

Medspa Institute of America

Laser Training for Clinical Aesthetics,
Microblading/Permanent Makeup Certification,
Cosmetic Injections Certification,
Phlebotomy Training
School

MEDSPA
INSTITUTE
OF AMERICA

Student Catalog
Handbook 2024
Volume 1

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Medspa Institute of America
4444 W. 76th St. Ste 200
Edina, MN 55435 952-681-2167

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.

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.

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.

Calendar School Year

Start Dates 2024

Laser

January 8, 2024
February 5, 2024
March 4, 2024
April 1, 2024
May 6, 2024
June 3, 2024
July 8, 2024
August 5, 2024
September 3, 2024
October 7, 2024
November 4, 2024
December 2, 2024

Micropigmentation

June 10, 2024
As Needed

Injection

Scheduled as Needed

Phlebotomy

January 10, 2024
April 10, 2024
May 22, 2024
November 6, 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
- Complete and Sign Enrollment Agreement
- Complete and sign the consent form/non-refundable deposit form
 - Pay the deposit
- Bring in 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 - Injection Students must hold an active RN license
- Laser Tier 3 students sign the Phlebotomy training forms
- *Admission is at the discretion of the Dean.

Medspa Institute of America does not discriminate based on 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
3. Get an interview set up with Admissions to see if you are accepted
4. Give 100% to your education
5. Graduate with your designated certificate.
6. Use your time here to get more hours and experience
7. Launch and develop your career. Provide the name of your first industry related employer.

Transfer Policy

Because of the unique nature of these courses, Medspa Institute of America does not transfer the quotas or hours completed in Laser, Microblading/PMU, Injection or Phlebotomy courses to other programs. We also do not accept transfers from other training programs to count as your hours and quotas at Medspa Institute of America. 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 follow the steps in the Re-entry Policy below; steps 1, 2, 5 and 8.

Re-entry Policy

If a student that was previously enrolled at Medspa Institute of America, but failed to complete their program due to termination and 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:

1. Submit a Contrition letter (admittance and apology if terminated)
2. Complete a new application and pay the application fee of \$100
3. Complete a new contract entering in "transferred" hours and quotas (if applicable)
4. Complete a Re-Entry Agreement
5. Internship/ Apprenticeship will be charged \$50 per hour, cash basis, and will no longer be included in the tuition.
6. Have loan payments adjusted and up to date.
7. No student to student services
8. Create new:
 - a. enrollment period
 - b. Contracted end date
 - c. Max time frame
9. Students on Financial Student Assistance, that are terminated, have a separate set of policies.
10. Dean creates a written plan of measures for student to take to improve behavior (if terminated)
11. *Re-entry admission is at the discretion of the Dean.

Graduation Requirements

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

- Maintain a GPA of 85% on theory and practical testing and assignments.
- Tier 1 Laser complete 120 hours, Tier 2 135 hours, and Tier 3 150 hours
 - Complete all assignments, participate in the goals program, have professional headshots taken and attend guest speakers
- Attend all 5 days for Microblading Brows and/or 8 days of Microblading Brows and Lips training classes and/or 10 days of Microblading Brows, Lip Blushing and Eyeliner training classes
- If enrolled, Micropigmentation Apprentices complete 200 apprenticeship hours
- Injections attend minimum one day of training
- Complete all service quotas for all program internships
- Pass final written and practical exams
- Phlebotomy requires 100% attendance
- Fulfill all financial obligations to Medspa Institute of America

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

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's Facebook group. Designated courses and tiers 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 the school. Laser Tier 3 students will also receive resume writing guidance as well as interviewing practice. 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.

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 (if applicable), graduation, job entry-level skills, and the potential to become an expert in the industry. These courses are presented through comprehensive lesson plans using effective educational methods.

Course Outlines

Laser

Course Description: This comprehensive training program is designed to equip students with advanced skills in laser treatments. The curriculum includes instruction in anatomy, skin care, infection control, safety procedures, hands-on modalities techniques, interviewing preparation, professionalism, and social media marketing. Students will also learn to determine service candidates, set up treatment rooms, and understand the science behind lasers. Key Areas of Instruction: Laser Technology and Equipment: Training on Picoway, Gentle Max Pro, CoolSculpting, CoolTone, Velashape, and eMatrix machines. Additional Skills: Spray tanning and teeth whitening techniques. Professional Preparation: Emphasis on professionalism, interviewing skills, and social media marketing. Post-exam, students will gain practical experience through one-on-one internships at the school.

Micropigmentation = Microblading (Brow Tattoo) and Permanent Makeup (PMU)

Students will be trained in brow design, proper stroke implementation, color theory, pattern applications, brow mapping customized to the client, and about different skin types. You will also cover machine work and how and when it will be used on clients. Safety and infection control will be covered to keep students and clients safe. Students will also learn about marketing and how to start building a clientele including professionalism, interviewing preparation, and job search skills. Lip Blush course will focus on color theory specific to the individual's skin tone, lip mapping, machine technique, pre/post care and best healing practices. The eyeliner course will focus on color theory, eye mapping, machine technique, pre/post care and best healing practices.

Cosmetic Injection Training

With a prerequisite of a two year RN course (or higher) and an active RN license, students will learn about neurotoxins and fillers for the face in a one-on-one class. Neurotoxins will cover glabella, forehead, and crow's feet. Facial fillers will cover the cheeks, marionette lines and lips. Students will learn how to do anatomy assessments and assess the injections needed. Students will also learn how to do a filler reversal. After passing a final test, students will participate in a one-on-one internship to complete a series of quotas on clients to gain greater experience.

Phlebotomy

Students will learn to properly perform blood draws from the arm and from finger sticks. Students learn the correct order of draw and the significance of what is contained in the vials and how those additives react with the blood to allow doctors to ascertain the information that they need to properly diagnose patients. Students will learn of safety and sanitation and the importance of keeping themselves and patients safe. Students begin with theory to help them learn and understand the industry. Then students will learn how to draw blood from a practice arm. Finally students will practice blood draws on each other. Students will need to do a total of 25 blood draws on live models. After students have completed the classroom portion of the class they have the opportunity to do an externship performing blood draws in a clinic setting and on real patients. This is not required and Medspa Institute of America does not guarantee that they will find a position for all students to complete this. Students are also encouraged to take the certification exam through NPCE. This is also not required and is taken at the students expense.

Facilities and Equipment of School

MedSpa Institute of America is a 6,525 square foot facility.

On the medical side of the institute, there are five treatment rooms set up for learning and taking clients for the clinical (non Beauty School) courses as well as an additional classroom for cosmetic laser theory and PMU theory (non Beauty School courses). The classroom is set up with desk tables and chairs for students, a 60 inch TV with internet access, whiteboard, facial tables for hands-on practice and Wi-Fi. For medical/non beauty school machines there is a Velashape, an e-Two sublative, two teeth whitening machines, a spray tan device, a Candela Gentle Max 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 in it's own room.

In addition, on the Beauty School side of the institute, 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.

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.

Schedule of Course

Laser class is: In Week One, from Monday to Friday, theory will be delivered online through recorded video presentations. Students must ensure they have access to a laptop or device for PowerPoint presentations and videos. Presentation access will be sent on Day 1, and students are required to confirm receipt by emailing both instructors. Daily attendance must be documented by emailing start and end times to the instructors. In Week Two, hands-on training sessions will take place on Tuesday, Wednesday and Thursday, 10:00 AM to 4:00 PM, for Tiers 2 and 3, while Tier 1 students will attend on Tuesday and Thursday only. Written and practical testing will be conducted on Thursday for all tiers. After successfully passing and completing the theory and test, students will begin their internship. The internship is conducted at the school one-on-one with an instructor. The schedule is flexible, allowing students to create their availability during the hours of operation: Monday and Friday from 10:00 AM to 5:00 PM, Tuesday to Thursday from 10:00 AM to 7:00 PM, and the first two Saturdays of each month (except holiday weeks) from 10:00 AM to 5:30 PM.

Microblading/Permanent Makeup class is:

- Brows only - Monday through Friday 10am-4pm (One week)
- Brows and Lips - Monday through Friday 10am-4pm week one and Monday through Wednesday 10am-4pm week two (8 days)
- Brows, Lips and Eyeliner - Monday through Friday 10am-4pm for two weeks (10 days)

Appointments can be scheduled at the convenience of the student, during Instructor hours of availability, for those continuing to the apprenticeship.

Injection training is scheduled at the matching convenience of the Instructor and the student. One day hands on theory 9am-5pm followed by unlimited internship.

Phlebotomy class is Wednesday and Thursday from 5pm-9pm for 6 weeks.

Attendance Policy

All students in all courses must arrive a minimum of fifteen minutes early for both class and internship to allow for class to start on time and to allow for set up prior to client arrival. Laser and Microblading/PMU students are strongly encouraged not to miss any days during theory. If missing any days, it is the responsibility of the student to make up the hours and any assignments/class work that you missed. If you choose to leave the school building during your breaks you must clock out.

Phlebotomy requires 100% attendance. See Phlebotomy Agreement.

Students are required to clock in and out of school. IT IS THE STUDENTS RESPONSIBILITY TO REMEMBER TO CLOCK IN AND OUT (excluding Injections and Phlebotomy students). If there is a malfunction in the time clock the student is to bring it to the attention of their instructor and the Student Services Coordinator immediately via email for documentation. Email to Sara@medspainstituteusa.com

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 below)

85% - 100% is the passing range

Each student will meet with an Instructor on a monthly basis to discuss attendance % 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. Email communication informing of a late arrival should be sent to both the classroom Instructor and the front desk.

Excused absences are absences that have been scheduled and planned out with the staff in order to remove the student from the schedule. An unexcused absence is an absence that the student did not plan out in advance. Each absence, whether excused or not, affects the accumulation of hours and the attendance percentage and their ability to complete the program in a timely manner.

Once a student is taking appointments it is the students responsibility to to plan out their time off accordingly to make sure that clients are not scheduling with them.

If a student knows that they will not be able to take a scheduled appointment, they are responsible for finding another student to take the appointment. If they are unable to find someone else to take it, the student will be charged \$20 per half hour of the appointment. A minimum twenty-four hours notice is required for rescheduling or canceling of appointments. 'Notice' is an email to Admin@medspainstituteusa.com for documentation. Failure to communicate will result in a \$20 fee per half hour of the appointment.

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 call and email the front desk and let the staff know. Admin@medspainstituteusa.com

If a student is a no-call no-show for a scheduled appointment they will be charged \$20 per half hour of the appointment. Phlebotomy students will be required to schedule one-on-one training with a fee of \$300.

Make-up Work

If a student does need to miss a day, 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 before they move on to quotas. 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.

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, E-mail, School private FB 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.

For Laser theory class students, Microblading/PMU theory class students, Phlebotomy theory, virtual lecture will be at the discretion of the Instructor.

Laser Interns, Microblading/PMU Apprentices and Injection Interns will not have appointments.

For closings related to weather, virtual attendance that is required by the Instructor will follow all policies the same as if in person.

Grading policies

Students throughout their training will be graded on both theory and practical applications. This is done through testing, homework assignments and during hands-on treatments during each service. Students need to pass theory class requirements before they will be allowed to perform those services on clients. If a student does not pass the written testing and the practical hands-on testing, that test will need to be rescheduled at the convenience of the Instructor. All grading is on a 0-100% scale.

Students need to maintain an overall GPA of 85% or higher.

0 - 65% is the failing range

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

85% - 100% is the passing range

Grading is calculated on a weekly basis. Each student will meet with an Instructor on a monthly basis to discuss GPA % progress.

Satisfactory Academic Progress Policy

For Laser and Microblading/PMU students; Medspa Institute of America evaluates students' progress in the program at their scheduled half-way point in each program (100 hours for microblading apprentices, 60 hours for Laser Tier I, 67.5 hours for Tier II, and 75 hours for Tier III). Students who are maintaining a minimum of 85% in both attendance and GPA will be considered to be making satisfactory academic progress. Students who are not making satisfactory academic progress will be meeting with the Student Services Coordinator to create a plan to improve grades and/or attendance.

Dress code

Good grooming is expected and includes clean hair and nails and basic personal hygiene.

Hair must be pulled back and out of the face, nails must be kept short (can't be longer than the tips of fingers) No polish. Students are to wear a lab coat along with tennis shoes when they are performing services for Laser and black scrubs for other programs.

Masks are mandatory when performing services when a student or client is experiencing cold or flu systems or when the client or student requests so.

Student Code of Conduct

The safety and security of students in our building are 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 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 termination and fines are per offense. Anything physical is terminated immediately.

Respect for other students

Students have the responsibility of showing respect for 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 will be a warning and sent home for the day, second will be suspension and third time offense will be termination. 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, not question staff in rude behavior or talk back. Assaults on school staff will not be tolerated. Bullying, harassment, and/or cyberbullying toward school staff are equally prohibited. Failure to comply will result in; First will be a warning and sent home for the day, second will be suspension and third time will be termination. Fines are per offense.

Student Participation

Students have the responsibility of participating fully in the learning process. Students must report to school a minimum of 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 issue you must show the management and instructor prior to the course start date. Failure to comply with participation will result in; First will be a warning and sent home for the day, second will be suspension and third time will be termination. Fines are per offense. Part of the education process is the ability for students to market themselves on social media and bring in models to practice the modalities they are being educated on.

Student behavior

Students must cooperate in taking reasonable care of all machines, and 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 will result in; First will be a warning and sent home for the day, second will be suspension and third time will be termination. Fines are per offense.

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; First will be a warning and sent home for the day, second will be suspension and third time will be termination. Fines are per offense.

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; First will be a warning and sent home for the day, second will be suspension and third time will be termination. Fines are per offense. Students are not permitted for any reason in the supply closets, the staff break areas or unattended in the medical hallway. Failure to comply will result in; First will be a warning and sent home for the day, second will be suspension and third time will be termination. Fines are per offense.

Electronics Policy

Students are to make sure that their phones are not a distraction to themselves and others. Cell phones are to be kept in their lockers and in silent mode. You will be able to check your phones on your breaks only. Electronics may sometimes be used in class for educational and marketing purposes, your educators will let you know ahead of time if you will need to bring them to class. Students who are caught with their cell phones, without prior approval, will be written up and will lose their student discount privileges.

Food & Drink Policy

Students are not allowed to have food and drinks in the treatment rooms or in the classrooms. Food and drink must be kept in the break room. Students are allowed to have a water bottle with a closed lid during Phlebotomy class only. Failure to comply will result in; First will be a warning and sent home for the day, second will be suspension and third time will be termination. Fines are per offense.

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.

Student Discounts

Actively enrolled students receive a discount on skin care products. Discounts do not apply during a student's leave of absence. Product discounts are for the student only and cannot be passed on or used to purchase items for another person. This will result in losing your discounts. Spa guests ALWAYS take priority over student services.

Leave of Absence Policy (LOA)

For Laser Students and Interns: 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.

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.

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 (during scheduled hours)
- 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/treatment rooms
- Failure to follow instructions given by an educator or by administration

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

There are some situations that will not be tolerated and will result in immediate termination 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 Leave Of Absence 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. 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 over a period of 30 days.
4. All financial obligations will need to be completed.
5. A follow up email will be sent with the results of the audit.
6. If a student requests a copy of their file, a \$15 duplication fee will be due prior to release of the file.

Complaint Procedure

Medspa Institute of America encourages students to resolve issues on their own. A form of a letter can be submitted if this is not able to be resolved on its own. 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.

Schedule of Fees

Program	Laser Certification			Microblading/Permanent Makeup				Injections	
	Tier I	Tier II	Tier III	Microblading	Microblading + Lips	Microblading + Lips + Eyeliner	Apprenticeship	Injections	
Hours	120	135	150	30	48	60	200		
Tuition	\$4000	\$6489	\$9379	\$4120	\$5414	\$7360	Apprenticeship is billed on a weekly basis After Month 6, apprenticeship is reevaluated	\$5006	
Books/Kit	\$100	\$111	\$167	\$1680 (Base Kit)	\$1786 (Base + Lip)	\$1940 (Base+Lip+Eye)		\$750 per week	\$144
Application Fee Non-Refundable	\$900	\$900	\$900	\$900	\$900	\$900			\$900
Total:	\$5000	\$7500	\$10,446	\$6,700	\$8100	\$10,200		\$6050	

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.

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

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 withdraw 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

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

Minnesota Office of Higher Education

Institution ID# 1823715

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