SKIN WORKS SCHOOL
OF ADVANCED SKINCARE

student handbook

SKINWORKS

SCHOOL OF ADVANCED SKINCARE

STUDENT HANDBOOK

REVISED 09/25/2026

Dear Students,

The Skinworks Student Handbook has been developed over many years to aid in your success at Skinworks. Through coursework and training, Skinworks students work with equipment, active product, clients, and other students. Therefore, it is critical that students become familiar with the procedures in this handbook in order to have a safe and welcoming education. We have developed these rules and regulations with the safety, protection and productivity of all in mind.

Skinworks School of Advanced Skincare should be a safe, pleasant, and comfortable environment for students, teachers and clients. We are dedicated to making the students' education at Skinworks as successful as possible.

Keep in mind that Esthetics education is different than traditional schooling in that students are with the same people for many hours a day for 18-54 weeks at a time. While problems may arise, we have learned that if everyone practices tolerance, patience, and respect for all, then most, if not all, problems can be resolved.

We urge you to read the student handbook thoroughly and become familiar with all its guidelines. If you are unsure or do not understand any part of the rules, please ask one of the administrators or instructors for clarification.

We are excited to have you at Skinworks, learning the theory and practical skills in order to become a successful Esthetician, and opening the door to a great career.

This handbook may be revised at any time. If the handbook is updated the school will notify students with the changes and post the revised handbook on our website.

Sincerely,

Natalie Parkin
Skinworks School of Advanced Skincare

SKIN WORKS SCHOOL OF ADVANCED SKINCARE

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SKINWORKS MISSION STATEMENT

Skinworks seeks to provide each student with an education that will prepare them for the real world in the beauty industry. Skinworks' training team is dedicated to provide this education through materials, techniques, and products that Skinworks has hand-selected to be valuable tools in the student's education.

Skinworks' main objective is to ensure that our students combine their education with professionalism in the workplace and in the community, giving them the fundamental knowledge and techniques needed to grow in the beauty industry.

ADMISSIONS POLICY

All students are required to submit at a minimum, a High School Diploma or GED Certificate, a State ID, and a Social Security card in order to be eligible to attend Skinworks.

To be fully admitted and for Skinworks to hold a student's place, the student must complete the admissions contract and submit a $100 non-refundable application fee. Application & references may also be requested.

NON-DISCRIMINATION

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Skinworks will be based on merit, qualifications, and abilities. Skinworks does not discriminate in employment opportunities or practices because of race, color, religion, sex, national origin, age or disability.

Skinworks will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

TRANSFER POLICY

INCOMING TRANSFERS: Skinworks School of Advanced Skincare accepts transfer hours from accredited esthetics or cosmetology schools completed within the past 24 months, or with verified proof of recent work experience. Official transcripts or a valid license are required, and an assessment by the Education Department may be required for placement.

Licensed professionals may receive limited transfer hours toward esthetics training based on documentation and evaluation.

OUTGOING TRANSFERS: Students transferring out of Skinworks must meet with an Advisor to verify hours and grades.

WITHIN SKINWORKS: Students transferring between Skinworks programs must meet with Admissions and Financial Aid; transfers made after three (3) days of enrollment may require a withdrawal calculation and new contract.

For the full Transfer and Re-enrollment Policy, please see the Admissions Office or visit www.skinworks.edu/disclosures

GRADUATION REQUIREMENTS

- Complete course & all testing while maintaining 75% GPA or above
- Meet satisfactory academic progress (SAP), which includes 80% attendance.
- Complete Utah State required service counts
- Meet all financial obligations to the school
- Pass off all skills required
- Complete required clock hours per course
- Complete all required institutional paperwork

PLEASE NOTE that student must be at 100% attendance in order to meet on-time graduation date in which their contract is based on. This will require making up hours when hours are missed.

Issuance of Skinworks certificate will be withheld if a student has an outstanding financial obligation to the school. Participation in clock out celebration does not constitute official conferral or guarantee release of a diploma/certificate. Unpaid balances without an active or maintained payment plan may be referred to collections, with applicable fees assessed as permitted by law.

MISREPRESENTATION

It is important to Skinworks to provide our students with the education that they have enrolled for. If at any reason you feel Skinworks has misrepresented anything in your enrollment process, we encourage you to fill out a formal grievance so we can be notified of the misrepresentation and rectify it as quickly as possible.

The school reserves the right to modify its rules and policies, curriculum format, start dates, schedule, materials, educational methods and delivery. Students will be notified in advance of any such change. Any changes to the delivery methods of a program that may occur will not affect the tuition and fees required for that program.

RULES AND REGULATIONS FOR YOUR SUCCESS!

ANY VIOLATION OF THIS HANDBOOK MAY RESULT IN A WRITE UP POSSIBLE SUSPENSION OR WITHDRAWL.

WHO TO GO TO…

SPA COORDINATORS

Hailey Herschlag..... Day Spa Coordinator & Admissions Assistant
Liv Herschlag ..... Evening/Friday/Saturday Education & Spa Coordinator
Amanda Mikesell ..... Tuesday/Thursday/Saturday Spa Coordinator

DIRECTORS & LEADS

Darcy Fenton .....Spa Director
Hannah Bruderer .....Education Director
Tisa Vore .....Student Services & Administration Lead

INSTRUCTORS & ON THE JOB TRAINEES

Hattye Fulton .....Evening Masters Theory
Kassandra Katsanevas ..... Daytime Morning Spa
Kayla Scerbo .....Friday/Saturday Spa
Kendra Barney ..... Daytime Basics Theory
Kylie Balance .....Evening Basics Theory
Kyra Orwin ..... Daytime Masters Theory
Shailey Pettit ..... Daytime Morning Spa
Taryn Maughan .....Friday Spa
Genesis Alexandra Siguenza (On the Job).....Afternoon Evening Spa
Gabriella Muhlestein .....Daytime Spa

ADMINISTRATION

Amber Padilla ..... Financial Aid Advisor
Natalie Parkin .....Owner/School President
Zacheray Cross..... Admissions Advisor

SUB/SPECIALTY INSTRUCTORS & SPA COORDINATORS:

Chloe Brown	Kiara Sandoval	Adrian Pastor Calderon
Johnnie Bonacci	Brittany Martinez	Taylor Motoki

Theory Instructor ..... See Instructors

Your theory instructor is your first point of contact. If you have questions on hours, grades, testing, absences, and tardies please contact your instructor. Your instructor can facilitate and schedule all meetings with administration staff.

Education Director ..... Hannah Bruderer
Support for all theory instructors & students in the classroom setting. If you have questions or need to discuss any issues regarding your theory.

Spa Director .....Darcy Fenton
Support for all spa instructors & students in the student spa as well as dispense. Darcy is here to make sure the spa runs as smooth as possible.

Student Services & Administration Lead ..... Tisa Vore
Tisa is the support for education including our instructors and students.

Spa Instructor ..... On duty
Tuesday-Friday 8:30-5:00
Spa Instructors make sure that the student spa is ran smoothly and that all students are learning the practical skills needed to be successful within the esthetic's field.

Financial Aid .....Amber Padilla
Tuesday- Thursday 9:00-7:00 PM, Friday 9:00-5:00
Financial Aid assists with financial aid and self-pay tuition. Financial aid also facilitates your SAP progress reports, held at 450/600/900 hours, or 300 for 600-hour programs. You can reach Amber at financialaid@skinworks.edu or ext. 106.

Admissions ..... Zacheray Cross
Tuesday- Thursday 9:00-7:00 PM, Friday 9:00-5:00
Admissions meets with future students and any changes with contracts within the first 3 days. You can also reach Zacheray at admissions@skinworks.edu or ext. 103.

Owner/President..... Natalie Parkin
Natalie oversees the school's accreditation, deals with regulatory aspects, maintenance as well as branding, marketing, and ventures out to find new opportunities for our staff, faculty, students & clients. natalie.parkin@skinworks.edu or ext. 105. Natalie is also the Title IX coordinator; you may reach Natalie at 801-414-7551 or help@skinworks.edu immediately for any Title IX concerns.

COMMUNICATION CHANNELS

We want to stay connected! In addition to our contact information above we also have the following ways to ask even the simplest question. So ask away to the Skinworks team, other students, or even our graduates!

FACEBOOK

You can find our team on our Facebook page, where we also engage with graduates by posting jobs, and opportunities. The Skinworks student & graduate page is: https://www.facebook.com/groups/skinworksschool/

SLACK

We have a slack page where students can stay in contact with each other, along with their instructors. This is our main communication channel. You can use slack on a computer or download the app to your phone. Skinworks address for the student slack workspace is: https://skinworksstudents.slack.com

STUDENT APP

This app allows you to stay on top of your hours, grading, and SAP percentages so you can achieve success! *Be sure to use the email that you registered with* if you have any problems you can meet with the Student Services for assistance. You will use this app to clock in and out every day, as well as check your current hours. You may also file a "missed punch" through the app if you are missing time.

MEEVO

This is actually a website but we encourage you to add it to your home screen so you can access often, where it acts like an app. Meevo is where all your appointments are so you can prepare for the day/week. The link to Skinworks Meevo is https://login.meevo.com/Skinworks, you should have received your user ID and password on your first day, if you have trouble locating you may contact the Administrative Assistant.

FREEBIES FOR FEEDBACK

Skinworks offers our graduates free same day services for the following services:

- Spa Pedicure
- Spa Manicure
- Stone Pedicure
- Body Scrub
- European Facial (KIT)
- Back Facial (KIT)
- Stone Facial (KIT)
- Eye Treatments
- Luxury Facial (KIT)
- Electrical Facial (KIT)
- Eyelash Extensions (KIT)

All they need to do is schedule the appointment the same day and then fill out a survey at the end of the treatment, this feedback can help you tremendously in your education, so hop on our Facebook page and start building those mentors!

COMPLAINTS & DISPUTES

Your first step should be meeting with the department lead in where your concern lies. You may also contact the School President, Natalie Parkin at natalie.parkin@skinworks.edu or schedule a time to meet with her through the Administration Office. If you have a grievance that you would like to formalize, please see the grievance policy.

ACCREDITATION

Skinworks School of Advanced Skincare is accredited by the Commission of the Council on Occupational Education (COE).

Information regarding accreditation or to file a complaint, you can reach COE at:

COUNCIL ON OCCUPATIONAL EDUCATION
7840 ROSEWELL ROAD, BLDG 300, SUITE 325
ATLANTA, GA 30350
LOCAL: (770) 396-3898 FAX: (770) 396-3790
HTTPS://COUNCIL.ORG/

CONSUMER INFO

Consumer information can be found at:
www.skinworks.edu/disclosures

UTAH DEPARTMENT OF PROFESSIONAL LICENSING

Information regarding state licensing or to file a complaint, you can reach DOPL at:

UTAH DIVISION OF PROFESSIONAL LICENSING
HEBER M. WELLS BUILDING, 4TH FLOOR
160 EAST 300 SOUTH, PO BOX 146741
SALT LAKE CITY, UT 84114-6741
(801)530-6628
DOPL@UTAH.GOV
HTTPS://DOPL.UTAH.GOV

PROFESSIONAL APPEARANCE

- Please come to school looking professional every day.
- Skinworks Uniform is:
  - Black Skinworks shirts or sweatshirt must be worn while in school. Please do not wear sweatshirts in appointments.
  - Skinworks shirts should be worn as presented and look professional.
  - Skinworks Event or Charity Skinworks shirts may also be worn (Pride, Breast Cancer Awareness, etc.)
  - If wearing a jacket, it must be solid black and cannot be worn in the spa, only the classroom.
  - Solid black pants only, that fit correctly. If a student chooses to wear leggings, they need to be professional looking, no mesh, cut-outs, or transparency. No sweatpants. They need to be solid black.
  - No shorts or skirts.
  - Soft sole black shoes must always be worn, to reduce noise in the spa. Colored accents are acceptable.
  - Your Skinworks apron with your name showing is required and is a part of your uniform. If student forgets or loses their apron they may rent one for $5 a day (Cash Only).
  - Uniform must look professional, crisp, clean, and not faded or bleached. Do not alter or cut uniform shirts. New t-shirts can be purchased for $10.
  - Solid black hats and hair accessories are acceptable. Beanies and winter hats are not acceptable.
- Due to our personal contact with each other & our clientele in this industry, it is a requirement to have proper hygiene (shower, clean breath, clean clothes, etc.).
- Any offensive odor is prohibited. You may be asked to go home to change. This includes but not limited to: body odor, strong perfume, strong food smell, cigarettes, or marijuana.
- Hair needs to be pulled back during treatments.
- Keep nails clean and trimmed short for treatments. No acrylic/hard gel nails or gel polish on fingernails or toenails. This is also due to sanitary reasons as they may harvest bacteria. Gels should also be removed so you are prepared to receive natural nail care services from other students, on fingernails and toenails.
- If breath is an issue (after coffee, or a garlic lunch) there are mints available at dispense. Please do not take the client mints, as they are not effective.

PROFESSIONAL CONDUCT

- Skinworks will not tolerate unprofessional conduct. Come to school prepared to learn in a professional environment. We are here to teach you good habits and make you the best that you can be.
- Profanity or gossip will not be tolerated. Excessive profanity or talking about you or someone else's personal life, is extremely unprofessional, especially to or in front of clients. Depending on the circumstances this could lead to suspension or withdrawal from Skinworks for all parties involved.
- Any inappropriate talk of a sexual nature that could offend other students, employees or clients is not permitted.
- Any threat of violence is not permitted.
- The student is expected to exercise mature and responsible discipline and to always behave with courtesy and integrity when interacting with the faculty, staff, fellow students, and clients. This includes but not limited to social media, blogs, and off-site events.
- Cheating will not be tolerated.
- Treat people with respect.
- Cell phone may be used in the break room, they must be on silent and not pulled during class or spa time. Please use your IPAD from your student kit for any classroom work or spa appointments. Cell phones should not be used in the classroom or spa at any time unless the instructor request it.
- Headphones & earbuds may only be worn during self study time only in breakroom. They are not allowed in hallways, classrooms, treatment rooms, trades or in class.

FOOD, DRINK, & BREAKROOM

- Clean up your mess! Nothing should be left over from your lunch, no drinks, no ketchup packets, no crumbs.
- *No food or drink in the classrooms or spa*. Food & drink are ONLY allowed in the student break room. Only water (with a closed container) is allowed in the classrooms.
- Please do not bring smelly foods as our breakroom is located in our spa. This includes but not limited to: broccoli, popcorn, fish, curry, garlicky foods, etc.
- The fridge is for DAILY use, please do not store your containers or food in the fridge as there simply is no room. The fridge is the students' responsibility to keep clean as it is your fridge for your use.
- Do not leave items in the fridge over night as they can be disposed of.

- Please do not take food that is not yours.
- Do not chew gum while working on clients, but please use a mint if needed.
- Please clean up after yourself. Food or drink is not allowed in classrooms. Water is the only exception and must be put in your cubby while you are in the spa. If you leave the classroom for an extended amount of time, you must put your belongings away in your locker or cubby.
- Items should not be stored on the top of cubbies or on the floor. If all cubbies are used, please use cubbies in another room or use your locker. Cubbies are first come first serve.
- Personal items must be stored in a locker or cubby, they are not allowed in the spa.
- Lunch is 30 minutes for students who are scheduled to be in school more than 6 hours. If you are longer than 30 minutes it needs to be pre-approved. Students that are scheduled for 5 hours or less may be scheduled for a 15 minute break, any break more than 15 minutes student should clock out. If in theory or practical, please be on time when you return. If you are late to class, you will be asked to join spa appointments for the rest of the day.
- You must clock out for coffee runs, errands, and anytime you leave Skinworks Common Area. Skinworks common area does not include the parking lot.
- If utilizing the breakroom you must clean up your area when leaving. Any items left behind will become available at the end of class/spa time.
- Lost & Found items will be donated or thrown away if left at the end of the week.
- The breakroom should also have a low noise level as it is located in the spa next to treatment rooms.
- Students are encouraged to empty liquids before putting them in trash.
- Student must take a lunch if they are in the school more than 6 hours. Students are required to clock themselves out for lunch.
- If you are an evening student and clocking out when you leave Skinworks Common area you must be mindful of the time you are taking. You are scheduled 5 hours, anything less than this will result in tardy or absent hours, which will lower your attendance percentage.

SUBSTANCES & SMOKING

- Mind altering substances or alcohol on the premises may result in automatic expulsion. See drug & alcohol policy in the back of the handbook.
- Smoking/Vaping is forbidden on Skinworks property. There is NOT a smoking/vaping section, including the parking lot. To smoke you will need to clock out and leave the property.
- No loitering by the neighborhood houses & businesses.
- Any offensive odor is prohibited. You may be asked to go home to change. This includes but not limited to: body odor, strong perfume, strong food smell, cigarettes, or marijuana.

SKINWORKS DRUG & ALCOHOL POLICY

- To ensure a drug and alcohol-free school, all students and employees are given notice that the unlawful manufacture, distribution, dispensing, possession, or use of a mind-altering substance is prohibited in the school. If they are found to be in non-compliance with this notice, said person will be suspended. Said person will also be asked to attend a drug or alcohol abuse program or withdrawn/termination depending on the severity of offense. The program must be approved by the school administration. A second violation means the immediate withdrawal/termination of said person without recourse.

  NOTE: It is important to know that a drug or alcohol related problem can lead to a licensure issue in the state of Utah, due to the nature of our business and the safety of our customers. If you have prior incidents or when an incident happens, it is encouraged to contact DOPL as soon as possible. **For the full drug & alcohol prevention policy please see the back of the handbook.**

TIMECLOCK

- Our timeclock is online, you will use your mobile device to scan a QR code. In order to scan you must meet your instructor at the beginning of class, you will locate your instructor (or spa instructor) to clock out and back in for breaks and at the end of the day.
- Excessive missed punches will result in disciplinary action.
- You are allowed 6 discrepancies per Comprehensive/Master Esthetics program and 3 for Lash & Brow Technician program. These must be completed within 10 days of the missed time. If you have exceeded these discrepancies, you will forfeit those hours.

- If a student knowingly makes errors on their timeclock to add to their sum of hours, the student may be withdrawn from the program.

ABSENCES

- Attendance is a must. To be successful, you must attend! This may require self-led learning or attending on non-scheduled hours if available or after graduation. You will be required to take the test, whether you are present for the class or not.
- Skinworks bases attendance off attendance percentage.
- If you are sick, going to be absent, or more than 15 minutes late you must TEXT OR CALL 801-530-0001 by 9:00 am or 5:15, both theory & spa days. DO NOT contact your instructor or another student. This must go through the front desk.
- Calling in during appointment time. If we cannot accommodate that client & have to cancel the appointment, the student will be in violation of this handbook. The ONLY exception is if the absence is emergency related.
- Skinworks puts an extensive effort into our business classes, students are expected to attend on-time and participate. If you are not present for daily welcome, Skinworks will count you as absent for the full day.
- The students introduction weeks in the Basic sections of the program are mandatory. If the student is absent more than 1 day of practical the student will be withdrawn. All withdrawal charges will be applicable. Student may reenroll in the next available start date if eligible. Intro period is the first 3 weeks in daytime schedule and 4 weeks in the evening schedule. More than 45 minutes late is considered an absence.
- The intro period of the Masters section of the program are equally important. If the student is absent more than 2 days of the theory or practical portion of their program, they will have the option to either withdraw and start at a later date if eligible, or take an LOA until they can resume class during the next intro period. Intro dates start every 9 weeks for daytime schedule, 14 weeks for evening schedule.
- There are certain classes/topics which are also required in order to perform certain services. This is for you and your client's safety. Please talk with those instructors to see which days will be mandatory. The student will forfeit that portion of the program if absent or will need to meet with Education Lead to find a time outside of their scheduled hours to attend.
- If a student is tardy or absent more than 45 minutes, student is considered absent for the day and not able to return for the

remainder of their scheduled hours. The only exception is if the student is taking their state board, or extenuating circumstances.

- Students with excessive tardies or absences will be in violation of handbook. Excessive tardies or absences are defined as more than 2 a week. The only exception is if there are extenuating circumstances.
- Students are required to track their own hours. We will be tracking your hours through our time clock and recording them weekly. Once a week you will need to make sure that the hours you tracked match up with the schools' posted hours. You can accomplish this with the Student APP or with the hours posted on the Slack weekly.
- Students MUST meet with the Financial Aid Advisor if they have a discrepancy within one week of hours being posted. Skinworks may not fix errors if the error occurred more than 15 days from the day that hours were posted. Students must stay on top of their hours.
- If a student is absent more than 4 school days without notifying the school, the student will be put on probation. If you are absent more than 9 school days without notifying the school, you will be put on suspension. If you are absent more than 14 calendar days you will be automatically withdrawn. Skinworks will use your last date of attendance as the date of determination.
- No call/No show will result in disciplinary action
- Student must maintain 95% of their scheduled hours, this will be checked weekly.
    - If student falls under 95%, they will be put on "Attendance Notice" they will have 30 days from the date the notice is in place to increase their attendance percentage.
    - If student does not meet the requirements the student will go on attendance probation. During probation the student cannot have any absences or tardies (leaving early is considered a tardy). Attendance probation will end once the student is back to 95% attendance.
- Student must meet the SAP requirements which is 80% attendance. Contracted Graduation dates are based off 100% attendance, missed hours will require make-up hours.
- Random roll call may be taken throughout the day. If a student is clocked in but not on school premises they are in violation of this handbook.

CLARIFICATION OF TARDIES & ABSENCES

	MARKED ABSENT IF LESS THAN:	MARKED TARDY IF LESS THAN:	CONTRACTED HOURS:
EVENING LASH (TUES-WED)	4.25	5.00	5.00
DAYTIME ESTHETICS (TUES-FRI)	6.75	7.50	7.50
EVENING ESTHETICS (TUES-THURS)	4.25	5.00	5.00
SATURDAY ESTHETICS	6.25	7.00	7.00

TARDIES | ARRIVING LATE OR LEAVING EARLY

- Your scheduled hours start at 9:00 and 5:15. Skinworks considers 9:01 and 5:16 a tardy.
- Leaving early is considered a tardy.
- If a student is tardy more than 45 minutes, student is considered absent for the day and not able to attend. The only exception is if the student is taking their state board, or extenuating circumstances.
- Students with excessive tardies or absences will be in violation of handbook. Excessive tardies or absences are defined as more than 2 a week. The only exception is if there are extenuating circumstances.
- Daily welcome must be attended. Class & spa appointments will start immediately after.
- If you are sick, going to be absent, or more than 15 minutes late you must TEXT OR CALL 801-530-0001 by 9:00 or 5:15, both theory & spa days. Please do not contact your instructor or another student. This must go through the front desk.
- If a student needs to leave early, they must have approval from their theory instructor or spa instructor. You will also need to clock out with them.
- Any student arriving after their class has started will need to wait in the breakroom until the next class break. This applies to regular theory, practical days, and Guest Speakers. You will need to check in with the south zone instructor.
- If we cannot accommodate a client due to the students tardy and we have to reschedule or cancel the appointment, the student will receive a written warning. The ONLY exception is if the absence is emergency

SKINWORKS DEFINES EXTENUATING CIRCUMSTANCES AS:

EVENT	*DOCUMENTATION NEEDED*
Death In Family	Obituary or Funeral Program
Hospital Admittance of yourself, immediate family or pet	Doctors note showing ***admittance*** into the hospital
Car Accident	Police Report
Sexual Assault/Sexual Violence	
Legal Obligation	Court Documentation

SCHEDULED HOURS

Students are required to attend their scheduled hours, these are the hours that they chose during their enrollment. Makeup hours are not readily available and should be rare. Due to the nature of our program, the size of our school and the students enrolled in future programs, Skinworks cannot provide extra space for students who did not attend their scheduled hours. Therefore, if a student does not graduate with 100% attendance, they will go over their contract graduation date creating an overtime charge per hour missed which is stated in the enrollment agreement. It should be noted that this charge should be viewed as a deterrent. Skinworks wants AND needs students to graduate on-time based on their contracted time in the school. We depend on this. The students' value of education depends on this. Make up hours are not available for our lash & brow technician program.

MAKE UP HOURS

- Make up hours are a privilege and must be treated as so. When students register for school, they register for a specific schedule. Accommodating students outside of their schedule due to a student missing their scheduled hours is a privilege.
- Makeup hours are a lottery system:
    - Lash & Brow Thursday (4) 5:15-10:15
    - Evening Esthetics (8) – Friday 9:00-5:00
    - Daytime Esthetics (8) – Saturday 9:00-4:30
    - Attendees will be announced in daily welcome.
- Skinworks reserves the right to add or remove the amount of makeup hours available based on our current student count.
- Student must be on time and complete the full day. Leaving early is considered a tardy. Thursday is 5:15-10:15 (Lash & Brow), Friday hours are 9:00-5:00, Saturday is 9:00-4:30.
- Student is obligated to this date and appointments; only extenuating circumstances will relieve this obligation.

- By signing up for makeup hours, you are agreeing to the terms. Being absent/tardy for your makeup hours will be in violation of the handbook; only extenuating circumstances will relieve this obligation.
- Students who are making up hours are required to perform sanitation for the day. Please see an instructor as one will be assigned.
- Student can not graduate more than one week early due to Program syllabus. If Student is on Financial Aid, graduating early can impact Financial Aid Funding.

WARNINGS

- Any rule written in this handbook that is in violation may result in a warning.
- Students will be allowed 3 Warnings while in school.
- Upon receiving a 3rd warning student will be placed on 30-day probation. During the probation student can have no absences, tardies or any other infractions of this handbook.
- On the 4th infraction, the student will be suspended.
- Skinworks reserves the right to bypass the warning steps by evaluating the students time in school, as well as the severity of their offense.
- If the student returns and receives a 5th infraction, the student will be suspended for a second and final suspension.
- If the student returns from their 2nd and final suspension, the 6th infraction would be a withdrawal.
- If a student receives multiple infractions before returning to school, they will first be suspended before the student would be withdrawn.
- Written warnings given to student will stay with them the entire time they are attending school, at no time will they be removed from a student's file.
- Skinworks is not required to re-admit any student. It is up to the discretion of the appeal committee.
- Refusal to abide by any of the rules and regulations can be grounds for write up or dismissal depending on the severity. Skinworks reserves the right to escalate through the warning process if we feel the infraction is warranted.

PROBATION DEFINITIONS

- Attendance probation is separate from our general probation. Attendance probation is only used for students falling under their percentage.
- General warnings do not affect Attendance Probation.
- General Probation is used for all other handbook violations.

- Student cannot have absences or tardies while on either type of probation, leaving early is considered a tardy.
- Any further warnings while on general probation will result in suspension.
- Please see chart for explanation.

ATTENDANCE NOTICE

WHEN IT APPLIES:

- If student falls under 95% attendance

WHAT IT INCLUDES:

- Student will be placed on notice for improvement for 30 days.

ATTENDANCE PROBATION

WHEN IT APPLIES:

- If student does not meet the improvement plan 30-days after receiving the attendance notice

WHAT IT INCLUDES:

- Student may not have any absences or tardies until the student has met the required percentage. Leaving early (not fulfilling your scheduled hours is considered a tardy). This will be checked weekly.
- If the student is absent or tardy during this probation, they will be suspended.

GENERAL PROBATION

WHEN IT APPLIES:

- When student violates any handbook rule.
- Student will generally receive 2 warnings.
- On the 3rd warning, the student will also be put on general probation.

WHAT IT INCLUDES:

- Student may not have any absences or tardies for 30 days.
- If there is another warning, the student will be suspended.

SUSPENSION & WITHDRAWAL

- Skinworks reserves the right to bypass the warning steps by evaluating the students time in school, as well as the severity of their offense.
- If an infraction will result in a suspension or a withdrawal, the school administration reserves the right to evaluate the severity of the infraction and may introduce an alternative discipline. This method

will only be used in severe situations. Similar to an appeal, this option requires approval from Instructor & 2 administrators.

- When a student re-enters the program through an appeal after a suspension or withdrawal the student is placed on a 30-day probation. Suspension should be no more than 14 calendar days.
- While the student is on suspension or withdrawn, they may not attend school activities or come into the school to receive spa services until their status with the school is finalized.
- If a student is withdrawn from Skinworks, a withdrawal calculation will be sent to student within 45 days.
- Tuition refund details are listed on the contract, online, in the catalog and at the back of this handbook under "Institutional Refund Policy"
- All financial obligations to the school must be discussed through the financial aid department and are subject to collections within 30 days of non-payment. Tuition payments are made through the Financial Aid office.
- The 3 Day rule applies to tuition; any portion of the kit received will be charged at the student price.

APPEALS

- A student may appeal their situation, although it is not required.
- A general appeal can be filled out to appeal any rule or situation, students are only allowed 1 general appeal per contracted program.
- General appeals must be completed within 5 calendar days of the incident the student is appealing.
- If the student is suspended from school, they have 5 business days to file and pay for the appeal in order for the appeal to be considered. If the students chooses not to appeal within the 5 days, the student will be withdrawn from the program on the 6th day. The school has 10 days from when the appeal is turned in and receives receipt of payment to respond to the student's appeal. The students scheduled attendance does not stop during a suspension. Overall percentage will be affected, and this MUST be taken into consideration. Prompt submission of the appeal will decrease this effect.
- If the student is withdrawn from school, they have 5 business days from when they were withdrawn or from when the financial withdrawal calculation is complete to file and pay for the appeal in order for the appeal to be considered. The school has 10 days from when the appeal is turned in and receipt of payment to respond to the student's appeal.

- Appeals should be written in a professional manner, at least 300 words on a proper letter format. If you need assistance on how to write a proper letter, please speak with administration. The letter should include the reasons for your appeal, details behind it, and details to why your appeal should be granted. Any appeals written by AI will be rejected.

LEAVE OF ABSENCE

- Leave of absences are for students in good standing and often cannot be granted. They are required to be approved.
- Evening students are on a 28 week syllabus, LOA can only be granted for up to 26 weeks, therefore any evening student would more than likely need to change schedules or repeat classes in order to take an LOA. This is not in the best interest of the student and the school may require the student to withdrawal and restart at a later date.
- While on probation, LOA's cannot be granted. Please see the LOA policy for qualifications on a LOA's.
- Emergency LOA's may also be available. See the financial aid office for details.

FINANCE

- If you are receiving financial aid, you are responsible for getting all the required paperwork into the financial aid office. If there is missing paperwork for over a 14-day period Skinworks has the right to change a student into cash paying status. This includes the student moving into a new award year.
- If student is late on their self-payment plan, student will:
    - Not be able to participate in student order day.
    - Not able to receive student discount on services the following month.
- LATE FEE: If student is more than 15 days late, they will be charged a $25 late fee.
- If student is more than 30 days late they will not be allowed to clock in until payments are past due and current amounts are paid. The 4/9/14 absence rule will apply. If student needs to take a LOA, they may apply for one with Financial Aid.
- If crossing an award year (award years are July-June), it is the student's responsibility to re-apply for financial aid. The FAFSA application is available in October for the future award year (July).

Please apply as soon as possible so financial aid can see if your estimated amount will change.

- There may be times that you will receive a refund for one award period, and then owe the next. It is expected that the return of those funds be made at the hour mark required.
- All program cost estimates are based on the information the student provided. If the student is selected for verification and the Department of Education finds that the student's information was incorrect, that is the responsibility of the student, not Skinworks.
- As a reminder if there is a credit balance, it will be provided once the student reaches that date AND the hours required. It also should be noted that once the student hits the required hours and the date, there is still process time between Skinworks & the Department of Education. Once the funds are processed and deposited Skinworks must pay the overage within 14 days. Please refer to your program cost estimate for those dates and hours.
- Any balances owed 30 days after graduation will be sent to Express Recovery for collections. Please see your contract and financial aid for more details. Collection fees will be the responsibility of the student per the Skinworks contract.

SANITATION

- Skinworks prepares the students in ordinance of the Utah Health Department's code.
- Students are responsible for making sure their area is clean, equipment is turned off, and they are leaving the treatment room just as good or better than they received it after every treatment. This is graded on the students appointment grade by the spa instructor once the treatment is complete.
- End of day sanitations are separate from treatment sanitation. Student will be graded as a 0 or a 5 depending on if sanitation is completed.
- All sanitations are part of the student's grade and must be done. If a student is unwilling or refuses to do a sanitation, or clean up after themselves, they are in violation of this handbook.
- In addition to daily sanitations, Skinworks has maintenance day once a month. On maintenance day the students will thoroughly clean the equipment and floors in the treatment, practical, and classroom area.
- Students are encouraged to empty liquids before putting them in trash.
- Student who are making up hours are required to perform sanitation for the day, please see an instructor as one will be assigned.

- Please treat the school and the space respectfully.

  THIS INCLUDES:
  - Avoiding moving equipment from rooms.
  - If you do move or "borrow" something, involve an instructor AND please return to where it was taken from.
  - No sitting on items not meant to be sat on (massage tables, student desk, arms of chairs, etc.).
  - Please clean up spills & messes.
  - Do not pour food down drains that do not have a disposal.
  - Do not mishandle blinds or curtains.

- Please clean up after yourself in all areas of the school.
- During Sani's the instructors & staff will gather the trash and take the dumpster.
- If you are in the spa during your appointment time, do not leave your belongings unattended. If they are left unattended, they may be gathered and available at the end of your school day.
- Students are graded on sanitations for their scheduled hours and their makeup hours. If student makes up a day that week will be graded on all days that the student should have been in attendance including the extra day.

MAINTENANCE

- We enjoy creating a spa like atmosphere for you, the student, and your clientele. Please keep that in mind when entering the building.
- If something breaks, we understand that accidents happen, please let the spa instructor know via student slack maintenance channel. This is the only way we can ensure that it will get fixed and will keep our spa looking the way it should.
- If you spill something, please clean it up. If it is major, please let someone know so it can be repaired (nail polish, coffee stain, spilled wax, etc.).
- When waxing, make sure all wax is wiped up. Use denatured alcohol for the floors, goo-gone for wax pots, and baby oil for waxing table cover. Make sure trash is taken out.
- No nail polish or nail polish remover in ANY area other than the pedicure & manicure area's unless with an instructor in practical theory.
- DO NOT pour acetone down the drain, it must be absorbed and thrown in the trash.

- Do not move furniture, equipment, chairs, or stools around. This leads to extra wear & tear. Please be mindful of décor, do not redecorate.
- Close both curtains when doing treatments, this is for sound barrier. Please do not hang anything on the curtain rods.
- Please see full maintenance & facility plan in the back of this handbook

LAUNDRY

- When doing laundry do not overfill washers. Use "measuring" baskets. Place items in evenly.
- Please check on laundry throughout the day. It takes a team to keep it at bay.
- Please sanitize or wash hands before touching clean linens.
- Sort in the appropriate bins (sheets, white towels, dark towels, blankets). Wash accordingly.
- Measure vinegar and soap so there is no overuse.
- Be mindful of closing times when starting a new load of laundry; please do not leave any laundry in the washers overnight. Please properly cool down the towels before leaving. You can do this by putting the last load on permanent press.
- Please have spa instructor manage all spa linens to make sure they are being discontinued appropriately.

APPOINTMENTS

- Students MUST chart on their client notes immediately following the service(s). There is time built into the service for this purpose. Student will not receive a grade for that service if it is not done at this time.
- Do not leave your items unattended while in treatments with clients or during trades. All items must be put away in lockers or cubbies. Skinworks is not responsible for any lost or stolen items.
- You are not allowed to perform services on yourself at any time at Skinworks without instructor approval.
- Skinworks clients are not guaranteed. We encourage you to start building your business early while in school so you may launch your career at graduation. Further, if you would like to specialize in an area, rebooking clients is the best way to achieve that goal.
- During appointment time, students must stay productive, if students are not participating they will be sent home for the day.

- Students who are not in class, if a classroom is available, will go into classroom trades, a theory instructor will be leading that classroom.
- If no classrooms are available, students will be assigned a partner to practice hands on skills. Student kit is to be used with trades when applicable.
- If another student is not available for trades, the singular student will be assigned self study time, in which they may choose from the following options:
    - Take Home (Product) worksheet
    - Lashes on a manikin head
    - ASCP Practical Modules
    - CIMA & BAAB– Student must show zone instructor chapter percentage before & after their blocked time.

Self study time can be requested through the trade request slack channel, however seats are limited and not guaranteed.

- Skinworks will allow the following complimentary trades when students do not have appointments:

- Spa Pedicure
- Spa Manicure
- Stone Pedicure
- Body Scrub
- European Facial (KIT)
- Back Facial (KIT)
- Stone Facial (KIT)
- Eye Treatments
- Luxury Facial (KIT)
- Electrical Facial (KIT)
- Eyelash Extensions (KIT)

MASTERS STUDENTS ONLY

- Dermaplane* (KIT)
- Diamond/PMD Microderm* (KIT)

**These services are for Masters/Comprehensive students in their Masters portion of the program only.*

- Students may purchase items through student order day to use as their own backbar. If these are more advanced products such as chemical peels an instructor MUST be more involved with the service for the safety of the student receiving the service.
- If you have a trade partner please take into consideration their schedule when taking breaks.
- When performing trades and the dispense is crowded, please return to your treatment room, wait 5-7 minutes and return to allow students

with clients to take priority. This will help with noise levels in the dispense area.

- If the client is late for an appointment and there are no appointments scheduled after it, Skinworks will receive the client as normal. If there is an appointment after, Skinworks will first ask the client to reschedule, if that is not a possibility, we will ask what the client would prefer to cut from the service.
- Before doing a treatment on a client, make sure your client has filled out a consultation form.
    - Follow the script and guidelines provided by Prosper U
    - Meet with the client to answer questions about the consultation form. After appointment, chart under client visit notes, chart the skin reaction, products used, client concerns and ~~recommendations.~~
- For waxing clients, inform the client to not dress, covering areas that have been waxed. For lash clients, please do not remove tape from the client.
- Make sure the treatment room is cleaned after every use. The student will be graded on cleaning up after themselves.
- During appointment time you must be willing to take appointments. Student will be graded on every treatment by their instructor. If student is not able to take an appointment, they will be asked to go home for the day.
- If students are uncomfortable with an appointment, please contact any instructor with plenty of time before the appointment to go over the protocol with them or make other arrangements.
- Please, no students in the dispensary, only the spa instructor, front desk, and assigned student spa attendant. You may page the instructor if they are in a treatment room with a client.
- The Spa Instructor will be grading students on a scale from 1 to 5. However, consultations and charting are non-negotiables. If you do not chart your client and do a proper consultation you will not receive credit for the service and will risk being removed from performing advanced services.

THE STUDENT WILL BE GRADED ON THE FOLLOWING:

- ☐ ON TIME FOR APPOINTMENT
- ☐ PROTOCOL
- ☐ CONSULTATION
- ☐ CHARTING
- ☐ ROOM CLEAN UP
- ☐ CUSTOMER INPUT
- ☐ PREPARED WITH IMPLEMENTS
- ☐ RECOMMENDATION

- Instructors will be reviewing the client's meevo for the visit notes and image of the client recommendation form.
- It is the student's responsibility to leave your treatment room in order just as or better than when you found it.
- If a student has questions on their spa grade, student must do so within 2 weeks of the spa grade being posted by making an appointment with the Spa Lead.

PASSOFFS -NOT APPLICABLE FOR STUDENTS STARTING IN 2026.

- Proctored pass-offs should be treated as a test, similar to your state board, you are not allowed notes or protocol in the room.
- If the student does not give a thorough consultation or chart in the clients notes, the student will not receive credit for the treatment.
- Pass off's will only be signed if the zone instructors is told BEFORE the treatment that the service is for a treatment, and it must be signed off immediately following the treatment.
- A pass off is considering the service is done proficient and at Skinworks standards. If the student does not meet that standard the pass off will not be signed off.
- It is the student's responsibility to rebook & up service clients for the student pass-offs. Pass-offs are to be done on full priced paying clients, this is to ensure that student are comfortable with the public, in order to prepare them for real world experience. There may be exceptions at the instructor's discretion.
- Student must maintain their own pass-off sheets, these will be turned in at the end of each segment. They will be graded based on the amount of services that are completed.

GUESTS OR CHILDREN

- Guests and children are not allowed in the classroom or in the treatment room without special permission from staff and instructor, unless they have an appointment and it is their appointment time.
- Skinworks allows children 8 or older for all spa services. Special circumstances can be approved.
- Skinworks holds the right to refuse service at any time.
- We do not perform bikini or brazilian waxing or laser hair removal on minors

PRODUCT & DISPENSARY

- Products are dispensed by the Spa Attendant or Spa Instructor.
- Do not be wasteful with product. Learning product usage is a part of your education.
- Students can order Dermalogica, Lira, Image, Jane Iredale and Amber Products at discounted prices. See the front desk to place order on order day. Order day is the 1st Wednesday of every month, unless it falls on a holiday. You may purchase product in-between order day at retail pricing, no student discount. The student will receive the products as it is shipped in. If there is a product on backorder, the student will need to order the product on the next order day.

STUDENT DISCOUNT

- Students may purchase items through student order day to use as their own backbar. If these are more advanced products such as chemical peels an instructor MUST be more involved with the service for the safety of the student receiving the service.
- Students must have a valid credit/debit card on file in order to place. The card will be charged as the product arrive.
- If a student would like to pay cash, they will need to prepay for their order in full.
- Any product purchased at student pricing is non-refundable.
- Students may not purchase product on student order day if they are behind on tuition payments.
- Students are not allowed to resell professional product.
- Students may not market or advertise personal goods or services. Students caught charging for services while learning them in school will be putting their professional license and their schooling in jeopardy.

- The ASCP Skin Care membership which includes insurance is a student membership and requires Instructor supervision. Any student practicing outside of the school is putting their clients at risk and is practicing outside of their scope of practice. If anyone is performing services as an unlicensed individual, any person may file a complaint by going to www.dopl.utah.gov/complaint.

STUDENT KITS

- The student kit must be with the student daily. This kit is for educational purposes. If the student is without their kit, student will be asked to leave to get their kit and may return when they have it. (45 minute rule applies)
- If student has lost their kit or their kit is missing, please talk to admissions or financial aid about purchasing a new kit.
- Skinworks has calculated the amount of product available in the student kit, there is enough product to last through our education. If the student chooses to use the products at home, then the student is responsible to replenish the products, so they are available for their education and trades that they are required to perform and receive.
- The student kit includes:
    - Skincare (Dermalogica or Lira)
    - Apron with your name
    - Eyelash Extensions
    - Implements (Tweezers/Scissors, Nail Care)
    - Manikin Head
    - Uniform
    - iPAD- CHARGED
    - Textbooks (Prosper U/Milady)
- Trades cannot be scheduled; they are available for client no-shows or when students do not have an appointment. Instructors will assign trades.
- You will use your kit to practice on models and other students. Kits are not to be used on regular appointments.
- Specialty services, product that is not included in kits, will be provided by Skinworks during theory.
- If performing a paid trade student will use Skinworks product from the dispense. Student kit must still be present.

- Skinworks will allow the following complimentary trades when students do not have appointments:

Spa Pedicure	European Facial (KIT)	Luxury Facial (KIT)
Spa Manicure	Back Facial (KIT)	Electrical Facial (KIT)
Stone Pedicure	Stone Facial (KIT)	Eyelash Extensions (KIT)
Body Scrub	Eye Treatments	

MASTERS STUDENTS ONLY

Dermaplane* (KIT)	PMD Microderm* (KIT)

**These services are for Masters students in their Masters portion of the program only. Once items are used in kit, pricing reverts to student pricing. Free services cannot be combined with paid services, they must be separate services.*

FRIENDS & FAMILY

- Model pricing is available for eyelash extensions. This gives the student the opportunity to practice this skill during the 3 weeks they are on the floor after their lash training.
- Model pricing may be approved by Education Lead in special circumstances for other services.
- Friends & family appointments must be made in advance. Regular appointments take priority over friend and family appointments if appointments need to be rescheduled.
- Skinworks allots 8 friends & family discounts per student.
- Friends & Family discount is revoked when client cancels same day or no shows an appointment.
- Friends & Family pricing is 25% off all services, there is no discount on product.
- Medical Director services are not discounted for Friends & Family, only students.

GRADING

- *If a student falls under 80% GPA, they will be put on "Academic Notice" they will have 30 days from the date the notice is in place to increase their GPA overall percentage.*
- *If the student does not meet the requirements the student will go on academic probation. During academic probation the student cannot have any absences for theory and practical classes, turn in all assignments on time, no 0's on any assignments. Academic probation will end once the student is back to 80% GPA.*

- *If student does not make improvements while on academic probation, student may be withdrawn from Skinworks.*
- If a student has questions on their spa or theory grade, student must do so within 2 weeks of the grade being posted by making an appointment with the lead of that department (Spa=Danni, Theory=Darlin).
- Students are graded on sanitations for their scheduled hours and their makeup hours. If student makes up a day that week will be graded on all days that the student should have been in attendance including the extra day. Any day absent is recorded as a zero.
- Your grade consists of the following:

  6/2026 START DATES
  - Quantitative (Attendance) = 100%
  - Qualitative
    - Chapter Tests: 25%
    - Chapter Guides 20%
    - Projects & Assignments: 10%
    - Sanitation: 10%
    - Appointment: 20%
    - Business: 15%

  PRIOR START DATES
  - Quantitative (Attendance) = 100%
  - Qualitative
    - Chapter Tests: 35%
    - Chapter Guides 15%
    - Projects & Assignments: 10%
    - Participation: 10%
    - Sanitation: 10%
    - Appointment/Pass Off Grades: 10%
    - Business: 10%

There is a SAP check at the 450 and 900 hour marks for Master Esthetic students or 300 hour mark for 600 hour transfer students. If you fall below 75% in Qualitative (Academics) or 80% in Quantitative (Attendance), you will be placed on SAP probation, through the financial aid office, and risk losing financial aid if not resolved. **Honor students are celebrated at 95% or higher in Qualitative (GPA), 100% Quantitative (Attendance), Graduate on or before your estimated contract graduation date and no written infractions.**

LATE WORK & TESTING

- You may not leave the classroom in the middle of testing. The student will be asked to take the test at another time and will receive a late grade or use one of their allotted retakes.
- No talking while the class is testing. If you have completed your test please find something to do on your own until the full class has completed.
- All tests are subject to change at the consent of the instructor.
- You are allowed to retake 2 chapter tests per 600 hours (Basics/Masters).
- If you are absent on a test day, you must take the test on your day of return, you will be docked 15% for a late test taking. To avoid this, contact your instructor before you are absent to pre-take the test.
- Late work is allowed for test & projects, up to 1 day late is penalized 15%, and 2 days is 20%. Any late work after 2 days is penalized 40%.
- There is not late work allowed for Chapter Guides, Chapter Check in's, ~~Participation~~ or Sanitation grades. They are a pass or fail as the information cannot be made up and is required for the particular week the student is in. Once they are missed the student will receive a zero.
- Final, your first score is your final score, however Skinworks requires you to pass the test at 80%, you will retake the test up to 3 times to pass.
    - If you cannot pass the test after the 4th time, we will revisit areas you need extra teaching in with your instructor. These extra hours would be subject to a new contract.
    - If you are also taking the final late, the final score plus penalty will be your final score. However, your pass rate will be determined before the penalty. Example: you receive 86% but take it a day late for a final score of 73.1%, you will not need to retake the test because you proved your knowledge was above the 80%.

CLASS WORK

- During lecture an instructor will assign breaks throughout this time. This should be discussed before class and noted on the board. Please only leave the room outside of a break in emergency situations. Leave quietly and remain in breakroom until class resumes from break. If this time will last more than 15 minutes please see another instructor outside of the classroom to determine how you can

fill your time. Any information missed during lecture or practical will need to be learned through self study.

- During guest speakers, please only leave the room in emergency situations. Leave quietly and remain in the breakroom until the class resumes after break. If this time will last more than 15 minutes please see another instructor outside of the classroom to determine how you can fill your time.
- If either of the above are done on a regular basis AND NOT BEING USED IN EMERGENCY SITUATIONS, the student will be put on warning for not attending class. This will be done on a case by case basis.
- Students interrupting class or not participating will be asked to clock out and leave for the day. Depending on severity they will asked to resume in breakroom until after class resumes after break or asked to clock out for the day.
- Bring your books and student kit daily to be successful. This includes your charged IPAD for both theory and spa.
- Students will have small breaks throughout the day. If the student leaves for this time, they must clock out. Any break lasting more than 15 minutes requires the student to clock out.
- If guest speakers are scheduled, please treat these as job interviews. Professionalism is key.

CLASSROOM TRADES

- Classroom trades are managed by an instructor. If you choose to not participate you will be asked to go home for the day.
- Classroom Trades alternate from the theory to the practical room. When in practical you are expected to trade services with a partner practicing your technique from start to finish and using the protocol. Do not get into habits of skipping steps as this will reflect in your professional work.
- If there is no classroom available students will be in the spa doing trades, a spa instructor will assign your partner and trades.

COMPUTERS/LIBRARY

- Computers and Wi-Fi are for class work, not for personal use. Be considerate to others with the time you use.
- Any goofing around, improper downloading, streaming, installing unauthorized software, playing games, viewing pornographic or inappropriate sites or anything deemed unnecessary by Skinworks Management with result in disciplinary action deemed fit.

- If any improper downloading results in a fine by whomever the information is downloaded the student is responsible for the full fine and subject to pay for damages to Skinworks.
- Skinworks reserves the right to block any pages it feels is unnecessary to the education process of our students.
- Videos and books are available to use on school premises at your request, ask the education department.
- Copy machine is for employee use only. If students need to make copies a small fee of $.05 per page for B&W and $.40 for color will be charged, CASH ONLY. Please come prepared to school with your assignments.
- In addition to the material on CIMA, ASCP, and Beauty as a Business. Skinworks has a small library available for students use which includes videos, books (both esthetics & business) and other helpful material for studying. Items can be checked out and reviewed or watched at the school. Please contact the Education Department for more information.

DISTANCE EDUCATION / HYBRID LEARNING

Students enrolled in an approved hybrid program may complete a portion of their theory education through Milady CIMA. Distance education carries the same academic, attendance, competency, and graduation expectations as in-person education.

- Distance education hours are based on active participation in assigned CIMA coursework, not simply being logged in.
- Students may not receive distance education hours on any day they are scheduled to attend or attend Skinworks in person, regardless of the time of day.
- Students may access CIMA for studying or completing assignments on an in-person school day; however, those hours will not be credited as distance education attendance.
- Students must remain actively engaged in CIMA and should interact with coursework regularly to ensure time is properly recorded.
- Students must use their own CIMA account and personally complete all assigned coursework.
- Students are responsible for completing assignments by required deadlines, monitoring their attendance, and promptly reporting technical issues.
- Skinworks reviews CIMA activity, time, coursework, and academic progress to verify distance education attendance and participation.

- Practical training, clinic services, service counts, and other hands-on education must be completed in person.
- Distance education provides flexibility but does not reduce program requirements.

Students should refer to the Distance Education & Hybrid Learning Policy located later in this handbook for complete requirements, CIMA time-tracking procedures, academic expectations, technology requirements, and student responsibilities.

DISMISSAL POLICY

A student may be dismissed for any of the following:

- Failure to abide by any policy contained in this Student Handbook.
- Cheating, stealing, or vandalizing.
- Unprofessional conduct.
- Failure to contribute to a positive learning environment.

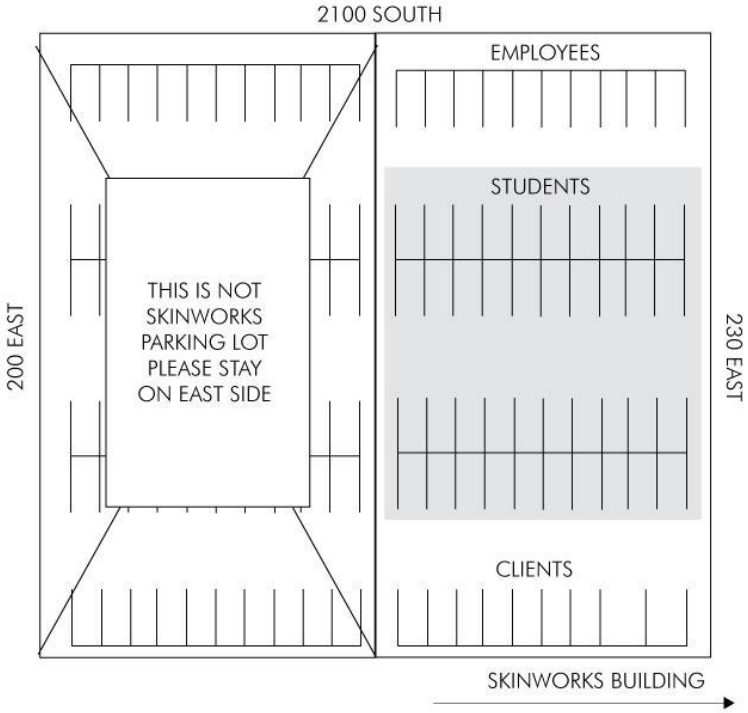
Refusal to abide by any of the rules and regulations can be grounds for write up or dismissal depending on the severity. Skinworks reserves the right to escalate through the warning process if we feel the infraction is warranted.

Skinworks Rules & Regulations are monitored on a regular basis and may be revised. More than likely these changes will take place in our policy meetings held during our summer and winter breaks. If changes are made announcements will be made in the daily welcome. Copies can also be provided at your request or by finding updated revisions on our website.

PARKING & SAFETY

- Skinworks has a large parking lot across the street. Please, park orderly and conserve space.
- Please, park on the Skinworks portion of the parking lot (east of the Skinworks sign), as the west side is not Skinworks property and your vehicle may be towed.
- Do not park on the street or in the front of the building, those are reserved for clients and deliveries. Please be considerate to our residential neighbors and do not park where signs designate residential areas.
- Please lock cars and do not leave valuables in car. Lockers are available for all students to keep their personal items in.

- Do not leave items unattended in the school. Skinworks is not responsible for any theft in the school or in the parking lot. Please protect your valuables.
- Always walk out in partners to avoid any danger in the parking lot. If you see suspicious activity, please notify the front desk immediately.
- Please remember that the school is a public place, DO NOT leave your valuables in the classroom while you are away. This includes purse, school bag, books, jackets, etc. If you are not with your items, they should ALWAYS be placed in your locker. Non valuables may be placed in a cubby.
- Please see our Campus Security Plan, and Student Resources in the back of this handbook and on our website, at www.skinworks.edu/disclosures



HOLIDAYS 2026 – SCHOOL CLOSED

MONTH	DATE	HOLIDAY
January	1-3rd	New Year/Christmas Break
January	19th	Martin Luther King Day
February	16th	Presidents Day
April	3-4th	Easter Break
May	22-25th	Memorial Day Weekend
June	19-20th	Juneteenth
June/July	29th-4th	Summer Break – 4th of July
July	24th – 25th	Utah Pioneer Day
September	4th – 7th	Labor Day Weekend
November	22nd – 28th	Thanksgiving Break
December	20th – 2nd	Winter Break - Christmas

HOLIDAYS 2027 – SCHOOL CLOSED

MONTH	DATE	HOLIDAY
January	1-2nd	New Year/Christmas Break
January	18th	Martin Luther King Day
February	15th	Presidents Day
March	26-28th	Easter Break
May	26-31st	Memorial Day Weekend
June	19-20th	Juneteenth
June/July	27-3rd	Summer Break – 4th of July
July	23-24th	Utah Pioneer Day
September	3-6th	Labor Day Weekend
November	11th	Veterans Day
November	21-27th	Thanksgiving Break
December	19-JAN 1st	Winter Break - Christmas

IMPORTANT POLICY & PLANS

GRIEVANCE POLICY AND PROCEDURE

POLICY

During the course of enrollment with Skinworks, it is possible that a student may consider that he/she has a grievance as a result of an action by another student, instructor, staff member, or the school itself.

OBJECTIVE

Where possible, students are encouraged to raise their grievance directly with the person concerned with the objective of resolving the matter in an informal way. If this is not practicable or this approach would not be reasonable in the circumstances, then the student should raise his/her concern with Administrative Personnel. The department will be able to provide guidance and advice and, may if the circumstances warrant it, try to resolve the issue on an informal basis.

Before embarking upon the formal Grievance Procedure, a student should make every effort to resolve any problems relating to his/her education through discussion with the Administrative Department.

RESPONSIBILITY

Once the Student has expressed the want/need for a formal grievance it is the responsibility of ALL employees to assist the student with the grievance form if needed.

The School President is ultimately responsible for the outcome and follow through of the filed grievance.

FORMAL PROCEDURE

1) It is a student's right to seek redress of any grievance relating to his/her education and carrying out the procedure will not adversely affect his/her standing with the school.
2) If the student considers that the informal approach has not resolved the issue or would be inappropriate given the nature of the grievance, he/she may raise his/her grievance in a formal way by writing to the Administration Department.
3) If the grievance is against the school administration the complaint should be made in writing to the School President.
4) A formal grievance should normally be raised, where practicable, within 3 weeks of the action by another student or instructor that has led to the grievance.

5) An interview will be arranged to take place if possible, within two weeks of the student stating his/her intention to initiate the formal procedure. The recipient of the complaint will arrange and, normally, conduct this interview. If it is not possible to hold the interview within this period of time then, with the student's agreement, it may be arranged to take place with an alternative administrator.
6) After the interview, a decision will be advised to the student as soon as possible and this will also be confirmed in writing and a note of the interview will be prepared.
7) The Manager considering the grievance will either: Uphold the grievance, stating what action will be taken, OR not uphold the grievance and no further action will be taken, OR advise that further investigations are necessary and indicate a likely timescale for a resolution of the grievance.

ESCALATION STAGE

1) If a student is not satisfied with the outcome of the formal procedure, they may proceed with a written plea within 7 working days of the date they was informed of the decision from the Formal Stage. The plea should be in writing addressed to the School President and should state whether they will be represented or accompanied at the plea interview. Relevant papers should also be sent with this notification.
2) The owner or School President will decide whether to hold the plea interview in person or whether it would be more appropriate for a third-party to conduct the interview.
3) An interview will be arranged to take place if possible, within two weeks of the student stating his/her intention to file a plea.
4) The result of the plea will be advised in writing, normally within 7 working days, and a note of the interview will be prepared.
5) The owner and third-party (if applicable) will either: uphold the plea, stating what action will be taken, OR not uphold the plea and no further action will be taken
6) All decisions made at this juncture are final.

ESCALATION

If at any point you feel that your issues are not being addressed, please feel free to contact Skinworks Accrediting Board, the Council on Occupational Education (COE) or Skinworks Licensing Board, Utah Department of Occupational Professional Licensing (DOPL).

COUNCIL ON OCCUPATIONAL EDUCATION
7840 Roswell Road
Building 300, Suite 325
Atlanta, GA 30350
Telephone: 770-396-3898
www.council.org

DEPARTMENT OF OCCUPATIONAL PROFESSIONAL LICENSING
PO Box 146741
Salt Lake City, UT 84114
Telephone: 801-530-6628
www.doplweb.utah.gov

REPRESENTATION

At each stage of the Grievance Procedure, including the informal procedure:

- Students may be accompanied by another student of the College, of his/her reasonable choice.
- If a student is to be accompanied or represented, he/she should advise the appropriate Head of Department/Manager accordingly, giving details of the individual's name.

EVALUATION

This policy will be evaluated in our winter policy meeting by CAO, Staff, and faculty.

Time & Place of event that lead to grievance:

Detailed account of occurrence (include people involved, if any):

Please state policy, procedures, or guidelines you feel have been violated:

Proposed solution to the grievance:

Follow up to grievance (15-30 days from grievance filing):

The grievance will be retained as a copy in the students file and in the grievance file in the President's office. The signature below indicates that you are filing a grievance, and any information on this form is truthful.

SKINWORKS INSTITUTIONAL REFUND POLICY

OBJECTIVE

It is the intent of Skinworks to have a fair and equitable refund policy for the refund of tuition, fees, and other institutional charges in the event the institution cancels a class, if a student does not enter or does not complete the period of enrollment for which the student has been charged.

RESPONSIBILITY

Skinworks Financial Aid Advisor is responsible for updating, maintaining, and revising the refund policy when approved.

SKINWORKS REFUND POLICY

As part of the Higher Education Amendments of 1998, Congress passed new provisions governing what must happen to Federal financial assistance if a student withdraws from school in any program length. If a student withdraws from Skinworks School of Advanced Skincare, then the school or the student may be required to return some of the Federal aid awarded to the student. The student may also be eligible for a portion of a refund of their tuition and fees paid to Skinworks School of Advanced Skincare of Advanced Skincare for the length of the program.

INSTITUTIONAL REFUND POLICY

A student shall be refunded, when due, within 45 days of their last day of attendance, a percentage of all tuition paid over and above a nonrefundable registration fee of $100. The balance and/or credit due will be calculated using the following schedule. This includes any Title IV credit balances.

Any credit balance owed to the student will be returned within 14 days after the completion of the R2T4 calculation.

PERCENTAGE OF HOURS SCHEDULED	Scheduled Hours (270 PROGRAM)	SCHEDULED HOURS (1200 PROGRAM)	PERCENTAGE OF TUITION RETAINED BY SKINWORKS, PLUS KIT FEES (RECEIVED).
0%-9.99% *	1-27 hours*	1-119 hours *	10% *
10%-24.99%	28-67 hours	120-299 hours	50%
25%-49.99%	68-135 hours	300-599 hours	75%
50%-100%	136-270 hours	600-1200 hours	100%

**This excludes the 3 day contract cancellation policy. If the student cancels within 3 days, they are only subject to the $100 application fee and any student kit items they received.*

- Students on Title IV financial assistance are subject to a Return of Title IV Funds calculation based on the above refund policy. Any loan proceeds used for school from the Stafford or Parental PLUS loan are due to the holder of that loan. See Financial Aid Office for detail or check the school website at http://www.skinworks.edu/school/financial-aid/

- If a student wishes to withdraw or is terminated by the school within 3 days of starting, the student is not entitled to a refund on books, supplies, materials, or incidental fees. The charges for the books, supplies, and student kit will be based on the wholesale pricing.

- Enrollment time is defined as the time elapsed between the actual starting date and the student's last day of physical attendance in school. Cancellation or termination date is determined by the postmark on the written notification or the date of which the cancellation is delivered to the school administration in person. In cases of a leave of absence, regardless of duration, the termination date is the date the student was scheduled to return to the school and did not.
- Refund calculations are performed within 45 days from the date of determination. If the student fails to notify Skinworks of withdrawal, Skinworks will withdraw the student after 14 days of no contact. Skinworks must terminate within 30 days and refund to the Student (if eligible) within 45 days of determination.

CANCELLED CLASSES

If Skinworks cancels a class, the student can move the application fee to a following date or receive a full refund of the $100 application fee.

FEDERAL RETURN OF TITLE IV AID POLICY

RETURN TO TITLE IV

This policy applies to students who withdraw (officially, unofficially, or fail to return from a Leave of Absence) or are dismissed from enrollment at Skinworks School of Advanced Skincare. The calculated amount of the "Return of Title IV Funds" that is required for students affected by this policy are determined according to the following definitions and procedures, as prescribed by regulation:

The Return of Title IV Funds (R2T4) regulation does not dictate the institutional refund policy. The calculation of Title IV funds earned by the student has no relationship to the student's incurred institutional charges.

A school is required to determine the earned and unearned Title IV aid as of the date the student ceased attendance based on the amount of time the student spent in attendance.

WITHDRAWAL BEFORE 60%

Skinworks must perform an R2T4 to determine the amount of earned aid up through the 60% point in each payment period. Skinworks will use the Department of Education's prorated schedule to determine the amount of R2T4 funds the student has earned at the time of withdrawal. After the 60% point in the payment period, a student has earned 100% of the Title IV funds he or she was scheduled to receive during the period. The institution must still perform an R2T4 to determine the amount of aid that the student has earned.

WITHDRAWAL AFTER 60%

For a student who withdraws after the 60% point-in-time, there are no unearned funds. However, Skinworks must still determine whether the student is eligible for a post-withdrawal disbursement.

WITHDRAWALS - OFFICIAL VS. UNOFFICIAL

OFFICIAL

Student notifies Skinworks Financial Aid office in writing, email, or in person to officially withdrawal

UNOFFICIAL

Student is absent with no communication from school for 14 consecutive days, student is withdrawn due to disciplinary actions, or

student does not return from a LOA.

A STUDENT'S WITHDRAWAL DATE IS DETERMINED BY USING ONE OF THE FOLLOWING:

- The date the student began the institution's official withdrawal process or officially notified the institution of intent to withdraw; or
- The student had not been in attendance for 14 days; or
- The student's last date of attendance at a documented academic-related activity, or the date the student was to return from a LOA.

FAILURE TO RETURN FROM AN OFFICIAL LEAVE OF ABSENCE (LOA)

If a student does not return on his or her scheduled date from a documented Leave of Absence, Skinworks will withdraw the student the following day after they were scheduled to return. Their date of determination will be the day they were scheduled to return.

EARNED TITLE IV AID

Title IV Aid is earned in a prorated manner on a per diem basis (calendar days) up to the 60% point in the trimester. Title IV Aid is viewed as 100% earned after that point in time.

In accordance with federal regulations, when Title IV financial aid is involved, the calculated amount of the R2T4 Funds is allocated in the following order:

1) Federal Unsubsidized Direct Loan
2) Federal Subsidized Direct Loan
3) Federal Direct PLUS Loan
4) Federal Pell Grant
5) Other Aid and/or Scholarships

SKINWORKS RESPONSIBILITIES REGARDING THE RETURN OF TITLE IV FUNDS FOLLOW:

- Providing students with the information given in this policy;
- Identifying students who are affected by this policy and completing the return of title iv funds calculation for those students;
- Returning any title iv funds that are due to the title iv programs.

THE STUDENT'S RESPONSIBILITIES REGARDING THE RETURN OF TITLE IV FUNDS INCLUDE:

- Returning to the Title IV programs any funds that were disbursed to the student and which the student was determined to be ineligible for via the Return of Title IV Funds calculation;
- Notifying of a withdrawal via written form;
- Notifying of an intent to rescind a withdrawal notice via written form; and
- Notifying Skinworks Financial Aid Office of a notification of withdrawal or rescission of intent to withdraw.

POST WITHDRAWAL

If you did not receive all of the funds that you earned, you may be due a post-withdrawal disbursement. If the post-withdrawal disbursement includes loan funds, the institution must get your permission before it can disburse them. You may choose to decline some or all of the loan funds so that you do not incur additional debt.

Skinworks has 45 days from the date the institution determines that the student withdrew to return all unearned funds for which it is responsible. The school is required to notify the student if they owe a repayment via written notice. Skinworks must advise the student or parent that he or she has 14 calendar days from the date the school sent the notification to accept a post-withdrawal disbursement. If a response is not received Skinworks will not request funds, if funds are received after the students last day of attendance the funds will be returned and not held.

Students who have qualified and received a Pell Grant post withdraw, it must be disbursed within 45 days. Students and Parents who have qualified and received Parental PLUS post withdraw, it must be disbursed within 30 days.

The institution may automatically use all or a portion of your post-withdrawal disbursement (including loan funds, if you accept them) for tuition and fees. For all other institutional charges, the institution needs your permission to use the post-withdrawal disbursement. If you do not give your permission, you will be offered the funds. However, it may be in your best interest to allow Skinworks to keep the funds to reduce your debt at the school.

If the institution is not required to return all of the excess funds, you must return the remaining amount. Any loan funds that you must return, you (or your parent for a PLUS Loan) repay in accordance with the terms of the promissory note. That is, you make scheduled payments to the holder of the loan over a period of time.

Any amount of unearned grant funds that you must return is called an overpayment. The amount of a grant overpayment that you must repay is half of the grant funds you received or were scheduled to receive. You must make arrangements with the institution or the Department of Education to return the unearned grant funds.

The requirements for Title IV program funds when you withdraw are separate from the Skinworks Institutional Refund Policy. Therefore, you may still owe funds to the School to cover unpaid institutional charges. Skinworks may also charge you for any Title IV program funds that the School was required to return.

EVALUATION

This policy will be evaluated in our policy meetings by CAO, staff, and faculty.

PROGRAM ALIGNMENT & ADMINISTRATION

POLICY
To ensure that each student receives the same education, all theory education has been created to be uniform and consistent for night and day classes. Theory education should only be revised with the School President and Education Director, in order to maintain consistency throughout the student's education process.

GOVERNING ORGANIZATION
Skinworks is governed by Skinworks School & Spa of Advanced Skincare, LLC, which is owned by Natalie Parkin (100%). There was a change of ownership in 2020. Skinworks was purchase by this LLC in October of 2005.

INSTITUTION MISSION
Skinworks seeks to provide each student with an education that will prepare them for the real world in the beauty industry. Skinworks' training team is dedicated to provide this education through materials, techniques, and products that Skinworks has hand-selected to be valuable tools in the student's education.

Skinworks' main objective is to ensure that our students combine their education with professionalism in the workplace and in the community, giving them the fundamental knowledge and techniques needed to grow in the beauty industry.

OCCUPATIONAL NEEDS
Skinworks fulfills the needs of employers in the field of Esthetics. Although our graduates are not limited to Utah, you will find many spas, resorts, beauty salons, and medical offices searching for ours graduates.

JOB-RELATED HEALTH, SAFETY, AND FIRE PREVENTION
Each Segment at Skinworks starts with a 3-4 week orientation in which the students learn about the health & safety of the industry. The importance of fire safety is also stressed within the program and early in the school tour, which include stopping to note all the fire extinguishers and the fire exits throughout the building.

PROGRAM OBJECTIVES

MASTER ESTHETICS PROGRAM

Our Master Esthetics program first starts with our core education where we train our future estheticians in the application of basic skincare techniques. These include but are not limited to: theory of the skin, facial treatments, skin exfoliation techniques, product selection, waxing techniques, natural nailcare, eye enhancements, lash extensions, electrical & machine facial treatments. We train on aggressive treatments such as microdermabrasion and chemical exfoliation with the use of AHAs, BHAs, and Jessner's Solutions. Medical treatments such as microneedling, dermaplaning, IPL, laser (which included Laser Hair Removal, Skin Tightening, Skin Resurfacing, and Tattoo Removal). The importance of relaxation is taught to our students. In our Student Spa, students are able to practice and perfect all techniques to prepare themselves for growth in the esthetics industry.

We then move our students throughout our Master Esthetic's education we prepare our students for the medical side of esthetics. We train on more aggressive treatments such as microdermabrasion and chemical exfoliation with the use of AHAs, BHAs, and Jessner's Solutions. Our 3 week Advanced Medical Modalities & Laser class is provided at 600 hours affording the student adequate knowledge on the skin before graduating onto the medical devices. The student will continue to use those medical devices through their remaining education. Being a Master Esthetician opens doors for our students to work on the full body and advanced modalities.

PROGRAM LENGTH & FREQUENCY

The Master Esthetics program at Skinworks is 1200 hours, which fulfills the 1200 requirement for Utah. Students progress through foundational skincare, spa business operations, and advanced esthetic modalities. The program offers new start dates every 9 weeks for the day and every 14 weeks for the evening. Daytime schedule is completed in 40 weeks and Evening 54 weeks.

SCHEDULES

Our esthetics programs are offered with two separate schedules, day and evening. Please see the options below:

DAYTIME
Tuesday-Friday
9:00 AM-5:00 PM
(30 Hours)
40 Weeks to complete

EVENING PLUS SATURDAY
Tuesday-Thursday
5:15 PM- 10:15 PM
Saturday
9:00 AM – 4:30 PM
(22 Hours)
54 Weeks to complete

OBJECTIVES

UPON COMPLETION OF THE PROGRAM REQUIREMENTS, THE GRADUATE WILL BE ABLE TO:

- Exhibit confidence and professionalism in a spa or medical esthetics setting.
- Perform a wide range of basic and advanced skincare treatments. Demonstrate client consultation, analysis, and treatment planning skills.
- Operate esthetic devices and perform chemical treatments safely and effectively.
- Maintain high standards of sanitation, ethics, and client care. Understand the scope of practice, business operations, and career pathways.
- Stay updated on esthetics trends, products, and continuing education.

ABILITY TO PERFORM THE FOLLOWING ESTHETIC SERVICES:

- Facials
- Electrical Modalities
- Waxing (Face & Body)
- Client Consultations
- Dermaplaning
- Laser, Light & RF
- Lash & Brow Tinting
- Natural Nailcare
- Lash Extension
- Body Treatments
- Advanced Exfoliation
- Chemical Peels

CURRENT NEEDS OF BUSINESS & INDUSTRY

The Master Esthetics program equips graduates with the diverse skill set needed to thrive in today's evolving beauty and wellness industry. Employers across spas, salons, medical esthetics clinics, and wellness centers seek professionals who are trained in both foundational and advanced techniques. The program's extensive hands-on experience and broad-based curriculum prepare students for immediate employment and long-term career growth.

LASH & BROW TECHNICIAN

Skinworks employers employ our Master Estheticians, and will employee our Lash & Brow Technicians as well. Skinworks meets with these employers on a regular basis to ensure that we are meeting their needs. Skinworks also reviews the laws and rules of our scope annually. We are involved when new legislation is proposed and speech to our industry often. This new legislation creating a new lash program does fit the needs of our employers and future students.

PROGRAM LENGTH & FREQUENCY

Skinworks Lash & Brow Technician program is 270 hours, which is the amount of time that the state has put into law. The 270 hours will be split between classroom time (practical & theory) along with student spa time where the student performs the service to the public. This number of hours provides a sufficient amount of time to prepare the student for entry lever earnings upon completion of the program. The program is scheduled to be completed in 20 weeks. The program will start at least every 9 weeks.

SCHEDULES

Our esthetics programs are offered with two separate schedules, day and evening. Please see the options below:

DAYTIME
Monday
9:00 AM - 6:00 PM
Thursday
9:00 AM – 1:00 PM
(12.5 Hours a week)
22 Weeks to complete

EVENING
Monday - Wednesday
5:15 PM - 9:15 PM
(12 Hours a week)
23 Weeks to complete

OBJECTIVES

UPON COMPLETION OF THE PROGRAM REQUIREMENTS, THE GRADUATE WILL BE ABLE TO:

- Project a positive attitude and a sense of personal integrity and self-confidence.
- Practice effective communications skills, visual poise, and proper grooming.
- Discuss the importance of delivering worthy service for value received in an employer–employee relationship.

- Develop effective work habits in the interest of safety and infection control.
- Perform the basic manipulative skills in the areas of eyelash care.
- Demonstrate the basic analytical skills needed to determine proper lash service for the client's needs.
- Apply learned theory, technical information, and related matter to ensure sound judgments, decisions, and procedures within the scope of the job.
- Identify new and current information related to skills, trends, and methods for career development to continue to achieve career success.

ABILITY TO PERFORM THE FOLLOWING SERVICES:

- Classic Lash Extensions
- Volume Lash Extensions
- Brow & Lash Tints
- Facial Waxing
- Brow Lamination
- Lash Lifts
- Eyebrow Shaping
- Business/Prosper U

CURRENT NEEDS OF BUSINESS & INDUSTRY

The primary purpose of the Lash & Brow Technician Program is to train the learner in the basic manipulative skills, safety judgments, proper work habits, and desirable attitudes necessary to obtain licensure for competency in entry-level positions as a lash technician or a related career field.

ALL PROGRAMS

ASSESSMENTS & GRADING

TESTING

Test have been created for each theory chapter, as well as for finals, and can be found in CIMA. Test retakes can be made on an as-need basis.

COMPETENCY TEST/ GRADING

Student is graded on each appointment in our students spa. It is important for the students to complete the following to the best of their ability. These areas are what Skinworks has determined over the years to be what makes a graduate successful in the field of esthetics.

SERVICE COUNTS

Student complete a series of services that are relevant. These service counts are graded to show that the student has proficiency in that services and will be signed off accordingly. Service counts are required by the state of Utah.

LEARNING ACTIVITIES & INSTRUCTIONAL MATERIALS
JOB-RELATED HEALTH, SAFETY & FIRE PREVENTION
Students learn about the health & safety of the industry. The importance of fire safety is also stressed within the program and early in the school tour, which includes stopping to note all the fire extinguishers and the fire exits throughout the building.

LESSON PLANS
Lesson plans have been created for each theory chapter and can be found in the google drive and in CIMA. They include items needed to teach the lesson, instructor prep, and activities for the lesson.

PREZI/POWERPOINTS
Prezi's and PowerPoints have been created for each theory chapter and can be found in the Google drive & CIMA. They will be a condensed version of the theory chapter, so it is important that the students read the chapter thoroughly, for complete understanding of the chapter.

STUDY GUIDES
Skinworks has maintained that the students should learn all the education material presented to them, not what is just important for the test. For that reason, we do not give out study guides to students. Instead, instructors can do various in-class activities or watch videos from the library that will assist the student in absorbing and relating the material to their esthetics career.

CHAPTER GUIDES
Skinworks has students complete the chapter guides provided. This will help supplement their theory education. This will allow the student to study over the chapter prior to lecture and prepare questions for the upcoming theory lecture.

PROJECTS
Students will complete projects pertaining to the chapters they are working on, CIMA also has many built in activities for the students to work on.

GRADE PERCENTAGE REQUIREMENT (QUALITATIVE COMPONENT)
Each student must meet a cumulative grade point average standard. The minimum percentage is 75% (equivalent to a C average). Your grade consists of the following:

GRADE PERCENTAGE REQUIREMENT (QUALITATIVE COMPONENT)
Each student must meet a cumulative grade point average standard. The minimum percentage is 75% (equivalent to a C average). Your grade consists of the following:

- Quantitative (Attendance) = 100%
- Qualitative
  - Chapter Tests: 35%
  - Chapter Guides 15%
  - Projects & Assignments: 10%
  - Participation: 10%
  - Sanitation: 10%
  - Appointment/Pass Off Grades: 10%
  - Business: 10%

A	90-100
B	80-89
C	70-79
D	60-69
F	59 & Below

EQUIPMENT
Skinworks has carefully put together a student kit that will be used throughout the students education, this is in addition to our extensive backbar of items that can also be used in a classroom setting or with our student spa clientele. Skinworks also maintains our learning equipment such as our projector/screen and TVs for our presentations.

PROGRAM ANNUAL EVALUATION OF OBJECTIVES
Skinworks meets at least once annually in our policy meetings and again in our Occupational Advisory Meetings to ensure that the content we teach is current and relevant to the student and that the coursework is qualitatively and quantitatively relevant. Skinworks students are also surveyed before policy meetings to ensure we receive their feedback before we meet.

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DISTANCE EDUCATION POLICY

OBJECTIVE

It is the objective of Skinworks School of Advanced Skincare to provide approved distance education that offers students increased flexibility while maintaining the same educational quality, academic rigor, attendance standards, competency expectations, and graduation requirements as education delivered on campus.

Distance education is intended to supplement, not replace, hands-on education. Practical instruction, clinic services, service counts, and other activities requiring direct instructor supervision are completed in person.

Skinworks utilizes Milady CIMA as its approved learning management system for distance education. Distance education courses are expected to maintain the same standards, rigor, breadth, and completion requirements as their on-campus counterparts, consistent with COE expectations.

GOALS

The goals of Skinworks' distance education program are to:

- Provide students with additional flexibility in completing approved theory education.
- Maintain educational quality and rigor equivalent to in-person instruction.
- Provide structured, measurable, and verifiable online learning experiences.
- Ensure students remain actively engaged in assigned coursework.
- Monitor student progress and identify students who may need additional academic support.
- Maintain accurate documentation of distance education attendance and academic achievement.
- Ensure that students completing distance education meet the same learning objectives and competencies as students completing education on campus.
- Provide students with timely access to instructors and educational support.
- Maintain the security and integrity of student identity, coursework, attendance, and academic records.
- Regularly evaluate the effectiveness, quality, and currency of the distance education curriculum and learning platform.

PROCEDURE

DISTANCE EDUCATION ELIGIBILITY & DELIVERY

- Distance education is available only to students enrolled in a program approved by Skinworks for hybrid or distance delivery.
- Students may complete only the amount of distance education authorized for their program and may not exceed 25% of the total program hours through distance education.
- Distance education is limited to approved theory curriculum and educational assignments through Milady CIMA.
- Practical instruction, hands-on training, clinic services, service counts, and activities requiring direct instructor supervision must be completed in person.
- Distance education coursework must follow the curriculum, sequence, assignments, and deadlines established by Skinworks.

ATTENDANCE & VERIFICATION OF HOURS

- Distance education hours may only be earned on approved distance education days.
- Students may not earn or receive distance education hours on any calendar day they are scheduled to attend or attend Skinworks in person, regardless of the time of day.
- This includes partial attendance, make-up attendance, theory, practical instruction, clinic services, or any other in-person school activity.
- CIMA coursework may still be accessed for studying or completing assignments; however, no distance education attendance hours will be awarded for CIMA activity completed on an in-person scheduled or attended school day.
- Skinworks will review the student's in-person attendance schedule and CIMA activity when verifying distance education hours. Any CIMA time recorded on an in-person scheduled or attended day will not be credited toward program hours.

CIMA TIME TRACKING & STUDENT BEST PRACTICES

Students are responsible for understanding that CIMA tracks actual activity within the learning platform.

- If a student is idle on a CIMA course page for more than five minutes, CIMA stops tracking time.
- Students should actively engage with CIMA at least every five minutes by navigating course material, advancing pages, scrolling,

completing activities, answering questions, watching assigned material, or otherwise participating in their coursework.
- Simply leaving CIMA open does not constitute attendance.
- Students should not rely solely on moving the mouse to demonstrate participation. The expectation is active engagement with educational content.
- When using a web browser, CIMA must remain the active/top browser tab for time to be tracked. If the student navigates to another browser tab, CIMA stops tracking time until the student returns to the course tab.
- Students should periodically confirm that they remain logged into CIMA and that their course remains active during longer study sessions.
- Students should avoid unrelated websites, applications, or activities while earning distance education hours.

These tracking rules come directly from Milady's CIMA documentation: CIMA reports time in seconds, stops tracking after more than five minutes of inactivity, and stops tracking when another browser tab becomes the active/top tab.

ACADEMIC EXPECTATIONS

- Distance education carries the same academic expectations as in-person education.
- Students are responsible for completing all assigned readings, videos, activities, quizzes, tests, discussions, Prep Pages, assignments, and other required coursework.
- Students are expected to demonstrate satisfactory academic progress and competency in assigned material.
- Students should complete coursework thoughtfully and should not rush through assignments solely for the purpose of accumulating attendance hours.
- All assignments must be completed by established deadlines unless an exception has been approved by Skinworks.
- Students requiring academic assistance should contact their instructor as soon as assistance is needed.
- Distance education faculty will respond to student requests within 24 hours during Skinworks' published operational schedule, consistent with COE distance education expectations.

STUDENT IDENTITY & ACADEMIC INTEGRITY

- Each student must use their individual CIMA account and login credentials.
- Login credentials may not be shared with another person.
- Students must personally complete their own assigned coursework, quizzes, tests, and activities unless an instructor specifically identifies an assignment as collaborative.
- Students may not allow another individual to complete coursework or generate attendance on their behalf.
- Falsification of distance education attendance, student activity, coursework, or identity may be treated as an academic integrity and attendance violation and may result in disciplinary action.

TECHNOLOGY & TECHNICAL ISSUES

Students are responsible for maintaining:

- Reliable internet access.
- A compatible device capable of accessing CIMA.
- Access to their individual CIMA account.
- The ability to communicate with Skinworks and their instructor.

If a student experiences a technical issue that may affect coursework or recorded attendance, the student must notify Skinworks as soon as possible. Technical problems do not automatically result in attendance credit or excuse missed assignments.

INSTRUCTOR MONITORING & STUDENT SUPPORT

Instructors will monitor distance education students through CIMA activity, academic progress, assignment completion, grades, and other available reporting.

When a student appears to be falling behind, is not participating appropriately, or is having difficulty meeting academic expectations, the instructor may contact the student, provide additional instruction or support, establish expectations for improvement, and document intervention when appropriate.

RESPONSIBLITY

The Education Director is responsible for the overall administration, implementation, oversight, and annual review of Skinworks' Distance Education/Hybrid Learning Policy.

The Education Director is responsible for ensuring that:

- Distance education remains within the scope approved for each program.
- Distance education maintains educational standards equivalent to on-campus education.
- Faculty responsible for distance education are appropriately trained and supported.
- Student attendance and participation can be verified and documented.
- Procedures are maintained for student identity verification and academic integrity.
- Students have appropriate access to instructors and educational support.
- CIMA reporting and student progress are periodically reviewed.
- Distance education policies remain consistent with applicable DOPL, COE, Department of Education, and institutional requirements.
- The quality and currency of contracted distance education courseware are reviewed at least annually.

The Education Director may delegate day-to-day responsibilities to qualified administrative staff, education leadership, or instructors; however, ultimate institutional oversight remains with the School President.

EVALUATION

The Distance Education & Hybrid Learning Policy is reviewed annually in Skinworks' Semiannual Policy Meetings by the School President, faculty, and staff and revised as necessary. CIMA participation, student progress, academic performance, and faculty and student feedback are used to evaluate and improve the quality and effectiveness of distance education.

TITLE IX | CLERY ACT

POLICY Title IX | Clery Act information shall be posted on the student bulletin board and available to the student at all times. It is the Administration Departments responsibility to make sure that the list is updated and available to the students when necessary. The policy will be evaluated by the CAO annually.

OBJECTIVE It is the intent of the School to ensure that students have resources available to them when necessary.

Your title IX officer is Natalie Parkin she can be reached at the school at 801.530.0001 ext. 105, on her cell phone at 801.414.7551 or help@skinworks.edu. Natalie has gone through Title IX training and can direct you to the proper authorities and/or counseling offices.

WHAT IS TITLE IX?

- Title IX of the Education Amendments of 1972 is a federal civil rights law that prohibits discrimination on the basis of sex against any person in education programs and activities receiving federal funding. Programs or activities receiving federal financial assistance include virtually all public and private colleges and universities, and all public elementary and secondary schools.
- Students, staff, faculty, and other employees; women, girls, men, and boys; straight, LGBT, and gender-nonconforming persons; persons with and without disabilities; and international and undocumented persons all have the right to pursue education, including athletic programs, scholarships, and other activities, free from sex discrimination, including sexual violence and harassment.

When people speak about Title IX they are referring to 20 U.S.C. § 1681(a), which says:

No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance.

Sexual harassment is unwelcome conduct of a sexual nature. It includes unwelcome sexual advances, requests for sexual favors, and other verbal, nonverbal, or physical conduct of a sexual nature. Sexual violence is a form of sexual harassment prohibited by Title IX.

When a student sexually harasses another student, the harassing conduct creates a hostile environment if the conduct is sufficiently serious that it interferes with or limits a student's ability to participate in or benefit from the school's program. The more severe the conduct, the less need there is to show a repetitive series of incidents to prove a hostile environment, particularly if the harassment is physical. Indeed, a single or isolated incident of sexual harassment may create a hostile environment if the incident is sufficiently severe. For instance, a single instance of rape is sufficiently severe to create a hostile environment.

Title IX protects students from sexual harassment in a school's education programs and activities. This means that Title IX protects students in connection with all the academic, educational, extracurricular, athletic, and other programs of the school, whether those programs take place in a school's facilities, on a school bus, at a class or training program

VIOLENCE AGAINST WOMEN ACT (VAWA)
Skinworks School of Advanced Skincare prohibits the crimes of dating violence, domestic violence, sexual assault and stalking.

Skinworks has adopted certain institutional policies to address and prevent campus sexual violence, such as to train in particular respects pertinent institutional personnel.

UNDER VAWA, COLLEGES AND UNIVERSITIES ARE REQUIRED TO:

- Report domestic violence, dating violence, and stalking, beyond crime categories the Clery Act already mandates;
- Adopt certain student discipline procedures, such as for notifying purported victims of their rights; and

The institution upon written request, will disclose to the alleged victim of a crime of violence (as the term is defined in Section 16 of Title 18, United States Code), or a non-forcible sex offense, the report on the results of any disciplinary proceeding conducted by such intuition against a student who is the alleged perpetrator of such crime or offense. If the alleged victim is deceased as a result of such crime or offense, the next of kin of such victim shall be treated as the alleged victim.

DEFINITIONS

DATING VIOLENCE is defined as violence committed by a person who is or has been in a social relationship of a romantic or intimate nature with the victim. The existence of such a relationship shall be determined based on the reporting party's statement and with consideration of the length of the relationship, the type of relationship, and the frequency of interaction between the persons involved in the relationship.

- Dating violence includes, but is not limited to, sexual or physical abuse or the threat of such abuse.
- Dating violence does not include acts covered under the definition of domestic violence.

DOMESTIC VIOLENCE is defined as a felony or misdemeanor crime of violence committed

- By a current or former spouse or intimate partner of the victim.
- By a person with whom the victim shares a child in common.
- By a person who is cohabitating with, or has cohabitated with, the victim as a spouse or intimate partner.
- By a person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction in which the crime of violence occurred;
- By any other person against an adult or youth victim who is protected from that person's acts under the domestic or family violence laws of the jurisdiction in which the crime of violence occurred.

STALKING is defined as engaging in a course of conduct directed at a specific person that would cause a reasonable person to

- Fear for the person's safety or the safety of others; or
- Suffer substantial emotional distress.

SEXUAL ASSAULT is defined as an offense that meets the definition of Rape, Fondling, Incest or Statutory Rape as used in the FBI's UCR program and included in Appendix A of 34 CFR Part 668.

Under Utah law, sexual offenses "WITHOUT CONSENT" of the victim arise when:

1) the victim expresses lack of consent through words or conduct;
2) the actor overcomes the victim through the actual application of physical force or violence;
3) the actor is able to overcome the victim through concealment or by the element of surprise;

4) the actor coerces the victim to submit by threatening to retaliate in the immediate future against the victim or any other person, and the victim perceives at the time that the actor has the ability to execute this threat; or (ii) the actor coerces the victim to submit by threatening to retaliate in the future against the victim or any other person, and the victim believes at the time that the actor has the ability to execute this threat;
5) the actor knows the victim is unconscious, unaware that the act is occurring, or physically unable to resist;
6) the actor knows that as a result of mental disease or defect, or for any other reason the victim is at the time of the act incapable either of appraising the nature of the act or of resisting it;
7) the actor knows that the victim submits or participates because the victim erroneously believes that the actor is the victim's spouse;
8) the actor intentionally impaired the power of the victim to appraise or control his or her conduct by administering any substance without the victim's knowledge;
9) the victim is younger than 14 years of age;
10) the victim is younger than 18 years of age and at the time of the offense the actor was the victim's parent, stepparent, adoptive parent, or legal guardian or occupied a position of special trust in relation to the victim;
11) the victim is 14 years of age or older, but younger than 18 years of age, and the actor is more than three years older than the victim and entices or coerces the victim to submit or participate, under circumstances not amounting to the force or threat required under Subsection (2) or (4); or
12) the actor is a health professional or religious counselor, the act is committed under the guise of providing professional diagnosis, counseling, or treatment, and at the time of the act the victim reasonably believed that the act was for medically or professionally appropriate diagnosis, counseling, or treatment to the extent that resistance by the victim could not reasonably be expected to have been manifested. Utah Code Ann. §76-5-406.
13) Consent exists when all parties exchange mutually understandable affirmative words or behavior indicating their agreement to participate voluntarily in sexual activity.

WHAT TO DO IF YOU HAVE BEEN SEXUALLY ASSAULTED

1) Get to a safe place as soon as you can. Call 911 if you are in immediate danger.
2) Contact someone you trust to be with you for support. The Rape Recovery Center provides 24 hours support, 801-467-7273.
3) Incidents that occur on campus should be reported to our Title IX Coordinator, Natalie Parkin, immediately at 801-530-0001 or help@skinworks.edu. If desired, she can assist you in filing a complaint with South Salt Lake City Police Department.
4) Incidents that occur off campus should be reported to the Salt Lake City Police Department at 801-799-3000 or South Salt Lake at (801) 412-3606. Reporting to the police doesn't mean that you must press charges although if a minor is involved or this is a domestic violence situation, the police will file charges with or without your consent. Our Title IX Coordinator, Natalie Parkin, is also available to assist in any off-campus incident. You may also decline to notify such authorities.
5) Do your best to preserve all physical evidence, even if you don't know if you want to report the assault or press charges.
6) Do not to shower, bathe, eat, brush your teeth, or wash your hands.
7) Don't change your clothing if possible, but if you need to change, put everything you were wearing into a paper bag and take them to your medical exam.
8) If the assault took place in your room or home, do not rearrange or clean up anything until you have decided whether or not to file a report.
9) Write down as much as you can remember about the assault, including a description of the assailant.
10) Seek medical care as soon as possible. The Rape Recovery Center (phone) has a 24-hour Hospital Response Team; a member can meet you at the hospital or Family Justice Center to provide information and support throughout the process. They can be reached at 801-467-7273.
11) To preserve forensic evidence, ask the hospital/facility Center to conduct a rape kit exam. Costs for this exam will be covered by Crime Victim Reparations. You can receive this exam whether or not you choose to involve the police.
12) If you suspect you have been drugged, ask that a urine sample be collected.
13) Even if you have no apparent injuries and you know that you will never report, it is important to get medical attention to determine

the risks of STDs and pregnancy and receive appropriate prophylaxis medication if desired.

14) Get support. Many survivors of sexual assault experience a wide range of emotions following the assault, including shock, anger, self-blame, shame, helplessness, denial, fear, and mood swings among others. These can occur immediately after an assault or weeks, months or even years later.

VICTIMS RIGHTS

Skinworks School of Advanced Skincare does not issue orders of protection. For further information on obtaining a protection orders please contact your local law enforcement. Skinworks will comply and enforce criminal, civil, or tribal court-ordered protective orders for the safety of all students and staff who could be harmed. All accommodations or protective measures provided to the victim, to the extent that maintaining such confidentiality would not impair the ability of the institution to provide accommodation or protective measures. Clery Act reporting and disclosures are publicly available record keeping but will never include personally identifying information about the victim.

TO REPORT A CRIME

South Salt Lake Police Department 801-412-3600 (non-emergencies) or dial 9-1-1.

Any suspicious activity or person seen loitering inside or around the Institute buildings should be reported. To the extent permissible by law, Skinworks School of Advanced Skincare keeps reports, records, and victim's names and information confidential. Skinworks is obligated to comply with a student's request for a change in their academic situation following an alleged sex offense with the request being rational and obtainable regardless of whether the victim chose to report the crime to local law enforcement. These changes can be requested through a general appeal. Please see the schools Education Director for information on obtaining a general appeal for this purpose. The institution does not counsel victims of "violence against woman". Support services are available outside the school and are listed below.

VAWA & DOMESTIC VIOLENCE RESOURCES

- Rape Recovery Center provides 24 hours support: 801-467-7273
- Rape Crisis Hotline: 888-421-1100
- Domestic Violence Hotline: 1-800-897-5465
- Adult Protective Services Hotline Salt Lake County: 801-264-7669
- Adult Protective Services Hotline other Utah Counties: 800-371-7897
- Center for Women and Children in Crisis (Utah County): 801-377-5500
- South Valley Sanctuary (West Jordan): 801-255-1095
- Women's Crisis Center: 801-781-0743
- YWCA: 801-537-8600

REGISTERED SEX OFFENDERS

Information concerning registered sex offenders may be obtained by using the following websites.

- https://corrections.utah.gov/index.php/services/sex-offender-registry.html/
- https://www.fbi.gov/scams-and-safety/sex-offender-registry

INSTITUTIONAL DISCIPLINARY PROCEEDINGS (GRIEVANCE POLICY AND PROCEDURE)

The following procedures shall apply with respect to complaints or other reports of alleged sexual misconduct by a student.

1) The college's Title IX coordinator will investigate complaints and reports of alleged sexual misconduct by a student or employee. This official receives annual training on issues related to dating violence, domestic violence, sexual assault, and stalking. They also are trained on how to conduct an investigation and hearing process that protects the safety of the victim and promotes accountability. Skinworks will apply a "preponderance of evidence" standard meaning preponderance is based on the more convincing evidence and its probable truth or accuracy, and not on the amount of evidence

2) Informal dispute resolution shall not be used to resolve sexual misconduct complaints without written permission from both the victim and the respondent. If the parties elect to mediate a dispute, either party shall be free to discontinue mediation at any time. In no event, shall mediation be used to resolve complaints involving allegations of sexual violence. All complaints of sexual misconduct must go through

the steps of the "Formal Grievance Procedure." This form will be given to you by the Title IX coordinator.

3) The institution will provide the student or employee a written explanation of their rights and options as a reporting victim of dating violence, domestic violence, sexual assault or stalking. Regardless if the offense occurred on or off campus.

FORMAL PROCEDURE

1) It is a student's/employee's right to seek redress of any grievance relating to his/her education/workplace and carrying out the procedure will not adversely affect his/her standing with the school.
2) If the student considers that the informal approach has not resolved the issue or would be inappropriate given the nature of the grievance, he/she may raise his/her grievance in a formal way by writing to the Title IX Coordinator/Administration Department.
3) If the grievance is against the Administration Department the complaint should be made in writing to the school owner.
4) A formal grievance should normally be raised, where practicable, within 3 weeks of the action by another student or employee that has led to the grievance.
5) After the interview will be arranged to take place if possible, within two weeks of the student/employee stating his/her intention to initiate the formal procedure. The recipient of the complaint will arrange and, normally, conduct this interview. If it is not possible to hold the interview within this period of time then, with the student's/employee's agreement, it may be arranged to take place with an alternative manager. A decision will be advised to the accused and the accuser as soon as possible and this will also be confirmed in writing and a note of the interview will be prepared.
6) The Title IX Coordinator considering the grievance will either: Uphold the grievance, stating what action will be taken, OR not uphold the grievance, and no further action will be taken, OR Advise that further investigations are necessary and indicate a likely timescale for a resolution of the grievance.

Skinworks will provide a prompt, fair and impartial process form the initial investigation to the result. Sanctions imposed following the result of a sex offense include immediate termination, suspension, expulsion, cancellation of loans, loss of scholarship and grant funds, and fine and/or imprisonment.

ESCALATION STAGE

1) If a student is not satisfied with the outcome of the formal procedure, he/she may proceed with a written plea within 7 working days of the date he/she was informed of the decision from the Formal Stage. The plea should be in writing addressed to the School President and should state whether he/she will be represented or accompanied at a plea interview. Relevant papers should also be sent with this notification.
2) The School President or Education Director will decide whether to hold the plea interview in person or whether it would be more appropriate for a third-party to conduct the interview.
3) An interview will be arranged to take place if possible, within two weeks of the student stating his/her intention to file a plea.
4) The result of the plea will be advised in writing, normally within 7 working days, and a note of the interview will be prepared.
5) The owner and third-party (if applicable) will either: uphold the plea, stating what action will be taken, OR not uphold the plea and no further action will be taken
6) All decisions made at this juncture are final.

REPRESENTATION

At each stage of the grievance procedure, including the informal procedure:

- Students may be accompanied by another student of Skinworks, of his/her reasonable choice.
- If a student is to be accompanied or represented, he/she should advise the appropriate person holding the plea accordingly, giving details of the individual's name.

BYSTANDER INTERVENTION

Bystander intervention is defined as safe and positive options that may be carried out by an individual or individuals to prevent harm or intervene when there is a risk of dating violence, domestic violence, sexual assault or stalking. Most people want to help in difficult situations. Specific interventions can be divided into four main types:

- Engage: say or do something that directly engages one or more of the parties involved
- Distract: say or do something to interrupt the interaction

- Enlist: ask for the help of someone else who may be better able to intervene
- Delay: say or do something after the difficult moment or incident has passed

STRATEGIES FOR RISK REDUCTION

With no intent to victim blame and recognizing that only rapists are responsible for rape, the following are some strategies to reduce one's risk of sexual assault or harassment (taken from Rape, Abuse, & Incest National Network, www.rainn.org)

- Be aware of your surroundings. Knowing where you are and who is around you may help you to find a way to get out of a bad situation.
- Try to avoid isolated areas. It is more difficult to get help if no one is around.
- Walk with purpose. Even if you don't know where you are going, act like you do.
- Trust your instincts. If a situation or location feels unsafe or uncomfortable, it probably isn't the best place to be.
- Try not to load yourself down with packages or bags as this can make you appear more vulnerable.
- Make sure your cell phone is with you and charged and that you have cab money.
- Don't allow yourself to be isolated with someone you don't trust or someone you don't know.
- Avoid putting music headphones in both ears so that you can be more aware of your surroundings, especially if you are walking alone.
- When you go to a social gathering, go with a group of friends. Arrive together, check in with each other throughout the evening, and leave together. Knowing where you are and who is around you may help you to find a way out of a bad situation.
- Trust your instincts. If you feel unsafe in any situation, go with your gut. If you see something suspicious, contact law enforcement immediately (local authorities can be reached by calling 911 in most areas of the U.S.).
- Don't leave your drink unattended while talking, dancing, using the restroom, or making a phone call. If you've left your drink alone, just get a new one.
- Don't accept drinks from people you don't know or trust. If you choose to accept a drink, go with the person to the bar to order it, watch it

being poured, and carry it yourself. At parties, don't drink from the punch bowls or other large, common open containers.

- Watch out for your friends, and vice versa. If a friend seems out of it, is way too intoxicated for the amount of alcohol they've had or is acting out of character get him or her to a safe place immediately.
- If you suspect you or a friend has been drugged, contact law enforcement immediately (local authorities can be reached by calling 911 in most areas of the U.S.). Be explicit with doctors so they can give you the correct tests (you will need a urine test and possibly others).
- If you need to get out of an uncomfortable or scary situation here are some things that you can try: o Remember that being in this situation is not your fault. You did not do anything wrong; it is the person who is making you uncomfortable that is to blame.
- Be true to yourself. Don't feel obligated to do anything you don't want to do. "I don't want to" is always a good enough reason. Do what feels right to you and what you are comfortable with.
- Have a code word with your friends or family so that if you don't feel comfortable you can call them and communicate your discomfort without the person you are with knowing. Your friends or family can then come to get you or make up an excuse for you to leave.
- Lie. If you don't want to hurt the person's feelings it is better to lie and make up a reason to leave than to stay and be uncomfortable, scared, or worse. Some excuses you could use are: needing to take care of a friend or family member, not feeling well, having somewhere else that you need to be, etc.
- Try to think of an escape route. How would you try to get out of the room? Where are the doors? Windows? Are there people around who might be able to help you? Is there an emergency phone nearby?
- If you and/or the other person have been drinking, you can say that you would rather wait until you both have your full judgment before doing anything you may regret later

All incoming students and staff receive training within the first few weeks of school on the information listed above from the Title IX Coordinator.

STUDENT RESOURCES POLICY:

All student resources shall be posted in the student handbook and available to the student at all times. It is the Administration Departments responsibility to make sure that the list is updated and available to the students.

OBJECTIVE: It is the intent of the School to ensure that students have resources available to them when necessary.

PROCEDURE: the following will be posted and updated annual

CHILDCARE:

CARING FOR KIDS
Address: 2001 S State St, Salt Lake City, UT 84105
Phone: 385-468-7133

LIT'L SCHOLARS LEARNING CENTER
Address: 653 Simpson Ave S, Salt Lake City, UT 84106
Phone: 801-467-8545

SMART KIDS DEVELOPMENT CENTER
Address: 3868 S 2nd E St, Salt Lake City, UT 84115
Phone: 801-266-1544

TWENTY FOUR SEVEN DAYCARE SERVICES
Address: 1182 W 2400 S, Salt Lake City, UT 84119
Phone: 801-746-1473

*Skinworks does not endorse any of the above daycares, they are simply daycare close in proximity, although they look like great daycares, please do your research.

HOUSING:

- http://www.rentals.com/Utah/South-Salt-Lake/
- http://www.zillow.com/south-salt-lake-ut/rent-houses/

MEDICAL CLINICS:

- City/County Health Department: 801-468-2720

PREGNANCY/PREGNANCY PREVENTION:

- Planned Parenthood: 801-322-5571, 801-973-9675

VAWA & DOMESTIC VIOLENCE:

- Rape Recovery Center provides 24 hours support: 801-467-7273
- Rape Crisis Hotline: 888-421-1100
- Domestic Violence Hotline: 1-800-897-5465
- Adult Protective Services Hotline:
  Salt Lake County: 801-264-7669
  All other counties of Utah: 800-371-7897
- Center for Women and Children in Crisis (Utah County): 801-377-5500
- South Valley Sanctuary (West Jordan): 801-255-1095
- Women's Crisis Center: 801-781-0743
- YWCA: 801-537-8600
- Safe Harbor: 801-444-9161 (Layton)
- Your Community Connection (YCC): 801-394-9456 (Ogden)

AIDS/HIV INFORMATION:

- S Confidential Info Line: 801-487-2100
- AIDS Counseling and Info Line: 800-590-2437
- HIV/AIDS Prevention & Services: 801-534-4572
- Toll Free in Utah: 1-800-FON-AIDS

CHILD ABUSE/NEGLECT:

- Protective Services (24 hrs.): 801-487-9811
- Child Abuse Intake Hotline: 1-800-678-9399

FINANCIAL COUNSELING:

- Community Action Program (CAP): 801-359-2444
- Consumer Credit Counseling Service: 801-566-0800

MENTAL HEALTH/COUNSELING:

- Valley Mental Health Crisis Line (24hrs./ 7 days): 801-261-1442
- Valley Mental Health Administration: 801-263-7100
- USA National Suicide Hotline (Tollfree/24hrs/7 days a week):
  1-800-SUICIDE~1-800-784-2433
  1-800-273-TALK~1-800-273-8255
- Download the APP: SafeUtah

SUBSTANCE ABUSE COUNSELING AND REFERRAL:

- AA (Alcoholics Anonymous): 801-484-7871

- Alcohol & Drug Abuse Clinic (U of U): 801-581-6228
- Alcohol Counseling & Education: 801-366-7800
- Narcotics Anonymous: 801-296-4044

WELFARE AND FAMILY SERVICES:
- Workforce Services Office (Food stamps, Financial Assistance, Medicaid, etc.): 801-468-0000
- Child and Family Services Office (Child and Adult Protective Services, foster care, etc.): 801-538-4100

EATING DISORDERS:
- Eating Disorder Awareness & Prevention (EDAP): 800-931-2237 http://www.nationaleatingdisorders.org

QUIT SMOKING:
- Quit Smoking Support Hotline: 800-784-8669

GAY, LESBIAN, BISEXUAL, TRANSGENDER (GLBT) SUPPORT & SERVICES:
- Utah Pride Center: 801-539-8800 ext. 0
    - Mon-Sun 9am-9pm
- GLBT National Hotline for Adults: 888-843-4564
    - M-F 4pm-12pm EST
    - Sat. 12pm-5pm EST
- GLBT National Youth Talkline: 800-246-7743
    - M-Sat. 9:30pm-12pm EST

EVALUATION & RESPONSIBILITY

The policy will be evaluated by staff & facility annually in the policy meetings. The Administrative Assistant is responsible for updating the resources in all areas of the school.

DISABILITY ACCOMMODATION & GRIEVANCE POLICY

STATEMENT OF NON-DISCRIMINATION AND ACCOMMODATION
Skinworks School of Advanced Skincare ("the School") does not discriminate on the basis of disability. Individuals with disabilities are entitled to a reasonable accommodation to ensure that they have full and equal access to the School's educational resources, consistent with Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. § 794) ("Section 504") and the Americans with Disabilities Act (42 U.S.C. § 12182) ("ADA"), their related statutes and regulations, and corresponding state and local laws.

Section 504 prohibits discrimination on the basis of disability in any program or activity receiving federal financial assistance. The ADA prohibits a place of public accommodation from discriminating on the basis of disability. The applicable law and regulations may be examined in the office of the ADA Compliance Coordinator, or his/her trained designee who has been designated to coordinate the efforts of the school to comply with Section 504 and ADA.

ADA COMPLIANCE COORDINATOR:
Darlin Garay, darlin@skinworks.edu, 801.530.0001 ext. 107

REQUESTS FOR ACCOMMODATION
Individuals with disabilities wishing to request an accommodation must contact the ADA Compliance Coordinator. A disclosure of a disability or a request for accommodation made to any staff, faculty, or personnel other than the ADA Compliance Coordinator will not be treated as a request for an accommodation. However, if a student discloses a disability to such an individual, the individual is required to direct the student to the ADA Compliance Coordinator. Upon request, the ADA Compliance Coordinator (or his/her trained designee) will provide a student or applicant with a Request for Accommodations form, which is also available on the www.skinworks.edu/disclosures under the Consumer Disclosure button. To help ensure timely consideration and implementation, individuals making a request for an accommodation are asked to contact the ADA Compliance Coordinator and/or submit a Request for Accommodations form at least two weeks prior to when the accommodation is needed.
Individuals requesting reasonable accommodation may be asked to provide medical documentation substantiating his/her physical and/or

mental impairment(s) and/or the need for the requested accommodation(s), including but not limited to when the limitation or impairment is not readily apparent and/or a requested accommodation does not clearly relate to the impairment(s). Such documentation should specify that a student has a physical or mental impairment and how that impairment substantially limits one or more major life activities. In general, the supporting documentation must be dated less than three years from the date a student requests a reasonable accommodation, and must be completed by a qualified professional in the area of the student's disability, as enumerated below:

DISABILITY	QUALIFIED PROFESSIONAL
Physical disability	MD, DO
Visual impairment	MD, ophthalmologist, optometrist
Mobility, orthopedic impairment	MD, DO
Hearing impairment	MD, Audiologist (Au.D) *audiology exam should not be more than a year old
Speech and language impairment	Licensed speech professional
Learning disability	PhD Psychologist, college learning disability specialist, other appropriate professional
Acquired brain impairment	MD neurologist, neuropsychologist
Psychological disability	Psychiatrist, PhD Psychologist, LMFT or LCSW
ADD/ADHD	Psychiatrist; PhD Psychologist, LMFT or LCSW
Other disabilities	MD who practices or specializes within the field of the disability.

Documentation used to evaluate the need and reasonableness of potential accommodations may include a licensed professional's current medical diagnosis and date of diagnosis, evaluation of how the student's disability affects one or more of the major life activities and recommendations, psychological and/or emotion diagnostic tests, functional effects or limitations of the disability, and/or medications and recommendations to ameliorate the effects or limitations. The School may request additional documentation or testing as needed.

After the ADA Compliance Coordinator receives the Request Form and the required documentation, the ADA Compliance Coordinator (or trained designee) will engage the student or applicant in an interactive process to determine what accommodations may be appropriate.
If the student or applicant is denied any requested accommodation, the student may file a grievance using the Grievance Process below or the student may file a complaint with the U.S. Department of Education's Office for Civil Rights or a similar state entity. The School will make appropriate arrangements to ensure that a person with a disability is provided other accommodations, if needed, to participate in this grievance process. The ADA Compliance Coordinator will be responsible for such arrangements.

GRIEVANCE POLICY RELATING TO COMPLAINTS OF DISABILITY DISCRIMINATION
The School has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 504 and/or the ADA. Any person who believes they has been subjected to discrimination on the basis of disability, including disagreements regarding requested accommodations, may file a grievance with Natalie Parkin, School President, 2121 South 230 East SLC UT 84115, 801.530.0001 ext 105, natalie.parkin@skinworks.edu. Grievances must be in writing, contain the name and address of the person filing it, state the problem or action alleged to be discriminatory, and the remedy or relief sought.

The School will investigate each complaint filed, and will not retaliate against anyone who files a grievance or cooperates in the investigation of a grievance. All reasonable efforts will be made to provide a written determination to the student or applicant within 30 days after its filing. If a written determination cannot be made within 30 days of the complaint's filing, the student will be advised and provided an update as to the status of the investigation. The student may also inquire as to the status of the

investigation at reasonable intervals. Based on the results of the investigation, the School will take all appropriate actions to prevent any recurrence of discrimination and/or to correct any discriminatory effects. The availability and use of this grievance procedure does not prevent a person from filing a complaint of discrimination on the basis of disability with the U. S. Department of Education's Office for Civil Rights and/or a similar state agency.

OTHER ACCOMMIDATION POLICIES

TEMPORARY ACCOMIDATION – Same as above, but temporary due to injury or illness that is temporary.

OPT OUT FOR SERVICES NOT REQUIRED BY STATE- Specific to services that student is allowed to opt out of education and completion.

RELIGIOUS REASONABLE ACCOMMODATION

Students who are unable to meet the School's policies or procedures due to a sincerely-held religious belief should contact Skinworks Education Lead and ask for a Request for Religious Reasonable Accommodation Form. Students will be asked to provide documentation from their religious organization substantiating the student's religious belief and identifying how the belief affects the student's ability to meet a School policy or procedure. The School will grant a request for reasonable accommodation so long as doing so does not fundamentally alter the program and the student is able to meet the program requirements with or without the reasonable accommodation. Students are strongly encouraged to submit a Request Form prior to the start of their education. Generally, the School will provide a written response within 14 days of receiving your completed Request Form and supporting documentation.

(SAMPLE FORM)

SKINWORKS
SCHOOL OF ADVANCED SKINCARE

REQUEST FOR REASONABLE ACCOMMODATION(S)

NAME: _____ STUDENT ID# _____

TELEPHONE: _____ E-MAIL: _____

ADDRESS: _____

Please identify the nature of your physical and/or mental impairment(s) for which you are requesting accommodation(s):

_____

_____

_____

Please identify how your physical and/or mental impairment(s) will affect your ability to satisfy School requirement(s):

_____

_____

_____

Please identify the accommodation(s) you are requesting:

_____

_____

_____

_____

Verification of Need: You may be asked to provide medical documentation substantiating your physical and/or mental impairment(s) and/or the need for the requested accommodation(s), including but not limited to when the limitation or impairment is not readily apparent and/or a requested accommodation does not clearly relate to your impairment(s). An Authorization and Verification form is available for your convenience from ***Darlin Garay, 801.530.0001 ext. 107 or*** ***www.skinworks.edu/disclosures*** but you may submit other appropriate medical documentation. The medical documentation should be current (less than 3 years old) and be from a certified or licensed medical professional trained in the field of your disability (see the ***Disability Accommodation & Grievance Policy located in the Catalog*** for more information). Any information you provide will be kept confidential and used solely to determine that the accommodation is needed.

Providing the Accommodation: We will provide a written response within 14 days of receiving your completed Request for Reasonable Accommodation(s) form and any supporting documentation. If you do not agree with the decision, you may appeal the decision through the grievance procedure within the Disability Accommodation & Grievance Policy.

_____ _____

Requesting Individual's Signature Date

CONFIDENTIAL

DM2\10911349.1

SKINWORKS DRUG & ALCOHOL POLICY

To ensure a drug and alcohol-free school, all students/employees are given notice that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the school. If a student or employee is found to be in non-compliance with this notice, said student or employee will be suspended. Said student will also be asked to attend a drug or alcohol program and/or termination depending on the severity of the offense. A second violation means the immediate termination of said student or employee without recourse.

NOTE: If you have a drug or alcohol related problem, the school staff is always available to you. We also have a list of organizations available to you should you need any help. It is important to know that a drug or alcohol related problem can lead to a licensure issue in the state of Utah due to the nature of our business and the safety of our customers. If you have a prior incident or when an incident happens, it is encouraged to contact DOPL as soon as possible.

HEALTH & SAFETY POLICY

The Health & Safety Plan shall always be posted on the student portal and available to the students. It is the school administrations responsibility to make sure that the list is updated when necessary and available to the students.

OBJECTIVE

It is the intent of the school to ensure that students have resources available to them when necessary.

PROCEDURES

DO NOT PANIC! First Aid kits are in the dispensary and at the front desk.

ACCIDENTS/EMERGENCY HEALTH CARE:

LIFE THREATENING

1) CALL 911

2) Major injuries should prompt immediate action to dispatch emergency responders, typically by calling "911" from the nearest telephone. When calling "911", remain calm and stay on the line until you are told to hang up by the dispatcher. Among other things, the emergency dispatcher will ask you to describe the nature (e.g., unconscious person with bleeding observed from the nose) and location (e.g., lobby, classroom, treatment room, left or right of the main entrance) of the emergency.
3) If others are available to provide assistance, have them wait outside/near the entrance to escort emergency responders to the victim's location.
4) Persons trained in First Aid/CPR may render assistance until relieved by emergency responders. Never leave a victim alone, wait until emergency responders have arrived.
5) EXAMPLES OF MAJOR MEDICAL INJURIES/ILLNESSES INCLUDE: symptoms of heart attack or stroke, profuse bleeding, amputations, unconsciousness, extreme breathing problems, deeply impaled objects, anaphylactic reaction, hypoglycemia in diabetics, shock, and seizures. Once the injured is taken care of, contact the Emergency Contact Person in their file.

6) If a student or client is involved in an accident, pull file and contact the Emergency Contact Person. If Emergency Contact Person is unavailable, ask who to call and/or assist in getting the person to the hospital.
7) Have the witnessing Instructor or Team Lead fill out an accident report. These forms can be found at Skinworks Drive>Employee Resources>Health & Safety Report, as well as on the Skinworks Employee Portal, and saved onto the printer. Anyone else involved will fill out an incident report (EX. student who performed service, person who is injured, victim of theft, etc). Hand off forms to Spa Admin Lead to be scanned.
8) Spa Admin Lead then scans the completed forms into the drive (skinworks drive>employee resources>health & safety reports>202X> add folder titled "Affected Persons Name + Date of Incident") Email a copy of scanned forms to natalie@skinworks.edu. If applicable, take pictures of the event and download the security footage. Upload the media into the Drive.
9) Post details of event in the Employee Slack Channel #healthsafety. Tag the Spa Lead and Natalie.

MODERATE INJURIES/ILLNESSES

Moderate injuries often involve initial first aid treatment followed by consultation with a medical professional. These types of injuries generally do not necessitate immediate dispatch of emergency responders. However, they often do require that someone assist the injured to provide immediate first aid and if requested by the injured contact their emergency contact to transport them to a medical facility for additional follow-up.

FOR MINOR INJURIES/ILLNESSES

1) Student involved in the incident, alert the instructor if they are not already involved. Instructor, follow the below steps.

2) Determine how severe the injury is. If the injury is caused from a medical modality and is above a 4 on a scale of 1-10, contact the Medical Director's office immediately. Schedule an appointment for the client to visit within 24 hours.

3) Take pictures with labels located in the picture including the date, treatment name, and client name. Download the security footage (if applicable). Upload the media into the Drive.

4) Client should be given a post-care treatment form and the process should be thoroughly explained to them to ensure they completely understand what to do/what not to do at home.

5) Client should be given the following phone numbers: School: (801) 530-0001 Natalie: (801) 414-7551 Tessa Linford: (801) 706-7710

6) If wound is above a 4 on a scale of 1-10 the client should be called 24hrs, 72hrs, and a week later by the Spa Lead to see how the skin is healing, if they have any questions, to make sure they still have the product necessary and are using it correctly. Make sure to document this on the client's chart and accident report.

7) Have the witnessing Instructor, Education Director, or Team Lead fill out an accident report. Anyone else involved will fill out an Incident report (EX. student who performed service, person who is injured, victim of theft, etc). Have Spa Admin scan the completed forms in the drive (skinworks drive>employee resources>health & safety reports>202X>add folder titled "Affected Persons Name + Date of Incident". Email a copy of scanned forms to natalie@skinworks.edu. These forms can be found at Skinworks Drive>Employee Resources>Health & Safety Report, as well as on the Skinworks Employee Portal.

8) Post details of event in the Employee Slack Channel #healthsafety. Tag the Spa Lead and Natalie.

9) Steps listed above apply to clients, students, and instructors if they are the one in the "client" role.

MINOR INJURIES/ILLNESSES

Minor injuries are those that do not present a serious health risk and are typically recognized as sufficiently treated using standard first aid supplies and techniques (e.g., minor cuts, scrapes, burns, bruises, sprains, etc.), and generally accomplished with self-help. First aid kits are available in the dispensary on the bottom shelf of the cabinet in North/East corner.

NEAR MISS/CLOSE CALL

A near miss is an incident where no property was damaged, and no personal injury or illness sustained, but where, given a slight shift in time or position, damage and/or injury/illness easily could have occurred. It can be thought of as a "close call". Skinworks encourages reporting of near miss/close call incidents so that contributing factors can be identified and abated before they result in personal injury/illness or property damage.

EARTHQUAKE

Earthquake: All students in classrooms climb under their tables until covered. All others brace in doorways. Do not exit building, except in case of fire. Do not touch power lines or electrical outlets. Roll call after event.

FIRE PROCEDURE

Fire safety and extinguisher instructions are taught in our Student Policy meeting, taught within the first 3 weeks of school.

1) If it's a small fire, use an extinguisher. If it's a large fire, EXIT the building through nearest exit and call 911! Meet across the street in the parking lot for roll call.
2) Fire extinguishers are located next to the exit door on the education side (south hallway), next to exit door by the sanitation room, in the hallway to pedicure stations in the spa (west side), and in both the back classroom and practical rooms by the exit doors.
3) Fire: find nearest exit, meet in parking lot across the street for roll call.

FIRE EXTINGUISHER USAGE INSTRUCTIONS

IF MANAGEABLE, FIGHT FIRE FIRST

1) IF NOT!! CALL 911

EXTINGUSHER USAGE:

1) Remove extinguisher from the wall bracket.
2) Pull pin hard to break seal.
3) Stand 8-10 feet away from the fire.
4) Aim nozzle spray at base of the fire.
5) Discharge using a rapid sweeping motion.
6) Based upon container size, the unit will spray for 18-25 seconds total.

Note: Any unit with a broken seal should be serviced immediately.

ON-SITE VISUAL CHECKS:

- Official seal should be intact.
- Pin should be in place and held with a plastic tie.
- Meter should register in the charged green area.

Note: Meters are serviced annually, please see the maintenance schedule.

SEVERE SICKNESS

1) Send student home. Clean the area they were in contact with.
2) If necessary, call their Emergency Contact Person. If unavailable, ask the student who to call and/or assist in getting them to the hospital.

PARKING LOT & ON SCHOOL PROPERTY THEFT

1) Call the South Salt Lake Police Department to make a report at (801) 840-4000. Be sure to acquire a case number and the contact information for the dispatched officer. Include this information in the Accident and Incident report.
2) Take pictures of the scene and download the security footage (if applicable) as well. Upload the media into the Drive.
3) Have the witnessing Instructor, Education Director, or Team Lead fill out an Accident report. Anyone else involved will fill out an Incident report (EX. student who performed service, person who is injured, victim of theft, etc). Scan the completed forms in the drive titled "Affected Persons Name + Date of Incident". Email a copy of scanned forms to natalie@skinworks.edu. These forms can be found at Skinworks Drive>Employee Resources>Health & Safety Report, as well as on the Skinworks Employee Portal.
4) Post details of event in the Employee Slack Channel #healthsafety. Tag the Spa Lead and Natalie.

PREVENTION IS KEY!

1) Cars should always be locked with valuables stored out of sight.
2) Students and Staff are to walk to parking areas in groups. Never alone.
3) Doors are always to be locked when a staff member is in the building alone, or at any time outside business hours.

4) Emergency exits lock from the outside and are never to be propped open at any time, day or night. They should always be closed.
5) Windows and doors will be manually locked and checked each evening.
6) Student lockers are provided. Valuables should be kept locked in lockers when in the building. Valuables are not to be left unattended at any time.

INTRUDER OR BURGLARY PLAN

7) Immediately evacuate the building through fire exits, avoiding the danger area and call 911.
8) If you are an alarm code holder and have the opportunity, you can use your silent alarm code, which is one digit higher than your alarm code.

WEATHER OR OTHER COMMUNITY DISASTERS EMERGENCY BROADCAST SYSTEM ALERTS:

9) Follow State issued directions for area. Stay in building or exit to home as directed.

CONTAMINATION OR DISEASE ALERT

10) Observe all CDC precautions and sanitation rules. In the case of an actual outbreak of serious disease within the school, follow the directions of Emergency personnel or local health department. This may include quarantine in the school, immediate evacuation of school after a written roll call, isolation of affected persons, decontamination of school by haz-mat team, and/or minor decontamination of school by staff using sanitary precautions.

UTILITIES EMERGENCY

11) Gas: Evacuate immediately, leave doors and windows open and notify the gas company.
12) Sewage: Evacuate immediately and alert emergency personnel.
13) Electrical malfunctions: Halt all electrical activities, evacuate short term, and call Rocky Mountain Power at 1-877-508-5088 for further advice.
    - *Electrical outage: Call Rocky Mountain Power at 1-877-508-5088, wait for time estimate, dismiss class OR continue as able. Use your best judgement for dismissing class. Approval should come from a Lead or Director.*

- Front Desk: Keep hot spot charged, plug in monthly to ensure you have power if needed
- Call clients using Ring Central on cell phone or iPad
- Text clients through Textel on Meevo
- Next school day, Financial Aid to input power outage hours in Fame

SNOW DAY

- If 25% or more of students are late, tardies will be excused with approval from a Lead or Director. Hours will still need to be completed.
- Dismissing class early based on current weather conditions with approval from a Lead or Director.
- If school is closed during students scheduled hours, financial aid office will update Fame to reflect the correct scheduled hours. Full student hours will need to be completed.

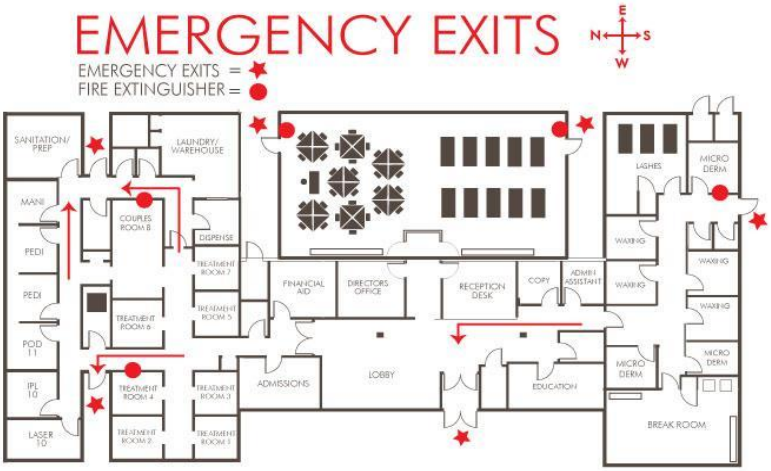
CAR ACCIDENTS/TRAFFIC INCIDENTS

- If 25% or more of students are late due to traffic around the school, then tardies will be excused with approval from a Lead or Director.

RESPONSIBILITY

The CAO/ School President is responsible for updating the Safety & Security Plan on an as needed basis.

EVACUATION - EMERGENCY EXITS



EVALUATION

This policy is available to staff, faculty, and students. It is presented to students and employees during their introductory period. Skinworks surveys the students & employees at least annually.

OPERATION AND MAINTENANCE PLAN

POLICY: To maintain Skinworks facility and equipment so we can remain on the cutting edge. This to provide our students real world experiences that will help them transition into the field of Esthetics.

OBJECTIVE

Skinworks takes pride in the facility and believe it is a part of the students education in learning to maintain the schools property in a respectful manner. It is important for Skinworks students to understand that maintenance is such a huge part of the esthetics business.

Not only is it important for our school to stay maintained for future students, it is imperative for all area's to remain clean and sanitary for the safety of our clients. This is also an understanding in any spa, in any city, in any demographic, a clean & sanitary spa is necessary.

Skinworks also insist on maintaining our equipment, furniture, and supplies so they may last and keep student tuition's low. Maintenance is essential in this business.

INVENTORY & SUPPLIES

WEEKLY

Inventory of local supplies is reviewed and replenished weekly, the Spa Lead is responsible for this task, the Spa Lead then sends the items needed to the School President through the Slack Channel dedicated to supplies, items are picked up that week.

Inventory of items to be shipped are also reviewed weekly by the Spa Lead. The inventory system will also notify them of when items are below our "on-hand" preference. Orders are place either by email or online, the School President is copied on orders.

Items are located in our Dispensary and Warehouse (Cabinets in Laundry). Items in the warehouse are meant to be extras. It is the spa instructor's responsibility to notify the Spa Lead when they remove the last item. Further, they are responsible for taking out each removed item from our inventory system.

ANNUALLY

Annually Skinworks does a full inventory of unopened supplies and equipment.

FACILITY

WEEKLY

Daily sanitations are required by all students and are a part of their grade. Not only is the student required to clean up after themselves on a regular basis they are also required to do a daily sanitation to keep their areas well maintained. These are graded by the instructor daily and tallied at the end of the week for a weekly sanitation grade. These are recorded in the students' grade sheet.

CONTRACTED CLEANING

Skinworks has also contracted with Divine Dynasty Cleaners to maintain the building to which is not a part of the student or staff's responsibility. The come in weekly and spend approximately 4 hours on site.

MONTHLY

Each class is assigned a week for monthly Maintenance, this is where each class has an area that involves a thorough cleaning. Taking the chairs, beds, and tables out of the rooms and cleaning sugar, wax, etc. underneath these areas.

ANNUALLY

Skinworks plans vary but include all major maintenance (painting, new tile, etc.) annually over winter and summer breaks. Skinworks along with faculty & administration staff, organizes and maintains the google drive folder, administrative forms, power point slides, and instructional material daily and evaluate annually.

TECHNICAL INFRASTRUCTURE

Skinworks stores our curriculum on our google Network allowing access to all employees and syncing when updates. The school president or education director can grant access or deny access at any given time.

GOOGLE DRIVE- The CAO can grant or remove access to Google Drive at a moment's notice. Certain staff members and faculty have editing accessibility. If a staff or faculty member needs editing access they can request this from the CAO through email.

LAPTOP/IPAD/PROJECTOR- Skinworks has 3 iPad and one laptop for instructors to use for lessons. We also provide 2 projectors and 1 smart TV.

If there are issues with the networks, Natalie Parkin will contact Landon Timothy, who we contract to help with technical maintenance.

RESPONSIBILITY

- Spa Lead and School President are responsible for weekly supplies and year end inventory.
- Instructors are responsible for students completing their sanitation duties at the end of each week, and monthly on our maintenance day.
- Students & Instructor are asked to notify the Spa Lead with items that need to be fixed through the student slack page on the Maintenance Channel.
- The Spa Lead informs the School President if any area needs improvement through slack and in person, items are tracked in the maintenance folder located on the drive. The School President plans for annual and emergency maintenance throughout the year when necessary.
- School President is responsible for the technical infrastructure.

EVALUATION

Evaluation of the effectiveness of this plan is administered annually in Skinworks policy meeting.

CYBER SECURITY PLAN

PURPOSE

Postsecondary institutions and third-party servicers must protect student financial aid information provided to them by the Department or otherwise obtained in support of the administration of the Federal student financial aid programs (Title IV programs) authorized under Title IV of the Higher Education Act of 1965, as amended (HEA). Each institution that participates in the Title IV programs has agreed in its Program Participation Agreement (PPA) to comply with the GLBA Safeguards Rule under 16 C.F.R. Part 314. Institutions and servicers also sign the Student Aid Internet Gateway (SAIG) Enrollment Agreement, which states that they will ensure that all Federal Student Aid applicant information is protected from access by, or disclosure to, unauthorized personnel, and that they are aware of and will comply with all of the requirements to protect and secure data obtained from the Department's systems for the purposes of administering the Title IV programs.

ELEMENTS FOR THE PLAN

Element 1: Designates a qualified individual responsible for overseeing and implementing Skinworks or the servicer's information security program and enforcing the information security program (16 C.F.R. 314.4(a)).

Natalie Parkin our School Director is the designated individual ultimately responsible for the plan. Skinworks made the decision in 2025 to move forward with outsourcing our Cyber Security with Black Cipher.

- *Skinworks director will retain responsibility for compliance with the safeguard rule and oversight of all individuals.*
- *Skinworks director will ensure the servicer maintains their security measures to protect Skinworks in accordance with the requirements of the safeguard rule.*

Element 2: Skinworks has outsources to Black Cipher the risk assessment that identifies reasonably foreseeable internal and external risks to the security, confidentiality, and integrity of customer information (as the term customer information applies to the institution or servicer) that could result in the unauthorized disclosure, misuse, alteration, destruction, or other compromise of such information, and assesses the sufficiency of any safeguards in place to control these risks (16 C.F.R. 314.4(b)).

Element 3: On Skinworks behalf, Black Cipher will provide for the design and implementation of safeguards to control the risks the institution or servicer identifies through its risk assessment (16 C.F.R. 314.4(c)). At a minimum, the written information security program must address the implementation of the minimum safeguards identified in 16 C.F.R. 314.4(c)(1) through (8).

Element 4: On Skinworks behalf, Black Cipher will provide for the institution or servicer to regularly test or otherwise monitor the effectiveness of the safeguards it has implemented (16 C.F.R. 314.4(d)).

Element 5: On Skinworks behalf, Black Cipher will provide for the implementation of policies and procedures to ensure that personnel are able to enact the information security program (16 C.F.R. 314.4(e)).

Element 6: On Skinworks behalf, Black Cipher will address how the institution or servicer will oversee its information system service providers (16 C.F.R. 314.4(f)).

Element 7: On Skinworks behalf, Black Cipher will provide for the evaluation and adjustment of its information security program in light of the results of the required testing and monitoring; any material changes to its operations or business arrangements; the results of the required risk assessments; or any other circumstances that it knows or has reason to know may have a material impact the information security program (16 C.F.R. 314.4(g)).

ENFORCEMENT AUTHORITY AND COMPLIANCE REQUIREMENTS

Under the Standards of Administrative Capability at 34 C.F.R. 668.16(c), Skinworks is required to have an adequate system of internal controls that provides reasonable assurance that the institution will achieve its objectives regarding reporting, operations, and compliance. Information security safeguards are fundamental to a system of internal controls and essential for preventing disruption to these core objectives as they guard the information systems that collect, maintain, process, and disseminate student information.

The changes to the Safeguards Rule expand on the minimum information security requirements that should already be in place at participating institutions and their third-party servicers. The Department intends to work with all institutions to improve their information security posture, including

those that may not have yet implemented the Safeguards Rule requirements.

PROCESS

It is the intent of Skin Works School & Spa of Advanced Skin Care, LLC (Skinworks) to safeguard the privacy of our students' demographic, personal, and financial information. We are required by the Gramm-Leach-Bliley Act under the direction of the Federal Trade Commission, and by FERPA under the direction of the U.S. Department of Education to protect our students, graduates, and future students' confidential information.

1) The training of all employees will include the Cyber Security Policy of Skinworks. A copy of the Cyber Security Policy acknowledgement form must be signed by all new employees at the time of hire and for all employees at the beginning of each calendar year. The signed statements will be retained in each employee's personnel file.
2) Employees are given log-on and passwords to the various computer systems, as necessary. The rights to view certain records will be confined to the areas that position requires access.
3) To avoid potential hacking, it is encouraged that employees use these best practices for setting up passwords:
4) At least 8 characters (must contain capital and lower-case letters, numbers, and symbols)
5) Do not write down password and leave it unprotected
6) Do not exchange credentials when not requested or approved by supervisor
7) Change passwords every 3 months
8) In the instance where an employee leaves (voluntarily or in-voluntarily) Skinworks, the employee's direct supervisor or the School President will be responsible for ensuring that the employee's access rights to all computer systems is terminated immediately.
9) All passwords and log-on rights are employee specific and cannot be shared with any other employee for any reason.
10) Employees are restricted from including social security numbers or other personal or financial information on any electronic correspondence without securing the document with password protection.

STUDENT FILES

ENROLLMENT OFFICE: Student Files are kept in the Financial Aid and the Administration/Education offices, files are scanned into a secured area of our Drive, which requires special access. All files must be scanned once the student is enrolled and paperwork is complete, items are scanned in as they are added, and the full file is scanned at graduation. Employees access these files only when working on the student file or for audit purposes.

Active files are kept in the Financial Aid and the Administration/Education office. The filing cabinets or the offices are locked when an employee is not present. All student files must be secure at the end of each business day.

Retired duplicated files are kept in filing cabinets in the financial aid and Administration/Education offices which is locked when not in use. Physical files are kept for 1 year onsite then scanned and stored off site for 10 years. After 10 years, they are shredded and disposed of accordingly. Only authorized employees of Skinworks may access these files.

1) All access to our student information in our Google Drive, FAME, and Department of Education websites require multifactor authentication logins as required in 16 C.F.R. 314.4(c)(1) through (8).
2) All discarded documents that contain sensitive student/parent information at Skinworks or Corporate Office must be shredded.
3) Service providers must supply a signed release of information form before The student information is released to them.
4) All correspondence with third party inquiries of the student information cannot be released without signed authorization from the student. This includes, but is not limited to, parents and/or stepparents for Students over the age of 18. The law permits us to disclose information to other affiliates under certain circumstances, for example, to a consumer-reporting agency in accordance with the Fair Credit Reporting Act or to comply with federal, state, or local law and other legal requirements as with a subpoena.

5) All employees that have access to NSLDS or other programs information will abide by their privacy statements.
6) All faxes used must contain a Confidentiality Notice.
7) Copy Machine- Employees must not leave any personal or financial data on the copy machine, if you see any personal or financial data in plain sight, please deliver the object to the appropriate person. If the appropriate person is not known, it may be placed in the School President's office for safe keeping.
8) All e-mails regarding personnel, financial, or confidential information about the student must contain the following Confidentiality Notice: 43 "This message is a privileged and confidential communication. If you are not the intended recipient of this fax, you are hereby notified that any disclosure, copying, distribution, or use of this information is strictly prohibited. Please notify the sender immediately if you received this information in error and then destroy the information. We appreciate your cooperation."
9) The Network Administrator may access a user's files for the maintenance of networks and computer/storage systems, such as to create backup copies of files, etc. This access should be limited to necessary maintenance of the computer records at the direction of the School President
10) The School President maintains the privacy of data from loss, misuse, unauthorized access or disclosure, alteration, or destruction during maintenance of the student database.

Sharing of information is permitted for the sole purpose of processing, disbursing, and refunding student funds. The sharing of information is restricted to the U.S. Department of Education FAFSA processing, COE reporting, or Direct Loan Management; Lenders for the purpose of processing and disbursing Federal or Alternative Loans; Loan Servicers for the purpose of monitoring student repayment history; and COE as a part of the on-site evaluation process or in response to a Commission directive.

ELECTRONIC NOTICES

At the present time Skinworks does not use electronic announcements to provide or transmit student information. Students do however have access to their grades and attendance through the Student App, which is maintained by FAME.

SECURITY PLAN

Gramm-Leach-Bliley Act (GLBA) The Gramm-Leach-Bliley Act (GLBA) requires financial institutions to protect and safeguard the security and confidentiality of customer information. The information is defined as any personally identifiable (PII), nonpublic information that Skinworks maintains about an individual that can be used to distinguish/trace identity in the process of offering a financial aid service/product. Following is the information covered:

- Names & Addresses
- Social Security Numbers
- Date & Place of Birth
- Family Financial Information
- Credit Card Information

The goal of the GLBA is to ensure the security & confidentiality, to protect against anticipated threats or hazards to the security of such information, & to protect against unauthorized access to or use of data and information that could result in substantial harm or inconvenience to any customer/student.

Skinworks' designated security program officer is the School President. This person is responsible for coordinating & overseeing the plan; and all questions should be directed to this office.

DEVICE SECURITY- USING PERSONAL DEVICES

Logging in to any company's accounts from personal devices such as mobile phones, tablets or laptops, can put our company's data at risk. Skinworks does not recommend accessing any company data from personal devices. If inevitable, employees are obligated to keep their devices password protected in a safe place, not exposed to anyone else.

RECOMMENDED BEST PRACTICES

- Keep all electronic devices' password secured and protected
- Logging into company's accounts should be done only through safe networks
- Install security updates on a regular basis
- Upgrade antivirus software on a regular basis
- Don't ever leave your devices unprotected and exposed.
- Lock your computers when leaving the desk