

Lash Technician Program



Catalog

2025-2026



329 Main Street

Suite 207

Wallingford, CT 06492

(Located Inside The Skin & Body Network)

www.CTLashSchool.com

julia@CTLashSchool.com

860-503-0513

Tables of Contents

1. Locations	2
2. School Staff	4
3. School Floor plan	4
4. Mission Statement	5
5. Employment Opportunities & Employment Placement	7
6. Admission requirements & procedures	5
7. School Calendar	8
8. Attendance Policy	5
9. Conduct Policy	6
10. Complaint Policy	12
11. Grading Policy	5
12. Graduation Requirement	5
13. Credentials Awarded	5
14. Withdrawal Policy	7
15. Termination Policy	7
16. Refund Policy	7
17. Program Description.....	8
18. Tuition	8
19. Lash Kit & Cost	8
20. Method of Payment & Payment Options	8
21. DHE Contact	14

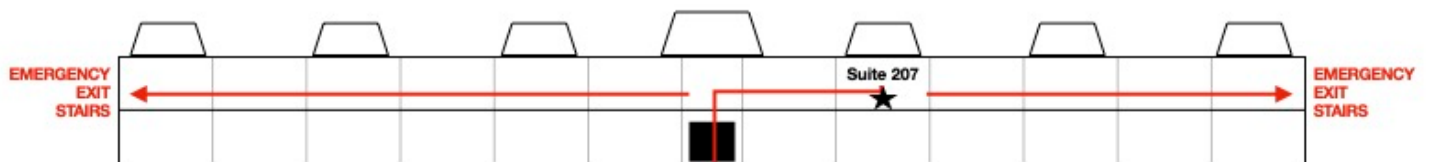
School Staff:

Owner: Susan Trigila

School Director: Julia Trigila

Eyelash Technician Instructor: Julia Trigila

329 MAIN STREET, SUITE 207
SECOND FLOOR
WALLINGFORD, CT 06492



STUDENTS PARK IN FRONT OF BUILDING

ENTER THROUGH MAIN DOUBLE DOOR ENTRANCE IN THE
MIDDLE OF THE BUILDING
PROCEED TO SECOND FLOOR, TAKE A RIGHT AND SUITE 207
WILL BE LOCATED ON THE LEFT.

Mission Statement

Connecticut Institute of Beauty & Wellness is committed to providing students with superior volume lash skills, preparing students to enter the professional lash industry. With exceptional education and hands on lash training with an instructor that has over 20 years of lash experience, this 50 hour program will empower students with confidence and the techniques needed to succeed. 50 hours is dedicated to learning the theory and practical hands training of applying eyelash extensions and lifting and tinting natural lashes.

Facility

Located inside a two story commercial building on the second floor upstairs from the main entrance. Our comfortable classroom can accommodate 10 students per class for an intimate training experience.

Admission Requirements

- Be at least 16 years of with guardians consent
- Must show proof of 9th grade completion
- Be a citizen or permanent resident of the United States or hold an approved, valid visa if residing in the United States
- Complete all required forms for admission
- Submitted and paid \$50 non-refundable application fee
- Submitted and paid 50% of tuition prior to first class
- Students are required to complete and provide a health form

Re-Entry Admissions Policy

Outstanding tuition, fees, and overtime expenses must be paid in advance to be allowed in a future class date. The class must either restart on the first day of the first week or the first day of the second week, depending on the week in which the student discontinued the program. Student has one year to re-enter a lash program.

Attendance Policy

During the student's time at Connecticut Institute of Beauty and Wellness, the student is allowed to miss 5 hours of the 50 hour program before having to repeat the next available program date.

100% of attendance for the 50 hours is required to graduate the program and obtain a state license within our two-week time frame. Our 50 hour program is broken down into specific days. Whichever day you miss in your original class, you must repeat on the next day on which those particular subjects are taught within one year of your original class start date. Example: If you miss Wednesday of Week-1, you will enter a future program date on Wednesday of Week-1.

Grading Policy: 3 portions of the program must be passed to graduate

- A full set of eyelash extensions must be completed within 2.5 hours
- A lift & tint must be completed within 1 hour
- A "pass" on the final exam is required before receiving diploma.
-

Graduation Requirement

In order to graduate a student must complete all required 50 hours with a "pass" on test. Upon successful completion of the program we agree to award you a Diploma and Official Student Transcript.

The school reserves the right to withhold your Diploma and Official Transcripts if the student fails to make contractual agreed upon tuition payments.

A criminal background may be a barrier to employment.

Credential Awarded

Upon completion of the Lash Technician Program, the student will graduate with a Diploma and will receive a copy of their transcript. You will create a profile on the Department of public health website to obtain your license. The student is responsible for submitting their own license request with a separate fee required by DPH.

<https://www.elicense.ct.gov/>

If you already have a nail or esthetic license with Connecticut, you will apply for a separate lash license. When you renew all of them on your birth date you can obtain the combination license in the future.

Conduct Policy

Students should be friendly and collaborative. Disruption or obstacles created in the school that affects students or staff from their work will not be tolerated. All students must be open for communication with staff and other students to assure the best outcome during training. The following are also expected:

1. Interaction and communication with school administration, faculty, and student body shall be mature, professional, and courteous at all times. Profane language, inappropriate conversation, and rude behavior are strictly prohibited.
2. Respect of others and their belongings is expected. You are not able to use other students products or school products without consent. Vandalism or theft of school or others' personal belongings will result in immediate expulsion.
3. Cheating is strictly prohibited and will result in termination from the program.
4. All students must fully participate in both theory and practical parts of the class. Students are expected to work on students and models and students may work on one another. This includes acting as a working Lash Technician and client.
5. All students must contribute to daily sanitation duties; classes will not be dismissed until all duties are complete.
6. Health and wellness is an important part of the beauty and wellness industry. Use of drugs or alcohol or being under the influence of these substances is strictly prohibited and basis for immediate dismissal.
7. All student are assigned a table for theory and practical portions. Bringing kits home each day is recommended. The school is not responsible for any kits or contents of kits that are missing or stolen.
8. Students are allowed to use classroom or any other designated rooms for practical work while an instructor is present or permission to do so.
9. Students are allowed one purse, one personal item and lunch and a choice of drink. These items must be removed when not in class.
10. Breaks are given during each class period. During this time students may use the restroom, replenish water, make any necessary phone calls, have a snack, etc. Students are not allowed to leave the classroom during class time unless it is absolutely necessary. Any abuse of this policy can result in dismissal.
11. Parking is only permitted in the front of the building; student entrance is in the front of the Wallingford, CT location through the double red doors.
12. Being on time to class so as not to disrupt other students is important.
13. School instructor reserves the right to reprimand or remove a student from class for verbal profanity.
14. Verbal or physical sexual harassment is prohibited.
15. Keeping your station clean as well as any other area you utilized is required.
16. Clothing should be professional and clean.
17. Closed toed shoes is recommended during the second half of the practical portion of the program.
18. Nails should be kept clean and a shorter length due to ability to hold tweezers properly and avoid injury to a model or clients eye.
19. Hair should be tied back or kept off face during the second week during the practical portion of the program.

Suspension Students may be suspended for failure to comply with school rules or general policies, leaving the school without permission, failing to notify the school regarding absences and tardiness, incomplete worksheets, failing to attend theory or practical portion of the training, incomplete testing, or insubordination. Make up classes for a fee or registration of a new future class at full price will be required to complete the Lash Technician Course.

REFUND / WITHDRAWAL POLICY:

Refunds prior to instruction

If you cancel for any reason, you must notify the School Director or Instructor prior to beginning class. Most classes start on Mondays and notification will be required by 4pm the previous Friday. Any class that starts on a different day requires a 48 hour notice for a refund. All monies paid will be refunded less the non-refundable application fee, and cost of manuals, or textbook and pre-ordered kits.

Refunds after instruction has begun

If you cancel, withdrawal or are dismissed after you begin classes, but before you complete the program, we shall retain the stated cost of fees, textbooks, manuals, and materials which you have accepted plus the total program tuition paid to date. Notice of withdrawal may be made in writing but the official date of withdrawal for the purpose of refund shall be the last date of verifiable attendance.

ALL REFUNDS DUE SHALL BE MADE WITHIN THIRTY DAYS OF WRITTEN NOTIFICATION OR WITHOUT WRITTEN NOTIFICATION ON YOUR PART WITHIN THIRTY DAYS FROM DETERMINATION OF YOUR LAST DATE OF VERIFIABLE ATTENDANCE.

Termination Policy

We reserve the right to terminate any student for the following:

- Failure to make contractually agreed upon tuition payments
- Violation of the school's Conduct Policy outlined in the School Catalog
- Violation of the school's Attendance Policy outline in the School Catalog
- Failure to meet Sufficient Academic Progress outline in the School Catalog

Barriers to Employment

Students must complete our 50 hour Lash Technician Program and pass the final exam to submit a transcript to the Department of Public Health for licensure. Students must check with state barriers for licensure regarding criminal history as well as citizenship. Connecticut Institute of Beauty & Wellness does not require a criminal background check to enroll in the program.

Students must be physically capable of applying lash extensions. Any physical condition that prohibits a student from applying lashes on a person's eyelash or is susceptible to injure a person due to a medical condition cannot enroll in the 50 hour lash course and will impair employment opportunities.

Previous criminal history can possibly prohibit The Department of Public Health from issuing a state license to work. The hiring process with a company based on their own policies may also restrict job opportunities, however, working independently as the owner of your own business cannot restrict your work.

Placement/Employment Opportunities

Connecticut Institute of Beauty and Wellness does not guarantee student placement for employment; however, it will connect students for opportunities with businesses as well as use the Ct Coalition of Esthetics on Facebook to connect to our community. The school offers space available to continue practicing on live models prior to applying for a job if they are not confident after graduation. It is the sole responsibility for the student to apply for employment and or practice independently as an artist.

Tuition \$3400
Down Payment (50%) \$1700
Lash Kit \$325
Elleebana Lash Kit \$200
Manual \$30
Total Investment \$ 3955

Application Fee \$50 (Not included in tuition)

Payment Options The balance is due prior to the first day of class. Monies shall be paid by check, credit card, cash, Venmo or money order. Third party credit card processing options may be available based on approval where your payments can be broken up into multiple payments.

Any other alternate payment must be agreed upon during enrollment.

*\$35 returned check fee will be applied if returned.

The student agrees to pay all the sums herein required to "CT Institute of Beauty and Wellness LLC".

Day Lash Program

Monday - Friday

Week 1

9am - 2pm

25 Hours

Week 2

9am -2pm

25 Hours

(Live Model Week)

Evening Lash Program

Monday - Friday

Week 1

4:30pm - 9:30pm

25 Hours

Week 2

4:30pm - 9:30pm

25 Hours

(Live Model Week)

CUSTOM DATES FOR THE PROGRAM ARE AVAILABLE UPON REQUEST

OBSERVED HOLIDAYS:

New Years Day
Martin Luther King Jr. Day
St. Patrick's Day
Easter Sunday
Mother's Day
Memorial Day
Father's Day
Juneteenth
Independence Day

Labor Day
Election Day
Veterans Day
Thanksgiving Day
Day After Thanksgiving
Christmas Eve
Christmas Day
Day After Christmas
New Year's Eve



CONNECTICUT INSTITUTE OF BEAUTY & WELLNESS

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www.CTLashSchool.com

Julia@CTLashSchool.com

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55 Hour Eyelash Technician Student Curriculum



- Introduction to Eyelash Extensions
1hr

Anatomy of the Eye
1hr

- Infection Control for Technicians and Clients
4hr

- Client Consultations
1hr

- Technician Set Up and Preparation
2hr

- Product Knowledge
5hr

- Eyelash Extension Application
25hr

- Removal of Eyelash Extensions
2hr

- Timing Your Eyelash Extension Sets & Refills
2hr

- Tips & Tricks of the Trade
2hr

- Eyelash Lift & Tint
5hr

5 Hour Bonus Curriculum with the following:

Each hour will be added at the end of each day of one consecutive class week based on schedule student is enrolled

- 1 hr Business - Employee vs. Contractor
- 1 hr Business - Ownership and leasing or renting your owner location
- 1 hr Marketing - Social Media - FB, Instagram, Tik Tok, (Planly App) & Google Business
- 1 hr Client Professionalism - Scheduling & Deposits
- 1 hr Client Relationship & Conduct - Knowing your audience. Communication & Texting

GLAM *Studio*
GLAMOROUS LASHES AND MORE

Glam Lash Kit Contents:

Total Value \$325

1 Large Kit Box	1 Lash Tray
1 “So Clingy” Lash Adhesive	1 Lash glue bottle opener
1 Adhesive Remover	4 Types of Tweezers
10 Volume Trays	1 Lash Shampoo
1 Under Eye Tape	1 Eye Rinse Water Bottle
100 Microbrushes	1 Mini Handheld Fan
50 Gel Pads	1 Ring Light
1 Adhesie Palette	1 Humidity Thermometer
50 Glue rings	1 Mini Manequin
50 Glue cups	1 Hand Held Mirror
	1 Mini Zipper Bag



Elleebana Lash Lift & Tint Kit

Total Value \$200

Contents:

- S - Silicone Rod
- S - Silicone Rod
- L - Silicone Rod
- XL - Silicone Rod
- 1 - Lifting Tool
- 1 - Lami Balm Adhesive
- 5 - Packs of Lifting & Setting Lotion
- 1 - Cream Oxydant
- 1 - Black Lash Tint



COMPLAINT POLICY

This document provides guidelines for resolution and the treatment of complaints made by our students. Each student is responsible for reviewing the elements of the policy below. Also, the student's signature is required to confirm the reading of the organization's policy.

1. POLICY STATEMENT

At **CT Institute of Beauty & Wellness** we believe that if a student wishes to file a complaint or express dissatisfaction, it should be easy for them to do so. It is **CT Institute of Beauty & Wellness's** policy to receive complaints and consider them as an opportunity to learn, adapt, improve and provide better service.

In addition, a quick resolution of complaints, in a way that respects and values the person's feedback, can be one of the most important factors in recovering the person's confidence about a product/service offered by the company. It can also help prevent further escalation of the complaint. A responsive, efficient, effective and fair complaint management system can assist an organization to achieve this.

The purpose of this policy is to ensure that complaints are handled properly and that all student complaints or comments are taken seriously. This organization expects staff at all levels to be committed to fair, effective and efficient complaint handling.

2. PURPOSE

This policy is intended to ensure that **CT Institute of Beauty & Wellness** handle complaints fairly, efficiently and effectively. The company's objective is to ensure that its complaints procedure is properly and effectively implemented, and that complainants feel confident that their complaints and worries are listened to and acted upon promptly and equitably.

Our complaint management system aims to:

allow us to respond to questions raised by people who file complaints in a timely and cost- effective manner
increase customer confidence in our administrative process, and
provide information that we can use to improve the quality of our products, services, personnel and complaint handling.

This policy provides guidance to our staff and to individuals who wish to file a complaint about the key principles and concepts of our complaint management system.

3. SCOPE

This policy applies to all staff receiving or managing complaints from student made to or about us, regarding our products, services, staff and complaint handling.

4. WHAT IS A COMPLAINT?

A complaint is any expression of dissatisfaction about the product/services offered by **CT Institute of Beauty & Wellness** or his staff or the action or lack of action taken regarding operations, facilities or services provided by **CT Institute of Beauty & Wellness** or by a person or body acting on behalf of **CT Institute of Beauty & Wellness**.

A formal complaint means a complaint that has not been successfully resolved through the Complaint Management Process as outlined in this policy. The complainant has chosen to formalize the complaint by completing a Complaint form.

An informal complaint means a complaint that has been received by **CT Institute of Beauty & Wellness**, by telephone, email, regular mail or in person, which has not been submitted on a Complaint Form.

All non-anonymous complaints filed necessitate a response.

5.a) COMPLAINT MANAGEMENT SYSTEM Oral Complaints

b) Written Complaints

CT Institute of Beauty & Wellness employees who receive a verbal complaint should try to resolve the issue immediately if possible. If staff cannot resolve the problem immediately, they should offer to refer it to the Complaint Manager for resolution. The complaints manager will be the named person who deals with the complaint through the process. When staffs or managers receive an oral complaint, both should listen sincerely to the concerns raised by the complainant. Any contact with the complainant must be polite, courteous and sympathetic. At all times, staffs and managers must remain calm and respectful.

After discussing the problem, each manager or staff member handling the complaint should suggest an action plan to resolve the complaint. If this action plan is acceptable, the staff member should clarify the agreement with the complainant and agree on a way in which the results of the complaint will be communicated to the complainant (i.e. by another meeting or letter).

If the proposed action plan is not acceptable to the complainant, the staff member or manager should ask the complainant to make his or her complaint in writing to **CT Institute of Beauty & Wellness** and provide a copy of the procedure and complaint form to be completed.

In both situation, details of the complaint should be recorded on a complaint form.

When a complaint is received in writing, it must be forwarded to the designated Complaint Manager, who must enter it in the Complaint Register and send an acknowledgment receipt within **5** working days in order to establish a relationship of confidence with the person who filed the complaint.

If necessary, further clarification should be obtained from the complainant. If the complaint is not made by the student but on his behalf, the student's consent, preferably in writing, must be obtained in advance from the customer.

After receiving the complaint letter, a copy of the complaint procedure must be given to the student. Clearly explain to the complainant the complaint process, the time it can take and realistic expectations.

6. ROLE OF MANAGER

Immediately on receipt of the complaint **CT Institute of Beauty & Wellness** should launch an investigation and within **10** days should be in a position to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned.

Complaint Manager must record all relevant information about the complaint and keep it as simple and accurate as possible.

If the complaint raises potentially serious concerns, legal advice should be obtained. If legal action is taken at this stage, any investigation by **CT Institute of Beauty & Wellness** under the complaint procedure should cease immediately.

If the issues are too complex for the investigation to be completed within **10** days, the complainant should be informed of any delays.

If a meeting is organized, the complainant may, if he or she wishes, be accompanied by a friend, relative or representative, such as a lawyer.

At the meeting, a detailed explanation of the results of the investigation should be given and an apology should also be made if deemed appropriate. This type of meeting gives **CT Institute of Beauty & Wellness** the opportunity to show the complainant that the matter has been taken seriously and has been thoroughly investigated.

Finally, the results of the survey and meeting should be documented and any weaknesses in **CT Institute of Beauty & Wellness's** procedures should be identified and modified.

The manager who receives a complaint will evaluate the information to determine whether it falls within the scope of this policy. If so, the manager will collect and review all available information and attempt to resolve the issue informally through discussions with the complainant. The manager may choose to use other resources as required, if they require assistance or advice. Managers must ensure that all staff involved in resolving the complaint are aware of their responsibility to maintain the confidentiality of the matter and to respect the privacy rights of all parties involved.

Informal complaint files

Details of informal complaints should be noted as soon as possible and may include information such as when, where and how the alleged issue giving rise to the complaint occurred, who was involved and the names of potential witnesses. These notes may be required if a formal complaint is filed. Complaints that are resolved amicably to the complainant's satisfaction will not be followed up. However, all records relating to the resolution of informal complaints must be kept within each department in accordance with current policies and by-laws. Any disciplinary action resulting from an informal complaint will be maintained in accordance with established human resources procedures and policies.

Unresolved complaints

If the problem cannot be resolved amicably or if the complainant requests a formal investigation into the alleged misconduct, he or she must submit a formal complaint form.

7. EMPLOYEE AGREEMENT ON COMPLAINTS POLICY

I have read, understand, and agree to comply with the foregoing policies, rules, and conditions. I am aware that violations of this guideline may subject me to disciplinary action, including termination from employment or legal action. Furthermore, I understand that this policy can be amended at any time.

Contact at the Office of Higher Education

Commissioner
450 Columbus Boulevard, Suite 707
Hartford, CT 06103
Phone: 860-947-1816

Complaint Website: <https://veoci.com/v/p/181953/workflow/gjrt4qhrrvkv>