



**RIZZIERI AVEDA SCHOOL  
OF MASSAGE**

Massage

# School Catalog

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The policies in this handbook are based on current policies. Rizzieri School of Massage, at its option, may change, delete, suspend, or discontinue any part or parts of these policies at any time without prior notice.



## **Welcome to Rizzieri Aveda School of Massage!**

A Rizzieri Aveda School of Massage education is rigorous; we expect excellence from each of our students. The main goal of our instructors is to make sure our students graduate with the technical skills and professionalism needed to succeed in the industry they chose. You will find that we provide a creative environment for learning, and we hope that you take advantage of all that we have to offer.

We look forward to counting you amongst our successful alumni. Remember, where you go depends on where you begin.

Yours in Service,

*Frank Rizzieri*

Frank Rizzieri  
Owner



## History

In 1924, Franco Cipriotti opened Masion de Paris, the first cosmetology school in New Jersey. Originally located in Camden, the school offered students the opportunity to learn the creative art of cosmetology. Continuing Franco Cipriotti's dream, his family has continued in the forefront of health and beauty education. Franco's daughter, Anna and her husband, Sal Rizzieri, assumed ownership of the school in 1975. The husband and wife team, along with their son, Frank - a nationally recognized editorial stylist, and Dino - an operational executive, relocated the School to Haddonfield, New Jersey.

In 1995, owners Frank Rizzieri and Dino Rizzieri incorporated their visionary leadership to merge beauty, wellness, and education into a state-of-the-art facility. A three story, full service salon, spa, and educational center emerged to provide the community with quality training programs, consumer workshops, and knowledgeable technicians

In 1998, the increasing demand for qualified massage therapists led to the creation of Rizzieri Institute for Massage Therapy. The popularity of the program enabled the massage school to expand the program to a new building in 2000, within walking distance of the Rizzieri Salon, Spa & Beauty School.

In 2001, the school changed its name to Rizzieri School for the Healing Arts to better reflect the variety of courses offered.

In 2005 the School for the Healing Arts no longer offered Shiatsu and Yoga teacher training, but continues an open perspective to expand its program curriculum as new modalities and techniques become available, accepted and beneficial in the wellness industry.

In September of 2009, the school relocated to the 2<sup>nd</sup> floor of the Rizzieri Center in Marlton, NJ.

During the summer of 2011, the massage school moved to the Voorhees Town Center, located in the heart of Voorhees NJ and is now located below the Rizzieri Aveda School.

The Rizzieri Aveda School of Massage are owned by Rizzieri Institute Inc. and Approved and Licensed by:

### **NJ State Licensing**

In September 2012, the state of NJ passed licensing laws for Massage & Bodywork, as a requirement to practice massage as a profession, every massage therapist must be licensed. Current eligibility for State License requires a transcript from a State approved school with a minimum of 500 hours of education and successful completion of the Massage & Bodywork Licensing Examination (MBLEx). Upon graduation from Rizzieri Aveda School of Massage, students receive a certificate and official transcript for 600 program hours. These documents, along with a completed application and applicable fees must be submitted to the state for official licensing. For more information visit <http://www.njconsumeraffairs.gov/mbt/>

Each state regarding practicing massage therapy is regulated differently and has different requirements for certification and licensing. A local municipal ordinance may apply in the absence of a state law. For more information visit [www.abmp.com](http://www.abmp.com) or call 1.800.458.2267

Rizzieri Aveda School of Massage is approved by:

- NJ Department of Education
- NJ Department of Labor and Workforce Development
- NJ Veterans Administration
- NCBTMB (assigned school and Continuing Education Hours approved)



## **Professional Associations**

### **ABMP**

Associated Bodywork and Massage Professionals (ABMP) is a membership association that supports and serves the therapeutic massage therapy profession. ABMP provides liability insurance along with many invaluable professional benefits, such as a referral service, free website & email accounts, magazine subscription, educational directory, health insurance discounts, client forms, networking opportunities, conventions, Exam Coach to prepare you for MBLEX Exam and regulatory support. For more information, visit [www.abmp.com](http://www.abmp.com)

### **MBLEX**

Massage and body work examination was established by the federation of state massage therapy boards (FSMTB) It is designed to provide a standard examination for students of massage. for more information visit [www.fsmtb.org](http://www.fsmtb.org).

The Rizzieri Aveda School of Massage is Accredited by:

### **COMTA**

**Institution accredited by the Commission on Massage Therapy Accreditation (COMTA).** For more information, visit [www.comta.org](http://www.comta.org) or contact 202-895-1518.  
2101 Wilson Blvd, Ste 302 Arlington, VA 22201

## **Mission Statements**

### **Rizzieri Aveda School of Massage Mission Statement**

- To prepare students in the field of Massage by meeting the high standards set by the School.
- To provide the opportunity for students to learn technical, business, communication and service skills through individualized instruction and focused training.
- To prepare students to successfully complete the requirements to practice Massage.
- To educate students so they demonstrate the professionalism necessary to gain and maintain employment.

### **Aveda Mission Statement**

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

- Horst M. Rechelbacher, Founder, Aveda



## **Admissions Policies and Prior Credit Training**

### **Admission Policy**

Rizzieri Aveda School of Massage is open to all individuals that are 17 years of age or older and have a high school diploma or an equivalency diploma. Rizzieri does not discriminate on the basis of gender, race, age, sexual orientation, ethnic origin, disability or religion. The registration deadline is one week after the start of the course. Students are encouraged to apply early to confirm availability. A personal interview must take place prior to acceptance. A \$25 non-refundable fee must accompany the application form.

### **Admission Requirements**

To apply, students must bring or mail the following to the Admissions Office:

1. Signed, Completed application
3. Letter of Intent describing reasons and goals for enrolling
4. \$25 non-refundable application fee

### **Acceptance Requirements**

Please note that the acceptance expires in 6 months. Applicants need to reapply in order to attend the school.

Applicants for all programs need to complete the following:

1. Tour
2. Career Planning Session
3. Registration

### **Registration Requirements**

To register, students must bring the following to the Admissions Representative at the time of registration

1. Copy of your high school diploma, official transcript or General Equivalency Diploma
2. Copy of NJ driver's license, passport or birth certificate
3. Scholarship Requirements

## **Transfer Hours**

Rizzieri Aveda School of Massage does not accept transfer hours from any other institution.

## **Facilities and Equipment**

Rizzieri Aveda School of Massage provides a massage program. The School has both classroom and clinical environments that are enhanced with all of the technical equipment necessary to learn the trade. Teaching is enhanced with the use of electronic equipment such as PowerPoint presentations, DVDs, and videos using smart boards.

### **Areas of Study and Course Outline and Objectives**

#### **Massage Course Outline and Objective**

Prepare for an exciting future in Massage at the Rizzieri Aveda School of Massage. Our Massage Program curriculum provides 600 hours of massage training with an emphasis on using pure flower and plant essences in treatments.



## **Objective**

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

1. Project a positive attitude and a sense of personal integrity and self confidence.
2. Project professionalism, visual poise and proper grooming.
3. Communicate effectively and interact appropriately with colleagues, supervisor and clients.
4. Respect the need to deliver worthy service for value received in an employment environment.
5. Apply academic learning, technical information and related matter to assure sound judgments, decisions, and procedure.

Your training will encompass different types of learning: theoretical knowledge, the foundation of your education and practical experience, the application of your knowledge.

### ***Program Schedule***

#### **Spring Full Time**

Tues | Thurs | Fri  
9:00 am–4:00 pm  
18 hours per week  
8.5 months

#### **Fall Full Time**

Mon | Wed | Fri  
9:00 am–4:00 pm  
18 hours per week  
8.5 months

#### **Part Time**

13 hours per week  
12 months

#### **Part Time Spring Schedule (13 hours/week)**

Tuesday and Thursday 5:30 p.m.– 8:30 p.m.  
Saturday 8:30 a.m.–4:30 p.m.

#### **Part Time Fall Schedule (13 hours/week)**

Monday and Wednesday 5:30 p.m. – 8:30 p.m.  
Saturday 8:30 a.m.–4:30 p.m.

*The six hour day for full time (weekday) and the seven hour day for part time (Saturday) class provides for a varied one-hour lunch and two, ten-minute breaks during the program. The three-hour part-time evening schedule provides for a ten-minute break (time permitted) .*

## **Description**

### ***Introduction (0-300 hours) – 8102 Town Center Boulevard, Voorhees, NJ 08043***

You will start by learning the fundamentals of massage, anatomy & physiology, pathology. Lectures, demonstrations, and hands on workshops concentrate on developing skill and accuracy. You will be introduced to retail merchandising, client servicing, and personal development skills. This unit also covers state safety requirements.

### ***Clinic (301 -600 hours) – 8102 Town Center Boulevard, Voorhees, NJ 08043***

As you have reached the half way mark of your training, you will now be prepared to take clients on our Student clinic spa. You have now gained the basic skills and put them to work with the art of retailing and client service.. As you practice, you will develop the dexterity, timing, and technical performance to work with confidence.

Clinic allows you to become increasingly confident in your professional abilities. You will learn vital employment and career-advancing skills such as successful interviewing techniques and resume writing. Your speed, accuracy, and concentration are now ready for the spa.



### **Instructional Methods**

Methods of instruction include discussion, question and answer, demonstration, cooperative learning, problem solving, lecture, individualized instruction, and student presentations. Online components from pivot point, 4MAT learning techniques and hand-on application.



**Direct Cost of Massage Education**

Application fee (non refundable) (not included in the total fee)	\$25.00
Tuition.....	\$10,195
Registration Fee (non-refundable).....	\$ 350
Student Kit (books & supplies).....	\$ 955
<b>Total Cost.....</b>	<b>\$11,500</b>

**Grading Procedure**

The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic learning. Students are assigned academic learning and a minimum number of practical experiences. Academic learning is evaluated after each unit of study. Practical and Theory assignments are evaluated as completed and counted towards course completion only. If the performance does not meet satisfactory requirements, it is not counted and the performance must be repeated. Students must maintain a written grade average of 80%. Numerical grades are considered according to the following scale.

90-100	A	Excellent
85-89	B	Good
80-84	C	Satisfactory
79-Below	F	Unsatisfactory

**Grading Procedure**

Theory, practical and clinical work are used to determine academic progress.

**Make-Up Assignments & Tests**

All homework must be turned in the day it is due, with no more than 5 questions missing, in order to receive 100%. If homework is turned in late the student will receive a 0 for the grade. If student is absent on due date, the assignment must be turned in the next day they are in. If a student takes a test and receives a grade below a 75, they may retake the test. The student has one week to retake the test. After the week is up they receive the grade they originally received. If the student did retake the test, the 1st grade and the 2nd grade will be averaged, but cannot receive over an 80 for the final grade. Tests can only be retaken once and does not apply to midterms or finals. When a student is absent on a test day, they must take the test the next class day they are in.

Classroom and Clinical (0-600 hours) – The Grading System is as Follows:

Written=25%	Practical Evaluation=30%	Project/Papers 10%
Final=25%	Homework/Journal =10%	

Cumulatively, all of these make up the minimum of the 80% that will be considered a passing grade.



**Massage Curriculum Requirements/Outline**

**Required Courses and Hours**  
**600 hours**

Swedish I Massage	156	Maternity Massage	18
Anatomy and Physiology	68	State Licensing and Mblex	6
Kinesiology	84	Concepts of Energetic Anatomy	12
Pathology	42	Spa Treatment	18
Reflexology	20	Business	18
Ethics	18	Clinic	120
Chair Massage	9	CPR and First Aid	4
Aromatherapy	7		

**600 Hour Massage Course Descriptions**

**Swedish Massage**

History, theory, benefits, and techniques of Swedish massage are presented. Instruction includes massage movements, correct draping, hygiene, proper body mechanics, and the mind-body-spirit connection. Students learn fundamental massage movements and how to apply them along with stretching and range of motion techniques. Upon completion of the course, the student will be able to perform a full body massage.

**Anatomy & Physiology**

This course provides an introduction to the structure and function of cells, tissues and systems of the body and their relationship to massage and soft tissue manipulation. Special attention is given to the muscular and skeletal system. Lectures are enhanced with the use of skeletons, charts, videos and hands-on palpation skills.

**Kinesiology**

The muscular system is studied in detail. Students will use the Trail Guide text book to study bones and muscles in detail. Students will further understand the arrangement of muscles in the human body. Prerequisite- AP 1

**Pathology**

This course will review the basic anatomy & physiology of each system. Pathologies that commonly occur in each system of the



body will be discussed and applied to the practice of massage therapy. Indications and contraindications will be covered relative to the safety of massage for various conditions. Prerequisite-API

### **Reflexology**

Reflexology is a safe and holistic way to treat the body. In theory, all reflex points on the feet correspond to specific areas of the body. History, proper technique, foot mapping, contraindications and a basic reflexology sequence are taught. Prerequisite- Swedish I

### **Ethics**

Developing professional ethics is an integral part of a successful massage practice. Discussion will focus on scope of practice, professional associations, boundaries, and dual relationships. A variety of potential scenarios are discussed, and role playing exercises provide comprehensive perspectives to the benefits of maintaining ethical interaction.

### **Chair Massage**

Students will learn how to perform seated chair massage with proper sanitation and body mechanics. Prerequisite-Swedish I

### **Aromatherapy**

Learn about the historical practices and modern methods in the practice of aromatherapy. Our sense of smell impacts our emotional and physical centers. Aromatherapy relates to both benefits and therapeutic properties of pure essential oils. Learn methods of obtainment, selecting, storing and blending of essential oils. Application of common essential oils and the benefits or uses will be discussed in detail.

### **Maternity Massage**

Learn the skills to safely and effectively massage a pregnant client. Massage helps to alleviate many common discomforts associated with pregnancy. Pre-natal exercises, proper draping, contraindications, and special precautions are discussed. Appropriate techniques to use during labor and postpartum are addressed. Prerequisite- Swedish I

### **CPR& First Aid**

Students are required to complete a course in CPR and First Aid training that meets American Red Cross or American Heart Association standards. CPR certification is required to qualify for a certificate in Massage Therapy.

### **Spa Treatments**

The theory, history and use of natural agents in therapeutic treatments are explored. Students learn to perform body wraps and exfoliations. The variety of treatments taught can be



performed in a basic massage room setting. Combinations of full session treatments as well as “a la carte” treatments are practiced to diversify services. Prerequisite-Swedish I

### **Concepts of Energetic Anatomy**

Traditional Chinese Medicine is at the foundation of massage and bodywork’s history. This course will introduce the concept of Yin and Yang as it relates to Eastern Philosophy, along with the 5 element theory’s two cycles of balance in health and nature.

### **Swedish II Massage**

Students will be able to see how far they have come while massaging their classmates again and learn more advanced techniques. Prerequisite- Swedish I

### **Business**

The business aspect of massage is just as important to success as the technical portion. Understanding the fundamentals of business practices, licensing and regulatory law of both federal and state levels is a necessity and required for state certification. Advertising, marketing, promotions, bookkeeping, goal-setting, and employment opportunities are reviewed. Students develop the necessary marketing materials to assist with various employment opportunities.

### **State Licensing**

In this course we review the website and the online process to apply to state licensing in the State of New Jersey and how to apply for the Mblex exam.

### **Clinic**

In the clinic, the student practices and refines his/her techniques in a professional setting. The student works with clients in a supervised environment to develop technique, professionalism, communication skills, retailing skills, and self-confidence. Student evaluations are completed by the client after each massage to assist the instructor in evaluating the student’s progress. Prerequisites-Swedish I, API, Reflexology, Ethics, Maternity

### **Career Opportunities**

Massage Therapist in a Spa  
Massage Therapist in a Chiropractor  
office  
Free Lance Massage Therapist



## **Massage Therapy Curriculum Requirements**

### **A course of study in massage and bodywork therapy of at least 500 hours shall include:**

Anatomy/Physiology/Pathology 90 hours

Ethics and Law

Theory and Practice (in-class instruction as to massage and bodywork therapy and modalities and in-class demonstration and practice of massage and bodywork modalities);

Electives directly related to the practice of massage and bodywork therapy

At least 100 hours of clinical practice which is supervised by a faculty member who is present on-site while services are being performed and is either a licensed massage and bodywork therapist or is legally authorized to perform massage and bodywork in the state in which the school exists.



**Satisfactory Academic Progress Policy**

Satisfactory progress in attendance and academic work is a requirement for all students enrolled in the Rizzieri Aveda School of Massage. 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 provided to applicants prior to enrollment and is consistently applied to all students enrolled at the School. 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.

**Academic Progress**

Theory, practical and clinical work are used to determine academic process. Your progress at Rizzieri Aveda School of Massage will be evaluated on the basis of written tests, clinic practical experiences, quota experiences, a final practical and written examination, and projects. Work will be graded according to the following percentage scale:

- 90-100     A    Excellent
- 85-89     B    Good
- 80-84     C    Satisfactory
- 79-Below  F    Unsatisfactory

Massage students must maintain a cumulative C grade average (minimum cumulative grade Percentage of 80% in academic and practical/clinical work) in order to be considered making satisfactory progress.

**Attendance Progress**

MAXIMUM TIME: The maximum time Massage students have to complete is 125% of the program length (80% attendance average).

Course	Maximum Time Allowed	
	Weeks	Scheduled Hours
<b>Massage</b>		
Full Time (24/18 hours a week) – 600 Hours	37	750
Part Time (13 hours a week) – 600 Hours	58	750

Attendance: In order to be considered making satisfactory progress, all students must (i) be in compliance with the School’s attendance policy; and (ii) complete the program within the maximum time frame. 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.

**Evaluation Periods**

Students are evaluated for Satisfactory Academic Progress as follows:

**Massage** - 300 scheduled hours

**Determination of Progress**

All periods of the student’s enrollment are counted when assessing progress, even periods in which the student did not receive Title IV funds. If a student is making satisfactory progress at evaluation time, the said student is considered making satisfactory progress until the next evaluation period and will be



eligible for Title IV funding. Students deemed not making satisfactory 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.

### **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 may be placed on probation and, if applicable, may be deemed ineligible to receive Title IV funds.

### **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.

### **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, will lose Title IV eligibility, and will be terminated from the program in which they are enrolled.

### **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 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.



### **Interruptions and 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.

### **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. Incompletes, repetitions and non-credit courses do not apply to the school and therefore have no effect upon the satisfactory progress policy.



### **Section 504/Americans with Disabilities Act Policy**

The Rizzieri Aveda School of Massage 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 or national origin.

If you would like to request academic adjustment or auxiliary aids, please contact the School's Section 504 Compliance Coordinator, Ms. Joelle Brennan. You may contact Ms. Brennan at 8102 Town Center Blvd., Voorhees Township, NJ 08043, phone 856.552.2272, email: JBrennan@rizzieri.com. 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 School 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 School'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. Brennan, the School'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 School would accept a verbal request. You may contact Ms. Brennan at 8102 Town Center Blvd., Voorhees Township, NJ 08043, phone 856.552.2272, email: JBrennan@rizzieri.com.

2) Ms. Brennan 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 School is obtaining adequate information and understanding of your individual needs.

3) Ms. Brennan 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 School's Director of Business Development & Government Affairs 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 School's Director of Business Development & Government Affairs by email at pbrown@rizzieri.com, or by mail to Ms. Paula Brown, Director of Business Development & Government Affairs, Rizzieri Aveda School, 307 Fellowship Road, Suite 103, Mr. Laurel, NJ 08054. You may contact the Director of Business Development & Government Affairs by phone at 856.552.2262.



## **Discrimination Grievance Procedure**

The School 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, 32 Old Slip, 26th Floor, New York, NY 10005-2500.

Step 1: A person who believes that he/she has been discriminated against by the School is encouraged, but is not required, to discuss the matter informally with the Section 504 Coordinator, Ms. Joelle Brennan, 8102 Town Center Blvd., Voorhees Township, NJ 08043, phone 856.552.2272, email: JBrennan@rizzieri.com. If the 504 Coordinator is the subject of the complaint, the grievant may, instead, contact the School'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 School'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 School'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 School 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 School's President within 10 business days after receipt of the written disposition. The School 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 School 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 School's Section 504 Coordinator: Ms. Joelle Brennan, 8102 Town Center Blvd., Voorhees Township, NJ 08043, phone 856.552.2272, email: JBrennan@rizzieri.com.



## Leave of Absence Policy

Requests for a leave of absence are evaluated on a case-by-case basis and will only be approved for extenuating circumstances. The student must complete a Leave of Absence Request Form and submit all supporting documentation to the Team Lead in advance to the start of the requested leave, unless unforeseen circumstances prevent the student from doing so. A Leave of Absence must be at least 5 days in duration for massage. Students who have requested a Leave of Absence will be notified within 3 school days of the requested start of the Leave Of Absence whether the leave has been approved or denied on the Leave of Absence Request Form.

The amount of time approved for a leave of absence is based on an individual assessment of each student. Students must complete the Leave of Absence Request Form in its entirety for a request to be considered. Students are able to request one extension to each Leave of Absence but the Leave of Absence cannot exceed 180 days in any 12 month period. Only two Leaves of Absence will be approved during a student's enrollment. A student is not eligible to be considered as a perfect attendee if they take a Leave of Absence, therefore the Student will not be eligible to receive the Perfect Attendance Award.

A student must return on the approved date or they will be terminated on that day. If a student is unable to return on the approved return date, they must contact the school to request a Leave of Absence Extension prior to the approved return date.

A student returning from a Leave of Absence or other official interruption of training will return to School in the same satisfactory status as prior to his/her departure. Students may have to sign new paperwork before returning into class. Students must demonstrate that they have fully resolved the circumstances leading to the Leave of Absence prior to electing to return or they will be recommended to request an extension if applicable. Students who are returning from a leave of absence will be evaluated by the Team Lead to place them back into their program at the level at which they demonstrate competent skills. Students who have been on a Leave of Absence for more than 3 months are required to pass a technical evaluation. In some instances, the student will be required to start from the beginning of his/her course of study. If the student fails the technical evaluation, they will be terminated. The decision is made by the School and is final.

If a student on an approved Leave of Absence notifies the School that he/she will not be returning, the student will follow the procedure as described in the Withdrawal/Course Incomplete section of the catalog. The date of withdrawal, for the purpose of calculating a refund, is the student's last day of attendance.

Students placed on a Leave of Absence are not considered to be withdrawn and no refund calculation is performed while on an approved Leave of Absence. No additional instructional charges are assessed as a result of a Student taking an approved Leave of Absence. Upon the return of a student who has taken a Leave of Absence, the student's contract period will be extended by the same number of days taken in the Leave of Absence and changes to the contract period will be documented so as to be dated and initialed by all parties.

In addition to the regular Leave of Absence, students may need to be placed or take an Administrative Leave of Absence to permit them to repeat a phase. Administrative Leaves of Absence are the same as a regular Leave of Absence with the exceptions that a student need not be making Satisfactory Academic Progress and need not request the minimum amount of days.

Administrative Leaves of Absence are intended to account for the time a student is not scheduled in class while waiting to retake a phase.



## **Payment Options**

### **Payment Plan**

The student may make monthly, interest free payments to the school. The balance is divided over the length of the program. Tuition payments are made to the Financial Aid representative and are due the first day of each month. Payments may be by cash, check, money order, or credit card. If payment is not received by the 14<sup>th</sup> of the month, a \$10 late fee will be assessed, and the student may be suspended from class until the payment and late fee are received. During the suspension period the student will be accumulating missed hours and shall be put on warning if the student's attendance falls below 80% and/or terminated if the student exceeds the maximum allowable absences for his/her course of study. Refer to your Enrollment Agreement for your individual payment plan.

### **Veteran's Benefits**

If you are an honorable discharge veteran of the armed forces or a dependent of a deceased veteran, you may apply for veteran's educational benefits. Please contact the Veteran's Administration Office to determine eligibility and further information.



## **Financial Aid**

### **(Available to Those Who Qualify)**

The basic concept of financial aid is the determination of financial need. Financial need is defined as the difference between the total costs and the portion of those costs that can be expected to be met by parental and/or student contributions. To equitably determine a student's financial need, Rizzieri Aveda School of Massage utilizes the federal needs analysis set forth by the U.S. Department of Education.

## **Application Process**

Students must complete the Free Application for Federal Student Aid (FAFSA) to be considered for grants, scholarships, and student loans. For further information please Contact the Financial Aid Office at 856.552.1445. Unless students have an approved funding plan, which may include but is not limited to federal financial aid, completed prior to the first day of class, students will be contractually obligated to make monthly payments on the tuition balance until Financial Aid is completed.

## **Student Responsibilities**

The student must be enrolled and maintain satisfactory academic progress to receive financial aid. The student must sign an affidavit of educational purposes, Selective Service Registration compliance, default certification, and the drug policy statement. The student must notify the Financial Aid Office of any name or address change; changes in his/her financial situation; and any outside scholarships, grants, or other sources of assistance.

## **About Financial Aid**

Criteria for the selection of students and determination of the amount of the award of students who apply for financial aid are established by the U.S. Department of Education. Terms of any loan, including repayment schedules, are established by the U.S. Department of Education or the lender making the loan.

## **Sources of Financial Aid**

### **Grants**

#### ***Federal Pell Grant***

The Federal Pell Grant is a student financial aid program designed to assist students in the continuation of their education after high school. A student who does not have a bachelor's degree, is a U.S. Citizen or permanent resident, and is enrolled on at least a half-time basis in an eligible institution, may apply for a Federal Pell Grant. Eligibility is determined by the student's/family's financial resources, according to a formula developed and reviewed by the U.S. Department of Education and Congress.

### **Loans**

#### ***Direct Subsidized Loan***

If you are unable to meet tuition expenses from grants, work, and family assistance, you may be eligible to apply for a subsidized direct student loan. Maximum loan amounts and current interest rates for the Subsidized Direct Loan may be obtained from the Financial Aid Office. The loan is guaranteed by the federal government, which pays the interest while the student is in school. Repayment generally begins six months after you leave school. Contact the Financial Aid Office for information on application procedures.



### ***Direct Unsubsidized Loan***

A Unsubsidized Direct Loan may be available to you if you are independent, do not qualify for a need-based loan or are eligible for less than the loan limit on an Unsubsidized Direct Loan. The same terms and conditions apply, except that the borrower accrues interest while in school. Repayment generally begins six months after you leave school. Contact the Financial Aid Office for information on loan limitations, application procedures and program requirements.

### ***Direct PLUS Loan***

Creditworthy parents of dependent undergraduate students may borrow under the Plus Loan program. Contact the Financial Aid Office for information on maximum loan limitations, application, and disbursement procedures, and current interest rates. The borrower pays interest and makes payments while the student attends school or may defer payments until their program completion by contacting the U.S. Department of Education.

### ***New Jersey Class Loan***

NJ Class Loans are available to cover any remaining balance not covered by Direct Funding Loans and Grants. Apply online at [www.hesaa.org](http://www.hesaa.org) or contact the Financial Aid Office to find out information on applying for this loan. Approval is credit based.

### **Disbursement of Loan Checks**

Depending on the loan process, some check are issued to the student and the school, and mailed to the school in care of the Financial Aid Office. Other disbursements are made by electronic funds transfer. The student must be in good attendance and making satisfactory progress to receive the loan. Rizzieri Aveda School of Massage requires students to bring their tuition account up to date at the time the check is disbursed.

### **Discounts**

A \$250 tuition discount applies if tuition is paid in full at least **one day** prior to the start date.

### **Recommendation Discount**

To apply for the \$500 recommendation scholarship, students must provide two letters of recommendation: one from a non-family member and one from someone in the beauty or wellness industry on letterhead or with their business card attached **and must be submitted to the admissions representative at the time of the Career Planning Session.**

### **High School Discount**

To apply for the \$500 High School Discount, students must provide two letters of recommendation: one from the sponsoring high school guidance counselor and the other from a non-family member. Guidance counselor letters must be on school letterhead **and must be submitted to the admissions representative at the time of the Career Planning Session.**

### **Rizzieri Aveda School Graduate Discount**

To apply for the \$2,048.75 Rizzieri Aveda School Graduate Discount, students must have successfully completed a program with the Rizzieri Aveda School, and must receive a recommendation letter from the admissions department. Letters must be on school letterhead **and must be submitted to the admissions representative at the time of the Career Planning Session.**

In order for the student to receive any discounts or Discounts from Rizzieri schools, students must complete his/her course of study. If the student withdraws, or is dismissed from the School, tuition refunds will be based on the full tuition price.



## **Cancellation and Settlement Policy**

Rizzieri Aveda School of Massage applies the following Institutional refund policy to all terminations for any reason, by either party, including student decision, course and/or program cancellation, or institution closure.

### **Institutional Refund Policy:**

If the student is declined enrollment for any reason, after this agreement is executed, and prior to the start of class, the student will receive a full refund, with exception of the application fee.

If the student, or parent/guardian if the student is under 18 years of age, should formally cancel this agreement within three (3) business days of the signing of said agreement, but prior to beginning actual class attendance, all money collected by the School will be refunded with the exception of the application fee.

If the student, or parent/guardian if the student is under 18 years of age, should formally cancel this agreement more than three (3) business days after the signing of said agreement, but prior to beginning actual class attendance, all money collected by the School will be refunded, with the exception of the \$350 registration fee, and the \$25 application fee.

If the student, or parent/guardian if the student is under 18 years of age, should formally cancel the agreement after attending classes, the School is permitted to retain the registration fee, a \$100 termination/withdrawal fee, all costs of equipment and supplies, including books, in addition to the following schedule of tuition adjustment. The percent of tuition retained is based on number of program hours completed as follows:

#### **Full Time Attendance Calculation**

- Ten percent of total tuition if withdraw occurs in the first week
- Twenty percent of total tuition if withdraw occurs in the second or third week
- Forty five percent of total tuition if withdraw occurs after the third week but prior to scheduled completion of 25 percent of the course
- Seventy percent of total tuition if withdraw occurs after 25 percent but not more that 50 percent of the course has been scheduled to complete
- One hundred percent of the total tuition if withdraw occurs after scheduled completion of more than 50 percent of the course

#### **Part Time Attendance Calculation**

- Ten percent of total tuition if withdraw occurs in the first 25 hours of scheduled attendance
- Twenty percent of total tuition if withdraw occurs between 26 and 75 hours of scheduled attendance
- Calculated on the same basis as for full time attendance pursuant to above after 75 hours of scheduled attendance

Scheduled Hours/Enrollment time is defined as the number of hours scheduled from the actual starting date of classes and the date of the student's last day of physical attendance in the School. Any monies due to the student minus the \$100 termination/withdraw fee shall be refunded within forty five (45) days of formal cancellation by the student, as defined above, or the date the School determines the Student has withdrawn, which shall occur no more than five (5) days from the last day of physical attendance, or in the case of a leave of absence, the date of withdraw shall be the earlier of the documented return date from the leave of absence or the date the student notifies the School that he/she will not be returning. The School shall be entitled to retain 100% of the total cost of educational supplies, including books, should the student cancel this agreement within three business days of signing of said agreement and actually started training.



In order for the student to receive any discounts or Discounts from Rizzieri Aveda School of massage, the student must complete his/her course study. If the student withdraws from, or is dismissed from the School, his/her refund, if any, will be based on the full actual tuition price.

Written records are maintained on enrollment cancellations and tuition refunds, in the applicable student's file. Student files are maintained for six years.

For any students who receive Title IV Financial Assistance, the Federal Return of Title IV Funds formula ("R2T4") calculation will be completed first and applicable funds shall be returned. Returned funds will be reduced from payments received on behalf of the Student, before applying the Institutional Refund Policy, to determine whether the Student is owed a refund or if a balance is owed to the School. The R2T4 Policy is described in detail in the School Catalog.

Should the School cancel the Students Course of Study subsequent to the commencement of the Course of Study or in the event the School is permanently closed and is no longer offering instruction, the Student shall be entitled to a pro rata refund of tuition. If the Course of Study is cancelled subsequent to a Student's enrollment and before instruction in the program or course has begun, the School shall provide a full refund of all monies paid or completion of the course at a later time. Accounts 90 days past due will be sent to collection with the cost of collection, including reasonable attorneys' fees, borne by the Student. The collection company complies with all of Rizzieri School for the Healing Arts' financial policies.

## **Return of Federal Financial Aid**

A student who receives Title IV Federal Financial Aid and withdraws from Rizzieri Aveda School of Massage on or before the 60% point in the term is entitled to keep the portion of Title IV Federal Financial Aid that he/she earned up to the point of withdrawal. Federal Regulations further mandate that a student must earn his or her federal student aid or the funds must be returned to the Federal Financial Aid programs. If a student receiving Federal Financial Aid withdraws after the 60% point of the academic term, she/he is considered to have earned all of her/his Title IV Aid for that term. The Financial Aid Office will calculate the amount of aid the student has earned using the prescribed Federal Return of Title IV Funds Procedure, and returns of Title IV funds will be made within 45 days of the date the school determines the student has withdrawn. Once the earned amount of a student's financial aid has been applied to her/his institutional charges, the student is responsible for any remaining balance due to the school. Additional details and examples of the refund and repayment policies may be obtained by contacting the School.

## **Return of Title IV Funds**

The return of Title IV funds as prescribed in Section 484B of the Higher Education Act Amendments determines the amount of the Title IV aid a student has earned at the time a student withdraws. The amount of the Title IV aid a student has not earned is then returned to the Title IV programs. It is a proportional calculation based on the date of withdrawal through sixty-percent (60%) of the payment period. Rizzieri Aveda School of Massage defines its payment periods for the Massage programs as Payment Period 1 is from 1-300 scheduled hours, Payment Period 2 is from 301 -600 scheduled hours.

*The formula in brief is as follows:*

- The institution will determine the date of withdrawal and then determine the percentage of the payment period scheduled for the student. The institution will then determine the amount of Title IV aid for which the student was eligible by the percentage of the time scheduled if applicable.
- The institution will compare the amount earned to the amount disbursed. If the amount of aid disbursed exceeds the amount earned, this amount of Title IV aid must be returned by the institution.
- The institution allocates the responsibility for returned unearned aid between the school and the student according to the portion of disbursed aid that could have been used to cover institutional charges and the portion that could have been disbursed directly to the student once institutional charges were covered.



**EXAMPLE**

Financial Aid Award:	Pell Grant	\$4063	1 <sup>st</sup> disbursement	\$2,031
	Direct Loan	\$2,333	1 <sup>st</sup> disbursement	<u>\$1,166</u>
	Total			\$3,197

Student withdraws on 01/01/2015; the student was scheduled to complete 150 hours of the 600-hour Massage program.

141 hours/300 hours (payment period 1) = 47.0%

The student had completed 47.0% of the payment period (Payment Period 1) and therefore had earned 47.0% of the financial aid that had been disbursed.

\$3,197 aid disbursed X 47.0% = \$1,502.59 earned financial aid

Rizzieri Aveda School of Massage must return the unearned aid to the Department of Education.

\$3,197 aid received - \$1,502.59 earned aid = \$1,694.41 unearned aid

Rizzieri Aveda School of Massage will return \$1,166.00 to the Direct Loan and \$528.41 to the Pell Grant program for a total of \$1,694.41.

Any refund due will be refunded on the student's behalf directly to the applicable federal student aid program, in the following order: 1. Unsubsidized Direct Loan; 2. Subsidized Direct Loan; 3. Pell Grant.

Should the School cancel the student's course of study subsequent to the commencement of the course of study or in the event the School is permanently closed and is no longer offering instruction, the Student shall be entitled to a pro-rata refund of tuition. If the course of study is cancelled subsequent to a student's enrollment, and before instruction in the program has begun, the School shall provide a full refund of all monies paid or completion of the course at a later time.

**Unannounced School Closures**

In the event of an unannounced school closure, students enrolled at the time of the closure must contact the Department of Labor and Workforce Development's Training Evaluation Unit within ninety (90) calendar days of the closure. Failure to do so within the ninety (90) days may exclude the student from any available form of assistance. The contact number to call is (609) 292-4287.



○ **Disclosure of Student Information**

To protect the privacy of students and families, federal law sets certain conditions on the disclosure of personally identifiable information from school records. In addition, students, or a parent or guardian if the student is a dependent minor, may review or inspect their records, but must give the administrative offices 24-hour notice. In order to view their records, students must make a request with the Team Lead Administrator. All Team Lead are maintained and locked in the Administrative Offices. Students have the option to request an amendment to their records. If that amendment is denied, a hearing to challenge the content of the education records may be requested on the grounds that the records are inaccurate, misleading, or violate the rights of the student.

Regulations under the Family Educational Rights and Privacy Act (FERPA) also establish rules governing the disclosure of student information to parties other than the student. Information may be disclosed to the U.S. Department of Education, the Office of Inspector General, COMTA, or state and local education authorities as part of an audit or program review. Information may also be made available in connection with the financial aid requested or received by a student to organizations that are conducting studies concerning the administration of student aid programs on behalf of educational agencies or institutions and to parents of dependent students as defined by the Internal Revenue Service.

Rizzieri Aveda School of Massage requires written authorization each time from a student, parent/guardian (if the student is a dependent minor), or alumni in order to release academic, attendance, enrollment, or financial status to agencies, prospective employers, or any other party seeking information about the student.

**Rizzieri Aveda School of Massage will maintain all student files for six years.**

**Student Clinic Information**

**Clinic Requirements**

In order to advance to the second phase of your education, the clinical phase, you must:

1. Complete 300 hours for Massage.
2. Currently meet tuition and fee obligations.
3. Demonstrate satisfactory academic progress and meet attendance requirements.
4. Complete all prerequisite classes for clinic

**Graduation Requirements**

**To receive a certificate of completion from the Rizzieri Aveda School of Massage, you must:**

1. Meet the published minimum course requirements.
2. Complete 600 hours for Massage program
3. Demonstrate satisfactory academic progress and meet attendance requirements and complete.
4. Have tuition balance paid, if overtime charges were accrued, a School approved payment arrangement must be in place.



## **Transcript Policy**

1. Upon completion of the program, a sealed copy of each student's official transcript is submitted to the *NEW JERSEY BOARD OF MASSAGE AND BODYWORK THERAPY* as well as the *FEDERATION OF STATE MASSAGE THERAPY BOARD (FSMTB)*
2. An additional sealed transcript is sent to the student for their personal records
3. An additional sealed transcript is maintained in each students' file  
*\*Additional transcripts are available upon request for an additional fee.*

## **Licensing and Accreditation Requirements**

### **To receive a license in the state of New Jersey as a licensed massage therapist a student is required to:**

1. Satisfactorily complete the hours in the course of instruction and meet all service quota minimums.
2. Complete application online: <https://newjersey.com/egov/login.aspx>

Submit to state:

- a. Official Transcript
  - b. Complete Criminal History Certification
  - c. Proof of CPR/First Aid/ AED Training
  - d. 2x2 Photo
3. Application fee \$75.00
  4. License fee \$120.00
  5. Take and pass the MBLEx Exam \$195.00



### **Job Placement Assistance**

Rizzieri Aveda School of Massage offers job placement assistance. To assist the student in this process, the School offers bi-annual job fairs, a job posting board, and classes on self-promotion and business skills. With a large network of salons, spas, and medical offices both local and national, the School can help you begin your job search. For assistance with placement please see the recruiter in the admissions office. However, the School is primarily an institution of learning and does not guarantee employment or job placement to individuals who successfully complete the course of study. Students should notify school upon successful employment.

### **Student Outcomes**

The School reaches out to the completers from the prior year, in regards to where they are working and if they have received their professional license. Rizzieri Aveda School of Massage alumni will receive online surveys periodically after completing the program to assist us in compiling this information. As a Rizzieri Aveda School of Massage alumni, we ask for your assistance in keeping the School notified of your success in the industry.

### **Physical Demands of the Industry**

#### **Body Position**

Long intervals of standing are required and services may take over an hour to complete.

#### **Hands and Wrists**

Requires strength in hands, wrists and fingers for providing the services

#### **Back**

Requires prolonged standing and bending may place extra stress on the lower back and neck. If you have a history of back, neck and Wrist injuries we advise students to consult their physician and we may require doctor's note before enrolling into the program.

#### **Chemicals**

You will be required to work with many different types of products. If you currently have allergies or sensitivities to other products we advise the student to consult their physician

#### **Sanitation**

Communicable diseases can be easily transmitted to one individual to the next. Special attention must be paid to yourself and your clients to avoid spreading any diseases.

#### **Trade tools**

There are obvious hazards when working with any equipment, for massage use. Please use caution while operating all equipment that you come in contact with.

#### **General Safety**

On a daily basis we use caution and common sense to avoid entering into the following situation:  
Cuts, abrasions, hot water and towels, injury to the eyes and physical injury resulting from spills.



**School Start Dates, Holidays, Delayed Openings, and Closings**

**Start Dates**

<b>Massage Full Time</b>	<b>End Dates</b>	<b>Massage Part Time</b>	<b>End Dates</b>
July 17, 2018	March 1, 2019	March 13, 2018	March 17, 2019
October 15, 2018	June 2019	September 10, 2018	August 17, 2019

**Program Clock Hours**

The Massage Therapy Program is measured in clock hour units. 60-minute block of time with a minimum 50 minutes of instruction.

**Student Teacher Ratio**

Classrooms are equipped to accommodate up to 12 students for all theoretic instruction time. In an effort to afford students with the necessary “hands on” attention, we maintain a student to instructor ratio of 12:1. If necessary to more effectively observe student practical exams, a teaching assistance will be provided.

**School Holidays**

Rizzieri Aveda School of Massage observes the following holidays:

*New Year’s Day      Labor Day      Summer Break: 4<sup>th</sup> of July week*  
*Martin Luther King Day      Thanksgiving Day      Winter Break: Christmas week*  
*Memorial Day      Christmas Eve*  
*Fourth of July      Christmas Day*

**Closings**

In addition, the School will also be closed for several training days throughout the year. Dates will be announced and posted on the bulletin board.

**Inclement Weather Closings**

For weekday classes, when there is inclement weather, please watch or log onto [www.fox29.com](http://www.fox29.com) for school closing information. Rizzieri Aveda School of Massage uses call number 1408 for KYW. If you are unsure whether or not the School is closed, please call the School and listen to the outgoing message. If the School is closed, the outgoing message will be changed by 6:30 am to reflect this information.

For evening and weekend classes, when there is inclement weather, call the School and listen to the outgoing message. If the School is closed, the outgoing message will be changed by 3pm for evening classes and by 6:30 am for weekend classes. If day classes have been cancelled, night classes will also be cancelled.



**Delayed Opening**

Only day classes will be delayed at the discretion of the school, evening classes will either be held as scheduled or cancelled. Students are permitted to enter class up to 10 minutes after the start of class, students who are more than 10 minutes late for class will be sent home.

	<b>120-minute delay (2 hours) day classes</b>	<b>Saturday Class 120 -minute delay (2 hour)</b>	<b>Saturday Class 60-minute delay (1-hour delay)</b>
	<b>Massage Program</b>	<b>Massage Program</b>	<b>Massage Program</b>
<b>Class Begins</b>	<b>11:00 a.m.</b>	<b>10:30 a.m.</b>	<b>9:30 a.m.</b>
<b>Students not permitted to enter class after</b>	<b>11:11 a.m.</b>	<b>10:41 a.m.</b>	<b>9:41 a.m.</b>

**Student Services**

**Counseling Services**

In support of our students, Rizzieri Aveda School of Massage has created various student aid services. Please see our Team Lead for recommendations.

**Discounts**

**Products:** A 30% discount is available on the full line of Aveda products in the Life Style Store. All non-Aveda products such as nail polish, etc. are 10% off.

**Equipment:** Hairdryers, curling irons, scissors and related items can be purchased in the Rizzieri Aveda School for the Healing Arts for a 10% discount.

**Clinic:** A student may receive a 50% discount off regular prices.

**Family Discount Policy**

Immediate family is entitled to 50% off services in any student clinic. Immediate family is eligible for discounts from two months prior to the student’s start date until the student’s contract end date, family discounts will no longer be permitted. Immediate family includes spouse, parents, siblings, and children only. If someone other than the student’s immediate family is asking for the family discount, then the student will be considered in violation of the Family Discount Policy.

The Family Discount Registration Form must be completed at the time of registration. The Family Discount Registration Form lists the names of all immediate family members (spouse, parents, siblings, and children) who are entitled to discounts. If the family member’s name is not on the Family Discount Registration Form, then the family member will not receive a discount.

Students should notify their instructor when their family members are coming in for service. Immediate family members are to report to the front desk and will be handled just like any other client.



## **Awards**

Outstanding attendance is a reflection of outstanding commitment. We feel commitment should be rewarded. The Perfect Attendance Award is given out at the completion of the program in recognition of the student's commitment. A perfect attendee is someone who has not missed any scheduled class hours. If a student takes a leave of absence they will not be considered a perfect attendee. The following awards will be given for perfect attendance:

### **Massage – Aveda essential Oils**



**Appendix A: Attendance Policy**

Students must sign in and out on their class’ sign in sheet daily. Failure to sign out will result in loss of hours for that day. Students receive an attendance sheet on a weekly basis, and are responsible for confirming the accuracy of their attendance. Any conflicts with their weekly attendance sheet should be discussed with Student Services immediately. The School will not make any adjustments to a student’s attendance which date back over one (1) month.

**Late Policy**

Students are permitted to enter class up to ten minutes after the start of the class. Any student who is more than ten minutes late for class cannot sign in until the following hour.

**If a student is more than one hour late, he/she will not be admitted into school.**

	<b>Full Time Programs</b>	<b>Part time Programs</b>	<b>Part time Programs (Saturdays)</b>
<b>Class Begins</b>	9:00 a.m.	<b>5:30 p.m.</b>	<b>8:30am</b>
<b>Marked as 1 hour late</b>	9:11 a.m.	<b>5:41 p.m.</b>	<b>8:41am</b>
<b>Student not permitted to enter class after</b>	<b>10:00 a.m.</b>	<b>6:30 p.m.</b>	<b>9:30am</b>

Hours are granted by the clock hour. For example: If you are a Massage student and sign out at 10:20 am, you are given credit for the previous hour of 10:00 am. If you are a Part Time Student and sign out at 7:45 pm, you are given credit for the previous hour of 7:00 pm. In order to receive the full hour, you must sign out on the hour (full time and part time).

Full time students are allotted 1 hour for lunch. If the student is late returning from their 1-hour lunch, the student will not be permitted into class for the remainder of the day. The only time the student is permitted to leave the building is during his/her lunch break.

**Absences**

Students may occasionally encounter situations that mandate missed hours such as emergencies, illnesses, religious holidays, or suspension. Each field of study has a predetermined emergency “pool of hours” that are to be used for class or clinic time missed for which the student will not accrue overtime charges. There are no special circumstances for which missed hours will be excused. The following is the amount of hours that can be missed in each course of study before the student begins to accrue overtime charges.

**Massage – 75 Hours**

The student will be charged \$10 per hour for any hours in excess of the above stated hours. Students continue to accrue hours until completion which is 600 clock hours for Massage. If a student is absent from school without notifying the Team Lead for five (5) consecutive days they will automatically be withdrawn from the course.



### **Attendance Requirement**

Students' attendance is critical to the successful completion of the Rizzieri Aveda School of Massage educational program. Students who miss more than the allowable number of days as set forth below shall be subject to termination from their program:

#### **Massage Program –**

##### **Full Time -**

A student absent for more than 11 scheduled clock hours during the first fifteen (15) calendar days of the program will be terminated from the program.

##### **Part Time –**

A student absent for more than 6 scheduled clock hours during the first fifteen (15) calendar days of the program will be terminated from the program.

### **Make-Up Hour Policy**

Make-up hours may be offered to students at the discretion of Rizzieri Aveda School of Massage. In order to attend make-up hours, the student must have been in attendance at school for the entire day. No more than 8 hours for full time and 4 hours for part time students can be accrued per week, unless otherwise approved by the Institution. **Students may not exceed 30 makeup hours throughout the length of the program, in which they are enrolled.** Students may not make up hours in advance of attendance or “bank” hours for the purpose of graduating before their contracted end date. Students are not permitted to make-up hours during their allotted lunch. Make-up hours may be cancelled or changed at the discretion of Rizzieri Aveda School of Massage at any time, however we will attempt to provide as much advance notice as possible when canceling make-up hours. Each class will be notified of the availability of make-up hours as they are scheduled.

Attending make-up hours will reduce the number of missed hours a student has accrued. The number of hours missed will be reduced by the number of makeup hours the student has completed.

### **Termination**

Students who are terminated from the School will have a notice placed in their student record as to their progress at the last date of attendance. If a student is not in attendance for five (5) consecutive scheduled days, and fails to contact the School, the School will automatically terminate the student from his/her course of study. Unscheduled days or days that the School is closed due to inclement weather, holidays, or teacher in-services do not count as missed days. For example: Martin Luther King Day and the Winter Break do not count as missed days.

The Administrative Office will compute an Institutional Refund Calculation for each student that is terminated. The Institutional Refund Calculation is performed in accordance with the School's contract and the Department of Education guidelines. If the student owes money to the School, he/she has 90 days to settle his/her account. The student must repay monies owed to either the School or the loan company. After 90 days, the student's account will be forwarded to collections.

If the School owes money to the student or the loan company, the School will refund the money to the student or loan company within 30 days of his/her formal date of termination as determined by the



School. Students who are receiving Federal Financial Aid must complete an exit interview and can contact the Financial Aid Office with questions regarding their financial responsibilities to the school.

## **Appendix B: Administrative Policies and Student Conduct**

To help you achieve excellence in Massage we have established guidelines to ensure fairness, understanding, and positive work habits among our students. To help prepare you for the workplace, Rizzieri Aveda School of Massage operates much like a professional salon environment. Late arrivals, absences, and other interruptions in your training have a significant effect on your achievement – just as they would if you were an employee in a salon, day spa, or other professional organization. By law, we must keep track of your training hours for licensure or certification.

- Students are expected to conduct themselves in a professional and appropriate manner at all times. School property consists of Rizzieri Aveda School of Massage, Upper Deck of the designated student parking lot, and Voorhees Town Center (local businesses, restaurants and stores).
- To maintain the proper learning environment, all students are expected to show respect for their teachers and fellow classmates.
- Food, candy, and snacks, are allowed in the break room area only. Beverages may be consumed in the classroom during theory only. Beverages are not allowed in the classroom during practical or during clinic.
- Rizzieri Aveda School of Massage is a smoke-free facility. Smoking is allowed outside the building in designated areas only. These areas (public and school) should be kept litter free. If you choose to smoke, please be aware of the need to deodorize before returning to class and when working with clients.
- Cell phones must be turned off and put away during clinic and class time. Cell phone use is only permitted during breaks in the following areas: break room, stairwell, student entrance, or outside or in class when permitted by the instructor for educational purposes. Students will be notified only of emergency phone calls, so as not to interrupt the educational process.
- To benefit from the training and technical experience Rizzieri Aveda School of Massage offers, students need to be mentally alert and have a sober state of mind. We strongly support the National Drug Prevention Program, which prohibits the use of controlled substances. If a student is found using, or if the School has reasonable suspicion the student is using, controlled substances, the student will be terminated.
- All services or work done by students must be assigned by, performed under the supervision of, and evaluated by an instructor within the educational situation. Students who refuse an assigned service will be dismissed for the remainder of the day.
- In order to perform professional services, students need to be prepared for class at all times. Only authorized products and merchandise are permitted in the school. Students are not permitted to solicit non menu items, products or services on the premises.
- Students are responsible for their own personal property. The School is not responsible for missing or stolen items.



- All forms of profanity including but not limited to verbal or body language.
- Students should maintain modest draping.  
\*\*\*all misconduct and grounds for dismissal are at the discretion of instructor present in class and upon review by Director.

### **Professional Appearance and Dress Code**

- The Rizzieri Aveda School of Massage Uniform Shirt provided in the student's kit is to be clean, neat, and worn during all classroom and clinic-floor hours. It should not be torn, stained or altered in any way. If it does not meet these standards, students must replace it within 24 hours at the student's expense. Students are not permitted to wear pullovers, hooded sweaters or sweatshirts at any time.
- Students are not to wear hats, bandanas, headphones, sunglasses or any other type of head covering. Exceptions would include religious based headwear. Scarves and headbands may be worn as long as the esthetic standard for uniform is being met and the student's hair is in line with the professional image expected of Rizzieri Aveda School of Massage Students.
- Identification badges are part of our uniform and must be worn as issued during all clocked hours to identify students and staff to clients. Students will be charged a \$5 replacement fee if their ID badge is lost or misplaced. The Administrative Office requires 24 hours to make a new ID badge, and the student will be sent home for the day.
- Footwear must be professional in appearance, closed toe and worn at all times, in accordance with individual program guidelines and purchased from our uniform distributor. No running shoes/sneakers are permitted and socks must be worn.
- Rizzieri Aveda School of Massage reserves the right to maintain an aesthetic standard for all students, including professional personal hygiene and grooming and—to the extent appropriate—makeup, appropriate facial hair and standard dress code adherence.

**Students, who in the reasonable determination of Rizzieri Aveda School of Massage are not dressed professionally, according to the above guidelines, will be dismissed for the day.**

### ***Massage Students***

- From the waist down, the garment must be solid black pants and be purchased from our uniform distributor [www.bestu.com](http://www.bestu.com).
- Junior massage students must wear the white Rizzieri Aveda School of Massage uniform shirt and senior massage students must wear the black Rizzieri Aveda School of Massage uniform shirt.
- A long sleeve solid black or white shirt or tank top may be worn under the Rizzieri Aveda School of Massage uniform shirt. In addition, a Rizzieri Aveda School of Massage black track jacket or long sleeve solid black button down cardigan from Best Uniform are available for purchase and may be worn over the uniform.
- Shoes must be closed toe, solid black and professional and listed as one of the selections from our uniform distributor.
- Socks must be worn at all times.



## **Model Policy**

### ***Massage Models (Junior Phase)***

Massage Juniors can bring models into class at the instructor's discretion with no charge to the model. Models are to report to the waiting area until they are escorted to the classroom where the Hold Harmless Agreement is accomplished.

### ***Massage Models (Senior Phase)***

Massage Seniors can bring models into class at the instructor's discretion with no charge to the model. Models are to report to the waiting area until they are escorted to the classroom where the Hold Harmless Agreement is accomplished.

## **Safety Policy**

Upon entering School premises, students agree that they and their parcels, including handbags, briefcases, purses, backpacks, or other items or personal belongings are subject to reasonable search by the School employees at any time for any reason. Students may be asked to allow School employees access to personal belongings and if the student refuses, the authorities may be contacted.

Students are provided with lockers for use in securing personal belongings. Any personal belongings that are not secured are not the responsibility of the school. All occurrences of theft, vandalism or other criminal activity should be reported to the Voorhees Township Police after notifying the Director of Education. Rizzieri Aveda School of Massage not responsible for any personal belongings on the premises.

## **Parking Policy**

Students must park on the upper deck of the designated parking lot, located on the West side of the building. If a student is parking anywhere else besides the upper deck of the designated parking lot on the West Side, the student will be sent home for the day, in accordance to the fair treatment policy.

## **Student Request Policy**

A request is when a paying client, friend, or relative comes to the clinic and requests a specific student to do the service. Requests do not get priority over the other clients. The client cannot wait for the requested student to become available. Clients who request specific students are charged the regular price just like other clients. If the student is available, we will try to accommodate the clients' request, however the clinic operates on a first come, first serve basis.

## **Re-Entry Process**

Students applying to re-enter into the Rizzieri Aveda School of Massage must wait until six months from the last date of attendance to apply. Any student wishing to re-enter must have made arrangements to pay their balance to the school as determined by the Cancellation/Settlement Calculation. The Cancellation/Settlement Calculation is performed in accordance with the School's Contract and



Department of Education guidelines. The student must sign a new contract and pay for the remaining hours needed to complete his/her course of study. The student is charged for the remaining hours at the

current hourly rate for his/her course of study. If the student is receiving Federal Financial Aid, the student will need to reapply for additional financing (if he/she qualifies) to cover his/her remaining time left.

Once a student is re-instated, he/she will be placed into a class that is at the student's current level of education, which is based upon the number of hour's completed, academic standing and re-evaluation of their theoretical knowledge and practical skills. Students who are re-instated enter in the same progress status as when they left, must re-enter their course of study on the first Tuesday of the month. In some instances, the student will be required to start from the beginning of his/her course of study. This decision is made by the education department and is final.

### **Grievance Policy**

A student may lodge a complaint by communicating orally or in writing to any instructor 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 School shall advise the student that a complaint must be submitted in writing and shall provide the student with a written summary of the School's complaint procedure.

Written complaints may be submitted by completing a challenge/solution form. The form is available from the Team Leads Office. A copy of the form is also included in the School Catalog. A completed challenge/solution form will be routed to the Team Lead for investigation. The Team Lead will review the complaint with the appropriate instructors and/or other administrative staff and will issue a written response within 10 days. This response will include a summary of the School'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 may also pursue any unresolved complaints with the Commission on Massage Therapy Accreditation. Students are required to try to resolve problems through the School's complaint procedure prior to filing a complaint with COMTA. 5335 Wisconsin Ave. NW, Suite 440 Washington, DC 20015.



### **Appendix C: Other Costs**

#### ***Late Payment Fee/Returned Check Fee***

A \$10 charge will be assessed on all payments that are more than 14 days past due and the student may not return to class until the payment is received. A \$20 fee will be assessed on all returned checks and the student may not return to class until a new payment has been made.

#### ***State Licensing Fees***

Application Fee - \$75.00  
Finger Print – \$67.50  
Biennial License – \$120.00

#### ***Additional Copies of Transcripts***

A request for an additional copy of a transcript must be made in writing. Each additional copy will cost \$25.

#### ***Overtime Charges***

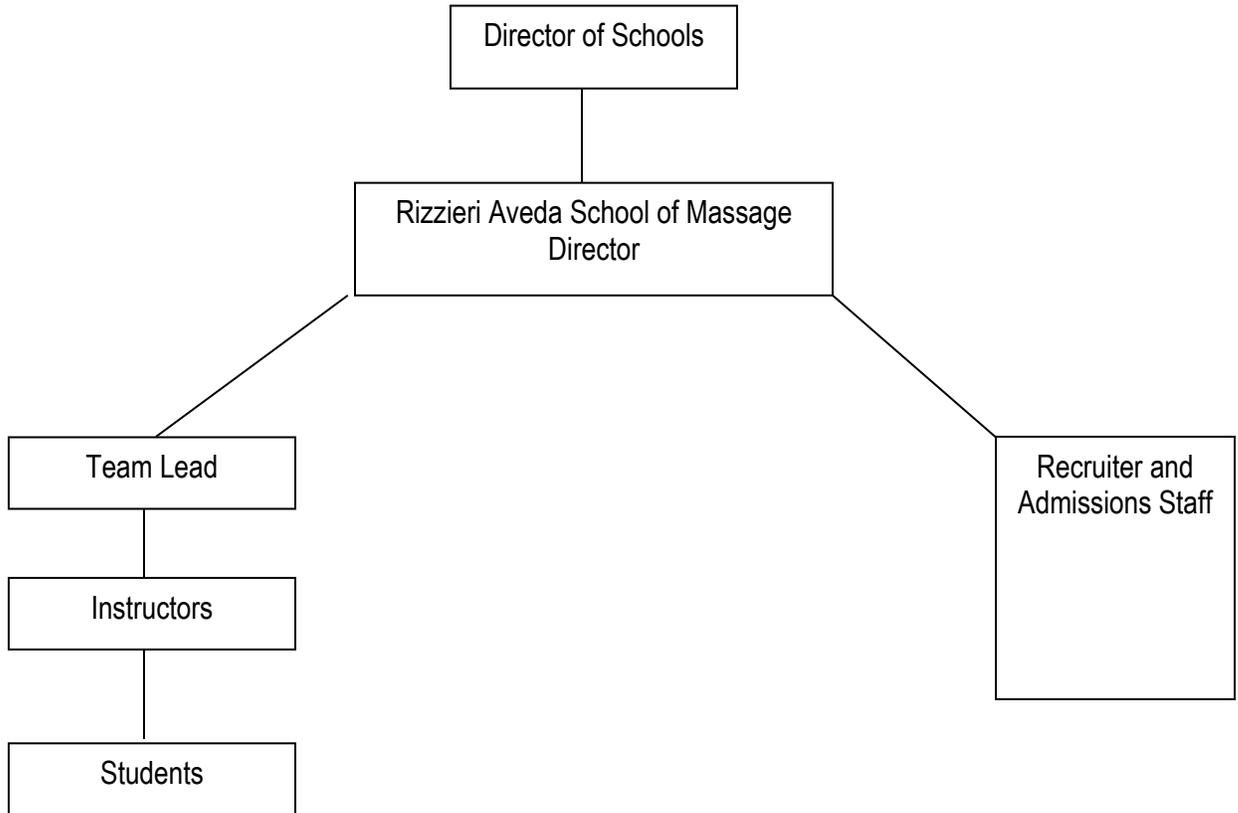
The student will be charged \$10 per hour for overtime charges. See the section on Absences for a complete description of overtime charges.

#### ***Student ID Replacement***

If a student misplaces or loses his/her ID badge, a \$5 replacement fee will be charged. 24 hours notice is required for new ID replacement.



**Appendix D: Chain of Command**





## **Appendix G: Staff and Resource Guide**

**School Phone Number** – 856.810.7548

**School Fax Number** – 856.504.0129

### **Owners**

Frank Rizzieri

### **Director of Schools**

Frank Rizzieri – 856.552.2265

### **Team Lead and Student Services**

Joelle Brennan– 856.552.2272

- Leave of Absence
- Student Challenges
- Hours/Attendance
- Identification Badges

### **Administrative Staff**

Victoria Sceia, Admissions and Recruiting – 856.552.2273

- Career Fair
- Placement

Valerie Ferrie, Admissions and Financial Aid Manager – 856.552.1445

- Alumni
- Diplomas
- Exit Information
- Financial Aid
- License Info
- Transcripts
- Tuition Payments

### **Instructional Staff**

Janayre Green

Elizabeth Picot

Joelle Brennan

Michelle Pizzo

Paulette



FAIR TREATMENT POLICY		PROFESSIONAL DEVELOPMENT PROGRAM		
Minor Standard Violation				
Violation	1 <sup>st</sup> Offense	2 <sup>nd</sup> Offense	3 <sup>rd</sup> Offense	
Non Participation	Verbal Warning	Written Warning	Sent Home	
Unprepared for Class	Verbal Warning	Written Warning	Sent Home	
Leaving Class w/out Permission	Verbal Warning	Written Warning	Sent Home	
Late for Class or Late Returning from Lunch /Break	Sent Home	Sent Home	Sent Home	
Refusal of Client/Work	Sent Home	Sent Home	Sent Home	
Personal Service, Family Discount or Model Violation	Charged Full Price and Written Warning	Charged Full Price and Sent Home	Charged Full Price and Sent Home	
Consultation w/out an Instructor Present	Verbal Warning	Written Warning	Sent Home	
Entrance/Elevator Violation	Verbal Warning	Written Warning	Sent Home	
Dress Code/Professional Appearance Violation	Verbal Warning	Written Warning	Sent Home	
Uniform, Name Tag Violation	Sent Home	Sent Home	Sent Home	
Unprofessional Behavior	Verbal Warning	Written Warning	Sent Home	
Major Standard Violation				
Social Media Violation	<p><i>Students accused of a Major Standard Violation will be immediately removed from the theory or clinic classroom to meet with the Director, and may be suspended from school pending an investigation. Students found guilty of committing a Major Standard Violation shall be subject to disciplinary action determined by the Director, up to and including suspension or termination. A student terminated from the school for a Major Standard Violation will not be eligible for re-entry into any program in the school. Refer to the section of the Cancellation and Settlement Calculation for financial responsibility if terminated.</i></p>			
Falsifying Sign-In Sheet or Other Documents				
Cheating/Plagiarism				
Theft/Vandalism				
Bullying or Harassment				
Drug/Alcohol Use				
Verbal Altercations, Physical Altercations or Threats				
Weapons				
<p>Remember, when you are in uniform, even if not on the School premises, you are representing Rizzieri Aveda School of Massage and subject to the Fair Treatment Policy. Any violation of the Fair Treatment Policy is subject to additional disciplinary action beyond that stated above if, as determined by the School, in its sole discretion, such violation exceeds the standards of behavior expected in any professional or educational environment. Additional disciplinary action may result in termination from the program.</p> <p>If a Student violates the Fair Treatment Policy three times, or if such Student's conduct is of the type described where the School has imposed a greater disciplinary consequence than articulated in the chart above, a meeting will be set up with the Student (or parent or guardian if the Student is a dependent minor), the Student's instructor, and the School Director to discuss the behavior, the Fair Treatment Policy violations and the discipline. That meeting may also involve a discussion of the School's expectations with respect to the Student's future behavior and the consequences of any further failures to adhere to the Fair Treatment Policy.</p>				



## **Appendix F: Fair Treatment Policy**

### **Policy Violations**

Students are expected to comply with all School rules while they are on School premises which include the Voorhees Town Center business and restaurants, and in the parking lot, as well as when they are in Rizzieri Aveda School of Massage.

### **Minor Standard Violations**

Minor Standard Violations include, but are not limited to, assigned area violations, minor property misuses, client service violations, cell phone violations, dress code violations, parking violations, unprofessional behavior, insubordination, and any disruptive behaviors determined by instructors and team leaders as interrupting or preventing the regular operation of the school or interrupting or preventing the education of other students.

The violation of a minor standard will result in a warning, dismissal for the remainder of the day, or possibly a longer suspension. Repeated violations will result in a longer suspension from the School or termination. The Fair Treatment Policy delineates specific violations and their consequences.

If the student is to be sent home as a result of a minor standard violation, and the violation occurs toward the end of the school day, the student will be sent home for the remainder of the day and may also be suspended for the following day.

While a student is suspended, he/she will accrue missed hours that are subject to overtime charges and the student remains responsible for all tuition charges.

### **Major Standard Violations**

Major Standard Violations include using (or reasonable suspicion of using) controlled substances/alcohol, defacing or destroying property, theft, falsifying documents, forgery, plagiarism, cheating, threats, fraud, verbally or physically abusing and/or causing intentional physical harm to others, harassment, possession or use of handguns or other weapons, and violating local, state or federal laws.

The violation of a major standard will result in termination. If a student is terminated from the program for a major standard violation, there are no grounds for appeal and he/she will not be eligible for re-entry into any program in the School. Refer to section of Cancellation and Settlement Calculation for financial responsibilities if terminated.



**Appendix H: Challenge/Solution Form**

**Challenge/Solution Form**

Student Name \_\_\_\_\_ Date \_\_\_\_\_

Program \_\_\_\_\_ Full time or Part time

Please provide a one or two sentence description of your complaint.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please describe the nature of your complaint in full detail indicating what happened, when the event occurred and who was involved.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Indicate when and with whom you have already spoken regarding this grievance and what attempts have been made toward resolution.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Indicate what specific resolution you are seeking or recommending.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**I hereby certify that the statements made pertaining to my complaint are truthful and accurate.**

\_\_\_\_\_

Signature of Complainant

\_\_\_\_\_

Date



**Acknowledgement Page**

I \_\_\_\_\_, *prior to signing*

*an enrollment agreement, have received a copy of and/or access to Rizzieri Aveda School of Massage:*

- **Catalog**
- **Most recent annual report statistics for completion, licensure and placement**
- **Expected compensation for a graduate**
- **Physical demands and safety requirements**
- **Licensing requirements**

Student Signature \_\_\_\_\_

Date \_\_\_\_\_

Parent/Guardian Name \_\_\_\_\_  
(Please Print)

Date \_\_\_\_\_

Parent/Guardian Signature \_\_\_\_\_  
(If student is under age 18)

School Representative Signature \_\_\_\_\_