

Eternal Beauty Institute



Student Handbook

Regina Campus

Effective March 2026 (Replaces all previous versions)

Welcome

Welcome to **Eternal Beauty Institute (EBI)**. We are pleased that you have chosen to pursue your education with us and join a community committed to excellence, professionalism, and client safety. This Student Handbook outlines the academic, administrative, and conduct policies that govern your enrolment and sets the standards expected of all students. It is your responsibility to read, understand, and comply with the policies and procedures contained in this document throughout your program of study.

Founded in 2013 by its President, Barbara McBean, Eternal Beauty Institute has established a strong reputation for delivering high-quality foundational and advanced esthetics education across North America. Our programs are designed to meet industry demands while maintaining rigorous educational and regulatory standards. EBI emphasizes professionalism, ethical practice, safety, and exceptional client care as core principles of all training.

At EBI, education extends beyond technical skill development. Our curriculum integrates practical competencies, theoretical knowledge, business readiness, and professional conduct to prepare students for successful careers in the esthetics and clinical spa industries. Students are supported by qualified instructors, thoughtfully structured programs, and a learning environment that values accountability, respect, and continuous improvement.

We are committed to providing a safe, inclusive, and supportive educational setting where students are encouraged to develop confidence, competence, and professionalism. We look forward to supporting you throughout your educational journey and wish you success in achieving your academic and career goals at Eternal Beauty Institute.

About This Handbook

This Student Handbook serves as an official and authoritative source of information regarding Eternal Beauty Institute's academic policies, student responsibilities, institutional procedures, and standards of conduct. It is intended to provide students with clear guidance on expectations throughout their enrolment and to support informed decision-making and accountability.

The Handbook is reviewed periodically and updated as required to reflect changes in institutional practice, regulatory requirements, or program delivery. Policies and procedures outlined herein are effective upon publication and apply to all current students, regardless of the date of enrolment. Students are responsible for ensuring they are familiar with the most current version of the Handbook.

Where policies in this Handbook reference or align with regulatory or legislative requirements, those external requirements supersede institutional policy where applicable. Eternal Beauty Institute reserves the right to interpret and apply policies in a manner consistent with regulatory obligations and institutional standards.

Students are required to acknowledge receipt of this Handbook and confirm their understanding and agreement to comply with its contents by signing the acknowledgement section at the end of this document. Failure to read or understand the Handbook does not exempt a student from adherence to the policies and procedures contained herein.

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Admissions

EBI maintains an Admissions Policy that ensures students admitted to its programs possess the appropriate educational background, skills, and abilities required to successfully meet program learning objectives and prepare for the related occupation. Admission requirements are designed to be appropriate to the nature and demands of the esthetics and clinical spa industry and to support student success, public safety, and regulatory compliance.

EBI adheres to all admission requirements established by applicable regulatory, accrediting, or professional bodies. Where external requirements apply, those requirements supersede institutional admission standards.

Program Admission Requirements

Applicants must meet all minimum entrance requirements for their selected program, which may include, but are not limited to:

- Successful completion of Grade 12 or equivalent;
- Demonstration of academic readiness appropriate for the program; and
- Minimum English language proficiency requirements as outlined below.

Admission requirements are reviewed periodically to ensure alignment with occupational standards, regulatory expectations, and curriculum outcomes.

English Language Proficiency

For applicants whose first language is not English, EBI requires evidence of minimum English language proficiency sufficient to support success in speaking, reading, listening, and writing within the program.

The minimum English language benchmark is CLB 6 or equivalent, unless otherwise specified by regulatory authorities or program requirements. Acceptable documentation and assessment methods are determined by the Institute and may include standardized test results or other approved measures.

Transparent Admissions Practices

To support informed decision-making and recruit students best suited to succeed, EBI incorporates the following admissions practices:

- Discussion of the applicant's motivation and career goals and how the program aligns with those goals;

- Where applicable, inquiry into whether the applicant has contacted the Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) and explanation of why this may be important in meeting learning objectives;
- Provision of, or encouragement to research:
 - Labour market information relevant to the program and occupation;
 - Student success and completion information; and
 - Employer demand for graduates, including encouraging applicants to contact employers directly where appropriate.

These practices support transparency, realistic expectations, and student success.

Student Enrolment Contract

Admission to an EBI program is not finalized until the execution of a Student Enrolment Contract that has received prior written approval from the Saskatchewan Ministry of Advanced Education, in accordance with *The Private Vocational Schools Act and Regulations*.

Before signatures are obtained:

- The Student Enrolment Contract is thoroughly reviewed with the prospective student to ensure understanding of program details, tuition and fees, academic requirements, institutional policies, and student responsibilities;
- Students are provided an opportunity to ask questions and seek clarification.

The Student Enrolment Contract is a legally binding agreement signed by the student and the Institute. The original executed contract is provided to the student, and a copy is retained in the student's official file.

Contract Extensions and Cancellation

If a student is unable to complete a program within the original contract timeframe, EBI may offer a contract extension, which requires execution of a new Student Enrolment Contract.

Student rights related to contract cancellation and refunds are governed by *The Private Vocational Schools Regulations* and are detailed in the Institute's Refund and Withdrawal Policies and the Student Enrolment Contract.

Attendance

Regular and punctual attendance is a mandatory requirement of all EBI programs and is essential to student success, skill development, and regulatory compliance. Attendance is recorded daily for all scheduled instructional hours, including theoretical, clinical, and practical training components. Students are expected to attend all classes, arrive on time, remain for the full duration of each class, and actively participate in instructional activities.

Students who miss more than ten percent (10%) of scheduled program hours will be subject to administrative review. The Institute monitors attendance continuously and works proactively with students as attendance thresholds are approached to identify challenges and implement appropriate supports where possible. However, sustained or excessive absences may compromise the student's ability to meet learning outcomes and regulatory requirements.

Attendance monitoring and management includes, but is not limited to:

- Daily sign-in and sign-out requirements and instructor verification of attendance records.
- Ongoing administrative review of attendance patterns to identify concerns at an early stage.

Supportive measures, where appropriate, for documented illness or extenuating circumstances, which may include medical documentation or other substantiating records.

Formal intervention, up to and including probation, suspension, or dismissal, where attendance or academic performance indicates the student is unable to successfully complete the program.

In accordance with provincial regulations, a student who is absent for twenty-one (21) consecutive calendar days without approval is deemed to have discontinued their program. In such cases, the student's enrolment will be terminated, and any applicable tuition refund will be calculated and issued in accordance with the Institute's Refund Policy governing regulatory requirements.

Failure to meet attendance requirements may result in ineligibility for practicum placement, delayed program completion, administrative withdrawal, or dismissal from the Institute. Students are responsible for communicating attendance concerns promptly and providing required documentation where applicable.

Leave of Absence

Where a student cannot participate or complete the program, a leave may not be granted and the student will be discontinued with refunds per regulation. Re-entry requires a new Enrollment Agreement.

Cheating and Plagiarism

EBI enforces a zero-tolerance policy for academic dishonesty. Integrity and professionalism are foundational expectations of all students and are essential to public safety, regulatory compliance, and professional practice. Any act of cheating, plagiarism, or misrepresentation—whether intentional or negligent—constitutes a serious breach of academic and ethical standards.

Academic dishonesty may result in disciplinary action up to and including expulsion, regardless of whether the misconduct occurs in theoretical instruction, practical training, clinical settings, examinations, assignments, or assessments. Sanctions are applied based on the severity, frequency, and impact of the violation and may include academic penalties, probation, suspension, or permanent dismissal from the Institute.

Academic dishonesty includes, but is not limited to, the following:

Unauthorized materials or devices during assessments

Possession or use of materials, notes, electronic devices, applications, or aids not expressly authorized by the instructor during examinations, quizzes, practical evaluations, or competency assessments. This includes accessing stored information, communication tools, or online resources without permission.

Impersonation or misrepresentation

Representing oneself as another student, allowing another individual to complete academic work or attend assessments on one's behalf, or misrepresenting identity, credentials, attendance, clinical hours, or participation in any academic or administrative context.

Unauthorized collaboration

Working with others on assignments, projects, examinations, or practical evaluations where individual work is required, without explicit permission from the instructor. This includes sharing answers, copying work, or jointly preparing submissions presented as independent work.

Submitting another's work as one's own (Plagiarism)

Presenting another person's ideas, written work, research, case studies, visuals, or clinical documentation as one's own without proper acknowledgment. This includes copying from classmates, published materials, online sources, or artificial intelligence tools where not expressly permitted.

Falsification of academic or institutional records

Altering, fabricating, or misrepresenting academic records, attendance logs, grades, clinical hours, client documentation, practicum records, or institutional forms, or attempting to influence others to do so.

All suspected instances of academic dishonesty are subject to investigation and documentation in accordance with EBI's Disciplinary Process. Students will be informed of allegations and provided an opportunity to respond. Failure to understand or claim ignorance of academic integrity standards does not exempt a student from responsibility.

Upholding academic honesty is a shared responsibility. EBI expects all students to conduct themselves with integrity, accountability, and professionalism consistent with the standards of the esthetics and clinical spa industries.

Technology Policy

EBI reserves the right to update, revise, or replace approved textbooks, instructional materials, digital resources, and learning tools as required to ensure accuracy, relevance, regulatory compliance, and alignment with current industry standards and best practices. Updates may be made in response to curriculum improvements, regulatory changes, technological advancements, or the availability of new or revised editions.

Where errors, omissions, or inconsistencies are identified in instructional materials or resources, corrections are implemented through established academic and administrative protocols. These protocols ensure that revisions are reviewed, approved, and communicated appropriately to maintain instructional integrity and consistency across programs.

Students are responsible for using the most current versions of approved texts and resources as directed by the Institute or program instructors. Updated materials or correction notices may be provided verbally, in writing, electronically, or through the learning management system, and such updates take effect upon issuance.

Repeats and Rewrites

EBI is committed to student competence, confidence, and hands-on skill development. To support this commitment, EBI offers a Student Training Guarantee, designed to provide additional learning opportunities for students and graduates who require further practice to achieve program competencies.

Student Training Guarantee

The Student Training Guarantee allows eligible students or graduates to attend and observe scheduled courses or practical training sessions within their completed program for the purpose of reinforcing skills, increasing confidence, and gaining additional hands-on exposure.

Under this guarantee:

- Students may attend the next scheduled course or applicable instructional component of their program;
- Students may repeat attendance as many times as reasonably required to feel confident performing skills independently;
- Participation is intended as a learning and practice opportunity, not as re-enrolment in the full program.

This opportunity is designed to ensure students feel prepared, competent, and confident in applying their training safely and professionally.

Eligibility and Conditions

Participation in the Student Training Guarantee is subject to the following conditions:

- The student must have previously been enrolled in or completed the applicable EBI program;
- Repeats are subject to seat availability, instructor capacity, and scheduling constraints;
- Participation must be approved in advance by Institute administration;
- Students must comply with current Institute policies, including attendance, health and safety, professional conduct, and infection control requirements;
- Students may be required to sign a waiver or acknowledgment outlining expectations and scope of participation for repeat attendance.

Assessment, Rewrites, and Academic Standing

- Repeated attendance under the Student Training Guarantee is supplemental and does not automatically result in reassessment, grade changes, or credential re-issuance unless formally approved by the Institute.
 - Any reassessment, rewrite, or demonstration of competency is conducted at the discretion of the Institute, in accordance with program requirements and regulatory standards.
 - Rewrites of examinations or practical assessments may be permitted where appropriate and will be subject to instructor approval, documented remediation, and established assessment criteria.
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Fees and Limitations

- Participation under the Student Training Guarantee is generally provided at no additional tuition cost.
 - The Guarantee does not extend program timelines, certification dates, or employment outcomes.
 - EBI reserves the right to limit or discontinue participation if:
 - The student fails to comply with Institute policies;
 - Participation disrupts instruction or learning outcomes for current students; or
 - Regulatory, safety, or operational constraints apply.
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No Guarantee of Employment or Licensure

While the Student Training Guarantee supports skill confidence and readiness, successful participation does not guarantee employment, certification, licensure, or professional outcomes. Graduates remain responsible for meeting any external regulatory or employer requirements.

Career Services

EBI is committed to supporting graduates in their transition from training to employment. Career services are available to graduates for up to six (6) months following program completion. While EBI provides career development support, employment is not guaranteed, and graduates are responsible for securing their own employment.

The Institute may assist graduates in finding employment by offering the following services:

1. Career and Employment Strategies
Guidance on career planning, understanding industry expectations, job search techniques, and navigating entry-level opportunities within the esthetics and clinical spa industry.
2. Preparation of Personal Marketing Tools
Assistance with the development and refinement of professional resumes, cover letters, and thank-you correspondence tailored to industry standards and employer expectations.
3. Interview Coaching and Employer Engagement
Coaching in interview skills, professional communication, and self-directed employer contact, including preparation for in-person, telephone, and virtual interviews.
4. Job Readiness and Job Search Support
Support with job readiness activities such as identifying employment opportunities, preparing for workplace expectations, and understanding professional conduct in employment settings.
5. Access to Career Resources
Where permitted by Institute policy, limited access to printing or photocopying of personal marketing tools and career-related documents.

Career services are intended to enhance graduate preparedness, confidence, and ability to effectively pursue employment opportunities. The availability, scope, and format of services may vary based on program, graduate needs, and scheduling, and all services are provided at the discretion of the Institute.

Dropping a Course / Withdrawal

All student withdrawals must be submitted in writing to Eternal Beauty Institute (EBI) administration. Verbal notice, informal communication, or failure to attend classes does not constitute an official withdrawal. The effective date of withdrawal is the date on which written notice is received by the Institute.

EBI reserves the right to administratively withdraw a student where the student is unable or unwilling to meet institutional, academic, financial, or regulatory requirements. Administrative withdrawal may occur without student-initiated notice and includes, but is not limited to, the following circumstances:

Attendance non-compliance, including excessive absences, failure to meet mandatory instructional hour requirements, or discontinuation due to prolonged or unapproved absence

Academic failure, including failure to achieve minimum passing standards, inability to meet program competencies, or unsuccessful progression following academic intervention or remediation

Misconduct, including violations of the Student Code of Conduct, Academic Integrity (Cheating and Plagiarism) Policy, Health and Safety requirements, or the Disciplinary Process

Financial delinquency, including failure to meet tuition or fee payment obligations in accordance with the signed Enrollment Agreement

Students who are administratively withdrawn will be notified in writing and provided with information regarding the decision, effective date, and any applicable conditions. Refunds, where applicable, are calculated in accordance with the Institute's Refund Policy, the signed Enrollment Agreement, and governing regulatory requirements under The Private Vocational Schools Regulations.

Administrative withdrawal or student-initiated withdrawal may impact program completion timelines, eligibility for practicum or certification, access to Institute resources, and eligibility for re-admission. Students are encouraged to communicate promptly with Institute administration regarding challenges that may affect continued enrolment.

Dispute Resolution Policy

Eternal Beauty Institute (EBI) is committed to resolving student concerns in a timely, fair, transparent, and documented manner, in accordance with Section 5-6 of *The Private Vocational Schools Regulations*. This Dispute Resolution Policy is registered with the Saskatchewan Ministry of Advanced Education and is made widely available to students through the Student Handbook and other institutional communications.

This policy applies to complaints or disputes related to academic matters, attendance, conduct, disciplinary actions, administrative decisions, or the interpretation or application of Institute policies.

General Principles

- Students are encouraged to raise concerns as soon as reasonably possible after an issue arises.
 - Complaints are addressed respectfully, without retaliation, and with procedural fairness.
 - Students are encouraged to have another person present (such as a peer, support person, or advocate) during meetings or interactions related to a complaint.
 - All complaints, actions taken, and outcomes are documented and retained in accordance with privacy and regulatory requirements.
 - Students retain the right to contact the Saskatchewan Ministry of Advanced Education at any stage of the dispute resolution process.
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Procedures for Making a Complaint

EBI maintains a three-stage dispute resolution process. Students may proceed through each stage sequentially if the matter is not resolved.

Stage 1: Informal Resolution

School Official: Student's Primary / Main Instructor (contact information presented on first day of class)

The student should first attempt to resolve the concern informally by discussing the matter directly with their main instructor.

- The concern should be raised within five (5) business days of the issue arising, where reasonably possible.
- The instructor will make reasonable efforts to address the concern through discussion, clarification, or corrective action.
- An informal resolution should normally be attempted and concluded within five (5) business days of the initial discussion.
- Informal resolutions may be documented where appropriate.

Stage 2: Formal Written Complaint – Escalation to Administration

Designated School Official:

*Michelle Donision - Admissions Director
Cell: 306-501-6605
Email: michelle@eternalbeautyinstitute.com*

If the concern is not resolved at Stage 1, the student may submit a formal written complaint to the designated school official listed above.

- The written complaint should be submitted within ten (10) business days of the completion of Stage 1 or the date the student became aware that the issue was not resolved.
- The complaint must include:
 - A clear description of the issue
 - Relevant dates and individuals involved
 - Any supporting documentation
 - The resolution sought by the student

School Process:

- EBI will acknowledge receipt of the complaint within five (5) business days.
- Administration will review the complaint, gather relevant information, and may meet with the student and/or involved parties.
- All steps taken will be documented.

A written decision, including the outcome and rationale, will be provided to the student within fifteen (15) business days of receipt of the formal complaint. If additional time is required due to

complexity or availability of parties, the student will be advised in writing of the revised timeline.

Stage 3: Senior Administration Review

School Official:

Larissa Kowal -Regional Director

Cell: 306-540-9210

Email: larissa@eternalbeautyinstitute.com

If the student is not satisfied with the Stage 2 decision, the student may request a further review by senior administration.

- The request for review must be submitted within five (5) business days of receiving the Stage 2 decision.
- Senior administration will conduct an independent review of all relevant documentation.

The final internal decision, including the rationale, will be communicated to the student in writing within ten (10) business days of receiving the request for review. This decision represents EBI's final internal position on the matter.

Documentation and Record Keeping

All complaints, supporting documentation, findings, decisions, and resolutions are recorded and retained in accordance with applicable privacy legislation and regulatory requirements. Dispute resolution records may form part of the student's official record where relevant.

External Resolution – Ministry of Advanced Education

Students have the right to contact the Saskatchewan Ministry of Advanced Education at any time to seek information, guidance, or further resolution if they believe the Institute has not complied with regulatory requirements. Contacting the Ministry does not prevent a student from continuing to pursue resolution through EBI's internal process.

Grading

Student performance is evaluated using a percentage-based grading system. Specific assessment methods, weighting, and minimum passing criteria are outlined in each course syllabus or course outline and are communicated to students at the start of the course.

Grades are determined based on a combination of assessment activities, which may include written examinations, practical demonstrations, clinical performance, assignments, projects, quizzes, and participation, as applicable to the course or program. Students must achieve the minimum passing grade specified in the course outline to successfully complete a course and progress in the program.

Students are responsible for actively monitoring their academic progress throughout their program. Feedback is provided through assessments, evaluations, and instructor communication to support learning and skill development. Students who have questions or concerns regarding grades, evaluations, or academic standing are expected to address these concerns promptly with the instructor or through the Institute's Dispute Resolution process, as appropriate.

Failure to meet academic requirements or passing standards may result in academic intervention, remediation, probation, delayed progression, or dismissal in accordance with Institute policy and regulatory requirements.

Participation

Active participation is a fundamental component of student success and professional development at EBI. Students are expected to engage fully in all aspects of their program to meet learning outcomes, demonstrate professionalism, and comply with regulatory and institutional requirements.

Students are required to:

- **Attend all scheduled classes**
Students must attend all scheduled theoretical, practical, clinical, and instructional sessions as outlined in the program schedule. Regular attendance supports skill development, continuity of learning, and compliance with mandatory instructional hour requirements.
- **Complete assigned work on time**
Students are responsible for completing all assignments, projects, assessments, and practical requirements by the deadlines established by instructors. Late or incomplete work may result in academic penalties or impact the student's ability to successfully meet course requirements.
- **Participate actively and professionally**
Students are expected to engage attentively in class discussions, practical activities, and clinical training, and to interact respectfully with instructors, peers, clients, and staff. Professional behaviour includes demonstrating preparedness, cooperation, accountability, and adherence to Institute policies and industry standards.
- **Be punctual and remain for full class periods**
Students must arrive on time for all scheduled classes and remain for the full duration of each class period. Late arrivals, early departures, or repeated disruptions may be recorded as attendance or participation concerns and may result in academic or disciplinary action.

Failure to meet participation expectations may affect academic standing, eligibility for practicum or clinical activities, and progression within the program. Ongoing or serious participation concerns may be addressed through academic intervention or the Institute's Disciplinary Process.

Student Records

EBI maintains accurate, complete, and secure student records in accordance with applicable privacy legislation and regulatory requirements. Student records are collected, used, stored, and retained solely for legitimate academic, administrative, financial, and regulatory purposes.

Student records may include, but are not limited to, the following:

- Enrolment documentation
- Enrollment Agreement (Student Contract)
- Attendance records
- Academic assessments and results
- Clinical and practical training hours
- Disciplinary records
- Financial records
- Correspondence and acknowledgements
- Diplomas, certificates, and transcripts

Access to student records is restricted to authorized Institute personnel and is limited to individuals who require access in order to perform their institutional duties. All records are managed in a manner that protects confidentiality, integrity, and compliance with privacy obligations.

Retention of Student Records

In accordance with **Section 6-3 of The Private Vocational Schools Regulations**, EBI adheres to the following student record retention requirements:

- 1. Examinations and Assignments**
EBI shall retain a file containing all student examinations and assignments for a minimum of **two (2) years** after the student has completed or left the course or program.
- 2. Transcripts, Diplomas, and Certificates**
EBI shall retain a file containing each student's transcript, diploma, and certificate for a minimum of **twenty-five (25) years** after the student has completed or left the program.
- 3. Transfer of Records upon Closure or Registration Change**
If the Institute's certificate of registration expires and is not renewed, is cancelled, or if EBI ceases operations, the Institute shall immediately provide the Minister with:

- All files and records relating to current and former students; and
- Any additional information requested by the Minister.

Student records are retained, transferred, and disposed of in accordance with legislative requirements to ensure continuity, accountability, and protection of student interests.

Campus Operations and Security

Hours of Operation

Classes are scheduled between 8:30 a.m. and 5:00 p.m., subject to program-specific requirements. All instructional hours are delivered in accordance with schedules approved by applicable regulatory authorities. EBI is closed on all Statutory Holidays, in alignment with provincial standards. Changes to class schedules resulting from statutory holidays will be communicated in advance where applicable.

Food and Beverage

To maintain cleanliness, safety, and a professional learning environment, food and beverages are restricted to designated areas only. Consumption of food or drinks is not permitted in classrooms, treatment rooms, clinical areas, laboratories, or any spaces where instruction, practical training, or client services are conducted, unless expressly authorized by the Institute or an instructor.

This restriction supports:

- Infection prevention and sanitation standards
- Protection of equipment, supplies, and instructional materials
- Compliance with health, safety, and professional practice expectations

Students are responsible for properly disposing of food and beverage waste in designated receptacles and ensuring that designated eating areas are kept clean and orderly. Failure to comply with the Food and Beverage policy may result in corrective or disciplinary action in accordance with the Institute's Disciplinary Process

Parking

- Parking is provided for students in the Southside parking lot. Students are expected to park only in designated areas and to comply with all posted signage, traffic controls, and any instructions issued by the Institute or property management.
- Parking availability is not guaranteed, and EBI is not responsible for loss, theft, damage to vehicles, or personal property left in vehicles while parked on Institute-designated or adjacent property.
- Improper parking, use of unauthorized areas, or failure to follow parking guidelines may result in warnings, towing at the vehicle owner's expense, or disciplinary action where misconduct or safety concerns arise.

Appearance

Students are required to maintain a professional appearance at all times while on Institute premises, participating in Institute-related activities, or representing EBI in any academic,

clinical, or practicum setting. Professional attire supports safety, hygiene, client confidence, and the standards of the esthetics and clinical spa industries.

Professional attire includes clothing that is clean, well-maintained, appropriate to the learning environment, and suitable for theoretical, practical, and clinical activities. Attire must allow for safe movement and must not interfere with instructional activities, equipment use, or client services.

Students are expected to comply with any program-specific dress code requirements, including uniforms, footwear, personal grooming, hair restraints, and use of personal protective equipment (PPE) as directed by the Institute or instructors. Appearance standards may vary depending on classroom, clinical, or practical training requirements.

Clothing or appearance that is unsafe, unsanitary, unprofessional, distracting, or inconsistent with Institute policies or industry standards is not permitted. Instructors or administration may require a student to correct attire or grooming before participating in class or clinical activities. Failure to comply with appearance standards may result in restricted participation, removal from class, or disciplinary action in accordance with the Institute's policies.

Security

EBI is committed to maintaining a safe and secure learning environment for students, staff, clients, and visitors. Security is a shared responsibility, and all individuals on Institute premises or participating in Institute-related activities are expected to act in a manner that supports safety, awareness, and risk prevention.

Students are required to follow all Institute security guidelines and emergency instructions, including directions provided by instructors, administration, emergency personnel, or posted signage. This includes compliance during fire alarms, lockdowns, evacuations, medical emergencies, or other emergency situations.

Students are expected to:

- Remain aware of their surroundings and report suspicious behaviour, security concerns, or hazards to Institute staff promptly
- Follow access control procedures and not permit unauthorized individuals into restricted areas
- Carry and present identification where required
- Use facilities and entry points as directed

In the event of an emergency, students must:

- Follow emergency procedures and evacuation routes as instructed
- Respond promptly and calmly to directions from staff or emergency responders
- Refrain from actions that may delay or interfere with emergency response efforts

Failure to comply with security guidelines or emergency instructions may result in restricted access to facilities, removal from class, or disciplinary action in accordance with the Institute's Disciplinary Process.

EBI reserves the right to take immediate action to address security risks or concerns in order to protect the safety and well-being of all individuals on campus

Smoking

Smoking, including the use of e-cigarettes, vaping devices, and similar products, is strictly prohibited indoors on EBI premises. This includes all classrooms, treatment rooms, clinical areas, laboratories, offices, hallways, washrooms, and common areas.

This policy supports:

- Health and safety standards
- Indoor air quality requirements
- A professional and comfortable learning environment for students, staff, clients, and visitors

Students who choose to smoke must do so only in designated outdoor areas, where permitted by law, and ensure that smoking materials are disposed of safely and appropriately. Smoking must not interfere with instructional time, attendance requirements, or campus operations.

Failure to comply with the Smoking policy may result in corrective or disciplinary action in accordance with the Institute's Disciplinary Process.

Statutory Holidays

EBI generally observes the following recognized statutory holidays, in accordance with provincial standards:

- **New Year's Day** (January 1)
- **Family Day** (third Monday in February)
- **Good Friday** (Friday before Easter Sunday)
- **Victoria Day** (Monday preceding May 25)
- **Canada Day** (July 1)
- **Saskatchewan Day** (first Monday in August)
- **Labour Day** (first Monday in September)
- **Thanksgiving Day** (second Monday in October)
- **Remembrance Day** (November 11)
- **Christmas Day** (December 25)

Observed dates may vary year to year. Not all federal holidays are statutory in Saskatchewan. Students should refer to official Institute schedules and communications for confirmation of holiday closures or schedule adjustments.

Disciplinary Process

EBI maintains a structured and progressive Disciplinary Process to address breaches of academic, behavioural, safety, or professional standards. The purpose of the process is to promote accountability, support corrective action where appropriate, and protect the safety, integrity, and regulatory compliance of the Institute.

Disciplinary action is applied based on the severity, frequency, and impact of the violation. Depending on the circumstances, EBI may implement one or more of the following actions. Progression through all stages is not guaranteed; serious or repeated misconduct may result in immediate escalation.

Warning

A warning is issued when a student's conduct or performance does not meet Institute expectations but is deemed correctable. Warnings may be issued verbally or in writing and outline the nature of the concern, required corrective actions, and expectations for future conduct. A warning may be documented in the student's file and serves as formal notice that continued or repeated violations may result in further disciplinary action.

Probation

Probation is a formal disciplinary status imposed when a student fails to correct behaviour following a warning or commits a more serious violation. During probation, specific conditions, expectations, and timelines are established and communicated in writing. Probation may include academic or attendance monitoring, behavioural conditions, restricted participation in clinical activities, or mandatory remediation. Failure to meet probation conditions may result in suspension or expulsion.

Suspension

Suspension is a temporary removal from the Institute for a defined period due to serious misconduct or failure to comply with probationary requirements. During suspension, the student is not permitted to attend classes, participate in clinical training, or access Institute facilities or systems. Conditions for reinstatement, where applicable, will be outlined in writing. Suspension may delay program completion and may affect tuition, attendance, or regulatory standing.

Expulsion

Expulsion is the permanent dismissal of a student from Eternal Beauty Institute. This sanction is imposed for severe misconduct, repeated violations, or behaviour that poses a risk to health, safety, professionalism, or regulatory compliance. Expulsion terminates enrolment immediately and may result in notification to regulatory authorities where required. Expelled students are not eligible for re-admission.

All disciplinary actions are documented and administered in accordance with institutional policy and regulatory requirements. Students will be informed of concerns, provided an opportunity to respond, and advised of outcomes and conditions in writing. Failure to understand or claim ignorance of Institute policies does not exempt a student from disciplinary action.

The Disciplinary Process applies to, and is read in conjunction with, Eternal Beauty Institute's Student Code of Conduct, Attendance Policy, and Academic Integrity (Cheating and Plagiarism) Policy. Violations of any of these policies may result in disciplinary action under this process.

- Student Conduct violations, including harassment, discrimination, dishonesty, unsafe behaviour, substance misuse, possession of prohibited items, or breaches of law or Institute policy, are subject to investigation and sanction in accordance with the Disciplinary Process.
- Attendance non-compliance, including excessive absences, failure to meet mandatory instructional hours, unauthorized leave, or discontinuation due to prolonged absence, may result in disciplinary outcomes ranging from warning to dismissal, in addition to administrative actions required under regulatory standards.
- Academic integrity violations, including cheating, plagiarism, impersonation, unauthorized collaboration, use of unauthorized materials, or falsification of academic or institutional records, are treated as serious breaches and may result in immediate escalation within the Disciplinary Process, up to and including expulsion.

Where applicable, a single incident may constitute a violation of more than one policy and may be addressed through combined academic, administrative, and disciplinary actions. The Institute reserves the right to determine the appropriate response based on the severity, frequency, and impact of the misconduct, while ensuring procedural fairness and compliance with regulatory requirements.

Student Expectations and Code of Conduct

EBI are expected to uphold professional standards of conduct at all times. Professional behaviour is essential to maintaining a safe, respectful, and effective learning environment and reflects the ethical and regulatory expectations of the esthetics and clinical spa industries.

Violations of professional standards include, but are not limited to:

- **Harassment or discrimination**
Any form of harassment, bullying, discrimination, or intimidation based on protected or personal characteristics, whether verbal, physical, written, or electronic.
- **Dishonesty or misconduct**
Acts of academic dishonesty, falsification of records, misrepresentation, theft, fraud, or any behaviour that undermines trust, integrity, or institutional standards.
- **Threats to health or safety**
Conduct that endangers or has the potential to endanger the safety or well-being of students, staff, clients, visitors, or the public, including unsafe clinical practices or failure to follow safety protocols.
- **Substance misuse**
Possession, use, distribution, or being under the influence of alcohol, illicit drugs, cannabis, or non-prescribed controlled substances while on Institute premises, during Institute activities, or in any setting related to training or practicum.
- **Weapons or prohibited items**
Possession or use of weapons or objects deemed dangerous on Institute premises or during Institute-related activities, except where expressly permitted by law and authorized by the Institute.
- **Breaches of law, regulation, or Institute policy**
Any action that violates applicable laws, regulatory requirements, or EBI policies, including conduct that may bring the Institute into disrepute or compromise regulatory compliance.

Disciplinary sanctions are imposed based on the severity, frequency, and impact of the violation and may include verbal or written warnings, probation, suspension, dismissal, or expulsion from the Institute. Where appropriate, sanctions may also include mandatory remediation, restrictions on clinical participation, or reporting to regulatory or external authorities.

EBI reserves the right to investigate all alleged violations in accordance with its Disciplinary Process. Students will be informed of concerns and provided an opportunity to respond. Failure to understand or claim ignorance of behavioural expectations does not exempt a student from compliance or disciplinary action.

Health and Safety

EBI is committed to providing a safe and healthy learning environment for all students, staff, clients, and visitors. Health and safety are shared responsibilities, and all individuals on Institute premises or participating in Institute-related activities are required to work and behave in a manner that promotes safety and minimizes risk.

All persons must work safely at all times and comply with applicable health and safety legislation, regulatory requirements, Institute policies, and instructor directives. This includes following established safety procedures, using equipment and materials as instructed, wearing required personal protective equipment (PPE), and adhering to infection control and sanitation protocols applicable to classroom, clinical, and practical training environments.

Hazards, unsafe conditions, injuries, and incidents must be reported immediately to an instructor or Institute administration, regardless of severity. Prompt reporting ensures that risks can be assessed, corrective action taken, and, where required, documentation completed in accordance with regulatory and insurance obligations. Failure to report hazards or incidents may compromise safety and may result in corrective or disciplinary action.

Students are expected to:

- Act in a manner that does not endanger themselves or others
- Immediately report accidents, injuries, near-miss incidents, or unsafe conditions
- Follow emergency procedures and instructions during drills or actual emergencies
- Refrain from unsafe practices, misuse of equipment, or disregard of safety protocols

Violations of health and safety requirements, including unsafe behaviour, refusal to follow safety instructions, or actions that endanger others, may result in restricted participation in clinical activities, removal from class, or disciplinary action in accordance with the Institute's Disciplinary Process.

EBI reserves the right to take immediate action where health or safety risks are identified to protect individuals and maintain a safe educational environment.

Financial Policies

T2202A Tuition and Enrolment Certificates

T2202A Tuition and Enrolment Certificates are issued annually to eligible students in compliance with Canada Revenue Agency requirements.

Refund Policy

When a student withdraws or is discontinued from a program, the school must submit a Refund Calculator to demonstrate that the refund or retention of tuition fees was calculated accurately (pursuant to section 5-4 of [The Private Vocational Schools Regulations, 2022](#)). The information must be submitted to the Ministry of Advanced Education through the [Private Vocational School Registry](#) within 30 days of the discontinuation or withdrawal of the student.

Acknowledgement and Agreement

Students are required to sign an Acknowledgement and Agreement confirming receipt of the EBI Student Handbook and affirming their understanding of, and agreement to comply with, all policies, procedures, rules, and standards contained therein.

By signing the Acknowledgement and Agreement, students confirm that they have read and understood the contents of the Handbook, including but not limited to policies related to academic requirements, attendance, conduct, academic integrity, health and safety, disciplinary procedures, financial obligations, and refunds. Students further acknowledge that they are responsible for adhering to these requirements throughout their enrolment.

The Student Handbook forms part of the terms and conditions of enrolment and is binding on the student for the duration of their program of study. Failure to read, understand, or sign the acknowledgements does not exempt a student from compliance with Institute policies or from disciplinary or administrative actions arising from non-compliance.

Students acknowledge that the Handbook may be revised or updated to reflect changes in institutional practices or regulatory requirements. Continued enrolment constitutes acceptance of the most current version of the Handbook as issued by the Institute.

Signed acknowledgements are maintained in the student's official record in accordance with privacy legislation and regulatory requirements.

By signing below, I acknowledge that I have received a copy of the **Eternal Beauty Institute (EBI) Student Handbook** and confirm that I have read, understood, and agree to comply with all policies, procedures, rules, and standards contained therein, as amended from time to time. I understand that this Handbook forms part of the terms and conditions of my enrolment.

Student Name (Printed)	_____
Program of Study	_____
Student Signature	_____
Date	_____

Glossary of Key Terms

Academic Dishonesty

Any action or attempt that compromises the integrity of academic work or assessment, including cheating, plagiarism, impersonation, unauthorized collaboration, or falsification of records.

Attendance

A student's physical or virtual presence for all scheduled instructional hours, as required by the program and applicable regulations.

Authorized Materials

Items expressly permitted by an instructor or the Institute for use during assessments or instructional activities.

Cheating

The use of unauthorized materials, devices, or methods to gain an unfair academic advantage during assessments or evaluations.

Clinical / Practical Training

Supervised, hands-on instruction designed to develop technical skills and professional competencies required for practice in the esthetics and clinical spa industry.

Disciplinary Process

The Institute's structured process for addressing breaches of academic, behavioural, safety, or professional standards, which may include warnings, probation, suspension, or expulsion.

Discontinuation

Termination of a student's enrolment due to prolonged absence, failure to meet academic or attendance requirements, or non-compliance with Institute policies, in accordance with regulatory standards.

Enrollment Agreement (Student Contract)

The legally binding agreement between the student and Eternal Beauty Institute outlining tuition, fees, program details, student responsibilities, refund entitlement, and mutual obligations.

Expulsion

Permanent dismissal from the Institute due to serious or repeated violations of policy or the Student Code of Conduct.

Grade Point / Percentage Grade

The numeric evaluation of a student's academic performance as defined in course outlines, assessment criteria, and grading policies.

Harassment

Unwelcome conduct, behaviour, or communication that demeans, humiliates, intimidates, or creates a hostile learning environment, whether verbal, physical, written, or electronic.

Impersonation

Misrepresenting one's identity or allowing another individual to represent oneself in any academic, administrative, or assessment-related context.

Institute / EBI

Eternal Beauty Institute, including its administration, faculty, staff, facilities, programs, and learning platforms.

Leave of Absence

A temporary interruption of studies that may or may not be permitted depending on program requirements and regulatory limitations.

Misconduct

Behaviour that violates Institute policies, professional standards, or applicable laws, including dishonesty, unsafe behaviour, substance misuse, harassment, or breaches of conduct.

Plagiarism

Presenting another person's work, ideas, research, visuals, or intellectual property as one's own without proper acknowledgment or authorization.

Practicum / Placement

A structured, supervised work-integrated learning experience required to meet program outcomes, where applicable.

Probation

A formal disciplinary status imposed when a student fails to meet academic, attendance, or conduct standards, subject to specified conditions and monitoring.

Program Hours Delivered

The portion of approved instructional hours that have been provided to the student at the time of withdrawal, termination, or discontinuation, used for refund calculation purposes.

Regulatory Authority

The Ministry of Advanced Education or other government body responsible for oversight of private vocational institutions and program compliance.

Sanction

A disciplinary consequence imposed as a result of policy violations, ranging from warnings to expulsion.

Student Record

Any academic, administrative, financial, or disciplinary documentation maintained by the Institute in accordance with privacy legislation and regulatory requirements.

Withdrawal

A student-initiated termination of enrolment, completed in writing and subject to refund policy and regulatory requirements.