

# College of Wilmington



*Your College. Your Future.*

## Esthetics Work Based Plan 2022-2023

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College of Wilmington

Dear Student,

The College's primary goal for your esthetics clinic experience is to become comfortable, competent, and professional when working with unfamiliar clients and to perfect the requirements of the North Carolina Board of Cosmetic Arts Examiners. This part of the program is designed to give you a real-life experience before you enter the workforce.

You now have the opportunity to apply all the knowledge and skills you have learned in the classroom in a professional manner while under the supervision of the Clinic Supervisor/Licensed Instructor. This is a very important stage in your development as an esthetician.

Dedicate yourself to your client's needs and embrace your clinic experience. Enjoy this journey!

Sincerely,

Patrick J. Thompson

President

## **INTRODUCTION**

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The College of Wilmington has been training students in the field of esthetics since 1964. The school has earned a reputation for **EXCELLENCE AND QUALITY OF EDUCATION**. This is evidenced by its graduates who have achieved success in the many different aspects of the esthetics profession, including: **Salon Stylists/Hair Designers, Salon Owners, School Management Personnel, Technicians, Sales Representatives and other key positions for major beauty product and cosmetic manufacturers.**

## **MISSION STATEMENT**

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The mission of the College of Wilmington (COW) is to provide up-to-date, relevant, career training that leads to initial employment or career advancement in a student's chosen field of study. In support of this mission, the College's faculty and staff promises to:

- Continuously improve operations in order to keep current with ever-changing developments and new technologies.
- Observe all rules and regulations by state, accrediting, and federal agencies
- Encourage its instructors to stay current with the latest teaching methods in their respective fields by reading educational books and magazines, and by attending teacher's advanced programs, workshops, and trade shows.
- Participate in educational conferences and regional meetings in order to advance knowledge and application of skills
- Utilize acceptable teaching techniques and training aids [such as textbooks, workshops, films, and other audio visual aids] in order to provide the best possible training for its students.
- Purchase high grade, standard equipment, cosmetics, and supplies to be used for instruction of its students.
- Advertise truthfully and makes honest representations to its students.
- Refrain from acting in a manner that might reflect unfavorable on other schools and the esthetics, massage, and medical professions.

## **HEALTH & SAFETY**

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The College of Wilmington has created an Emergency Procedures Health and Safety Plan that must be followed in the event of a campus-wide emergency. The following basic procedures should be followed to help ensure the campus is safe for employees, students and guests.

1. Encourage all staff and students to think safety first. It is everyone's responsibility to be conscious of health and safety at the school.
2. Entrance, exit, and bathroom doors meet state and federal dimensions.
3. Bathrooms are fitted with handles for use by handicapped individuals in accordance with ADA requirements.
4. Bathrooms and classrooms with sinks have an adequate supply of soap and disposable towels.
5. The facility is cleaned on a daily basis.
6. Floors are properly maintained and are safe for faculty, staff, students and guests.
7. All safety equipment (fire extinguishers, smoke alarms, security alarm) testing is scheduled periodically to ensure effective operation.
8. Students are accurately instructed on the proper use of medical apparatus or equipment.

9. OSHA guidelines are followed for medical waste.
10. Eye wash stations are clearly marked and checked periodically to ensure effective operation.
11. First aid kit is kept in the student dispensary.

*Please refer to the College's Emergency Procedures Health and Safety Plan for Employees, Students, and Guests as provided during the enrollment process.*

## **WORK-BASED OVERVIEW**

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Esthetics students at the College of Wilmington supplement their classroom education with real-life experience. Our Esthetics Students learn and work in an up-scale spa setting and work on real clients through the Student Clinic. We will teach you how to create an atmosphere where your client can relax and leave feeling great. Most importantly, students, within a simulated spa environment, are able to explore the complexities of styling hair, treating skin, designing nails, as they work on paying members of the Community. Services are offered at reduced rates, and all under the supervision of our Clinic Supervisor.

The Esthetics Clinic Supervisor, with appropriate qualifications, will observe the student several times during the service, assist with technique, and answer any questions for the student or client. Student services are performed in an open clinic setting at the College of Wilmington that imitates a real-world spa. Very strict sanitation rules are followed.

The College maintains an active network of clients who receive services on a regular basis. In addition, it is good practice for students to promote the College clinic to attract potential clients. This provides experience in business development and helps the student build relationships with future clients after they become licensed.

Before students can perform a live model performance, the student shall pass the respective performance evaluation plans, disinfection plan, MSDS training, and Blood Exposure Plan. Students will be given a copy of this work based plan during the enrollment process.

## **PROGRAM OBJECTIVES**

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It is the objective of the College of Wilmington to provide the training necessary to prepare the student with the skills required to successfully graduate, and secure and retain employment in the field of esthetics. The Esthetics program qualifies the student to take the NC Board of Cosmetic Arts Licensing Examination. Course syllabi are available to the student both within this document [EXHIBIT 1] and during the duration of the program.

Upon completion of the course requirements, the student graduate will be able to:

1. Project a positive attitude and a sense of personal integrity and self-confidence.
2. Able to perform skills in the areas of hair cutting, hair styling, hair coloring, skin care, make-up application and manicuring.

3. Communicate effectively and interact appropriately with colleagues, supervisors and clients.
4. Provides the student with a comprehensive curriculum in the basics of esthetics and related subjects, with emphasis on current techniques utilized in the profession.
5. Practice Safety, Sanitation, Sterilization and Hygiene.
6. Apply academic learning, technical information and related matter to assure sound judgements, decisions, and procedures.

The Esthetics Program is 600 clock hours in length. The course is a combination of theoretical and practical instructions. Students are able to develop and practice esthetics skills, under the supervision of licensed instructors/clinic supervisors, in actual working conditions in the school's busy clinic. The esthetics program prepares the student to take the NC Board of Cosmetic Arts Licensing Examination.

## **EXPERIENCES**

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The Esthetics Program provides the hands-on training, practical experience and industry support it takes to pursue a successful skin care career. At the College of Wilmington, the spa is the classroom.

The experiences the students gain are skill proficiency in their program area and confidence in their ability to perform specific skills with limited supervision.

## **COMPETENCIES**

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The curricula for the College of Wilmington's Esthetics Program integrates academic competencies and occupational skill development by means of various methods such as: utilization of lectures, hands-on exercises, power-point presentations, audiovisuals, written materials and other instructional methodologies which provide differentiated learning for all types of learners. The program's curricula is sequential, providing optimal learning by correlating theory with clinical or work based practice. This program correlates to an industry certification and state licensure exam vetted through DL Roope Administration. Competencies [EXHIBIT 2] taught align to the certification/state licensure exam; therefore, instructional methodologies utilized are to prepare the student for the certification exam.

Clinical experiences allow student the opportunity to work in a variety of job settings that require the application of these skills. Clinical practice allows students the opportunities to apply classroom theory to real life situations. Within the curriculum framework provided by the College, the academic competencies are linked to the occupational skills for each skill required by the program. Clinic equipment, implements and products are comparable to those used in the industry. Each student will receive instructions that relates to the performance of useful, creative and productive career-oriented activities.

## **EVALUATION OF WORK-BASED PLAN**

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In order to maintain the integrity of this work-based plan, the College will annually review and evaluate the effectiveness of this plan. All plans are evaluated at least on an annual basis with instructional personnel, administrative staff and members of our Advisory Board. Please refer to the College's *Institutional Effectiveness Plan* for follow-up information used to evaluate and improve the program outcomes.

## **STUDENT EVALUATIONS**

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The College uses systematic student evaluations to assist student learning and to demonstrate satisfactory student achievement before a diploma of completion is awarded. Each student is evaluated periodically on attendance, academic and/or practical learning, as applicable. Practical learning is evaluated using written criteria, such as rubrics or similar means [EXHIBIT 3]. Students are assigned academic learning and a minimum number of practical experiences. Academic learning is evaluated after each unit of study. Practical assignments are evaluated as completed and counted toward course completion only when rated as satisfactory or better (the computer system will reflect completion of the practical assignments). Student evaluation results are reviewed with the students. In addition to evaluations performed by the College's faculty, clients are also encouraged to evaluate the student service [EXHIBIT 4] after each clinic session.

The esthetics student will also evaluate the College's esthetics instructor during the course of enrollment [EXHIBIT 5].

## **ON SITE SUPERVISOR**

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The Esthetics Clinic Supervisor, with appropriate qualifications, will observe the student several times during the service, assist with technique, and answer any questions for the student or client. The on-site supervisor is responsible for completing the evaluation of student competencies. The Clinic Supervisor is a licensed esthetician and is qualified to supervise all work-based activities for the Esthetics Program.

## **STUDENT CONDUCT IN CLINIC**

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Clinical observation and practice is a key feature of the College courses of study and students are expected to show ethical awareness and behave appropriately in all clinical settings when interacting with clients, clinic staff and fellow students and concerning issues of confidentiality. All students will receive an orientation to the clinic floor [EXHIBIT 6], blood exposure awareness [EXHIBIT 7] and the location of the MSDS sheets [EXHIBIT 8].

Students will be expected to work with clients from all walks of life in clinical practicum irrespective of age, body shape, disability, gender, sexual orientation, religion, race, nationality, etc. Students must display appropriate behavior for professional practice at all times and maintain appropriate boundaries between the client and student practitioner. Students will receive supervision and guidance from their Clinic Supervisor while performing services.

Students are to behave in a manner which promotes the well-being of themselves and others in the College surroundings and to observe the expectations of proper conduct at all times. This includes, but is not limited to:

- Observe all College of Wilmington policies and procedures, including those relating to student misconduct, confidential information, privacy and all health and safety requirements.
- Attend on time and remain in service until the completion of the service.
- Refrain from talking excessively or at inappropriate times so as to cause disruption to the achievement of learning outcomes of others.

- Use mobile phones in designated areas.
- Speak to other students and the supervisor in a proper manner, not causing distress.

Students have a responsibility to:

- Maintain professional and ethical conduct with regard to all Clinic matters;
- Be punctual;
- Abide by all requirements and expectations outlined in this document and the Rules & Regulations received during enrollment process;
- Maintain client, staff and peer confidentiality;
- Check station before taking client to ensure that they are clean and tidy;
- Leave station in a clean and tidy state after using them,
- Notify appropriate College staff when unable to attend Clinic services;
- Assist with the smooth running of the Clinic.

In the event that a student's conduct in Clinic is inappropriate, the Clinic Supervisor will report this to the Program Director. The student may then be given consequences for engaging in any of the following behaviors:

- Arrival at Clinic unprepared for appointments
- Missing an appointment or late for appointment by more than 15 minutes
- Being unavailable while on a scheduled Clinic service
- Acting without the Clinic Supervisors permission
- Did not follow the Clinic protocols and standards outlined in this document
- Inappropriate dress
- Sexual harassment/misconduct
- Inappropriate remarks
- Breach of client confidentiality
- Not following Clinic Supervisor's recommendations
- Other professional misconduct

Any student who is under the influence of alcohol or other drugs will be excluded from the clinic setting immediately and subject to dismissal from the College permanently. The clinic supervisor will immediately consult the Program Director and Campus President in making such a judgment and immediate action will be taken.

With minor student misconduct, every effort will be made to resolve the issues as quickly as possible.

*Please also refer to the College Catalog and the Esthetics Rules and Regulations as provided during the enrollment process.*

## **CLINIC ATTENDANCE**

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Students are expected to participate in all aspects of clinical practice, as part of their academic learning outcomes. This includes client consultation, customer/client service and promotion as



well as dispensary duties (where relevant). Students are encouraged to take ownership of their Clinic service and develop a well-rounded set of clinical skills.

- Students must attend all scheduled Clinic services. Satisfactory student attendance in Clinic services is required to make satisfactory progress in courses of study.
- You must complete the practical requirements as defined by the North Carolina Board of Cosmetic Arts Examiners.

It is both disruptive and unprofessional to Clinic Supervisors, Clinic clients and fellow students to arrive late to Clinic services. Students are expected to arrive early and remain through to the end of the Clinic service, even if there are no clients and should utilize the time in Clinic constructively, such as doing mannequin work.

- Students should arrive at Clinic no later than 15 minutes before the Clinic service and be ready for their Clinic service at the time it is scheduled to begin.
- Students who arrive late for Clinic Services may be sent home at the discretion of the Program Director.

## **PROFESSIONALISM**

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As future estheticians, students are expected to adhere to the highest professional, ethical, and personal standards of conduct. Any activities that violate the standards of student conduct specified in the College Catalog, Rules and Regulations, and/or this work-based plan will form the basis of disciplinary actions towards those involved.

## **DRESS CODE**

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College of Wilmington has a basic professional dress code to be adhered to by all students in the Clinic setting. Professional manner, appearance and attire must be maintained in the Clinic at all times. Students are required to wear a student ID, black scrub top and pants in order to promote an atmosphere of professionalism. Students who are inappropriately dressed will be asked by the Clinic Supervisor to leave the Clinic area.

## **PERSONAL HYGIENE**

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- Students must maintain their personal hygiene when in Clinic settings. Students are expected to have showered with the appropriate use of deodorants and antiperspirants as needed prior to their Clinic service.
- All clothing worn in Clinic must be clean.
- Breath fresheners [to exclude chewing gum] should be used appropriately.
- Nails should be clean and trimmed to a reasonable length.
- Hair is to be clean and managed neatly at all times.
- Facial hair should be clean-shaven, or if a beard or moustache is worn, it should be neatly trimmed.
- Personal jewelry must not interfere with client treatment.
- Utilize only those materials furnished for the personal use of the client, including towels, scissors, that have been laundered or sanitized before reuse, or that are single-use items disposed of after treatment.

## **MAINTAINING CLEANING STANDARDS**

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Stations should be left clean, tidy and ready for the next client and student. Students are required to clean stations at the end of every Clinic service. NC Sanitation Guidelines and the College's Laundry Protocol are located in EXHIBITS 9 and 10 respectively.

- Linens such as towels, sheets, etc., are to be placed in the provided laundry containers. Do not put linens on the floor in any areas,
- When linen containers are full, it is the student's responsibility to transfer the dirty linen to the laundry area.
- Clean station and chair by spraying with provided cleaner and wiping them down.
- No food or drinks are to be consumed while at stations.

## **CLINIC OPERATIONS**

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Clients need to be aware that the Clinic operates on a fee for service basis and what the fee will be for the service they are requesting. These fees are substantially lower than those charged in the community. All services are performed by students under the direct supervision of the Clinic Supervisor/Licensed Esthetics Instructor.

### **Service Protocol**

#### **Step 1: Preparation**

- Review the client's travel and relevant information
- Prepare the station

#### **Step 2: Meeting the Client**

- Greet client in reception area
- Take Client to the Station
- Review Client's service request(s)

#### **Step 3: Service**

- Ask the client if they have any questions
- Solicit input from the Clinic Supervisor as needed
- Ask the Clinic Supervisor to approve the final service

#### **Step 4: Post-Service Activities**

- Wash your hands
- Ask client to reschedule and offer to sell them products
- Request them to fill out your evaluation form
- Evaluation is to be left with the Receptionist
- The Clinic supervisor reviews all evaluations and provide constructive feedback to students

## **INAPPROPRIATE CLIENT CONDUCT IN CLINIC**

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If at any time during an appointment you feel uncomfortable because of inappropriate behavior by the client, stop the appointment immediately. Immediately notify the Clinic Supervisor of the situation.

## **GRADUATION REQUIREMENTS**

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1. Satisfactory progress in both written and practical work has been maintained at 78% or above [EXHIBIT 11].
2. Satisfactory attendance has been attained at 67% or above [EXHIBIT 11].
3. All tuition requirements have been met.
4. Final written and practical examinations have been passed with a 78% or above.
5. Student has achieved a minimum of 600 hours along with completed service requirements [EXHIBIT 12].

## **CONCLUSION**

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We are excited about having you on this journey. You will be refining your hands-on techniques in a practical, work environment with constructive advice offered at each step. Along the way, you will further learn the nuances of operating a esthetics clinic, including scheduling, appointment setting, and recruitment of clients. The experience will better prepare you for taking a position within an established salon or, using your entrepreneurial spirit to start your own. While your primary resources will be your Clinic Supervisor, all service faculty and school administration is available to make sure your experience is healthy, beneficial, and applicable to your educational pursuits.

## **ORGANIZATION OF EXHIBITS**

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This work based plan is used to guide your expectations of the clinical experience and the College's expectations of the student. The exhibit forms included for your review are:

- Exhibit 1: Course Syllabi
- Exhibit 2: Competency-Based Task/Competency List
- Exhibit 3: Student Evaluations
- Exhibit 4: Client Student Evaluation
- Exhibit 5: Instructor Evaluation
- Exhibit 6: Orientation to Clinic Floor
- Exhibit 7: Blood Exposure Plan
- Exhibit 8: MSDS Training Verification Form
- Exhibit 9: Disinfection Evaluation Plan
- Exhibit 10: Laundry Protocol
- Exhibit 11: Student Satisfactory Academic Progress
- Exhibit 12: Clinical Services Requirement Sheet

# Exhibit 1: Course Syllabi

**Course Name:** Esthetics Fundamentals

**Course Code:** EST 100

**Course Prerequisites:** None

**Contact Hours:** 120 Hours [43 Lecture; 77 Practical]

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**Course Description:** This course covers the fundamentals of esthetics. Topics include orientation, infection control, disinfection, first aid, fire/safety, chemistry, anatomy & physiology, basic facial and skin care, waxing and other related topics. Before a student may perform a live model performance, the student shall pass the necessary performance evaluations as required in Rule 21 NCAC 14T .0604 of the N.C. State Board of Cosmetic Art Requirements. Prerequisites: None.

**Instructor Information:**

**Name:**

**Phone:**

**Office Location:**

**Email:**

**Office Hours:**

**Course Days/Times:**

**Required Textbook/Supplies:**

Publisher: Pivot  
Point  
International, Inc.

Study Guide: 978-1951862275

Pivot Point  
Cosmetology  
Fundamentals Digital  
Curriculum/Lab Seat/  
Study Guide

**Course Objectives:**

Upon completing this course, the student will be able to:

- This course provides an introduction to the field of Esthetics.
- Understand the following basic Esthetics concepts
  - Infection, Disinfection, First Aid, Fire/Safety & NC State Board Rules, Regulations and Website
  - Chemistry, Anatomy & Physiology
  - Basic Facial, Waxing, Lashes and Brows, Draping and other related topics.

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**Class Participation/Attendance:** Please refer to the college attendance policy as publicized in the college catalog in addition to the Esthetics Rules and Regulations.

<b>Grading Measurements:</b>		<b>Grading Scale:</b>
Exams	70%	A = 93-100
Quizzes	5%	B = 92-86
Assignments	5%	C = 85-78
Final Exam	10%	D = 77-70
Participation	10%	F = Below 70

**Exams:** Exams are given periodically throughout the course. The purpose of exams is to test students' knowledge of materials over a given section of the course. Exams may be in various formats including essay, multiple choice, short answer, computer-based, etc.

**Quizzes:** Short quizzes may be given at any time and may be announced or unannounced.

**Assignments:** The typical assignment is a comprehensive undertaking that demonstrates a student's proficiency on a given topic. Assignments may be completed by various methods including hands-on demonstrations, research papers, oral presentations, etc.

**Final Exam:** The Final Exam is comprehensive and includes subjects that test a student's mastery of the concepts covered in this course.

**Resource Center:** The learning resource center offers many electronic resources and services, including: e-books, online journals, online citation management, etc. from the online library known as *Library & Information Resources Network*. The learning resource center mainly serves the needs of COW students (both on-campus and off-campus), faculty, staff, and administration. Access to this online library is available 24 hours/7 days a week from home, office, school, etc.

**Students with Special Needs**

Students with special needs should contact their instructor by the first day of scheduled class, or earlier if possible. The instructor and/or College will arrange individual accommodations, as needed, for students with special needs.

## Course Outline

Day 1	Chp 1: Career Opportunities and Hx of Esthetics; Blood Exposure and Infection Control Procedures; MSDS training; Fire Safety; NC State Board Rules and Regulations
Day 2	Chp 1: Career Opportunities and Hx of Esthetics; Blood Exposure and Infection Control Procedures; MSDS training; Fire Safety; NC State Board Rules and Regulations...continued
Day 3	Chp 2: Anatomy and Physiology
Day 4	Chp 2 continued
Day 5	Exam on Chps 1 and 2
Day 6	Chp 3: Physiology & Histology of the Skin
Day 7	Chp 4: Skin Analysis; Practice client intake and consultations
Day 8	Exam Chps 3 & 4; Practice Skin Assessment and Analysis
Day 9	Chp 6: Skin Care Products; Chp 7: The Treatment Room
Day 10	Chp 6: Skin Care Products; Chp 7: The Treatment Room...continued
Day 11	Practice preparing a treatment room and post service protocols
Day 12	Exam Chp 6 and 7; Chp 8: Facial Treatments; Chp 9: Facial Massage
Day 13	Practice proper draping; skin analysis; create a treatment plan; basic facials and facial massage
Day 14	Chp 11: Hair Removal; Practice waxing
Day 15	Exam Chps 8, 9 and 11; Practice all hands on learned thus far
Day 16	Practical Exam: Client Intake; draping; facial analysis and basic facial

**Course Name:** Advanced Esthetics

**Course Code:** EST 200

**Course Prerequisites:** EST 100

**Contact Hours:** 480 Hours [174 Lecture; 306 Practical]

**Course Description:** This course builds on topics covered in EST 100 and reviews more comprehensive esthetics concepts combined with practical experience in both hands-on training and product sales. Subjects include Skin care electricity, machines & apparatus, make-up application, aromatherapy, lash and brow & waxing, nutrition, business management, professional ethics, state board preparation, resume building and other related topics. and other related subjects. Prerequisites: EST 100.

**Instructor Information:**

**Name:**

**Phone:**

**Office Location:**

**Email:**

**Office Hours:**

**Course Days/Times:**

**Required Textbook/Supplies:**

Pivot Point  
International,  
Inc.

Study Guide:  
978-1951862275

Pivot Point Cosmetology  
Fundamentals Digital Curriculum/  
Lab Seat/Study Guide

**Course Objectives:**

Upon completing this course, the student will be able to

- This course builds on EST 100
- Understand the following basic Esthetics concepts
  - Subjects include Skin care electricity, machines & apparatus, make-up application, aromatherapy, lash and brow & waxing, nutrition, business management, professional ethics, state board preparation, resume building and other related topics.

**Class Participation/Attendance:** Please refer to the college attendance policy as publicized in the college catalog in addition to the Cosmetology Rules and Regulations.

<b>Grading Measurements:</b>		<b>Grading Scale:</b>
Exams	70%	A = 93-100
Quizzes	5%	B = 92-86
Assignments	5%	C = 85-78
Final Exam	10%	D = 77-70
Participation	10%	F = Below 70

**Exams:** Exams are given periodically throughout the course. The purpose of exams is to test students' knowledge of materials over a given section of the course. Exams may be in various formats including essay, multiple choice, short answer, computer-based, etc.

**Quizzes:** Short quizzes may be given at any time and may be announced or unannounced.

**Assignments:** The typical assignment is a comprehensive undertaking that demonstrates a student's proficiency on a given topic. Assignments may be completed by various methods including hands-on demonstrations, research papers, oral presentations, etc.

**Final Exam:** The Final Exam is comprehensive and includes subjects that test a student's mastery of the concepts covered in this course.

**Resource Center:** The learning resource center offers many electronic resources and services, including: e-books, online journals, online citation management, etc. from the online library known as *Library & Information Resources Network*. The learning resource center mainly serves the needs of COW students (both on-campus and off-campus), faculty, staff, and administration. Access to this online library is available 24 hours/7 days a week from home, office, school, etc.

### Students with Special Needs

Students with special needs should contact their instructor by the first day of scheduled class, or earlier if possible. The instructor and/or College will arrange individual accommodations, as needed, for students with special needs.

### Course outline:

#### Course Outline

Week 1	Lecture: Review Blood Exposure and Infection Control Procedures; MSDS training; Fire Safety; NC State Board Rules and Regulations; Chp 10: Facial Devices and Technology; Clinic
Week 2	Lecture: Chp 10: Facial Devices and Technology, continued; Practice using Facial Machines; Clinic
Week 3	Practical Exam; Clinic
Week 4	Lecture Chp 12: Makeup Essentials; Practice Makeup; Clinic
Week 5	Practical Exam; Clinic
Week 6	Lecture Chp 13: Advanced Topics and Treatments; Chemical Peels; Microdermabrasion
Week 7	Clinic
Week 8	Exam Chps 10, 12 & 13; Practical Exam
Week 9	Clinic
Week 10	Clinic
Week 11	Clinic
Week 12	Clinic
Week 13	Business Management; Clinic
Week 14	Resume Building and Job Opportunities; Clinic
Week 15	Prepare for State Board Practical Exam; Clinic
Week 16	Prepare for State Board Practical Exam; Clinic

## **Exhibit 2: Competency-Based Task/Competency List**

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### **Demonstrating Workplace Readiness Skills: Personal Qualities and People Skills**

1. Demonstrate positive work ethic.
2. Demonstrate integrity.
3. Demonstrate teamwork skills.
4. Demonstrate self-representation skills.
5. Demonstrate diversity awareness.
6. Demonstrate conflict-resolution skills.
7. Demonstrate creativity and resourcefulness.

### **Demonstrating Workplace Readiness Skills: Professional Knowledge and Skills**

8. Demonstrate effective speaking and listening skills.
9. Demonstrate effective reading and writing skills.
10. Demonstrate critical-thinking and problem-solving skills.
11. Demonstrate healthy behaviors and safety skills.
12. Demonstrate an understanding of workplace organizations, systems, and climates.
13. Demonstrate lifelong-learning skills.
14. Demonstrate job-acquisition and advancement skills.
15. Demonstrate time-, task-, and resource-management skills.
16. Demonstrate job-specific mathematics skills.
17. Demonstrate customer-service skills.

### **Demonstrating Workplace Readiness Skills: Technology Knowledge and Skills**

18. Demonstrate proficiency with technologies common to a specific occupation.
19. Demonstrate information technology skills.
20. Demonstrate an understanding of Internet use and security issues.
21. Demonstrate telecommunications skills.

### **Examining All Aspects of an Industry**

22. Examine aspects of planning within an industry/organization.
23. Examine aspects of management within an industry/organization.
24. Examine aspects of financial responsibility within an industry/organization.
25. Examine technical and production skills required of workers within an industry/organization.
26. Examine principles of technology that underlie an industry/organization.
27. Examine labor issues related to an industry/organization.
28. Examine community issues related to an industry/organization.
29. Examine health, safety, and environmental issues related to an industry/organization.

### **Addressing Elements of Student Life**

30. Identify the purposes and goals of the student organization.
31. Explain the benefits and responsibilities of membership in the student organization as a student and in professional/civic organizations as an adult.
32. Demonstrate leadership skills through participation in student organization activities, such as meetings, programs, and projects.
33. Identify Internet safety issues and procedures for complying with acceptable use standards.

### **Demonstrating Safety, Sanitation, and Disease Control**

34. Sanitize hands before and after every service.
35. Demonstrate standard treatment of an injury to a client and to oneself.



36. Follow OSHA guidelines for sanitizing and disinfecting implements after exposure to blood.
37. Identify the components of a Safety Data Sheet (SDS).
38. Demonstrate prescribed procedures for attending to a contaminated (i.e., by blood spill, disease) work area.
39. Demonstrate knowledge of blood-borne pathogens, including blood poisoning, hepatitis C, and AIDS.
40. Demonstrate safety practices when working with all chemicals.

### **Maintaining, Sanitizing, and Disinfecting Implements, Equipment, and Facilities**

41. Sanitize and disinfect combs, brushes, shears, and other implements.
42. Sanitize and disinfect electrical equipment.
43. Maintain salon equipment.
44. Sanitize rollers, clips, perm rods, and perm trays.
45. Launder towels, capes, and smocks.
46. Sanitize and disinfect work areas.

### **Exhibiting Professionalism and Workplace Ethics**

47. Demonstrate a professional image.
48. Demonstrate correct posture and physical poise.
49. Follow practices and procedures related to workplace ethics.

### **Introducing Esthetics**

50. Summarize the origin and advancements of esthetics.
51. Identify various career options within esthetics.
52. Follow competency procedures.
53. Explain how to secure required license.

### **Gathering Client's History**

54. List client's personal information and factors that could affect the service.
55. Record client's medical history to ensure client's health and safety.

### **Caring for Skin, Hands, and Feet**

93. Perform basic manicure.
94. Perform basic pedicure.
95. Perform basic facial.

### Exhibit 3: Student Evaluation Plan

Esthetics Students are required to complete hands-on assessments that are evaluated by the instructor. Below is an example of one of the requirements that are evaluated: haircuts.

<b>Haircuts</b>			
<b>TASK</b>	<b>YES</b>	<b>NO</b>	
Setup visibly clean and sanitary			
Sections hair properly			
Established a guide & cuts at least 1/2 inches off			
Handles shear safely at all times			
Keeps tools in hand at all times [proper palming]			
Uses consistent subsections/partings while cutting			
Uses established guide			
Sections are uniform			
Haircut is blended from front to back			
Haircut is "corner" free			
Complete within 60 minutes			
Follows directions			
Follows sanitation guidelines			
<b>Pass with 100% Score</b>			
<b>Dates below <u>MUST be PRIOR</u> to Date this performance is completed.</b>			
Date Disinfection Evaluation Plan PASSED: _____			
Date Blood Exposure Evaluation Plan PASSED: _____			

## Exhibit 4: Client Student Evaluation

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### *COLLEGE OF WILMINGTON* **Esthetics Student Evaluation**

Student Name: \_\_\_\_\_

In order to better assess the student's skills, we ask you please complete this anonymous evaluation of the esthetics student performing your services today. Please be honest, as this feedback will assist the student's ability to grow and learn as a esthetician. All evaluations will be reviewed by the clinic supervisors.

Was the student professional and courteous during your service?	Yes	No
Were you pleased with the outcome of your service?	Yes	No
Did the clinic supervisor stop by to check on the progress of your service?	Yes	No
Did the student request to rebook an appointment with you?	Yes	No
Was the student's station clean and organized?	Yes	No
Would you receive a service from this student again?	Yes	No
Did the student discuss the product line used during your service?	Yes	No
Was the service completed in an appropriate amount of time?	Yes	No

# Exhibit 5: Instructor Evaluation

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## College of Wilmington

### Instructor Evaluation

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One of the best avenues for enhancing the quality of our School's education is through timely and accurate feedback from you, the student. Please take this opportunity to complete the following survey for the class in which you are currently enrolled. We thank you for your input and value how your guidance will help shape how we deliver quality education to you. All input that you provide is **anonymous** – all responses are viewed ONLY by the Campus Director.

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Directions:

1. In the space below table below please evaluate the following instructor:  
Instructor: \_\_\_\_\_
2. Rate your opinion of your instructor on the following sentences. Place a check-mark in the column that best represents your opinion where:  
1 = Strongly Disagree  
2 = Disagree  
3 = Agree  
4 = Strongly Agree

(Strongly Disagree...Strongly Agree)

#	Question	1	2	3	4
1	The instructor demonstrates an ability to interest and motivate students				
2	The instructor shows concern for student learning and success				
3	The instructor demonstrates knowledge of the subject				
4	The instructor is available to help students as needed				
5	The instructor is considerate in dealing with students				
6	The instructor encourages student participation and involvement				
7	The instructor presents the material in a clear manner that is conducive to learning				
7	I would recommend this instructor to new students				
9	Overall, I highly rate this instructor				
RC	The learning resources were adequate for my educational process				

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Please provide your written input to the following questions:

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- *Is your instructor teaching relevant material during the scheduled theory hour[s]? [If not, please explain].*
- *Does your instructor maintain a professional and respectful relations at all times? [If not, please explain].*
- *What are the most effective aspects of the instructor?*
- *What are the least effective aspects of the instructor?*
- *Other comments/suggestions*

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This concludes the survey. We thank you for your participation and the input that you have provided to us.

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## Exhibit 6: Orientation to Clinic Floor

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# Esthetics Student Clinic Floor Orientation

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Student: \_\_\_\_\_ Hours Earned: \_\_\_\_\_ Date: \_\_\_\_\_

**I have received information concerning the following topics during my Clinic Floor Orientation:**

- \_\_\_\_\_ No consuming of food or drinks on clinic floor. Lidded drinks can be kept in the station cabinet
- \_\_\_\_\_ Cell phones on vibrate and use in designated areas
- \_\_\_\_\_ If you do not have a client, must be engaged with practical work book, mannequin work, etc.
- \_\_\_\_\_ Dispensary Layout and Operation
- \_\_\_\_\_ Student Zoning
- \_\_\_\_\_ Traveler Delivery
- \_\_\_\_\_ Client Interaction – importance of being professional
- \_\_\_\_\_ Pricing of Products
- \_\_\_\_\_ Importance of being prompt and completing services in recommended time
- \_\_\_\_\_ Importance of Rebooking Clients

### **CLINIC FLOOR**

All services performed on the clinic floor are required by state regulations to have a consultation by an instructor before the service, checked during the service, and upon completion of the services before the clinic leaves the clinic area.

All services or work performed by a student must be supervised and evaluated by an instructor within the educational process.

Students who are assigned to the clinic floor and are not performing on clients are required to work on quotas or other assigned projects.

A student is to stay with or near the client during a chemical service. If an emergency occurs and you need to leave your client, notify your clinic floor instructor immediately so another student may be assigned to take over the client and continue with the service in progress.

Students are not to discuss religion, politics, sex and other controversial topics as well as school policy with clients or fellow students while on campus. These sensitive subjects are not considered professional work environment topics.

If student needs assistance, they are to ask Clinic Supervisor/Instructor.

Students are requested to seek the help of an Instructor if having difficulty with client. Students are not allowed to turn a client away.

Students on the clinic floor will have the opportunity to work on a variety of different hair, skin, and nail types. Students are encouraged to use this opportunity to enhance their skills and customer service level by accepting all clients assigned to them. Students who refuse a client or assigned service may be required to clock out for the day.

Students on the clinic floor are striving to perfect the quality of their performance and improve the time it takes to complete the service. A student falling behind on the timing of performing a service must notify the Esthetics Instructor. Adjustments by the Instructor may be made to ensure efficient service delivery for the benefit of the client.

Any student challenged with efficient service delivery is expected to improve this skill to better prepare for certification and employment.

The lobby is used for receiving clients who have appointments for services. Students are asked to stay on the clinic floor until the front desk notifies them of a client arrival. At that time, the student may enter the lobby are to greet and guide the client to the clinic floor.

Please refer to the Esthetics Rules and Regulations along with the NC State Board Sanitation Guidelines as received during your enrollment period.

### **Maximize Your Income (what you need to know)**

1. Client retention goes up 30% every time you sell a client retail
2. If you perform a \$20 haircut and sell the client \$50 in products, your income just increased by 25% (the \$20 haircut plus the 10% on product sales)
3. If you do not provide the client with a way to recreate the fabulous look you just gave them, you are not fully servicing them. This includes rebooking and retail products.

The College's primary goal for your clinic experience is to become comfortable, competent and professional when working with unfamiliar clients and conditions. This part of the program is designed to give you a real-life experience before your enter the workforce. You now have the opportunity to apply all the knowledge and skills you have learned in the classroom in a professional manner while under the supervision of the Esthetics Instructor Supervisor. This is a very important stage in your development as a Cesthetician. Dedicate yourself to your client's needs and embrace your clinic experience. It's an exciting time. You can start working on building your clientele immediately. These clients will follow you when you graduate if they like you and the services you perform. Embrace this opportunity and be passionate about the career you have chosen. Enjoy this journey!

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Student Signature

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Instructor Signature

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Date

# Exhibit 7: Blood Exposure Evaluation Plan

Blood Exposure Evaluation Plan

Student Name: \_\_\_\_\_

NCAC 14H .0404

Date: \_\_\_\_\_

The school shall have antiseptics, gloves or finger guards, sterile bandages, and other necessary supplies available to provide first aid.

TASK	YES	NO
<b>If the skin of the licensee or student is punctured, the licensee or student shall upon knowledge of the injury do the following in this order:</b>		
a. Wash and dry the punctured area with soap and running water and a disposable towel;		
b. Apply protective gloves to remove materials from first aid kit;		
c. Cleanse injured area with antiseptic (e.g. alcohol, hand sanitizer);		
d. Apply a sterile bandage;		
e. Disinfect any implement or work area exposed to blood per Rule NCAC 14H .0403;		
f. Dispose of all contaminated supplies and gloves in a zip lock bag then place in the trash;		
g. Wash hands with soap and running water; and		
h. If the injured area is on the hands, fingers or thumb apply disposable, protective glove(s) or a finger guard.		
<b>Pass with 100% Score</b>		

TASK	YES	NO
<b>If the skin of the patron is punctured, the licensee or student shall upon knowledge of the injury do the following in this order:</b>		
a. Apply protective gloves to remove materials from first aid kit;		
b. Make first aid supplies available to the patron or assist the patron with:		
i. Cleansing injured area with antiseptic (e.g. alcohol, hand sanitizer)		
ii. Applying a sterile bandage;		
c. Disinfect any implement or work area exposed to blood per Rule NCAC 14H .0403;		
d. Dispose of all contaminated supplies and gloves in a zip lock bag then place in the trash;		
e. Wash hands with soap and running water; and		
f. Put on disposable, protective gloves.		
<b>Pass with 100% Score</b>		

Instructor initials: \_\_\_\_\_

## Exhibit 8: MSDS Training Verification Form

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### **Esthetics Student**

### **MSDS Training**

I, \_\_\_\_\_ [print name] verify that I have been trained on how to read and understand Safety Data Sheets and product labels. I know where Safety Data Sheets are located, and I understand how to read and use these forms.

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Student Signature

Date



# Exhibit 9: Disinfection Evaluation Plan

Disinfection Evaluation Plan

Student Name: \_\_\_\_\_

NCAC 14H .0403

Date: \_\_\_\_\_

TASK	YES	NO
<b>All implements shall be cleaned and disinfected after each use in the following manner:</b>		
a. They shall be washed with warm water and a cleaning solution and scrubbed to remove debris and dried.		
b. They shall be disinfected with a bactericidal, virucidal and fungicidal and approved by the EPA for use in beauty salons, or salon settings that is mixed and used according to the manufacturer's directions.		
c. They shall be rinsed with hot tap water and dried with a clean towel before their next use. They shall be stored in a clean, closed cabinet or container until they are needed;		
<b>Pass with 100% Score</b>		

TASK	YES	NO
<b>After use by each patron each whirlpool or footspa must be cleaned and disinfected as follows:</b>		
a. All water must be drained and all debris removed from the basin;		
b. The basin must be disinfected by filling the basin with water and circulating surfactant or enzymatic soap with an EPA registered disinfectant with bactericidal, fungicidal and virucidal activity used according to manufacturer's instructions through the unit for 10 minutes;		
c. The basin must be drained and rinsed with clean water; and		
d. The basin must be wiped dry with a clean towel.		
<b>Pass with 100% Score</b>		

TASK	YES	NO
<b>At the end of the day each whirlpool or footspa must be cleaned and disinfected as follows:</b>		
a. The screen must be removed and all debris trapped behind the screen removed;		
b. The screen and the inlet must be washed with surfactant or enzymatic soap or detergent and rinsed with clean water;		
c. Before replacing the screen the screen must be totally immersed in an EPA registered disinfectant with bactericidal, fungicidal and virucidal activity in accordance to the manufacturer's instructions for 10 minutes;		
d. The inlet and area behind the screen must be cleaned with a brush and surfactant soap and water to remove all visible debris and residue; and		
e. The spa system must be flushed with low sudsing surfactant or enzymatic soap and warm water for at least 10 minutes and then rinsed and drained.		
Q. A record must be made of the date and time of each cleaning and disinfecting as required by this Rule including the date, time, reason, and name of the staff member who performed the cleaning. This record must be made for each whirlpool or footspa and must be kept and made available for at least 90 days upon request by either a patron or inspector.		
<b>Pass with 100% Score</b>		

Instructor initials: \_\_\_\_\_

## Exhibit 10: Laundry Protocol

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# Laundry Protocol

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The Washer and Dryer are located in the Back of the dispensary:

- The Washer is self-injected with soap and any chemicals needed. Students do not have to touch or use any chemicals.
- Brame services the washer 1 time a month to ensure the soap, chemicals, and water temperature is correct.

To Operate the Washer you choose one of the Following:

- Ensure the washer has a FULL LOAD! This is important to the functionality of the machine.
- Press 1 Massage white Sheets and Towel (Hot /Hot Water)
- Press 2 Color Sheets (Hot/Med Water)
- Press 3 Esthetics Towels (Med/ Cool Water)
- Press 4 Reclaim-extra bleach (Hot/Hot Water)
- Press Green Button Twice
- Machine will start
- When Laundry is finished the machine will beep wait till stops and open the door

To Operate the Dryer you choose one of the Following:

- Press (45 Min Cycle)
- Press B (1 hours Cycle)
- Press C (1/ ½ hour cycle)
- Machine will Start
- When Laundry is finished immediately place in CLEAN CLOSE BAG OR CONTAINER fold and store

If you have any questions or concerns please see the Campus Director or Program Director for more information.

Thank you,  
**COW**

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## Exhibit 11: Student Satisfactory Academic Progress

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*The College uses FAME as our Financial Aid Servicer. The software system creates SAP reports for each student as he/she reaches a measurement point. Below is an example of a Esthetics SAP Report at the 450 hour measurement point.*

**COLLEGE OF WILMINGTON  
FINANCIAL AID  
SATISFACTORY ACADEMIC PROGRESS (SAP) EVALUATION**

<b>Student (First, Last Name)</b>	1318 Jane Doe
<b>Program</b>	Cosmetology
<b>Program version</b>	Cosmetology July 2018
<b>Date FA SAP Verified</b>	10/20/2018
<b>FA SAP Checkpoint</b>	450 Actual hours after start date
<b>Total Hours Completed</b>	450.00
<b>Scheduled Hours</b>	536.60
<b>Percentage of Attendance Completed</b>	83.86% (66.00% minimum required)
<b>Cumulative Grade</b>	4.00 (2.00 minimum required)

The purpose of this document is to certify that the above referenced student's records were checked for financial aid satisfactory academic progress in accordance with the standards established by this institution. The student was found to be:

Maintaining satisfactory academic progress

Not maintaining satisfactory academic progress

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Financial Aid Officer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
School Director Signature

\_\_\_\_\_  
Date

Standard Notice - FASAP.rtf 7/29/2019

## **Exhibit 12: Clinical Services Requirement Sheet**

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Performances shall be defined as the systematic completion of all steps for safe and effective cosmetic art services to a client and shall include the following:

Performances shall be defined as the systematic completion of all steps for safe and effective cosmetic art services to a client. In addition to the requirements set forth in Paragraph (a) of this Rule all students shall be trained on the following performance requirements:

- (1) Infection Control;
- (2) Blood exposure procedure;
- (3) Basic facial;
- (4) Waxing including underarm, lip, eyebrow, leg and bikini;
- (5) Hair removal with depilatory and tweezers;
- (6) Makeup application;
- (7) Facials with machines;
- (8) Exfoliation;
- (9) Facials with LED light;
- (10) Facials with high frequency (direct and indirect); and
- (11) Lash application.