup> Evaluation Period Ends:	450 Clock Hours and 18.5 Weeks
2 <sup>nd</sup> Evaluation Period Ends:	900 Clock Hours and 37 Weeks
3 <sup>rd</sup> Evaluation Period Ends:	1200 Clock Hours and 49.5 Weeks

Esthetics Program (600 Clock Hours)

1 <sup>st</sup> Evaluation Period Ends:	300 Clock Hours and 10.5 Weeks
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Cosmetology Instructor Program (800 Clock Hours)

1 <sup>st</sup> Evaluation Period Ends:	400 Clock Hours and 12 Weeks
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Esthetics Instructor Program (650 Clock Hours)

1 <sup>st</sup> Evaluation Period Ends:	325 Clock Hours and 9.5 Weeks
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\*Transfer Students- Midpoint of the contracted hours and weeks or the established evaluation periods and weeks, whichever comes first. Evaluations will determine if the student has met the minimum requirements for satisfactory academic progress. The frequency of evaluations ensures that students have had at least one evaluation by midpoint in the course.

### B. Attendance Progress Evaluation

Students are required to attend a minimum of 90% of the hours possible based on the applicable attendance in order to be considered maintaining satisfactory attendance progress. Evaluations are conducted at the end of each evaluation period to determine if the student has met the minimum requirements. The attendance percentage is determined by dividing the total hours accrued by the total number of hours scheduled. At the end of each evaluation period, the school will determine if the student has maintained at least 90% cumulative attendance since the beginning of the course which indicates that, given the same attendance rate, the student will graduate within the maximum time frame allowed.

### C. Maximum Time Frame

**Full-time:** MAXIMUM TIME: The maximum time a student has to complete each program at satisfactory academic progress is 111.1% of the program length (90% attendance average).

The regular and maximum time for completion of each program are set forth below.

	MAXIMUM TIME ALLOWED	
	WEEKS	SCHEDULED HOURS
Cosmetology (DayTime Schedule, Full-time, 30 hrs/wk) – 52 weeks / 1500 Hours	58	1666
Cosmetology (Evening Schedule, Full-time, 30 hrs/wk) – 62 weeks / 1500 Hours	69	1666
Esthetics (Full-time, 30 hrs/wk) – 21 weeks / 600 Hours	24	666
Cosmetology Instructor (Full-time, 35 hrs/wk) – 24 weeks / 800 Hours	27	888
Esthetics Instructor (Full-time, 35 hrs/wk) – 19 weeks/ 650 Hours	22	722

Attendance: In order to be considered making satisfactory progress, all students must be in compliance with the Institute's attendance policy.

The institution operates all programs according to a schedule of 900 hours per academic year of instruction.

A leave of absence extends the student's contract period and maximum time frame by the same number of days of the leave of absence. The maximum time allowed for transfer students who need less than the full course requirements will be determined based on 90% of the scheduled contracted hours. Students who have not completed the course within the maximum timeframe shall be terminated from the program.

### D. Academic Progress Evaluation

Theory, practical and clinical work are used to determine academic progress. Your academic progress at the Institute will be evaluated on the basis of written tests, clinical practical experiences, and final exams. Students must maintain a minimum cumulative C grade average of 80% in academic and practical/clinical work in order to be considered making satisfactory progress. Students must make up failed or missed tests and incomplete assignments. Numerical grades are considered according to the following scale:

Grading Scale		
90-100	=	A – Honor Roll
85-89	=	B
80-84	=	C
79 and BELOW	=	Failing

### E. Determination of Progress Status

Students meeting the minimum requirements for academics and attendance at the evaluation point are considered to be making satisfactory academic progress until the next scheduled evaluation and will be eligible for Title IV funding. Students deemed not maintaining Satisfactory Academic Progress may have their Title IV Funding interrupted, unless the student is on warning or has prevailed upon appeal resulting in a status of probation.



## F. Warning

Students who fail to meet minimum requirements for attendance or academic progress are placed on warning and considered to be making satisfactory academic progress while during the warning period. The student will be advised in writing on the actions required to attain satisfactory academic progress by the next evaluation. If at the end of the warning period, the student has still not met both the attendance and academic requirements, he/she will become ineligible to receive Title IV funds. See "Probation" and "Appeal Procedure" below.

## G. Probation

Students who fail to meet minimum requirements for attendance or academic progress after the warning period will be placed on probation and considered to be making satisfactory academic progress while during the probationary period, if the student appeals the decision, and prevails upon appeal. Additionally, only students who have the ability to meet the Satisfactory Academic Progress Policy standards by the end of the evaluation period may be placed on probation. Students placed on an academic plan must be able to meet requirements set forth in the academic plan by the end of the next evaluation period. Students who are progressing according to their specific academic plan will be considered making Satisfactory Academic Progress. The student will be advised in writing of the actions required to attain satisfactory academic progress by the next evaluation. If at the end of the probationary period, the student has still not met both the attendance and academic requirements required for satisfactory academic progress or by the academic plan, he/she will be determined as NOT making satisfactory academic progress and, if applicable, students will not be deemed eligible to receive Title IV funds.

## H. Re-Establishment of Satisfactory Academic Progress

Students may re-establish satisfactory academic progress and Title IV aid, as applicable, by meeting minimum attendance and academic requirements by the end of the warning or probationary period.

## I. Interruptions, Withdrawals

If enrollment is temporarily interrupted for a Leave of Absence, the student will return to school in the same progress status as prior to the leave of absence. Hours elapsed during a leave of absence will extend the student's contract period and maximum time frame by the same number of days taken in the leave of absence and will not be included in the student's cumulative attendance percentage calculation. Students who withdraw prior to completion of the course and wish to re-enroll will return in the same satisfactory academic progress status as at the time of withdrawal.

## J. Appeal Procedure

If a student is determined to not be making satisfactory academic progress, the student may appeal the determination within ten calendar days. Reasons for which students may appeal a negative progress determination include death of a relative, an injury or illness of the student, or any other allowable special or mitigating circumstance. The student must submit a written appeal to the school on the designated form describing why they failed to meet satisfactory academic progress standards, along with supporting documentation of the reasons why the determination should be reversed. This information should include what has changed about the student's situation that will allow them to achieve Satisfactory Academic Progress by the next evaluation point. Appeal documents will be reviewed, and a decision will be made and reported to the student in writing delivered in person at the Institute or by email within 30 calendar days. The appeal and decision documents will be retained in the student file. If the student prevails upon appeal, the satisfactory academic progress determination will be reversed and federal financial aid will be reinstated, if applicable.

## K. Notification and Records

Students shall be provided with copies of all Satisfactory Academic Progress evaluation reports. Copies of such reports shall also be placed in the student's academic file, to which the student shall have access as set forth in the Course Catalog.

## L. Non-Credit, Remedial Courses, Course Incompletes, Repetitions

Non-credit, remedial courses, incompletes and repetitions do not apply to this institution. Therefore, these items have no effect upon the school's satisfactory academic progress standards.

## M. Transfer Hours

Transfer hours from another institution that are accepted toward the student's educational program are counted as both attempted and completed hours for the purpose of determining when the allowable maximum timeframe has been exhausted. SAP evaluation periods are based on actual contracted hours completed at the institution

## N. VA Students

Students receiving Veteran Assistance will be evaluated on a non-cumulative basis every 30 days. For students who do not meet the Satisfactory Academic Progress Standards outlined above, they would follow the same course of action as described above (Warning, Appeal, Probation, etc). After three consecutive unsatisfactory academic progress evaluations, a student will be dismissed from the program.



## LEAVE OF ABSENCE POLICY

This Policy applies for all student requests for a leave of absence from the Aveda Institute Chapel Hill (the "Institute").

An authorized leave of absence (LOA) is a temporary interruption in a student's program of study. LOA refers to the specific time period during a program when a student is not in attendance. An LOA is not required if a student is not in attendance only for an institutionally scheduled break. However, a scheduled break may occur during an LOA.

An LOA must meet certain conditions to be counted as a temporary interruption in a student's education instead of being counted as a withdrawal requiring the Institute to perform a refund calculation. An LOA may be granted for medical, personal and/or financial reasons.

In order for an LOA to qualify as an approved LOA:

1. All requests for leaves of absence must be submitted in advance in writing, include the reason for the student's request, and include the student signature.
    - i. A student must apply in advance for an LOA unless unforeseen circumstances prevent the student from doing so. For example, if a student were injured in a car accident and needed a few weeks to recover before returning to the Institute, the student would not have been able to request the LOA in advance.
    - ii. The Institute may grant an LOA to a student who did not provide the request prior to the LOA due to unforeseen circumstances if the Institute documents the reason for its decision and collects the request from the student at a later date. In this example, the beginning date of the approved LOA would be determined by the Institute to be the first date the student was unable to attend the Institute because of the accident.
  2. Leave of Absence Request Process:
    - i. If a student encounters circumstances that warrant a Leave of Absence, he/she must complete a Request For Leave of Absence form found in the Student Success Office.
    - ii. The Request For Leave of Absence form must be submitted to the Student Success Office prior to the Leave of Absence start date.
      - a. All Leave requests should be accompanied by documentation supporting the necessity for the LOA. Documentation must be provided within 14 days following the request.
      - b. Due to varying types of LOAs covered under this policy, verification of need for an LOA may be provided through a multitude of sources.  
Examples: court documentation for criminal proceeding in which the student is court ordered to attend, military orders for induction or long-term deployment; insurance documentation of major sustained loss or damage to a residence or other property; physician documentation for medical care or disability; local social welfare, victims assistance group, or church certification of supportive services provided.
  - iii. Students who do not follow procedure will not be granted an LOA and are expected to attend school as scheduled.
  - iv. Unforeseen and/or extenuating circumstances may provide the student an opportunity to submit an LOA request after the leave start date. Exceptions will only be made when the student has communicated the hindering circumstances within seven days of the request start date.
  - v. The Institute reserves the right to require additional documentation from outside sources in order to substantiate an LOA request.
3. As a condition for approving a student's LOA request, there must be a reasonable expectation that the student will return from the LOA.
  4. All LOA requests are subject to approval by the Institute's Director of Education. If a student's LOA is not approved, the student is considered to have withdrawn and the refund requirements are applied.
  5. The Institute shall not assess the student any additional institutional charges as a result of the LOA.
  6. The Institute will grant only one leave of absence within an enrollment period, unless extenuating circumstances can be proved and documented. The LOA must be a minimum of 10 calendar days and not to exceed 90 calendar days. The LOA together with any additional leaves of absence must not exceed a total of 180 days in any 12-month period.
  7. A student granted an LOA that meets these criteria is not considered to have withdrawn, and no refund calculation is required at that time.
  8. The Institute shall extend the student's maximum time frame and the contract enrollment period by the same number of days taken in the LOA. Changes to the contract period shall be documented in an enrollment agreement addendum that must be signed and dated by the student and an authorized representative of the Institute.
  9. In the event that a student does not return or call from his/her leave of absence at the expiration of an approved LOA, that student shall be considered terminated. The withdrawal date for the purpose of calculating a refund is the student's last day of attendance, as evidenced by attendance records.



## PRIVACY POLICY AND ACCESS TO CUMULATIVE RECORDS

The Aveda Institute Chapel Hill respects each student's right to privacy, and acts in accordance with the Family Educational Rights and Privacy Act (FERPA) of 1974. FERPA provides students certain rights with respect to the student access to and amendment of educational records and governs when the Institute can disclose educational records without student consent. FERPA also provides students with the right to complain to the U.S. Department of Education if the student believes the Institute is not in compliance with the statute and governs when the Institute can disclose directory information about students. A notice to students outlining these rights and topics is available to students at <https://avedafi.edu/chapel-hill/consumer-information/>.

## STUDENT FILE ACCESS

Students seeking access to their records should submit a written request that identifies the record or records they wish to inspect to Aveda Institute Chapel Hill, Attn: Director, Space 200-B, 201 S. Estes Dr., Chapel Hill, NC 27514. The Institute will arrange for access and notify the student of the time and place where the records may be inspected. The Institute may charge a reasonable fee for copies of student records

## RELEASE OF STUDENT INFORMATION

In accordance with FERPA, the Institute will disclose information from the academic records of a student to authorized persons, provided the Institute has on file written consent of the student. The form is available from the Student Success Office. A student must submit a written consent for each third-party request for information. The Institute provides access to student and other school records to the North Carolina Board of Cosmetic Art Examiners and its accrediting agency, the National Accrediting Commission of Career Arts and Sciences (NACCAS).

# GRADUATION AND LICENSING REQUIREMENTS

## Graduation Requirements

To receive a diploma from Aveda Institute Chapel Hill, you must:

- a. successfully complete the hours required for course curriculum
- b. achieve satisfactory attendance records
- c. meet service quota requirements
- d. achieve satisfactory academic grades for exams and work as described in this Catalog
- e. complete all work projects
- f. complete the payment of all tuition and other fees and charges, or have an acceptable payment plan in place prior to graduation. This requirement will be considered as satisfied if the student has an accepted financial payment plan in place at the time of graduation.

## Additional Hours

If a student, after completing the required number of hours for the course, requests additional instruction, it may be provided at the discretion of the Director, at an hourly rate of \$15.00 to be paid by the student in advance.

## Make up Work

Students requiring to make up projects, quotas or tests must do so before the end of their phase. Failure to comply will result in receiving a "0" for that assignment.

## Licensing Requirements

To receive a license in the state of North Carolina, a cosmetology or esthetics student is required to:

1. Complete the hours in the course of instruction.
2. Meet the service quota minimums.
3. Successfully complete the skill certification examination.
4. Successfully complete the written theory and state law examination conducted by the North Carolina State Board of Cosmetic Arts, at the published location.



# STANDARDS & POLICIES

To help you achieve excellence in the Cosmetology, Esthetics, Cosmetology Instructor training, and Esthetics Instructor training, we have established these guidelines to ensure fairness, understanding and positive work habits among **our students**.

## Standards

The Aveda Institute Chapel Hill's intention is to best prepare students for a successful career in the salon spa industry. Every student is a future employee, manager, or entrepreneur, students must learn to demonstrate these standards of professionalism, in preparing for the demands of their future career.

1. Maintaining a professional appearance is vital to success. Please see Student Professional Standards of Excellence and Student Professional Attire & Image sections.
2. Students are expected to conduct themselves in a professional manner at all times, and be mindful of the following:
  - a) To maintain a learning environment for all students, anyone who is disruptive in the classroom or in the student salon (rudeness, foul language or other unprofessional behavior) may be dismissed for the day.
  - b) Food, candy, and gum are allowed in the comfort area only. Beverages can be consumed in the comfort area and classroom areas only.
  - c) Because the Aveda Institute Chapel Hill is a smoke-free/ vape-free facility, smoking and vaping is not allowed on school property or surrounding premises. These areas should be kept litter-free.
  - d) So as not to interrupt the educational process, students will be notified of emergency phone calls only.
  - e) Cell phones may be used during breaks in the designated break area, locker area or outside of the building. Cell phones must be silent during classroom/student salon hours.
3. To ensure that each student receives consistent and comprehensive instruction in the classroom and student salon environments, students must remain in assigned areas or receive educator permission to be in unassigned areas.
4. To benefit from the training and technical experience that Aveda Institute Chapel Hill offers, students must be mentally alert and have a sober state of mind. We strongly support the National Drug Prevention Program, which does not condone the use of controlled substances and intoxicants. Students using controlled substances or intoxicants will be terminated.
5. All services or work done by students must be assigned by, performed under the supervision of, and evaluated by an educator within the educational situation. Students who refuse an assigned service will be dismissed for the remainder of the day.
6. Student kits are to be used for assigned services only. Only authorized solicitation of products, merchandise or services will be considered professional.
7. Tips are not expected or accepted. In lieu of tips, guests may donate to our Student Education Fund and ongoing efforts to raise money for grassroots organizations such as Habitat for Humanity, Breast Cancer awareness and Earth Month. Any tips given to student must be given to Guest Care for the Student Education Fund.
8. Students are responsible for their own personal property and must store personal property in their lockers. Workstation locker must remain locked when not in use to secure their kit items.
9. For the student to perform professional services, student kits are to be complete at all times. Any missing or damaged kit items will have to be replaced by the student within three (3) days.
10. Stealing, cheating, possession of concealed weapons, defacing or damaging student or school equipment will result in termination and require monetary restitution.

## Student Professional Standards of Excellence

The Aveda Institute Chapel Hill intention is to best prepare students for a successful career in the salon spa industry. Standards that are created by Aveda Institute Chapel Hill are reflective of the current salon spa environments and expectations. Every student is a future employee, manager, or entrepreneur. Students must learn to demonstrate these standards of professionalism, in preparing for the demands of their future career. Maintaining a professional appearance is vital to success.

- Subject to the following guidelines, Tattoos and/or Brandings may be displayed and be visible. Tattoos or Brandings that are extremist, indecent, sexist, or racist are prohibited. Aveda Institute Chapel Hill reserves the right to require any student to cover any tattoo or branding at its sole discretion. Refusal to do so will result in dismissal for the day and a loss of hours.
  - Extremist tattoos or brandings are those affiliated with, depicting or symbolizing extremist philosophies, organizations, or activities; those which advocate racial, gender or ethnic hatred or intolerance, advocate, create or engage in illegal discrimination based on race, color, gender, ethnicity, religion or national origin or advocate violence of other unlawful means or depriving individual rights under the U.S. Constitution or Federal and State law.



- Indecent tattoos or brandings are those that are grossly offensive to modesty, decency, or propriety; shock the moral sense because of their vulgar, gross nature, or tendency to insight lustful thought.
- Sexist tattoos or brandings are those that advocate a philosophy that degrades or demeans a person based on gender, but that may not meet the same definition of "indecent."
- Racist tattoos or brandings are those that advocate a philosophy that degrades or demeans a person based on race, ethnicity, or national origin.
- Visible piercings are limited to ears and one facial piercing only. The facial piercing is limited to a single stud. Bars, hoops or hanging jewelry, as well as tongue piercings are not permitted and must be removed during school hours and events.

### **Student Professional Attire & Image**

- Students must reflect a professional and polished look during all school hours and events.
- The unified look color is BLACK. All clothing must be clean and wrinkle-free.
- **Footwear:** All footwear must be professional in appearance and worn at all times in accordance with individual program guidelines.
  - Footwear must have an enclosed toe and an enclosed heel.
  - Footwear must be worn with socks and must cover the entire foot.
  - Footwear and socks can be any color.
  - Pants may be tucked into boots.
  - Footwear considered unacceptable includes, but is not limited to, torn shoes, sandals, open-toe shoes, shoes with a sling back.
- **Pants/Slacks:** Solid black pants/slacks must be worn. No skirts or dresses are to be worn unless pants are worn underneath. No hosiery of any kind is permitted.
  - Apparel considered unacceptable includes, but is not limited to, torn, distressed or embellished pants/slacks, blue jeans, black denim, sweatpants/active wear, athletic apparel, yoga pants, capris, shorts pants touching the floor, revealing and unprofessional clothing (as determined by instructors and administrative staff). (During the months of March, April, May and October, for Fundraising Efforts, students may wear blue denim at the Director's discretion.)
  - Leggings may be permitted if they are solid black in color and fabric, full-length, and worn in conjunction with a top or blouse that covers the body down to the mid-thigh. Any questions as to whether a student's appearance complies with the dress code shall be subject to his or her Instructor's or Director's sole discretion and interpretation. Pants cannot drag on the floor or be frayed/have holes and not dirty at the hem.
  - Black denim may be permitted, as long as it is black, not faded, no holes, and not frayed or dirty at the hem.
- **Professional Solid Black Blouse/Shirt:** The shirt must be clean, pressed, neat, not torn, unstained, and unaltered.
  - The solid black blouse/shirt must have sleeves that cover the entire underarm area.
  - This blouse/shirt must not be see-through.
  - The blouse/shirt must cover the student's entire mid-section when they raise their arms.
  - The blouse/shirt must appropriately cover any undergarments and cleavage.
  - Solid Black shirts may be worn underneath the solid black blouse/shirt.
  - Solid black button down or zip-up sweater or jacket may be worn over the solid black blouse/shirt. Please note that the student's name tag must be visible if they choose to wear a sweater or jacket. The sweater or jacket will be considered unacceptable if it interferes with a service.
  - No Hoodie sweatshirts.
  - Aveda and Aveda Institute shirts may be worn.
- **Skirts/Dresses:** Skirts or dresses must be at fingertip length or longer. Leggings are not a professional pant. If worn, the leggings must be solid black with no openings, sheer fabric, etc., and be covered with a skirt or dress fingertip length or longer. As stated earlier, a long sweater or blouse is acceptable as long as it covers the body down to mid-thigh. Garments must cover the lower part of the body when bending or kneeling.
- **Name Tag:** Name Tag must be worn at all times and be visible to guest and Institute team. If Name Tag is lost, damaged, or misplaced, it must be replaced immediately from the Student Success Team.
- **Accessories:** Students are strongly encouraged to wear accessories that are flattering to their look.
  - Accessories that are acceptable include, but are not limited to, earrings, necklaces, belts, suspenders, neck scarves, and headbands.
  - An accessory considered unacceptable includes, but is not limited to, bangle bracelets (the noise these items make can be very distracting to others), hats, hairnets, caps, bandannas, and scarves.
  - No visible real or faux fur, feathers or animal parts.
- **Products/Hair/Makeup:** Because students receive a discount on the Aveda products, students are strongly encouraged to wear Aveda makeup, aroma and hair care products.
  - Aveda aroma only may be worn during scheduled school hours. If a student chooses not to wear Aveda aroma, no other aroma will be permitted.
  - If you choose not to wear Aveda makeup or use Aveda products (other than aroma), you must be able to communicate what Aveda product is comparable to the one being worn. Hair must be styled, and makeup (enhancing complexion, eyes, and lips) must be worn in an acceptable manner as if employed at a high-end salon/spa. Upswept hairstyle such as buns, braids, stylish ponytails, must look professionally styled. If headbands are worn, they must be 1" or less in width. Bandanas, hats, hairnets, caps are not permitted.
- **Aprons:** Students must wear a black apron when performing in student salon/student spa. The apron must be clean and neat. It should not be torn, stained, or altered. If it does not meet these standards, the student has 24 hours to replace it from Aveda Institute Chapel Hill at the student's expense.
- Esthetics students Aveda Institute provided scrubs MUST be worn. They must be CLEAN and WRINKLE FREE.
- No logos, slogans, or statements are permitted on any clothing, with the exception of Aveda or Aveda Institute Company logos.
- Nails must be kept clean and maintained – Chipped nail polish for Cosmetology is not permitted.
- Spa students must have natural unpolished nails during the program. NO ACRYLICS.
- Visible piercings are limited to ears and one facial piercing only. The facial piercing is limited to a single stud. Bars, hoops or hanging jewelry, as well as tongue piercings are not permitted and must be removed during school hours and events.



- Students must practice exceptional personal hygiene.
- Students must be well groomed.
- Gum chewing is not allowed. Fresh breath, without the use of gum is necessary while with guest.

Students who are not in black professional attire and/or image according to the standards outlined above, may be dismissed at the Institute's discretion which will result in loss of hours. In lieu of dismissal the student may wear approved clothing provided by the Institute, as a means to correct the violation. If the situation has been corrected, the student may return to school and only lose time for the amount of time clocked out to cure the violation.

#### **Minor Standard Violations**

Minor violations include assigned area violations, property misuses, client service violations, unprofessional behavior, and any disruptive behaviors determined by Instructors, Student Success Team and/or the Director as interrupting or preventing the regular operation of the school or interrupting or preventing the education of other students.

Anytime during the student's program, the violation of a minor standard may result in disciplinary actions, and repeated violations may result in suspension from the school or termination.

#### **Minor Standard Suspension**

Students who are suspended by the Education Manager, Student Success Team Lead, or the Director have up to three school days to provide the Director documentation that the stipulations have been met. Once the Director has agreed that the student is prepared to comply with the professional standards of the school, the student may return to school; however, a record of suspension will be recorded in the student's permanent file. While a student is suspended, no clock hours may be earned, and tuition charges are suspended. If a student on suspension fails to respond in three school days, the student is automatically terminated.

#### **Major Standard Violations**

Major standards include using controlled substances/alcohol, defacing, or destroying property, possession of concealed weapons, stealing, falsifying documents, committing fraud, abusing and/or causing physical harm to others and violating local, state and/or federal laws. At any time during a student's program, the violation of a major standard will result in termination, subject to appeal.



# SOCIAL MEDIA POLICY

This policy provides guidance concerning the use of social media through the Institute's network, systems, or equipment and/or the use of social media to represent or discuss matters related to Institute and/or members of the Institute community. This policy is intended to supplement, not replace, other policies of the Institute, which remain in full force and effect and apply to the use of or participation in social media. This policy applies to all use of social media by Institute students, faculty, and staff to represent or discuss matters concerning the Institute and/or members of the Institute community, whether or not such use involves the Institute's network or other computer resources.

## Definition of Social Media

"Social media" is a term used to describe tools and platforms that enable individuals to share ideas and content quickly and easily. Examples of popular social media include, without limitation, texting, blogs and propriety platforms such as Twitter, Facebook, Instagram, Snapchat, Tumblr, LinkedIn, YouTube, Vine and Flickr. This Policy applies to social media that is currently available or emerging as well as all other online tools and/or platforms that may become available after the adoption of this Policy by the Institute.

## Introduction

Within the last few years, the growing popularity of social media has fundamentally changed the way we communicate as individuals and as an institution. The Institute recognizes and embraces the power of social media, and the opportunity those tools provide to communicate with the Institute community, including students, faculty, staff, parents, alumni, and other interested parties.

It is important to recognize, however, that laws and Institute policies governing inappropriate conduct such as sexual (or other) harassment, bullying, discrimination, defamation, infringement of copyright and trademark rights, and unauthorized disclosure of student records and other confidential and private information apply to communications by Institute students, faculty and staff through social media. Even activities of a private nature conducted away from the Institute can subject you to disciplinary action if they reflect poorly on the Institute or interfere with the conduct of Institute business.

## Usage Guidelines for Posting to Social Media Sites

- Be careful what you post. Consider the clarity, length and tone of your comments before posting them. You are responsible for what you post. Remember, your post may last forever, even if you later try to modify or remove it.
- Get the facts straight before posting them on social media. Review content for grammatical and spelling errors. This is especially important if posting on behalf of the Institute in any capacity.
- On personal sites, identify your views as your own. If you identify yourself as an Institute student, faculty or staff member online, it should be clear that the views expressed are not necessarily those of the Institute.
- Sign your post with your real name and indicate your relationship to the Institute. Do not use pseudonyms or post anonymously.
- Respect the views of others, even if you disagree. Do not use profane, obscene, or threatening language.
- Be truthful, accurate and complete in describing the Institute's programs and services.
- Obey the Terms of Service of any social media site or platform in which you participate.
- Review the privacy settings of each social media site accessed or used to understand how the site uses the information that its

users provide. Be careful about revealing excessive personal information.

- Whenever appropriate, link back to information posted on the Institute website instead of duplicating content. For assistance please contact the Director.
- Whenever, as a member of the Institute faculty, you utilize social media as a means of student participation in course work be sure to also provide a practical and appropriate alternative for students who may be unable or reluctant to utilize that social medium. For example, some students may not be comfortable with opening a Facebook account.

## Prohibited Social Media Activity

To the full extent permitted by law, the following conduct is specifically prohibited while participating in social media and constitutes a violation of this Policy. This applies with respect to posting to any Institute social media site, communicating with members of the Institute community, or discussing the Institute on any site, even through your own personal account or using your own device without using the Institute's network or equipment.

- Using social media to harass, threaten, insult, defame or bully another person or entity; to violate any Institute policy; or to engage in any unlawful act, including but not limited to gambling, identity theft or other types of fraud.
- Posting copyrighted content (such as text, video, graphics or sound files) without permission from the holder of the copyright. Information that is widely available to the public and posted on the Internet may be subject to copyright restrictions that prohibit unauthorized duplication or dissemination. For more information, please review the Institute's Copyright Policy online at <https://avedafi.edu/chapel-hill/consumer-information/>.
- Using the Institute or Aveda name, logo or trademarks for promotional announcements, advertising, product-related press releases or other commercial use, or to promote a product, cause, or political party or candidate.
- Disclosing confidential Institute information, non-public strategies, student records, or personal information concerning (past or present) members of the Institute community without proper authorization.
- Posting content in violation of applicable laws, including without limitation posting content that includes education records in violation of the Federal Education Records Protection Act (FERPA).
- Posting content that is false, misleading, obscene, defamatory, libelous, tortious, threatening, harassing, abusive, hateful, racially or ethnically disparaging, inflammatory, offensive, fraudulent, discriminatory, invasive of the privacy or publicity rights of other, or otherwise injurious, unlawful or illegal.
- Insulting, disparaging, disrespecting, or defaming the Institute or members of the Institute community.

## Policy Violations

The Institute reserves the right, under circumstances it deems appropriate and subject to applicable laws and regulations, to impose disciplinary measures, up to and including dismissal from the Institute or termination of employment, upon students, faculty, or staff who use private social media sites or communications resources in violation of this Policy.

In appropriate cases, such conduct may also be reported to law enforcement authorities.

Note: In accordance with applicable laws and regulations, subject to other applicable Institute policies, this Policy does not prohibit employees from



using social media to discuss among themselves, even in terms that may be critical of the Institute, matters relating to the terms and conditions of their employment.



# ATTENDANCE

Daily attendance is critical, as proper time management is crucial to the success of a salon/spa professional. The Institute is a clock hour institution, therefore clocking in and out is extremely important. Students are expected to clock in upon arrival, out for lunch, and out at the end of the day. Students must clock out each time they leave the building, and clock back in when they return.

Aveda Institute Chapel Hill can only issue credit for hours that are properly documented. Aveda Institute Chapel Hill will honor documented daily time earned. IT IS THE STUDENT'S RESPONSIBILITY TO CLOCK IN AND OUT.

## Student Responsibilities

The Aveda Institute Chapel Hill is dedicated to providing hands-on professional training in the fields of cosmetology and esthetics. Part of the Institute's responsibility to the student and to our professional colleagues is to provide prospective employers with a true evaluation of the student's ability, behavior, and attitude.

To do this, the Aveda Institute Chapel Hill must witness student responsibility during training. A responsible student, like a valued employee, is at school, ready to begin at the assigned time. A responsible student plans ahead for child-care, back-up child-care, weather conditions, etc. Patrons and fellow students are inconvenienced when a student does not meet his/her responsibility of being on time.

Any Title IV aid recipient who has zero attendance and no approved Leave of Absence for 14 consecutive days or greater will immediately be terminated from Title IV funding.

In order to ensure that the provided education and training is properly maintained, IT IS THE STUDENT'S RESPONSIBILITY TO MAKE UP ANY MISSED WORK & ASSIGNMENTS DURING AN ABSENCE. Failure to maintain adequate attendance and/or failure to make up missed work and/ or assignments may prevent a student from advancing to a subsequent phase in their program.

## Call In Policy

- Students are required to call-in an absence or late arrival 30 minutes prior to their scheduled start time. The student call-in number is **919.960.4769 x5**.
- **PLEASE BE CONSIDERATE OF YOUR GUESTS, INSTRUCTORS AND FELLOW STUDENTS BY CALLING THE STUDENT CALL-IN NUMBER IF YOU ARE GOING TO BE LATE OR ABSENT.**
- Students who fail to call-in an absence or late arrival to the *attendance line* (919-960-4769 x5) by the required time will be considered a "no call/no show" for the day.
- If a student fails to call in an absence or late arrival to the *attendance line* by the required time, they will be cited for a Standard Violation.

## Late Arrival

Failure to clock in by school start times and/or lunch end times is a Standard Violation.

In order to receive clock hours for the day, a **student may not clock in more than 15 minutes after their scheduled start time.**

All students arriving late must follow the procedure listed below immediately upon arrival:

- Clock in.
- Report to the Student Success Office to receive a classroom/clinic classroom pass.
- After obtaining appropriate pass, report directly to classroom/clinic classroom instructor and sign-in.

## Time Record Policies

It is a state requirement that the school provide an accurate system for recording all students' times, services, and class hours. Students are ultimately responsible for clocking hours on a daily basis. Students clock in and out through the use of a bio-metric fingerprint scanning device. The scanning device interfaces and sends the student's attendance directly into their individual profile in the school's student information management records.

Aveda Institute Chapel Hill will honor documented daily time attended. Students must always clock in/out on the time clock at the beginning and end of each day, and at the beginning and end of each break.

Students are required to clock in no later than the exact minute school begins for the day. Students are not permitted to clock in unless they are in adherence with Institute dress code and prepared to begin training for the day.

Students are provided with a 45-minute meal period and an additional 15-minute break dependent upon the class schedule attending. Times will vary by day and will depend on classroom and clinic classroom schedules. Students must be clocked back in from their meal period or break no later than the end of such break.

## Early Releases

Students requesting an early release must:

- Complete a Request for Early Release Form
- The completed form must be signed by the student's instructor prior to leaving.
- Upon approval, deliver the completed Request for Early Release Form to the Guest Care team.
- Clock-out for the day.

In the event that a Request for Early Release Form is not completed and/or approved prior to the student leaving, the student will be subject to disciplinary action.

## Notice of Expected Absence

Students who are planning to be absent need to:

- Obtain and complete a Notice of Expected Absence Form, which must be signed by the student's instructor.
- Deliver the Notice of Expected Absence Form to the Guest Care team.

Once your Notice of Expected Absence form has been approved and submitted, you will not be required to call the attendance line on the dates that have been approved. However, if you have **not** completed a Notice of Expected Absence form, or you are tardy or unable to come into school, you will be required to call the student attendance line. If you do not call in your absence or tardiness, you will be subject to the Call-in Policy.



Each student enrollment agreement includes the student's scheduled hours for participation in program instruction. In accordance with applicable federal, state and accreditation standards, **the Institute cannot count time that a student has clocked in before or after the official start and end times of the student's scheduled hours**, unless the Institute can document that supervised instruction activities as required for completion of the student's program was provided. Any student seeking credit for clock hours outside the student's normal schedule **must** obtain prior approval from the Student Success Office. The student is required to complete an Additional Hours Commitment Form and submit it to the Student Success Office. The Additional Hours Commitment Form is available from the Student Success Office. If approved, the student will be allowed to participate in make-up hours outside of the student's normal scheduled hours as set forth therein. As required under the Institute's general attendance policy, the student must clock in and out at the beginning and end of their attendance, as well as for any breaks taken, on the date of their make-up hours. The Additional Hours Commitment Form will include the date of the make-up hours, the student's arrival and departure times, a description of the educational tasks completed by the student, the student's name, signature and date, and the instructor's name, signature and date. This documentation is necessary to demonstrate that students are making up hours with supervised instruction for the time accrued outside the student's scheduled hours.

The SMART time clock system has been programmed to limit the clock hours that a student may earn on any particular day to the number of hours for which the student was scheduled on such day. However, the Institute recognizes there may be legitimate times when a student is required to stay beyond the student's official scheduled hours. For example, the student may need to stay late in order to complete a service being provided in the clinic classroom. In that case, the student and instructor are required to submit an Extended Hours Form, which shall include the date of the extra hours, the student's arrival and departure times, a description of the educational tasks completed by the student, the student's name, signature and date, and the instructor's name, signature and date. The Extended Hours Form must be submitted to the Student Success Office, which will review the form for completeness and accuracy and determine whether the proposed extra clock hours may be credited to the student's attendance records.

## CANCELLATION AND REFUND POLICIES

**Student's Right to Cancel; Notice of Cancellation and Refund for Cosmetology and Esthetics.** The Student's enrollment can be terminated by written notice from one party to the other. Said notice of cancellation must be in writing and shall be mailed, postage prepaid, either registered or certified mail, return receipt requested, to the other party at the address set forth in this Agreement or delivered to the Student or the School Director in person. The official cancellation or withdrawal shall occur on the earlier of the dates for instances listed for items A, B, F, H, J, and L below. The refund policy is as follows:

- A. If a Student's application is rejected by the School or if he/she cancels enrollment within three (3) business days from the execution of this Agreement, all monies collected by the School shall be refunded, whether or not the Student has begun the course of instruction.
- B. If a Student cancels his/her enrollment after three (3) business days from the execution date of this Agreement, but before the Student begins the course of instruction, he/she is entitled to a refund of all monies paid to the School less the registration fee of \$100.00.
- C. If a course is canceled by the School prior to a Student's enrollment, and before instruction has begun, the School will provide a full refund of all monies paid or provide completion of the program.
- D. If the School cancels the course and ceases to offer instruction after the Student has enrolled and instruction has begun, the School shall at its option (a) provide a pro-rata refund to the Student if the Student transfers to another school based on the hours accepted by the receiving school; or (b) provide completion of the course; or (c) participate in a Teach-Out Agreement; or (d) provide a full refund of all monies paid.
- E. If, for any reason, the School is permanently closed and no longer offers instruction after a Student has enrolled and instruction has begun, the school shall, at its option: (a) provide a pro-rata refund; or (b) participate in a Teach-out Agreement.
- F. If either party cancels the Agreement after the Student begins class and after three (3) business days of signing this Agreement, the School will keep the registration fee, technology access fee, the charges for Program Tools, Equipment & Online Education Access (as those items become the property of the Student), and the applicable tuition amount as determined pursuant to the following schedule:

PERCENTAGE LENGTH COMPLETED TO TOTAL LENGTH OF PROGRAM	AMOUNT OF TOTAL TUITION OWED TO SCHOOL
0.01% to 4.9%	20%
5.0% to 9.9%	30%
10.0% to 14.9%	40%
15.0% to 24.9%	45%
25.0% to 49.9%	70%
50% and over	100%

- G. The refund calculation is based upon the Student's scheduled hours as of the determination date. Any refund due to the Student is calculated based upon the Student's last date of attendance. The refund calculation does not apply to a Student whose date of withdrawal occurs after such student has completed 50% of the scheduled length of the program for which the Student has been charged. At this point, the Student will be charged 100% of all tuition fees and other incurred expenses.
- H. Any monies due to the applicant or Student shall be refunded within 45 days of a determination that the Student has withdrawn, whether officially or unofficially. The official withdrawal date is determined by the postmark date on the written notification, or the date said written notice is delivered to the School in person. All miscellaneous costs which have not yet become due will be void.



- I. The School will consider the Student withdrawn if the Student does not attend class for 14 consecutive days or notify the School of his/her intention to withdraw. The withdrawal date is determined by the last day attended, as evidenced by attendance records. Attendance is monitored on a weekly basis.
- J. If the Student does not return or call from his/her leave of absence by the date of his/her expected return, that Student shall be considered terminated. For students on an approved leave of absence, the date of withdrawal determination shall be the earlier of the scheduled date of return from the leave of absence or the date the student notifies the School that the student will not be returning. The date of withdrawal shall be the student's last day of attendance, as evidenced by attendance records.
- K. Unless the Student's application is rejected, or the Student cancels his/her enrollment within three business days of signing this Agreement, the School shall charge a reasonable administrative fee of \$150 in connection with the Student's termination of his/her enrollment. Note that the School's institutional refund policy applies after any applicable return of federal Title IV funds.
- L. If the Student is terminated or withdrawn from the School, the School shall inform the Student of any balance owed to the School. Unless otherwise documented as part of an approved payment plan between the Student and the School, beginning 30 days after the date the Student is informed of a balance due the Student shall be assessed a monthly late payment penalty equal to 1.5% computed upon the amount due to the School.
- M. The School is committed to using ethical business practices in connection with any collection efforts. Collection correspondence shall reference the School's cancellation and refund policies set forth in the Enrollment Agreement. In the event that the Enrollment Agreement is sold or discounted to a third party, such third party shall be required to comply with the cancellation and refund policy set forth herein. In certain situations where mitigating circumstances are in evidence, the School may, in its sole discretion, provide a refund that exceeds this refund policy.

## RETURN OF TITLE IV POLICY

The Federal Return of Title IV funds formula ("R2T4") dictates the amount of Federal Title IV aid that must be returned to the federal government or the lending institution by the Institute and/or the student. The R2T4 formula is applicable to an eligible student receiving federal aid when that student withdraws or is terminated from the Institute.

A student's withdrawal date is used to calculate the percentage of the payment period completed and is always the student's last date of attendance/clocked hours. The date of determination is the earlier of:

- The date the student notifies the Institute of the student's withdrawal or the date of the student's withdrawal, whichever is later.
- The Institute terminates the student's enrollment as provided in the Enrollment Agreement.
- If the Student does not return or call from his/her leave of absence by the date of his/her expected return, that Student shall be considered terminated.
- If the student unofficially withdrew, the 14th calendar day of consecutive absence from the Institute.

The amount of Title IV funds earned by the student is based upon the length of time the student is scheduled to complete in the payment period. The percentage of Title IV aid earned is equal to the percentage of the payment period that was completed as of the withdrawal date if this occurs on or before 60% of the payment period has been completed. After 60% of the payment period has been scheduled to be complete, 100% of the Title IV funds are earned. The percentage that has not been earned is calculated by subtracting the percentage of Title IV aid earned from 100%.

The percentage of the payment period completed is calculated by the number of clock hours the student was scheduled to complete in the payment period as of the withdrawal date divided by the total number of clock hours in the payment period.

The amount to be returned is calculated by subtracting the amount of Title IV assistance earned from the amount of Title IV aid that was or could have been disbursed as of the withdrawal date.

If a student has earned more Title IV funds than have been disbursed, the Institute must offer the amount of earned funds as a post-withdrawal disbursement.

Post-withdrawal disbursements may be offered from Pell Grant funds first if eligible. If there are current educational costs due the Institute at the time of withdrawal, a Pell Grant post-withdrawal disbursement will be credited to the student's account. Any Pell Grant funds in excess of current educational costs may be offered to the student if eligible. Any federal loan program funds due in a post-withdrawal disbursement must be offered to the student and the Institute must receive the student's permission before crediting their account.

The following Title IV refund distribution is used for all Financial Aid students due a refund:

- Federal Direct Unsubsidized Stafford Loan
- Federal Direct Subsidized Stafford Loan
- Federal Direct Parent PLUS Loan
- Federal Pell Grant
- Federal Supplemental Opportunity Grant
- Other Title IV assistance

Any unearned Title IV funds must be returned to the appropriate program within 45 days of the date of determination. Any unearned funds that have not yet been disbursed to the student must be offered to the student within 30 days of the date of determination if not applied directly to the student's account.

The statute requires that a student is responsible for all unearned Title IV program assistance that the Institute is not required to return. This is determined by subtracting the amount returned by the Institute from the total amount of unearned Title IV funds to be returned.



## Notice Concerning Transferability Of Credits & Credentials Earned At Our Institution

The transferability of credits you earn at the Aveda Institute Chapel Hill is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the cosmetology program is also at the complete discretion of the institution to which you may seek to transfer. If the credits or certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your course work at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending the Aveda Institute Chapel Hill to determine if your credits or certificate will transfer.

## COMPLAINT PROCEDURES

A student may lodge a complaint by communicating orally or in writing to any instructor, administrator or admissions personnel, who shall attempt to resolve complaints related to the person's duties. If a student orally delivers the complaint and the complaint is not resolved either within a reasonable period or before the student again complains about the same matter, the Aveda Institute Chapel Hill ("AICH" or the "Institute") shall advise the student that a complaint must be submitted in writing and shall provide the student with a written summary of the Institute's complaint procedure.

Written complaints may be submitted by completing a challenge/solution form. The form is available from the Student Success Office. A completed challenge/solution form will be routed to the Director for investigation. The Director will review the complaint with the appropriate Institute Team Members and will issue a written response within 10 days. This response will include a summary of the Institute's investigation and disposition of it. If the complaint or relief requested by the student is rejected, the reasons for the rejection must be listed.

The student's participation in the complaint procedure and the disposition of a student's complaint shall not limit or waive any of the student's rights or remedies. Any document signed by the student that purports to limit or waive the student's rights and remedies is void.

Students or any member of the public may file a complaint against the Institute with the North Carolina Board of Cosmetic Arts Examiners, 1201 Front Street, Suite 110, Raleigh, NC 27609, Tel. 919-733-4117, [www.nccosmeticarts.com](http://www.nccosmeticarts.com).

Students may also pursue complaints with the National Accrediting Commission of Career Arts & Sciences, 3015 Colvin St, Alexandria, VA 22314, Tel. 703-600-7600, [www.naccas.org](http://www.naccas.org). Complaint forms are available through NACCAS.

If a student loan borrower has a dispute relating to the borrower's loans or to the provision of educational services for which the loans were provided, the student may contact:

Sara Greider  
6281 Tri-Ridge Blvd, Suite140  
Loveland, OH 45140  
Phone: 513-340-2421  
Email: [sgreider@nurturaveda.com](mailto:sgreider@nurturaveda.com)

## NOTICE OF NON-DISCRIMINATION & SEXUAL HARASSMENT POLICIES & GRIEVANCE PROCEDURES

### I. Policy

It is the policy of Aveda Institute Chapel Hill (the "Institute") to maintain an environment for students, faculty, administrators, staff, and visitors that is free of all forms of discrimination and harassment, including sexual harassment. The Institute has enacted the Sexual Harassment Policies & Grievance Procedures (the "Policy") to reflect and maintain its institutional values, to provide for fair and equitable procedures for determining when this Policy has been violated, and to provide recourse for individuals and the community in response to violations of this Policy.

The Policy can be found at the Institute's website at <https://avedafi.edu/chapel-hill> or obtained in person from the Title IX Coordinator (see below).

The Institute does not discriminate on the basis of sex in its educational, extracurricular, or other programs or in the context of employment. Sex discrimination is prohibited by Title IX of the Education Amendments of 1972, a federal law that provides:

*No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance.*

This Policy prohibits all forms of sex discrimination, harassment, and misconduct, including sexual assault, domestic violence, dating violence, and stalking. The requirement not to discriminate in the Institute's education programs or activities extends to admission. This Policy also prohibits retaliation against a person who has made a report or complaint, testified, assisted, or



participated or refused to participate in any manner in an investigation, proceeding, or hearing under this Policy. Inquiries about the application of Title IX may be referred to the Institute's Title IX coordinator, the U.S. Department of Education Office for Civil Rights, or both.

The Institute also prohibits other forms of discrimination and harassment, including discrimination and harassment on the basis of race, color, national origin, disability, or age in its programs and activities. The following person has been designated to handle inquiries regarding the non-discrimination policies, including Title IX:

Jill Sharpe, Title IX Coordinator  
Director  
Space 200-B, 201 S. Estes Drive  
Chapel Hill, NC 27514-7001  
Phone: (919) 948-2800  
Email: [sjill@avedafi.edu](mailto:sjill@avedafi.edu)

Inquiries or complaints concerning the Institute's compliance with Title IX or other federal civil rights laws may be referred to the U.S. Department of Education's Office for Civil Rights.

Office for Civil Rights, District of Columbia Office  
U.S. Department of Education  
400 Maryland Avenue, S.W.  
Washington, DC 20202-1475  
Telephone: (202) 453-6020  
Facsimile: (202) 453-6021  
[Email: OCR.DC@ed.gov](mailto:OCR.DC@ed.gov)

Aveda Institute Chapel Hill desires to create and sustain an anti-discriminatory environment and will not tolerate discrimination of any kind. The Institute will achieve this through education, orientation, and training for all students, staff, and faculty for the purpose of creating awareness of both the issues surrounding discrimination as well as accountability, sensitivity training, and anti-discrimination training in their classrooms, at least once while the student is in Institute.

## **II. Sexual Harassment Grievance Procedure**

Reports of sexual harassment should be made to the Institute's Title IX Coordinator or to a Designated Institute Official. As set forth in the Policy, the Institute's Designated Institute Officials are the President, the Director of Institutes and Support Center Operations, and the Campus Directors. The Institute will respond promptly when it has actual knowledge of sexual harassment in its education programs or activities. The Title IX Coordinator will promptly contact the complainant to discuss the availability of supportive measures, consider the complainant's wishes with respect to supportive measures, inform the complainant of the availability of supportive measures with or without the filing of a formal complaint, and explain to the complainant the process for filing a formal complaint.

The Institute will investigate all formal complaints of sexual harassment. A formal complaint must be in writing, filed by a complainant or signed by the Title IX Coordinator alleging sexual harassment against a respondent, and request that the Institute investigate the allegation of sexual harassment. A formal complaint form may be obtained from the Title IX Coordinator, although no particular form is required to submit a formal complaint so long as the complaint is in writing, signed by a complainant, alleges sexual harassment against a respondent, and requests an investigation. The Institute's Title IX Coordinator oversees the Institute's investigation, response to, and resolution of all reports of prohibited sexual harassment, and of related retaliation, involving students, faculty, and staff.

If all parties voluntarily agree to participate in an informal resolution that does not involve a full investigation and adjudication after receiving notice of a formal complaint and if the Institute determines that the particular formal complaint is appropriate for such a process, the Institute will facilitate an informal resolution to assist the parties in reaching a voluntary resolution. The Institute retains the discretion to determine which cases are appropriate for voluntary resolution.

The Institute will convene a hearing panel following the end of an investigation. The hearing panel determines whether the respondent is responsible or not responsible for a violation of the Policy. If the respondent is determined to be responsible, the



hearing panel's written determination will include any disciplinary sanctions the Institute imposes on the respondent. The Policy provides that the parties have the right to appeal the hearing panel's determination under certain circumstances.

## OWNERSHIP AND ACCREDITATION

Aveda Institute Chapel Hill is operated by Nurtur North Carolina LLC.

Our faculty is a skilled team of experienced instructors with knowledge of classic and contemporary techniques. Instructors have met program licensing requirements and are trained in all aspects of hair, skin and nail esthetics, body care and related subjects.

The Aveda Institute Chapel Hill is a cosmetology and esthetics school approved and licensed by the North Carolina State Board of Cosmetic Art Examiners, 1201 Front Street, Suite 110, Raleigh, NC 27609. Tel 919.733.4117, [www.nccosmeticarts.com](http://www.nccosmeticarts.com).

The Aveda Institute Chapel Hill is accredited with the National Accrediting Commission of Career Arts & Sciences, 3015 Colvin St, Alexandria, VA 22314. Tel 703-600.7600, Web: [www.naccas.org](http://www.naccas.org).

## GRADUATION, LICENSURE & JOB PLACEMENT

The Aveda Institute Chapel Hill is committed to providing the highest quality cosmetology and esthetics education and training available. Our curriculum includes an extensive State Board Review designed specifically to prepare you for success with the North Carolina State Board of Cosmetic Arts licensing exam. Our highly trained educational team and administrative support staff are dedicated to providing you with the skills necessary to be successful in the classroom and as you begin your career.

Each year, the Institute reports its student performance outcomes to its accrediting agency, the National Accrediting Commission of Career Arts and Sciences ("NACCAS"). The following information was reported to NACCAS with respect to students who enrolled at all of the Institute's locations with an expected graduation date falling within calendar year 2019.

<b>Total number of students enrolled (all programs)</b>	189
<b>Total number of students graduated</b>	157
<b>2019 graduation rate</b>	83.07%
<b>Percentage of graduates passing State Board exam</b>	95.24%
<b>Percentage of graduates employed</b>	76.43%

With respect to the individual programs offered at Aveda Institute Chapel Hill, the graduation, licensure and job placement rates for students with an expected graduation date falling within calendar year 2019 are as follows: Cosmetology program: 100% licensure rate, 71.43% completion rate, and 87.69% placement rate. Esthetics program: 91.07% licensure rate, 93.75% completion rate, and 67.78% placement rate. Cosmetology Instructor program: 100% licensure rate, 100% completion rate, and 100% placement rate. There were no students enrolled in the Esthetics Instructor program at the Institute with an expected graduation date falling within calendar year 2019.

The Aveda Institute Chapel Hill was founded to create some of the most successful entrepreneurs in hair, skin, makeup, and total body wellness.

Our students are educated by accomplished professionals, using innovative curriculums that blend professional techniques with retail and business-building skills. The Institute emphasizes personal well-being, as well as environmental responsibility. Using Aveda pure flower and plant essences and plant-based products, we affirm the relationship between personal beauty, wellness and the environment.



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## ADMINISTRATIVE & EDUCATIONAL STAFF

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### ADMINISTRATIVE STAFF

**Patrick Thompson**, President  
**Jill Sharpe**, Institute Director  
**Sara Greider**, Senior Director of Institutes  
**Mary Hoderlein**, Compliance Manager  
**Annie Joerger**, Curriculum Specialist  
**Kate Durbin**, Education Coach  
**Lauren Wagner**, Assistant Director of Business Operations  
**Kristen Dunnagan**, Student Success Team Lead  
**Brittney McCauley**, Student Success Team Member  
**Jessica Trujillo Cordero**, Admissions Representative  
**Shannon Doherty**, Admissions Representative  
**Rylee Ennis**, Financial Aid Coordinator  
**Annie Bishop**, Student Salon & Spa Manager

### BUSINESS OFFICE

**Chad Woodgeard**, Student Accounts  
**Brent Prenger** Student Accounts

### EDUCATIONAL STAFF

**Cosmetology Instructors:**  
**Rebecca Goodson**, Education Manager  
**Cheryl Unangst**, Educator Trainer & Student Mentor  
Erin Gates  
Brenda Anderson  
Herbie Anderson  
Jacob Ivins  
Tasha Brown  
Rachel Coyle  
Whitney Nash  
Tierra Jackson  
LaShawn Walker  
Tasha Johnson – Substitute Instructor Only

### Esthetics Instructors:

Tatum Cockrell  
LaTonya Robinson

### AVEDA INSTITUTE CHAPEL HILL

Space 200-B, 201 S. Estes Drive  
Chapel Hill, NC 27514  
919.960.4769  
<https://avedafi.edu/chapel-hill>