
Medspa Institute of America

**Advanced Practice Esthetics
& Esthetics Fundamentals School**

**MEDSPA
INSTITUTE
OF AMERICA**

Student Catalog
Handbook 2024
Volume 1

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Mission Statement

Medspa Institute of America is dedicated to educating and inspiring students to achieve success and prepare students for employment in Esthetics, Advanced Practice Esthetics, Eyelash Extensions, Cosmetic Lasers, Microblading, and Cosmetic Injections. We do this by providing the most up-to-date technologies and treatments. We are committed to our student's success by offering them the tools and network they need to become top in their field and through continuing support in their careers.

Governing Body and President

Medspa Institute of America is a post-secondary career school.

Owned and operated by **Carly Williams** and she is the President and sole governing official.

Carly has over 10 years of experience in the field of skin and lasers working at medical clinics and doctors' offices. Carly is an Esthetics graduate of Empire Beauty school. Being passionate about skin, she pursued the medical route, getting her certification in lasers with American Laser Skincare. After ALS sadly closed she went and worked for a surgeon as a laser technician offering treatments such as laser hair removal, cellulite removal, body skin tightening, facial skin tightening, stretch mark removal, tattoo removal, vein removal, chemical peels, and micro-needling. Carly knew there were no options for laser training in the midwest and wanted to share her expertise with others. After 5 years of performing laser treatments and training others nationally for Candela Medical, she decided to open up a laser internship facility in 2015. Carly stays up to date with CPR, OSHA, HIPAA, new technologies and procedures and is a Medical Laser Safety Officer.

School Officials

**Lisa - School Dean, Licensed Designated School Manager,
Licensed Cosmetology Manager**

Lisa began her beauty industry career over thirty years ago. Her position to oversee a school full of various courses, a team of Instructors, and a student body, comes from just as many years of successfully servicing guests at a high-end Director level and twelve years of medspa management along with twelve years of teaching professional advanced education and business building. Lisa says that 'all of that wrapped into one position as Dean is so fulfilling'. Her day is made daily as she watches growth happening all around her and has the opportunities to guide, coach, support, and empower each Instructor and student alike. Federal Student Aid Certified.

Morganne - Admissions

Morganne is our Admissions Counselor, Assistant Staff Manager, Certified Laser Technician, and CPR/AED Instructor. After 6 years of management experience in the retail industry, she wanted more opportunities for growth in her career, so she enrolled in our, previously named, Luxury Laser Education certification program in July 2020. Morganne is passionate about expanding her knowledge of the Aesthetics industry as a whole. She most looks forward to seeing how our students grow in skills and confidence from the first moment they walk in our doors to when they step out into the career field and beyond!

Sara - Student Services Administrator

Sara brings over 20 years of experience as a licensed cosmetologist and has spent 15 years as an Executive Director in educational settings. She is a licensed Instructor, licensed School Manager, and licensed Cosmetologist Manager, as well as being certified in Federal Student Aid. Sara's extensive expertise and dedication make her an invaluable asset to our institution.

Beauty School Faculty

Kendall - Advanced Practice Instructor

Kendall has been an AP Esthetician for 3 years. While going to school at Aveda Kendall knew she wanted to go as far as she could as an Esthetician. Looking for schools that offered AP Esthetics she came across MedSpa Institute of America, and knew immediately that's where she wanted to go, as they offered AP and a Laser program! While working down in Rochester Kendall specialized in RF Microneedling, Cellulite Reduction, Chemical Peels & various types of facials.

Rachael - Esthetics Fundamentals Instructor

As an Advanced Practice Esthetician since 2022 and with expertise in waxing and custom blend facials, tailored to meet each client's unique skincare needs, Rachael brings a wealth of knowledge to our team. She also specializes in speed waxing, ensuring efficient and comfortable experiences for clients. Alongside teaching, Rachael continues to practice professionally, staying current with the latest techniques and trends in the skincare industry. Helping her students learn all about esthetics and the industry is a daily excitement and she is grateful to be a part of the journey for each person's new career path.

Shana - Clinic Floor and Advanced Practice Instructor

Shana has worked in the beauty industry for 23 years. She graduated from Regency Beauty Academy in 2001 as a Cosmetologist. She has always had a passion for all things beauty. Shana got her certification as a Laser Technician under our Luxury Laser program in 2018. She also became a licensed AP Esthetician Manager during that time. Shana holds many certifications, Master Educator-Milady, OSHA Laser Safety Officer, HIPAA Security Training to name a few. Shana is a member of the Associated Skincare Professionals and Associated Hair Professionals. In 2022 she became a licensed Instructor to help future professionals.

Aldiana - Career and Advanced Practice Instructor

Aldiana became an Esthetician in 2016 and immediately upon completion of her program, she enrolled in the Medspa Institute of America's Laser program, making her one of Carly's first students. She's spent the last 8 years working in spas and medical spas in both Minneapolis and Sioux Falls, SD as an Advanced Practice Aesthetician. Aldiana grew interested in skin health when struggling with severe acne in her teens. She is deeply passionate about helping others combat acne and to become more confident in their skin.

Rose - Career and Clinic Advanced Practice Instructor

Rose is an Advanced Licensed Skin Care Specialist and Skin Care Instructor who also is a brand ambassador representative and trainer for a well known skin care line developed by Dermatologists. With her medical background as a Nursing Assistant, PCA and Medical Secretary/Transcriptionist, she is a perfect fit for the industry since 2002. She has a special interest in inflammatory skin conditions and wellness practices. Rose has studied at Aveda Institute, the Dermalogica Institute, Central Beauty College, as well as ongoing advanced education throughout the industry. As a top salesperson in her district, her favorite thing is to set up skin care regimens for her clients/customers. She loves helping others both clients and students alike.

Breigha - Clinic and Advanced Practice Instructor

Breigha graduated with her BSN-RN from Presentation School of Nursing in 2021 after five years of servicing clients in clinical Esthetics. After only two years she opened her own medical spa within her family's clinical practice. She continues to practice both nursing and Advanced Practice Esthetics while also attending Nurse Practitioner school currently as well as overseeing the clinic floor here at Medspa Institute of America. Breigha also holds certifications in Oncology skin care and essential oil therapy.

Clinical School Faculty

Cassidy - Laser Instructor

Cassidy has been a licensed Esthetician for 5+ years and graduated from Aveda Arts & Sciences Institute in 2017. Immediately after graduating attended Luxury Laser Institute and became a certified Laser Technician. Throughout her years as an Esthetician she has used her license to land a great range of titles/jobs including, Esthetician, Laser Technician, Lash Technician, Esthetician Instructor and Aesthetic Sales Rep. She enjoys all aspects of the industry and loves educating her clients about all things beauty.

Lee - Laser Instructor

Lee is a Certified Laser Technician and Licensed Advanced Practice Esthetician Manager. He is also certified in massage therapy. His family came from a background that practiced massage and eastern medicine which sparked his interest. Here at Medspa Institute of America, he works as a Laser Instructor who oversees interns and also helps out with the beauty side. What he loves most about his profession is that he can serve others with a purpose and help people feel good in their skin. When he is not working, he loves spending time with his family and traveling.

Franki - Laser Instructor

Franki is a 2020 graduate of Medspa Institute of America from both our Luxury Laser Technician course and our Lash Extensions Technician course. Since then she has been mastering her skills in a salon setting as a Lash Extensions Artist as well as providing teeth whitening and spray tanning for her clients. Here at the school Franki wears multiple hats. She oversees treatments for students in the internship portion of their laser course, she is the 14-hour Lash Extensions Instructor as well as helping out with customer service at the front desk.

Alex - Laser Instructor

Being obsessed with the medical aesthetics industry for some time, Alex got her certification as a Laser Technician in October of 2019 under our Luxury Laser program. She loves seeing amazing results on clients, and as well, she loves guiding others and sharing her knowledge. She loves building relationships and supporting the interns throughout their educational journey!

Teanna - Aesthetic Injections Instructor

Teanna has an extensive background in the beauty industry. Her endless energy takes her all over the twin cities doing everything from celebrity hair to teaching clinicals for RNs in training at North Hennepin Tech. She has held a Cosmetology Manager license for 18 years, an Instructor license for 12 years and an RN license for 5 years. Here at Medspa Institute of America she teaches both neurotoxins and fillers and also performs blood draws for clients seeking PRP skin needling treatments. Her students also get to be mentored by her during an internship. Injection PRP for her clients at her newly obtained medspa is her favorite of all treatments to do. Teanna is also an Esthetics Instructor in our beauty school.

Cassandra- Microblading and Permanent Makeup Instructor

Cassandra began her journey towards becoming a Cosmetic Tattoo Artist/Trainer and Advanced Practice Esthetician in 2006. She has spent many years working in luxury spas where she offered microblading and other forms of brow, lip and eyeliner tattooing, advanced skincare services, brow waxing, eyebrow and lash tinting/henna and lash lifts as well as medical laser treatments. Cassandra also owns a successful permanent makeup and skincare spa. She has made education a continuing part of her occupation, attending hundreds of classes on skin physiology, skincare treatments, ingredients, instruction and the art of brow lip . She is the Permanent Makeup Instructor where she can share her passion for client care, attention to detail and love of learning. Cassandra is also an Advanced Practice Esthetics Instructor in our beauty school.

Amanda - Phlebotomy Instructor

Amanda has been practicing Phlebotomy since 2012. She worked for 5+ years as a Lead Phlebotomist at United Hospital. She guided her team, trained incoming staff and led students through their externships. She gradually transitioned into the Emergency Department where she was a Triage EMT/ Phlebotomist. She always knew she'd be an instructor at some point in her career. She loves educating and guiding students on their journey to becoming Phlebotomists.

Calendar School Year

Start Dates 2024

Advanced Practice Esthetics

January 8, 2024
February 5, 2024
March 4, 2024
April 1, 2024
May 6, 2024
June 3, 2024
July 8, 2024
August 7, 2024
September 4, 2024
October 9, 2024
November 6, 2024
December 4, 2024

Esthetics Fundamentals

January 15, 2024
March 25, 2024
June 3, 2024
August 12, 2024
October 21, 2024

Eyelash Extension Course

January 8, 2024
February 26, 2024
March 18, 2024
September 16, 2024
October 28, 2024
December 16, 2024

2024 Closures

May 27th, 2024
Memorial Day - *Closed*
July 4th, 5th 2024
Independence Break - *Closed*
September 2nd, 2024
Labor day - *Closed*

November 28th, 29th 2024 Thanksgiving and
Black Friday - *Closed*
December 23th- 29th, 2024
Christmas Break - *Closed*
January 1st 2025
New Years Day - *Closed*

Admission Requirements

- Copy of State Issued ID for proof of age
- Interview with Admissions
- Completed and Sign Enrollment Agreement with a \$50 application fee
- Provide a copy of your High School Diploma or equivalent (GED or HS Transcripts showing completion) OR an Associate's Degree or higher Degree or transcript showing completion.
- Complete a W9
- Prerequisite - Advanced Practice Esthetics students need to either have an active cosmetology or Esthetics license OR have completed their cosmetology or esthetics training in the last five years at a Board of Cosmetology-certified school. Proof of completion will be required for those who are not currently licensed. Providing proof includes either a course completion certificate copy or an official notarized transcript.
- Advanced Practice Esthetics students will need to sign the Phlebotomy training forms.

Medspa Institute of America does not discriminate on the basis of age, sex, race, color, disability, religion, sexual orientation, or national/ethnic origin. We do not guarantee work or employment for students.

Registration is as follows

1. Willing to learn this new industry
2. Request more information by calling the facility at 952-681-2167 to schedule a tour through our Admissions department or via our website link or email info@medspatrainingusa.com
3. Thoroughly complete a tour application
4. Watch for a follow up following your tour to see if you are accepted
5. Give 100% to your education
6. Graduate with your Esthetics, Advanced Practice Esthetics and/or Lash Technician requirements.
7. Enrollment Agreement must be fully executed prior to starting class.

Admission is at the discretion of the Dean.

Transfer Policy - Transferring In

Students wishing to have their transcripts transferred to Medspa Institute of America need to request their official transcripts be sent directly to our school Admissions office from the office of the school transferring from. Only the hours completed and quotas completed will be transferred. Medspa Institute of America reserves the right to have the student go through full preclinical theory hours at our school to learn our methods. Medspa Institute of America may also require that "transfer" students purchase our student kit and curriculum books as part of enrollment in the course. "Transfer" students will be evaluated for Satisfactory Academic Progress halfway through their contracted hours with Medspa Institute of America. Tuition will be prorated at the hourly rate stated on page 23; Schedule Of Fees. *Transfer students may only transfer in from an accredited institution and if applicable, must include percent of distance learning

Teaching and Learning Methods

Medspa Institute of America's training is provided through sequential steps that will help prepare students for their state board exams, graduation, job entry-level skills, and the potential to become an expert in the industry. The course is presented through comprehensive lesson plans using effective educational methods.

Course Outlines

Esthetics Fundamentals

Course Description: The Esthetics Fundamentals course will prepare you for taking the state boards exams and obtaining an Esthetics license issued by the Minnesota Board of Cosmetology. Students will then be ready for employment working in a licensed salon or spa performing facials, make-up applications, eyelash extensions and face and full body waxing.

Esthetics students will receive 200 hours consisting of; the theory of sciences, anatomy, physiology of the skin, dermatology, and chemistry as related to skin care as well as infection control; safety procedures related to the practice of skin care and Minnesota statutes and rules that pertain to the regulation of the practice of skin care. Also, student orientation, learning and practicing basic facials and back treatments with cleansing movements, massage movements and basic extractions. They will learn make-up, brow tinting, brow laminations, face and full body waxing, including brazilian area, lash tinting, lash perming and brow henna. They will also learn about safety and sanitation. The Eyelash Extensions course is also included in the Esthetics Fundamentals course as this can fall under the same scope of practice for licensing. Students will also learn Jelly masque, eye treatment, and lip treatment add-ons.

Per the Minnesota Board Of Cosmetology, which mandates statutes for education in Board certified schools, students will complete 200 hours of theory and complete a series of quotas.

The first 120 hours will be classroom theory only, including student to student hands-on learning and demos. Theory is taught hybridly both virtual and in person. Milady is used for curriculum. Milady CIMA platform is used for the digital theory books along with lectures by the course Instructor. Once completed, students will be able to start working on clients and each other in the clinic to gain greater experience. This is where they practice the services learned. The remaining 80 hours of theory will be completed within the career class portion of the course. They will delve deeper into learning self-marketing and self business building. Hours spent in career class will be reserved for times that a student is not providing a service for a client.

Esthetics Fundamentals Objective - Students end their course feeling confident in the ability to perform services; give a great service experience to clients for facials, back treatments, facial and body waxing, makeup applications, eyelash extensions, lash perming, brow and lash tinting and brow henna. They will feel confident to recommend skin care products, know how and when to post on social media for marketing their services, set and achieve goals for services and retail sales, pass state board exams and how to interview with potential employers.

Licensure requirements for quotas are:

- 60 facials (can include back treatments)
- 40 make-up applications (can include lash & brow tinting, lash lifts, and brow laminations),
- 40 waxing services consisting of 10 soft facial waxes, 10 hard facial waxes, 10 soft body waxes, and 10 hard body waxes.
- 4 eyelash extensions including 2 full sets, 1 fill, and 1 removal of lashes

90% of each service category performed on one student to another will be allowed towards quotas. All remaining quotas are required to be performed on non-beauty school student clients. Specifically, 10% of each quota must be completed on the general public, not completed on classmates. (Services can be given for quotas to students in non-beauty school courses such as laser, injections and microblading interns. Students in non-beauty courses pay client pricing for beauty services)

Esthetic students must complete a combined total of 600 hours of theory and practical training in order to graduate.

Advanced Practice Esthetics

Course Description: Advanced Practice Esthetic students must first complete an Esthetics Fundamentals program or already have their Esthetics or Cosmetology license in order to expand their knowledge of skincare and enroll in Advanced Practice Esthetics. This course will prepare you for taking the state boards exams and obtaining an Advanced Practice Esthetics license issued by the Minnesota Board of Cosmetology. Students will then be ready for employment working in a licensed salon or spa performing advanced skin treatments.

Students will have preclinical theory hours in the classroom setting only, including student to student hands-on learning. Medspa Institute of America requires 135 hours of theory. Theory consists of advanced cell histology of the skin, lymphatic system, wound healing, skin classification systems, skin disorders and terminology, advanced skincare treatments, chemistry of product ingredients, electrical and light energy.

Students will also receive hands-on practice in skin analysis, advanced extractions, galvanic, high frequency, ultrasonic, LED therapy, dermaplaning, chemical peels, electrical energy treatments, manual lymphatic drainage, Plasma Pen, BB Glow, microdermabrasion, Aquabella and skin needling. They will also learn about safety and sanitation, Advanced histology of the skin and cells, anatomy and physiology of muscles and nerves, cardiovascular and lymphatic systems, skin disorders, skin typing, chemistry and electricity. Theory is taught hybridly both virtual and in person. Milady is used for curriculum. Milady CIMA platform is used for the digital theory books along with lectures by the course Instructor. Once completed, students will be able to start working on clients in the clinic to gain greater experience. This is where they practice the services learned. Per the Minnesota Board Of Cosmetology, which mandates statutes for education in Board certified schools, students will complete theory hours and complete a series of quotas.

Objective - Students end their course feeling confident in the ability to perform services; give a great safe treatment experience to clients for Advanced extractions, chemical peels, microdermabrasion, dermaplaning, aquabella, manual lymphatic drainage, plasma pen, skin needling and BB glow microneedling and electrical treatments. They will feel confident to recommend skin care products, know how and when to post on social media for marketing their services, set and achieve goals for services and retail sales, pass state board exams and how to interview with potential employers.

After preclinical classroom theory, students will begin working on clients performing treatments in the clinic to gain greater experience.

Licensure requirements for quotas are:

30 chemical peels, including 10 AHA peels, 10 BHA peels, and 2 TCA peels.

30 advanced exfoliations, these can include any combination of microdermabrasions, dermaplaning, aquabella, oxygen infusion, etc

30 electrical energy services, including 5 indirect current, 3 direct current, 2 plasma pens, 5 light energy and 5 sound energy treatments.

20 manual lymph drainage massages

10 microneedling services which can include BB Glow and PRP

3 advanced extractions

90% of each service category performed on one student to another will be allowed towards quotas.

All remaining quotas are required to be performed on non-beauty school student clients.

Specifically, 10% of each quota must be completed on the general public, not completed on classmates. (Services can be given for quotas to students in non-beauty school courses such as laser, injections and microblading interns. Students in non-beauty courses pay client pricing for beauty services)

Students must complete a combined total of 500 hours of theory and practical training in Advanced Practice Esthetics.

Combination Esthetics Fundamentals and Advanced Practice Esthetics (EF/AP Combo)

Course Description: When enrolled in the Combination Esthetics/Advanced Practice Esthetics course, students must still complete both Esthetics Fundamentals and Advanced Practice Esthetics courses, in full, in order to meet state requirements for Advanced Practice Esthetics licensure. Total quotas and hours are performed and attended simultaneously. Students may begin their Advanced Practice theory class once they have completed 500 hours of their total 1100 hour course. This specific enrollment still includes all of the same theory, Instructors, hands-on, quota requirements, policies, everything is the same other than the two courses will now run together into one program. Once the student has reached 600 hours and has completed all state mandated Esthetics quotas, they are eligible to apply for an Esthetics license, should they choose to, while attending the remainder of the combination program. The purpose of this would be to begin a job in the industry. If not for this reason, the student may wait until the full combination course is completed to obtain one license which covers the scope of practice for both programs.

A student initially enrolled in and actively attending the Esthetics Fundamentals course that later wishes to take the Advanced Practice Esthetics course will need to enroll separately. A student can not choose to change their enrollment to combine.

EF/AP Combo Objective - same as listed above separately

Students enrolled in the Advanced Practice Esthetics course or the Combination Esthetics Fundamentals and Advanced Practice Esthetics course are permitted to be placed into a free phlebotomy training course. The Admissions department will determine the eligible class month per student. Phlebotomy training will be held during the evenings and appropriate paperwork and acknowledgement signatures will be required as this training has its own set of policies and certification regulations.

Eyelash Extension Certification

Course Description: Two days of classroom theory combined with hands-on learning on both mannequins and people. Students will receive 8 hours of preclinical theory hours in structure, function, disorders of the eye and orbital area, anatomy of the eye, eyelash growth cycles, contraindications and allergic reactions, infection control, eye shapes and eyelash evaluation, product ingredients, health, safety and sanitation and laws and rules. After 8 hours, the students will have 6 hours of clinical instruction in the practical application of classic eyelash extensions, including client consultation, design, cleansing the eye area, applying eyelash extensions, and removing eyelash extensions. Students will complete 2 full sets of classic lashes during your course. The final full set of lash extensions will be the state board practical test.

Objective - Students end their course feeling confident in the ability to perform safe and sanitary classic lash extension applications, apply And remove ipads, lash extension removal, how to recognize contraindications that would prevent the service and give a great service experience to clients as well as feel confident to recommend at home maintenance products and longevity routines, know how and when to post on social media for marketing their services and pass state board exams.

The course is taught in person and requires the student to practice on both mannequins and people. For the theory portion, students receive a workbook along with lectures by the instructor.

Students have an option to return for further education to learn trend volumes and hybrids, as a tier enrollment through the Admissions department.

Grading Scale Policy

Students throughout their training will be graded on both theory and practical applications. This is done through testing and homework assignments on the Milady Cima platform, projects that are assigned on the clinic floor, and through hands-on testing for each service. Students need to pass each portion of hands-on before they will be allowed to perform those services on clients. If a student does not pass the practical hands-on testing, that test will need to be rescheduled at the convenience of the Instructor. Students are also graded on each service that they provide for a client. All grading is on a 0-100% scale. Students need to maintain an overall Grade Point Average ("GPA") of 85% or higher.

0 - 65% is the failing range

65% - 85% is not making satisfactory academic progress (see policy below on page 12)

85% - 100% is the passing range

Grading is calculated on a weekly basis. Each student will meet with an Instructor or the Student Services Administrator on a monthly basis to discuss GPA percentage progress.

Satisfactory Academic Progress Policy

Medspa Institute of America evaluates students' progress in the program at their scheduled half-way point in the Esthetics Fundamentals and Advanced Practice Esthetics courses (300 hours for Esthetics Fundamentals and 250 hours for Advanced Practice Esthetics) and at 450 hours and 900 hours for the students in the Combination course. Evaluations are completed within 7 school business days of the scheduled evaluation. Students will meet with the school manager at each checkpoint to review Satisfactory Academic Progress. Students who are maintaining a minimum of 85% in both attendance and GPA will be considered to be making satisfactory academic progress until the next scheduled evaluation. Students who are not meeting the 85% minimum for attendance and/or 85% GPA may be placed on academic probation until they can get their grades and attendance back to the minimum requirement. Students who are not making satisfactory academic progress will meet with the school manager to develop a plan to ensure that the student is able to improve grades and/or attendance and meet the school's satisfactory academic progress requirements by a specific point within the maximum time frame. The maximum time frame for a student to complete their program is 118%; 88.25 hours (13 days) for Advanced Practice Esthetics, 105.88 hours (15.5 days) for Esthetics Fundamentals, and 194 hours (28.75 days) past their contracted graduation date. If a student fails to complete their program by the maximum time frame, the student will be dropped from the program. Students dropped for failure to maintain satisfactory academic progress will be allowed to re-enroll at \$50 per hour, cash pay basis, after an interview with both the Designated School Manager (DSM) and the school Dean. Payment plan enrollments will need to be amended with the Admissions department. The school may allow a student to appeal a satisfactory academic progress determination. If permitted to appeal, the following must be determined: A- a student may re-establish eligibility for financial aid, if applicable. B- Have a reason for the appeal such as the death of a relative, and injury or illness of the student, or other allowable special circumstances. C- Documentation must be submitted regarding why the student has failed to make satisfactory academic progress and what has changed in the student's situation that will allow the achievement of satisfactory academic progress at the next evaluation. D- Documentation of the appeal will be recorded in the students file. If applicable, a student who does not achieve the minimum standards is no longer eligible for Title IV or HEA program funds unless the student has prevailed upon appeal of a determination that has resulted in the status of probation.

Schedule of Courses

Hours for full time students are Monday through Friday 9:00am-4:30pm with a designated 45 minute lunch. The first six weeks of Esthetics Fundamentals and the first four weeks of Advanced Practice Esthetics is spent in preclinical theory class with a hybrid schedule of three days per week theory at home distance learning and two days per week hands-on learning at the school. After preclinical theory, the students will have a combination of industry class and clinic floor time. Students may choose to be either part-time or full-time during the clinic portion of their course. Hours for full time are Monday-Friday 9:00am-4:30pm with a 45 minute lunch. Hours for part-time are a minimum of three days per week between Monday and Friday 9:00am-4:30pm with a 45 minute lunch, with a Saturday option as the third day 10:00am-6:00pm with a 45 minute lunch the first two Saturdays of each month or a minimum of three days per week between Monday and Friday 9:00am-4:30pm with a 45 minute lunch during weeks that the school is closed on Saturday.

The schedule chosen by the student must stay the same until graduation, unless switching from part time to full time.

Full-time students will complete 33.75 hours per week, Esthetics fundamentals can be completed in 18 weeks, Advanced Practice Esthetics can be completed in 15 weeks. State statutes limit attendance to a maximum of 10 hours per day and 50 hours per week.

Part-time students will create their own schedule for the clinical portion of their course and the Admissions office will calculate the contracted end date of the course based on the total hours scheduled per week as well as calculate the maximum time frame. A minimum of three days per week is required. Once created, this schedule can not be changed.

Hours for the Lash Extension course are Monday 9:00am-5:30pm with a 30 minute lunch (mandated 8 hours of theory) and Tuesday 10:00am-4:00pm (mandated hands-on training). The lash extensions course is completed in 2 days (14 hours).

Attendance Policy

School hours are Monday through Friday 9:00am-4:30pm. It is the student's responsibility to be in their seat and ready to learn on time. We strongly encourage that you do not miss any days during your classroom theory weeks. If you do miss any days, it is your responsibility to make up the hours and any assignments or class work that you missed (see "Make-Up Work" policy below). Students are permitted to clock in beginning at 8:50am. Students are required to clock out for lunch and clock back in on time. Students must clock out by 4:30pm. Establishing the habit of arriving early is encouraged, as it promotes better preparation, reduces stress, reflects a high level of professionalism and reduces the risk of unforeseen commute delays. Students are strictly prohibited from clocking in before 8:50am, from clocking out after 4:30pm and from skipping the designated lunch. Any violations of any of these regulations and policies will result in an adjustment of the recorded time, leading to a deduction of one hour.

Late arrivals are a disruption to the class, therefore if you fail to clock in by 9:00am, we reserve the right to not allow you to be in the building or clock in until after the designated lunch break. If you fail to clock in from lunch break on time, we reserve the right to not allow you to clock in for the remainder of the day.

Per Board of Cosmetology school statutes, students must clock out whenever leaving the building. This includes breaks. We use an official system here that tracks by fingerprint. **IT IS THE STUDENTS RESPONSIBILITY TO REMEMBER TO CLOCK IN AND OUT.** Any missed clock-ins or clock-outs will result in lost time towards the accumulation of hours, as state guidelines prohibit manual adjustments to time clocks, except during initial orientation periods. If a student forgets to clock in, we can manually enter their time up to two times, provided they send an email on the same day and sign a form with the Student Services Administrator to ensure accurate record-keeping. Should a student exceed these two allowances, any subsequent forgotten clock-ins will result in the last recorded clock-in time being used, potentially resulting in several hours not being counted.

Cumulative attendance is calculated on a monthly basis. Attendance is on a 0-100% scale. Students need to maintain an overall attendance percentage of 85 or higher.

0 - 65% is the failing range

65% - 85% is not making satisfactory academic progress (see policy above)

85% - 100% is the passing range

Students maximum attendance percentage is 100%. Each student may request to meet with Sara@medspainstituteusa.com to discuss attendance percentage progress.

Tardiness and Absences

A student is considered tardy if they fail to clock in and be in their seat ready to learn before their scheduled start time or before the end of their breaks. Students arriving late must email the front desk by 9:00am. We reserve the right to not allow you to clock in until the end of lunch and attend until the end of the day (12:15pm-4:30pm). Emails received after 9:00am will result in the student not being allowed to attend until the next scheduled day. The communication email must be sent to the front desk at Admin@medspainstituteusa.com and your classroom Instructor.

Excused absences are absences that have been scheduled and planned out with an Instructor in order to be removed from the schedule. A Time Off Request Form must be filled out in advance or for same day schedule changes. Refer to this form for additional policy details. An unexcused absence is an absence that the student did not plan for in advance. Each absence, whether excused or not, affects the students attendance percentage and their ability to complete the program by the students contracted graduation date. Students who do not complete their hours before their contracted graduation date will pay overage costs, a prorated amount per hour for the hours they have remaining. (refer to your Enrollment Agreement). The maximum time to complete your program is calculated at 118% (see Satisfactory Academic Progress Policy).

No Call-No Show

A student is considered a no-call, no-show if they fail to be at school on time and fail to email and let the staff know. No-call, no-shows are subject to a 2 day suspension at the discretion of the staff. Day one is the day of the no call/no show and day two is the next scheduled day. Any student who misses 14 consecutive days will be dropped from their course.

Make-up Work and Make-up Hours

If a student does need to miss a day, planned or unplanned, it is the students responsibility to gather all the assignments and information that they missed. Any assignments or tests that need to be made up are scheduled at the convenience of the Instructor and must be made-up by the 5th of the following month. If a student misses a practical training day, they will not be able to test out on those services until they have had ample training with an Instructor, to be scheduled at the Instructor's discretion. Failure to receive training will also affect the students ability to complete quotas. To make up missed hours, students must fill out a form and have it approved by the Student Services Administrator. Not all hours missed are eligible for make-up hours. Refer to this form for further policy details. If approved, make-up hours are available on open Saturdays only 10:00am-6:00pm with a 45 minute lunch and require at least one client scheduled for services (no student to student).

School Closing Information

****for reasons of extreme weather or emergencies***

All unscheduled school closing, late start, or early release information will be communicated in one or more of the following ways:

Automated voicemail left on our extensions, e-mail, school private Facebook groups

NOTE: Cancellations of other programs and events will also be announced

Medspa Institute of America follows Edina school closing, late start and early release; however Medspa Institute of America will also make its own determinations.

Students who are in the theory portion of class will log in with their Instructor for a virtual lecture. They must be on video and on time and required for attendance. Any students who are in the clinical hours portion of their course will email their attendance check in and receive an assignment. For closings related to weather, virtual attendance is required and at the same times and policies as in person. For in-person late starts and early release, the hours closed will be added to the enrollment period of each student who is regularly scheduled for those hours.

Graduation Requirements

In order to graduate from our program a student needs to:

- Maintain a GPA of 85% or higher on theory and practical testing and assignments.
- Maintain 85% attendance or higher.
- Complete 600 hours for Esthetics Fundamentals, 500 hours for Advanced Practice Esthetics, 1100 for Combination Esthetics/Advanced Practice Esthetics, and/or 14 hours for Eyelash Extensions course.
- Complete all service quotas
- Complete all assignments
- Pass final theory exams and practical exams
- Pass mandated State of MN PSI Exams
- Fulfill all financial obligations to Medspa Institute of America
- Attend an exit interview to complete final paperwork and state licensing application

Students who have met the requirements for graduation will receive a notarized Course Completion Certificate from Medspa Institute of America.

Prerequisites for Employment: Obtain your state license from the MN Board of Cosmetology.

- Provide your license number, once received, as well as the name of your first industry related employer to Sara@medspainstituteusa.com
- Launch and develop your career

Facilities and Equipment of School

MedSpa Institute of America is a 6,525 square foot facility. There are three classrooms. Classrooms are available for both theory classes and for practical clinic services. All classrooms are set up with tables and chairs for students, a 60 inch TV with internet access, whiteboards, facial tables for hands-on practice, Wi-Fi, shelving for student kits and cabinets for linens and back bar classroom supplies. The clinic floor is equipped with eight individual bays containing each a facial table, stool, tray for products, trash can, bin for client shoes and clothing and a light for the student. Each bay is separated by a curtain that is able to be pulled for privacy or opened between two bays for clients wanting to do services together. Machines include five steamers, seven magnifier lamps, six towel warmers, seven multi-function machines each consisting of various attachments for high frequency

also with galvanic and vacuum for lymph drainage, four Satin Smooth wax pots with both hard and soft wax, four microdermabrasion machines, four Aquabella, one Nue Skin Oxygen machine, one Skin Scope, six LED devices, six ultrasonic devices, four Plasma Pens. All machines and devices are for students to use both in the classroom and on the clinic floor.

In addition, on the medical side of the institute, there are six treatment rooms set up for learning and taking clients for the non Beauty School courses as well as an additional classroom for non Beauty School courses. For medical/non beauty school machines there is a Velashape, an eTwo sublative, three teeth whitening machines, a spray tan device, a Candela GentleMax Pro laser, a Candela Picoway laser, a Coolsculpting and a Cooltone machine. There are also two Centrifuge machines. Microblading and Permanent Makeup use tattoo devices designed specifically for brows, lips and eyeliner. There is a private Cocoon LED sauna treatment bed for use for clients. All students in all courses will learn product knowledge in SkinMedica medical grade skincare, Glo Skin Beauty and Medspa Institute of America private label products as these are the lines that we sell in our retail area for the purposes of teaching students how to recommend and sell at home products.

Employment Assistance & Disclaimer

Medspa Institute of America tries to assist students in finding employment after they are done with school. We post jobs as we hear about them on the school Facebook group. We will aid you in creating your resume and have classes on learning to market yourself and interviewing. However, we do not guarantee employment and it is the student's responsibility to seek and obtain employment when completed with school. Students will also have industry guest speakers presenting about business building, essential oils, motivational self growth and goals and industry Q&A with Dr. Tholen, Plastic Surgeon and Medical Director.

Dress code

Good grooming is expected and includes clean hair and nails and basic personal hygiene. Hair must be pulled back and off the face when performing a treatment and nails must be kept short (can't be longer than the tips of fingers). Artificial nails and nail polish are not permitted. Students are given scrubs that they are expected to wear everyday at school along with closed toe shoes. A long sleeved white shirt may be worn under the scrubs for warmth. The Medspa Institute of America black fleece jackets are available for purchase and may also be worn over your scrubs. This is the dress code for every day. On Thursdays, students may opt to wear the warm-up outfit consisting of the black Alumni jacket and the black joggers. Both pieces need to be worn to be in dress code. On Fridays, students may opt to wear Medspa Institute of America merchandise purchased from the front area, otherwise it is normal dress code. School issued name tags must be worn at all times. If you are out of the dress code or forget your name tag, you will be asked to clock out and clock back in when you conform to the dress code. If you lose your name tag, you will be asked to purchase a new one; if you do not purchase one, you will be asked to clock out. All behavior of non-compliance with dress code will receive a written warning. Masks are mandatory when performing services when the client or student receiving services is experiencing cold or flu-like symptoms or when a client requests that the student wears one. Failure to comply will result in loss of quota, being sent home or suspension, at the discretion of the Student Services Administrator.

Student Code of Conduct

The safety and security of students in our building is of utmost importance. We must ensure that students follow the Student Code of Conduct and display positive behavior in and out of the classrooms and the clinic. Doing this will also help us achieve our goals to improve student achievement, and create a clean and safe school environment. Failure to comply will result in suspension and fines are per offense. Anything physical related is cause for immediate termination.

Respect for other students

Students have the responsibility of showing respect for the other students. For example, students must not engage in name-calling, fighting, harassment, bullying, belittling or engaging in deliberate attempts to embarrass or harm another student. Failure to comply will result in:

- first offense is a written warning and sent home for the day
- second offense is suspension
- third offense is termination

*steps taken per offense are at the discretion of the Instructor and the Designated School Manager. Fines are per offense.

Respect for the Staff

Students have the responsibility of showing respect for the knowledge and the authority of staff. Students must use only acceptable language and not question policies. Assaults on school staff will not be tolerated. Bullying, harassment and/or cyber-bullying towards school staff are equally prohibited. Failure to comply will result in disciplinary action as stated above.

Student Participation

Students have the responsibility of participating fully in the learning process. Students must report to school 15 minutes before the start of class in uniform, in their seats and ready to learn at the scheduled start time, with appropriate supplies and come prepared to learn. Students are expected to pay attention to instructions, complete assignments to the best of their ability and request help when needed. Students also need to understand how important the learning process is, as you take responsibility for your education it will help prepare you to be successful in this industry. If you have a medical condition you must present a note from your doctor to both management and your instructor prior to your course start date. Failure to comply with participation requirements will result in disciplinary action as stated above.

Part of the education process is the ability for students to market themselves on social media, and bringing in models to practice the modalities they are being educated on.

Student behavior

Students must cooperate in taking reasonable care of all machines, instructional materials, and encourage a climate where learning is positive. Most particularly, students must refrain from engaging in behavior that violates the provisions of the Code.

Sexual harassment or any illegal activity conducted on school property may result in removal from school. Students must not be under the influence of drugs or alcohol while in our facility. Failure to comply with will result in disciplinary action as stated above.

Students may not turn down any appointment whether it was scheduled or a walk-in. When asked to take an appointment, even if you have all of your quotas. The student is to do so with a positive attitude. Failure to comply will result in disciplinary action as stated above.

Students who smoke are to do so only during breaks and in designated areas. Students must take proper measures to make sure that they do not smell like they have been smoking as this can be offensive to spa guests. Failure to comply will result in a written warning.

Students are not permitted in the supply room or storage, staff break areas or in the medical hallway. Students are only allowed in the breakroom during lunch or pre-approved breaks. Failure to comply will result in being sent home for the day.

Electronics Policy

Students must ensure that their phones do not cause distractions for themselves or others and should keep them in silent mode. Laptops must be fully charged at home, as the use of extension cords or computer charging cords within the school premises is prohibited.

Theft Policy

Medspa Institute of America shall not be liable for theft or loss of personal property on school grounds. Should students choose to bring personal belongings to school, the students, not the school, are responsible for ensuring that their belongings are secured.

The school takes reasonable precautions to ensure the general security of property within the buildings. Students in designated full time courses are provided with lockers for depositing personal belongings while students in other courses (not full time) are asked to leave non-course belongings off of school property. Students are required to provide their own combination locks for lockers (if pertains). It is the responsibility of the students to make sure that the combination locks are properly used to secure their lockers. Students are not permitted to share lockers and must keep the combination to their locks confidential.

Students are discouraged from bringing valuable belongings to school. Valuable belongings include cash, expensive electronic or digital equipment, expensive clothing attire, jewelry, etc. Should students choose to bring such items to school, they do so at their own risk.

Where appropriate, the district will report to authorities and prosecute all thefts or vandalism to property. If course items are stolen, Medspa Institute of America is not responsible for those items. Students are responsible to replace their own products and supplies.

Food & Drink Policy

Students are not allowed to have food and drinks on the clinic floor or in the classrooms. Food and drink must be kept in the break room. Students are allowed to have a water bottle, containing water only, with a securely closed lid in the classroom only, not the clinic floor.

Student Discounts

Actively enrolled students receive a discount on products. (no merch, only product)

Discounts cannot be combined with other spa specials or discounts.

Discounts do not apply during a student's leave of absence.

Spa guests ALWAYS take priority over student services.

Product discounts are for the student only and cannot be passed on or be used to purchase items for another person. This will result in losing your discounts.

Leave of Absence Policy

An authorized leave of absence (LOA) is a temporary interruption in a student's program of study.

LOA refers to the specific time period during a program when a student is not in attendance. One

(1) LOA is allowed during a student's program of study.

A Leave of Absence will be granted For medical leave, family leave and unforeseen emergencies.

Students must apply for a LOA in writing by filling out a Leave of Absence Request form stating the reason for their request. A request should be submitted to administration in advance, unless due to unforeseen circumstances. Email the request to Morganne@medspainstituteusa.com Before a LOA will be granted, the student will need to sign an Addendum to the Enrollment Contract. In the event of an unforeseen circumstance, the student must notify the Admissions department immediately and provide documentation of the reason. The Leave of Absence form and the Addendum for will need to be signed by the student upon returning to school.

A LOA is for a time period of no less than 14 calendar days, and must not exceed 180 calendar days in any 12 month period.

An LOA will extend the student's calculated graduation date by the same number of calendar days taken in the LOA and the student will return to resume training at the same point in the academic program when he or she began the LOA. A student will not be charged fees during their LOA nor as a result of it. A LOA is not a withdrawal from school and therefore a refund calculation will not be processed. If the student fails to return from the LOA, Medspa Institute of America will treat the student as a withdrawal. If a student takes an unapproved LOA, they will be treated as a withdrawal. In the event of a withdrawal, the student's last day of attendance will be used for the refund calculation.

Students taking a leave of absence should be aware that if any of their kit products expire during their leave, they will be responsible for the cost of replacing those products upon their return.

Access to Student Files/Privacy Policy

Medspa Institute of America is committed to keeping students' records confidential and secure to protect our students. Medspa Institute of America keeps student files in a secure location. Students may request to look at their files anytime that they wish after first emailing a request and paying a duplication fee. For students under the age of 18, parents of dependent minors may also request to look at a student's file. Records may not be shown to anyone other than the student without written consent (Ferpa Release). For students age 18 or older, student records will not be discussed with parents, guardians or anyone else unless a student gives permission and is in attendance for an in person meeting or cc'd if emailing correspondence.

Advising Policy

Medspa Institute of America has an open door policy for its students. Students can request a meeting with educators and/or administration to discuss academic problems, attendance problems, or for a referral to professional counseling assistance. Student advising records are kept on file. Students will meet with their Instructor as needed to go over their academic standing and to set and review goals. We recommend that students take advantage of the time that they have to talk to Instructors and to request meetings on a regular basis to monitor progress.

Medspa Institute of America is not qualified or authorized to provide counseling services. When a student seeks advice that requires professional assistance, the student will be provided with a list of counseling services available in the area. There is also a printed reference list in the student break room as well as a printed reference list available to take in the clinic hallway file shelf where all printed resources are located.

Suspension, Probation, & Termination Policy

If a student is found in violation of any rules or policies that Medspa Institute of America has in place, they may be subject to disciplinary action including being sent home, suspended, placed on probation, or being terminated from the program. We will do our best to analyze the facts and determine the correct course of action. First offense is a formal write up to be kept in the student file. Second offense will result in clocking out and not attending for the remainder of the day. Third offense will result in a two day suspension.

The reasons a student may be placed on probation or suspended include but are not limited to:

- Showing disrespect or insubordination
- Unauthorized clock-ins
- Having a no call-no show
- Leaving school without permission
- Leaving the building without clocking out
- Refusal to take an appointment
- Failure to be prepared to take your appointments at their scheduled time
- Refusal to actively participate in the classroom or clinic floor
- Failure to follow instructions given by an educator or by administration

Each suspension will be fined \$100 due upon returning to school.

There are some situations that will not be tolerated and will result in immediate expulsion from the school.

The reasons a student may be terminated from the program include but are not limited to:

- Falsification or omission of fact of records or reports
- Insubordination or disrespectful conduct toward others
- Cheating, theft, or dishonesty
- Sexual harassment
- Using or being found in possession of drugs or alcohol
- Not returning from a LOA when scheduled
- Threats of any kind
- Failing to meet minimum Satisfactory Academic Progress

If a student is terminated from Medspa Institute of America prior to completion, a \$250 fee will be charged. We reserve the right to not transfer a student's hours or quotas to another school until the student has settled all financial obligations to Medspa Institute of America. Steps to complete the termination process are as follows:

1. A Notice of Termination email will be sent..
2. A link will be emailed for access to pay the fine.
3. An audit of quotas and hours, various file changes and administrative tasks will be conducted.
4. All financial obligations will need to be completed.
5. A follow up email will be sent with the results of the audit. Medspa Institute of America has 45 days to respond to the student by letter or email, after termination or withdrawal.
6. If a student requests a copy of their file, a \$15 duplication fee will be due prior to release of the file. Medspa Institute of America has 45 days to respond to the student by letter or email.

Invalid quotas and hours, per false quota, will not be considered valid if enrolled in one course only. If enrolled in the Combination course, only the false quotas will be marked invalid while the hours will be honored due to the Combination course progressing simultaneously. Over 50% of falsified quotas will require the student to start the course over as a Re-entry Transfer student enrollment whether it is at Medspa Institute of America or another school. Medspa Institute of America reserves the right to not honor any quotas or hours.

Students are not permitted on the premises after termination unless management has made an appointment with them. Students are not permitted to demand a time.

For students under the age of 18, parents of the dependent minor may request to be the recipient of the above written steps. For students age 18 or older, the suspension/probation/termination will not be discussed with parents, guardians or anyone else unless a student gives permission and is in attendance for an in person meeting or cc'd if emailing correspondence. Records may not be shown to anyone other than the student without written consent (Ferpa Release).

Re-entry Policy

If a student that was previously enrolled at Medspa Institute of America, but failed to complete their program, decides that they would like to re-enroll at Medspa Institute of America, they must resubmit the application with an application fee. They must also be up-to-date with their financial payments to Medspa Institute of America.

Below is a list of steps that need to be completed upon Re-Enrollment:

- Submit a Contrition letter (admittance and apology if terminated)
- Complete a new application and pay the application fee of \$100
- Complete a new contract entering in "transferred" hours and quotas, enrollment period, contracted end date and maximum time frame.
- Complete a Re-Entry Agreement
- Have loan payments closed. Tuition will be prorated at \$22 per hour on a cash basis
- No student to student services

Re-entry admission is at the discretion of the Dean. The Dean creates a written plan of measures for the student to take to improve behavior. Students on Financial Student Assistance, that are terminated, have a separate set of laws for re-entry.

Transfer Policy - Transferring Out

Medspa Institute of America reserves the right to transfer either/or a student's hours, quotas, and/or progress in a program only to another school. We also reserve the right to only transfer work as of last Satisfactory Academic Progress check-in. If a student requests in writing a copy of official transcripts they will be sent directly to the receiving school and will include the percent of distance learning. No records will be transferred if the student still has financial obligation to Medspa Institute of America. A \$15 transcript transfer fee will be due upon receipt of invoice prior to a transcript being sent.

Complaint Procedure

Medspa Institute of America encourages students to resolve issues on their own. A form of a letter can be submitted. If a student has a complaint in writing it must have the names involved, date and actions then given to an instructor. The matter will be discussed with management and addressed within 48 hours. Medspa Institute of America will then document if it was rejected or resolved. Medspa Institute of America has the right to determine student conduct or grievances.

Spa Treatment Contraindications

As part of your training you will be exchanging services that may be contraindicated based on your activities or conditions. If this is the case, for your safety, you will be asked to refrain from certain activities that may cause contraindications. If a student is unable to participate in certain treatments it is not the schools responsibility to hold a special training for the student. It is the students responsibility to let the educators know of any possible contraindications before receiving the treatments.

Some activities that could cause contraindications include but are not limited to:

- Tanning including tanning beds and sunless tanners
- Skin treatments received in other business locations
- Home care products that contain aggressive active ingredients
- Some prescription medications
- Any disease, infection, or illness that requires a doctors care
- Pregnant or lactating

Schedule of Fees

Program	Esthetics Fundamentals (EF) (includes Eyelash Extension Course)	Advanced Practice Esthetics (AP)	EF/AP Combination	14 Hour Eyelash Extension Course
Hours	600	500	1100	14
Tuition	\$15,000	\$12,500	\$27,500	\$2,161
Kit & Books	\$890	\$1,059	\$1,740	\$1,079
Application Fee	\$50	\$50	\$50	\$50
Total:	\$15,940.00	\$13,609.00	\$29,290.00	\$3,290.00

Student agrees to pay Medspa Institute of America (“School”) tuition and fees for the program selected by the Student and agreed to by the School. The School may, at its option and without notice, prevent a student from attending class until any applicable unpaid balances or payments are brought current.

Methods of payment include;

- (1) Full payment at time of signing the enrollment contract,
- (2) Enrollment fee paid at time of signing contract with balance of tuition paid prior to start date, or
- (3) Through the School’s approved Tuition Payment Agreement (separate contract).

Payments may be made by cash, check, money order, credit card or through non-federal agencies or loan programs. Any credit card payments are subject to a processing fee. Student will be responsible to pay applicable taxes for any purchased kits.

Course Completion

Students are expected to complete the course within the allotted time frame for each course. In the event a Student does not complete the course within the allotted time frame, student will be charged \$25 per hour for any hours needed to complete the course after the allotted time frame for each course. In no event may a Student attend class more than 118% of the time originally allotted for the course. For example, if a course is to be completed within thirty (30) days, the maximum time frame allowed would be 35.4 days (118% multiplied by 30 days).

See Satisfactory Academic Progress Policy in the Student Catalog Handbook.

For “re-entry” students the hourly rate, until completion of the program, through the contracted end date is \$50 per hour, cash pay basis.

Buyers Right to Cancel / Refund Policy Per Minnesota Office Of Higher Education

If your application is rejected, you will receive a full refund of all tuition, fees, and other charges. You will be entitled to a full refund of tuition, fees, and other charges if you give written notice that you are canceling your contract within 5 business days after the contract or enrollment agreement is considered effective. A contract or enrollment agreement will be presumed to be effective on the date that the school notifies you that you have been accepted into the school and you have signed the contract or enrollment agreement. If the notification of acceptance into the school is sent by mail, then the effective day of being accepted is the postmark on the acceptance letter.

This five-day refund policy applies regardless of when the program starts. If you give notice more than 5 days after you signed the contract, but before the start of the program (or the first lesson for an online distance education program), you will receive a refund of all tuition, fees, and other charges minus 15%, up to \$50, of the total cost of the program. If you withdraw after the start of your program and it has been more than 5 days after you signed the contract, you will receive a prorated refund of the entire cost of your program based on your last day of attendance. You will be provided a prorated tuition, fees, and other charges refund minus your initial application fee, up to \$50, and minus the less of 25% of the total tuition or \$100. Proration is based on whether your program is term-based or clock-hours and how much of your program you have completed. Student Kit is non-refundable.

If your program is term-based, the completion rate is the number of calendar days from the first date of the program through your last documented date of attendance divided by the length of the program. The completion rate is calculated to the second decimal point (.XX).

If your program is clock-hour based, the completion rate is the number of clock hours you actually attended divided by the number of clock hours in the program. The completion rate is calculated to the second decimal point (.XX).

If you withdraw from your program after 75.00% of the program has completed, you are not entitled to a refund of tuition, fees, and other charges.

You will receive written notice acknowledging your withdrawal request within 10 business days after the receipt of your notice and you will receive a refund of any tuition, fees, and other charges within 30 business days of receipt of your withdrawal. Any mailed notice is effective as of the date on the postmark if sent by mail or the day it has been hand-delivered to the school. Notice to withdraw may also be given by email, to a school official, school manager - Morganne@medspainstituteusa.com

Proration Calculation:

Percentage of Total Program Represented by the Hours of Training Completed	Maximum Amount of Total Tuition School Must Receive or Retain
0 to 4.9 percent	20 percent
5 to 9.9 percent	30 percent
10 to 14.9 percent	40 percent
15 to 24.9 percent	45 percent
25 to 49.9 percent	70 percent

If you do not withdraw in writing or contact the school about your absence and you have not attended your program or contacted the school about your absence for 14 consecutive days, you will be considered to have withdrawn from the school as of your last date of attendance. Your school is responsible for sending you a written notice of cancellation if you are withdrawn for failing to attend to your last known address. The confirmation from the school must state that the school has withdrawn your enrollment, and if this action was not the student's intent, the student must contact the school.

Regulatory Agencies

MN Board of Cosmetology

1000 University Ave West
Suite 100
St. Paul, MN 55104
Phone: 651-201-2742
Fax: 651-649-5702
Email: cosmetology@state.mn.us

Minnesota Office of Higher Education

1450 Energy Park Drive, Suite 350
St. Paul, MN 55108-5227
Phone: (651) 642-0567
Toll Free: (800) 657-3866
Fax: (651) 642-0675

"Medspa Institute of America is licensed as a private career school with the Minnesota Office of Higher Education pursuant to Minnesota Statutes, sections 136A.821 to 136A.832. Licensure is not an endorsement of the institution. Credits earned at the institution may not transfer to all other institutions."

National Accrediting Commission of Career Arts and Sciences, Inc.

The National Accrediting Commission of Career Arts & Sciences is recognized by the United States Department of Education as a national accrediting Agency for post-secondary schools and departments of cosmetology arts and sciences and massage therapy, including those offered via distance education.

CANDIDATE STATUS - in the process of becoming accredited

3015 Colvin Street
Alexandria, VA 22314
Phone: 703-600-7600
Fax: 703-379-2200
www.naccas.org

PSI Testing Minnesota

855-834-8746 or 1-800-211-2754
<https://test-takers.psiexams.com/mncos>