
Medspa Institute of America

Advanced Practice Esthetics
Esthetics Fundamentals
Eyelash Extensions
Laser and Phlebotomy
Microblading and Permanent Makeup

MEDSPA
INSTITUTE
OF AMERICA

Student Handbook

Vol 5
2025-2026

Table of Contents

School Name and Address.....	3
Mission Statement.....	3
Governing Body and Officials.....	3
School Faculty.....	4
Calendar School Year and Holidays.....	5
Admission Requirements - Registration - Transferring In.....	6-7
Re-entry Policy and Teaching and Learning Methods.....	8
Course Outlines.....	9-11
Grading Scale.....	12
Satisfactory Academic Progress.....	12-13
Schedule of Courses.....	13
Attendance Policies.....	13-14
School Closing and Graduation Requirements.....	15
Faculties & Equipment and Employment Assistance.....	16
Dress Code.....	17
Student Code of Conduct.....	17-18
Electronics Policy, Theft Policy, Food & Drink Policy.....	18-19
Student Discounts.....	19
Leave of Absence Policy.....	20
Access to Student Files/Privacy Policy.....	20
Advising Policy.....	21
Suspension, Termination, Probation Policy and Transferring Out.....	21-22
Complaint Procedure.....	23
Spa Treatment Contraindications.....	23
Schedule of Fees.....	23
Buyers Right to Cancel/Refund Policy.....	24
Regulatory Agencies.....	25

Medspa Institute of America
2001 Killebrew Dr ste 350
Bloomington, MN 55425 952-681-2167
Medspa Institute of America is a post-secondary career school.

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

Owned and operated by **Carly Williams** and she is the President and sole governing official. Carly has many years of experience in the field of skin and lasers working at medical clinics and doctors' offices. Carly is a graduate of Esthetics 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, Dr. Balgobin, 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 she decided to open up a laser apprenticeship facility. Carly stays up to date with CPR, OSHA, HIPAA, new technologies and procedures and is a Medical Laser Safety Officer.

Owners Carly Williams and Dr Tholen Medical Director

School Officials

**Sara - School Director, Licensed Designated School Manager,
Licensed Cosmetology Manager, Licensed Cosmetology Instructor**

Morganne - Admissions

Deborah Gray - Financial Advisor

Beauty School Faculty

Shannon - Advanced Practice Instructor

Alyssa- Esthetics Instructor

Deborah - Advanced Practice Instructor

Kendall - Advanced Practice Instructor

Rose - Advanced Practice Instructor

Clinical School Faculty

Cassidy - Laser Instructor and Esthetic Instructor

Savannah - Laser Instructor

Teanna - Aesthetic Injections Instructor and Esthetic Instructor

Amanda - Phlebotomy Instructor

Calendar School Year
Start Dates 2025- into 2026

Advanced Practice Esthetics

- July 9th 2025
- August 6th 2025
- September 3rd 2025
- October 1st 2025
- November 5th 2025
- December 3rd 2025
- January 7th 2026
- February 4th 2026
- March 4th 2026
- April 8th 2026
- May 6th 2026
- June 3rd 2026

Esthetics Fundamentals & Eyelash Extensions

- July 21st 2025
- September 2nd 2025
- October 20th 2025
- December 2nd 2025
- January 19th 2026
- March 2nd 2026
- April 13th 2026
- May 25th 2026
- July 6th 2026
- August 17th 2026
- September 2nd 2026
- November 9th 2026

Holidays
2025- 2027

Monday, May 26, 2025 Memorial Day - Closed
Thursday, July 3 & Friday, July 4, 2025 Summer Break - Closed
Monday, September 1, 2025 Labor Day - Closed
Thursday, November 27- Friday November 28, 2025 - Thanksgiving - Closed
Monday, December 22 - Friday, Dec 26th 2025 Christmas Break - Closed
Thursday January 1, 2026 - Friday January 2, 2026 - Closed

Monday, May 25, 2026 Memorial Day - Closed
Thursday, July 2 & Friday, July 3, 2026 Summer Break - Closed
Monday, September 7, 2026 Labor Day - Closed
Thursday, November 26- Friday November 27, 2026 - Thanksgiving - Closed
Thursday December 24 -Friday Jan 1st 2026 Christmas Break - Closed
Back at school Jan 4 2027!

Admission Requirements

- Copy of State Issued ID for proof of age
- Interview with Admissions
- Complete & Sign the Enrollment Agreement with a \$50 non-refundable application fee
- Submit one of the following: High School Diploma, GED certificate, High School transcripts showing graduation, OR an Associate's Degree or higher transcripts or diploma indicating completion
- Complete and sign a W-9 form
- Program Specific Prerequisite - Advanced Practice Esthetics
 - Proof student has an active cosmetology or esthetics license
 - Students not currently licensed need to have completed their cosmetology or esthetics training in the last five years at a Board of Cosmetology licensed school and provide proof of completion of the program. This can include either a course completion certificate or a signed notarized transcript.
 - 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. Be willing to learn this new industry
2. Request more information by calling the facility 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 Esthetics Fundamentals, Advanced Practice Esthetics and/or Eyelash Technician requirements.
6. Launch and develop your career. Provide your license number, once received, as well as the name of your first industry related employer.

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 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.

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
- Pay the application fee of \$100
- Complete a new contract entering in "transferred" hours and quotas
- Complete a Re-Entry Agreement
- Internship/ Apprenticeship will be charged \$50 per hour, cash pay basis, and will no longer be included in the tuition.
- Have loan payments adjusted and up to date.
- No student to student services
- Create new:
 - Enrollment period
 - Contracted end date
 - Max time frame
- Students on Financial Student Assistance, that are terminated, have a separate set of laws
- Dean creates a written plan of measures for students to take to improve behavior

Re-entry admission is at the discretion of the Dean.

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.

Esthetic students will receive 200 hours of preclinical hours consisting of the theory of sciences of anatomy, physiology of the skin, dermatology, and chemistry as related to skin care; 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; student orientation; and learning and practicing basic facials and back treatments with cleansing movements, massage movements and basic extractions. They will learn make-up, lash & brow tinting, brow henna, lash lifts, brow laminations, face and full body waxing including brazilian area. They will also learn about safety and sanitation, and the eyelash extensions course is included in the Esthetics Fundamentals course as this falls 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, not clinic, including student to student hands-on learning. 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. 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.

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, 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

Students must bring in their own clientele to complete quotas.

Extra things may be demo-ed in class as a bonus that is not part of curriculum such as Brow lamination or lash perming etc. If you would like to continue training on things like this you will need to bring in people to practice on when on the floor.

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. The 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, 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, lash 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

Students must bring in their own clientele to complete quotas.

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 licensure. Total quotas and hours are performed and attended consecutively. 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.

Eyelash Extension Course

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 4 full sets of 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 eye pads, 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.

Grading Scale Policy

Throughout their training, students 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 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

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 EF/APE 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 student may re-establish eligibility for financial aid, if applicable.
- 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.
- 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.
- 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 are Monday-Friday 9:00am-4:30pm with a 45 minute lunch from 12-12:45. (Students time clock starts accumulating at 9am and will only accumulate within school hours listed). The first six weeks of Esthetics Fundamentals and the first four weeks of Advanced Practice Esthetics is theory classroom time with a hybrid schedule of three days per week theory at home and two days per week hands-on theory at the school. After preclinical theory, the students will have a combination of classroom and clinic floor time. Students may choose to be either part-time or full-time during the clinic portion of their course. Any make-up hours for missing attendance are allowed the option of the first two Saturdays of each month from 10:00am-6:00pm with pre-approval. 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.

Hours for part-time are Monday-Friday 9:00am-4:30pm with a 45 minute lunch. The first six weeks of Esthetics Fundamentals and the first four weeks of Advanced Practice Esthetics is theory classroom time with a hybrid schedule of three days per week theory at home and two days per week hands-on theory at the school. After preclinical theory, the students will have a combination of classroom and clinic floor time. Students may choose to be either part-time or full-time during the clinic portion of their course. Part-time or make-up hours have additional hours on the 1st and 2nd Saturday of the month with exceptions on holiday weekends, then it will move to the 3rd Saturday of the month. Saturday hours are 10:00am-6:00pm with a 45 minute lunch. 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.

Hours for the Eyelash Extension course are Monday-Wednesday 8:30am-5:00pm and Thursday-Friday 9:00am-4:30pm with a 30 minute lunch. Monday-Wednesday will be theory days

with Thursday and Friday being hands on practice of lash extensions. The eyelash extension course is completed in 1 week.

Hours for the Phlebotomy course are Wednesday and Thursdays from 5:00pm -9pm. This course will be hands-on mixed with theory hours and is completed in 6 weeks. for a total of 40 hours

Attendance Policy

School hours are Monday-Friday 9:00am-4:30pm with a 45 minute lunch break. 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 time. If you do miss any days, it is your responsibility to make up the hours and any assignments or class work that you missed.

To maintain compliance with institutional standards and state regulatory requirements, including those set forth by the Board of Cosmetology, the following attendance and timekeeping policies shall be strictly enforced without exception.

1. **Punctuality Requirement**

All students are required to **clock in by 9:00 AM** daily. **The facility doors will be secured at 9:00 AM sharp**, and no admittance will be granted after this time unless specific conditions outlined below are met.

2. **Late Arrival Procedure**

If a student is running late, they are required to send written notice via email to sara@medspainstituteusa.com and admin@medspainstituteusa.com **no later than 9:00 AM** on the same day. Failure to provide proper notification will result in the student being marked as absent and subject to disciplinary action.

Students who notify the school in advance of a delay may be permitted to enter **after the designated lunch break**, solely at the discretion of administration. This allowance does not constitute a right and may be revoked at any time. If you email after 9am you will not be able to attend for that full day.

3. **Emergency Late Arrivals**

Students are permitted a maximum of **two (2) emergency late arrivals** per term, defined as clock-ins no later than **9:15 AM arrival**, and only with prior email notification as outlined above. Each instance will result in a **formal written warning**. This exception is limited to legitimate emergencies only. **Traffic delays, inclement weather, or failure to wake up on time do not qualify as emergencies.**

4. **Unexcused Absences**

Any student who fails to attend class without prior communication as required will be considered a **no-show** and will be issued a **two-day suspension** for unexcused absences. This penalty is not subject to appeal.

5. **Break Policy**

Students are permitted **two (2) 10-minute breaks** per day. Breaks must be taken on school

premises in the break room to remain clocked in. Leaving the premises or designated instructional floor without clocking out is a violation of policy.

6. **Clocking In and Out**

In accordance with Board of Cosmetology regulations, students are required to **clock in and out accurately using the school's fingerprint-based time tracking system**. It is the sole responsibility of the student to ensure their time is recorded correctly.

- **Students must clock out** whenever they leave the building or the designated school floor.
- For brief restroom or water breaks, students must **sign the designated log sheet** in order to remain clocked in and staying on our floor 3. (You must clock out if leaving our floor for any reason)
- Failure to comply with timekeeping procedures may result in disciplinary action, up to and including suspension or termination from the program.

7. **Time Clock Malfunctions**

In the event of a time clock system error or malfunction, the student must immediately notify their instructor and email sara@medspainstituteusa.com with their correct clock-in or clock-out time. Failure to report such issues in a timely manner will result in unexcused time being recorded on the student's attendance record.

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

Each student may request to meet with Sara 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.

Excused absences are absences that have been scheduled and planned out with the staff in order to remove the student from the schedule. A Time Off Request Form must be filled out in advance or for same day schedule changes. An unexcused absence is an absence that the student did not plan out 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 a prorated amount per hour for the hours they have remaining. The maximum time to complete your program is calculated at 118% (see Satisfactory Academic Progress Policy).

No email - 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. Any student who misses 14 consecutive days will be dropped from their course. Copy emails to the following address: sara@medspainstituteusa.com, Admin@medspainstituteusa.com.

Excused Make-up Work

If a student does need to miss a day for an excused absence emergency, 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.

For makeup hours missed on the floor are only allowed to be made up if the absence was excused. They can only be made up by approval by the DSM prior on Saturdays and to attend you must bring in at least one public client. If you do not have a booked client you may not attend this makeup day. This Saturday needs to be booked a month in advance and can't change to a different Saturday.

Unexcused absences are not eligible for makeup hours and will result in additional tuition charges. These charges will extend beyond the student's originally contracted end date. All outstanding fees must be paid in full in order to graduate. To avoid delays or additional costs, we strongly recommend that students prioritize their attendance and postpone vacations or personal time off until after graduation.

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 Bloomington school district for guidance on closing, late start and early release; however Medspa Institute of America will also make its own determinations if needed.

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 Esthetic Fundamentals & Advanced Practice Esthetics, and/or 14 hours for Eyelash Extensions course.
- Complete all service quotas
- Pass final exam
- Fulfill all financial obligations to Medspa Institute of America
 - Including all loans used to pay for school must be current
- Pass PSI Exams

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

Facilities and Equipment of School

MedSpa Institute of America is a 5,500 square foot facility. There is one classroom. The classroom is available for theory classes and is set up with tables and chairs for students, a 60 inch TV with internet access, whiteboards, facial tables for hands-on practice, and cabinets for linens and back bar classroom supplies. The clinic floor is equipped with individual bays containing each a facial table, stool, tray for products, towel warmer, trash can, bin for client shoes and clothing and a light for the student. Each bay is separated by a wall with a curtain at the end of the bay that is able to be pulled for privacy. Machines include five steamers, seven magnifier lamps, 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 three 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 e-Two subablative, three 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.

All students in all courses will learn product knowledge in Ciracada 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 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.

Dress code

Good grooming is expected and includes clean hair and nails and basic personal hygiene with no scents of odor nor fragrances. Hair must be pulled back during services and out of the face, nails must be kept short (can't exceed 1/4th of an inch beyond finger tips.) Students are given scrubs that they are expected to wear everyday at school along with closed toed shoes. A long sleeved white or black shirt may be worn under the scrubs for warmth. No sweater or sweatshirts underneath. The Medspa Institute of America black fleece jacket, or black Medspa Institute of America warm up jacket may also be worn over your scrubs. This is the dress code for every day. They can opt to wear MIOA merch tops with either school scrub pants that were given, MIOA joggers or plain black scrub pants. No sweatpants or leggings. Only scrub pants are permitted.

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 until 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, or suspension.

Student Code of Conduct

Personal student contact (cell, email, socials) information cannot be shared with clients.

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 by 9 am - 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. More 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, or staff break areas. 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 are to make sure that their phones are not a distraction to themselves or others. Do not record or take photos of slides or lecturer. 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.

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 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 sara@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
- 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 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.

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 consecutively. 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).

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. No records will be transferred if the student still has financial obligation to Medspa Institute of America.

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.

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)	Advanced Practice Esthetics (AP)	EF/AP Combination	14-Hour Eyelash Extensions	Instructor Training
Hours	600	500	1100	38	38
Tuition	\$15,000	\$12,500	\$27,500	\$2,161	\$500
Training Essential	\$890	\$1059	\$1740	\$1079	\$100
Application Fee	\$50	\$50	\$50	\$50	\$50
Total:	\$15,940	\$13,609	\$29,290	\$3,290	\$650

Tuition and fees must be paid in full prior to day one of class, unless enrolled in the payment plan. We accept cash, checks, and credit cards. Cards are subject to a 3% + \$0.25 processing fee. Tuition and kit fees are subject to change. An Addendum To The Enrollment Contract form will be completed if changes occur that differ from the Schedule of Fees listed above.

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

If your application is rejected, you will receive a refund of all tuition, fees, and other charges minus \$50 application fee. You will be entitled to a 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 minus the \$50 application fee. A contract or

enrollment agreement will be presumed to be effective on the date that you have signed the contract or enrollment agreement.

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 clock-hours and how much of your program you have completed. Student essentials are non-refundable.

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 -

sara@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.

It is students responsibility to keep up with the most updated information of this catalog which will always be available on the school website.

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

1 800 211 2754

<https://test-takers.psiexams.com/mncos>