

Aroma Apothecary Healing Arts Academy INC. TM

POLICY STATEMENT

General Information

Aroma Apothecary Healing Arts Academy is located in Crestone, CO. We offer year-round self-paced distance learning classes and programs, seminars, workshops, and retreats in Clinical Aromatherapy and holistic healing.

Aroma Apothecary Healing Arts Academy offers three general categories of classes:

- Informal classes for the general public.
- Formal certified diploma programs for those seeking professional and advanced training in Clinical Aromatherapy.
- In-classroom mentorships in Crestone, Colorado.

Professional Standards

Our classes are designed to meet or exceed state and national professional standards as established by the National Association for Holistic Aromatherapy (NAHA), Alliance of International Aromatherapists (AIA), and the National Certification Board for Therapeutic Massage and Bodywork (NCBTMB). We make all efforts to stay up to date with any changes in professional requirements.

Prerequisites

A good comprehension of the English language and at least 15 years old are the main prerequisites, unless otherwise stated for the specific course description. Our certification program courses offer some introductory level courses with no prerequisites, other than the requirements for being accepted into the program. Students should refer to the website offerings for the course or program of their interest, or view our website.

Courses offered for continuing education units require that the participant seeking CEU credit has met all the current requirements for certification and/or licensing in their field.

Registration and Enrollment

On-line registration and enrollment is open 24/7. For in-classroom courses pre-registration is recommended for all classes, seminars and retreats. Discounts are often given for early registration; the requirements for discounts may vary depending on the event, and will be stated in all informational and promotional material. A non-refundable deposit of \$50 or full payment secures your place in most classes and workshops; for some classes and retreats an additional deposit may be required. Final payment is due one week prior to the start of any class or program. You are considered registered once we receive your payment.

Payment may be made by major credit card, cash, checks, or money orders in U.S. funds. There is a \$25 charge for returned checks. Students may register for classes online at LearnAroma.com with a major credit card or debit card. Students may also register by phone at 1-888-276-6278 (1-888-AROMAS-8), or through the local hosting organization listed in our advertising for a given course for sponsored events.

Refunds and Cancellations

Any *hard copy* courses or other physical items (essential oil kits and flower essences) offered by Aroma Apothecary Healing Arts Academy found on LearnAroma.com; are 95% refundable if returned in an unused and unopened condition within 6 days of the receipt, not including shipping charges. There will be no refunds on hard copy courses after 6 days. There is NO refund on any of the digital courses once enrolled.

For any in-classroom course if you cancel your registration with seven days' notice or greater, you may receive a refund, minus the non-refundable deposit amount of \$25. No refunds or credits will be given for a cancellation less than seven days prior to the start date or after a class or workshop has begun. If a workshop is cancelled by Aroma Apothecary Healing Arts Academy, registrants will be issued a full refund within 30 calendar days. Certain programs have unique cancellation policies that supersede our general policy, and these are described on our website or flyers.

Requirements for Successful Completion of Courses

For self-paced distant learning certification courses, students must complete all of the lessons and other requirements for the course/program. Students may be evaluated and tested in written, oral, and/or practical examinations. Students will be expected to demonstrate acceptable and measurable levels of skill in the exercises and clinical skills taught in the course for which they are being tested. Once all of the course requirements are met, students will receive a certificate of completion for the shorter

courses or a diploma for the certified clinical aromatherapy courses and programs. A transcript is also available by request.

For in-classroom courses, the requirements for successful completion are to be in attendance for the entire course, to be alert and attentive, courteous and considerate of others, to participate in all discussions, demonstrations and exercises, and to have paid for the class in full. If a course contains other requirements for successful completion, this information will be provided in writing prior to registration.

Records and Transcripts

Aroma Apothecary Healing Arts Academy retains records of attendance and transcripts in a locked cabinet for at least 7 years. Records of certification are kept as part of our permanent record system. Copies of records and transcripts may be released to authorized parties only when preceded by a written and signed request by the student. Students must pay a transcript fee of \$25 per transcript sent to an individual or organization. Payments must be received before transcripts will be sent.

Course Evaluations

The faculty and administration are dedicated to providing the finest quality in education, and want our students to enjoy a first-rate experience in their studies with us. We value the input and feedback from our students. We provide student evaluation forms at the conclusion of each class and event, and consider all of the responses carefully. All evaluations will be retained for at least 4 years. At the end of that time or before, a thorough review and in-depth analysis will be done of the courses.

Accommodations for Applicants with Disabilities or Unusual Learning Requirements

Aroma Apothecary Healing Arts Academy is eager to accommodate students with disabilities where possible and reasonable, except where it may cause an undue burden on the teacher and facilities, or if it affects the ability of the student to successfully complete the course. We pledge to comply with the provisions of the Americans with Disabilities Act (42 USC Section 12101, et.seq.). Those prospective students who are disabled or who have unusual learning requirements due to impaired sensory, manual, or speaking skills should contact Aroma Apothecary Healing Arts Academy prior to registration to discuss the unique individual needs.

Instructor Qualifications

The instructor-student relationship is a very special and sacred interaction. Aroma Apothecary Healing Arts Academy seeks to provide students with highest quality professional teachers of good character, with an exemplary degree of understanding, patience, and compassion. While we do our utmost in the hiring process to assure that a mutual balance of student educational excellence and faculty satisfaction remains the highest priority, we rely on our students to provide feedback and input through written course evaluations and verbal communications.

We require our instructors to be on time, to dress professionally in accordance with the type of course they are teaching, to be prepared, to maintain appropriate student/teacher boundaries, to represent and uphold the policies of our school, to be fair, clear and complete in their teaching and grading.

We appreciate hearing from our students when an instructor is doing an excellent job, so that we can reward them appropriately. We also appreciate hearing if an instructor is not meeting academic expectations, not maintaining professional conduct at all times, or if other problems are occurring.

Policy of Non-Discrimination

Aroma Apothecary Healing Arts Academy does not discriminate against any person on the basis of race, color, ethnic ancestry, national origin, religion, creed, age, gender, sexual orientation, marital status, medical condition, or physical disability.

