

# SKINDEEP

2021-2022 ISSUE

SHBXWHS001

Apply safe hygiene,  
health and work practices

STEP  
BY  
STEP

TO RECEIVING  
CLIENTS

SAFETY  
AT WORK  
#SAFETYFIRST

THEY DID  
*WHAT AT*  
WORK?

A GUIDE TO YOUR  
RIGHTS AND  
RESPONSIBILITIES IN  
THE WORKPLACE

THE  
LAW

AND FINANCIAL  
TRANSACTIONS

*your guide to*  
RESEARCH

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EVERYTHING YOU  
NEED TO KNOW



# PLAY BY THE RULES

We can hear you yawning already, but you have to understand this stuff.

Even though you may not realise it, you follow rules every day. When putting on make-up, you don't put on lipstick before foundation, and when you wash your hair, you always shampoo before you use conditioner. Sometimes rules are unspoken and other times they are written for all to see.

An Act is the law and is created by either the Federal Government or State and Territory Governments in Australia. An Act contains rules to make sure we all can live in a pleasant and safe environment. You are breaking the law if you do not follow the rules that an Act sets out for us. That's right YOU have responsibilities under Acts to make sure you are doing the right things to keep yourself and others safe. The best way to think of an Act is like the big boss. You may not see them all the time, but they are definitely there making sure we are doing the right things.

So the Acts are highest level of law, but they can also be broken down into Regulations and Industry Codes of Practice.

Regulations break the Act down into industry specific interpretations of the Act, such as the Health and Hygiene and/or Skin Penetration Guidelines. They provide direction on how to do things in certain industries and they are the law.

Industry Codes of Practice provide guidelines for you to follow to ensure you are adhering to your responsibilities under the Act. Some Industry Codes of Practice are law, and some are just guidelines for you to follow.

# PLAYING IT SAFE

## *The Work Health and Safety Act 2011 (WHS)*

We are sure you have all heard about workplace safety and WHS laws, but did you know that you also have responsibilities under the Work Health and Safety Act – not just your employer. It is the LAW for your employer to make sure you are safe at work, but it is also the LAW for you to make sure you keep yourself safe, your clients and the people you work with safe by knowing how to identify and control hazards and by following your workplace Policies and Procedures.

New WHS laws commenced on 1 January 2012 in many states and territories to harmonise occupational health and safety (OH&S) laws across Australia.

The WHS Act is not significantly different from previous OH&S laws, but it has made it easier for businesses and workers to comply with their requirements across different states and territories.

Each state and territory is responsible for regulating and enforcing WHS laws. Safe Work Australia is the national body in charge of developing work health and safety and workers' compensation policy.

Most states and territories have harmonised with WHS legislation instead of the previous OH&S laws, so from now on, we will refer to the legislation as WHS, rather than OH&S. However you will need to check the relevant website to find out whether your state or territory operates under WHS or OHS legislation.

### Western Australia

<http://www.commerce.wa.gov.au/worksafe>



### Victoria

<http://www.worksafe.vic.gov.au>

### South Australia

<http://www.safework.sa.gov.au>



### New South Wales

<http://www.safework.nsw.gov.au>

### Tasmania

<http://www.wst.tas.gov.au>



### Northern Territory

<http://www.worksafe.nt.gov.au>

### Queensland

<https://www.worksafe.qld.gov.au>



### Australian Capital Territory

<https://www.accesscanberra.act.gov.au/app/home#/workhealthandsafety>

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# KEEPING IT CLEAN

## *Health and Hygiene regulations*

While most beauty therapy procedures are not intended to penetrate the skin, sometimes you may perform treatments that may involve blood (such as waxing), or you may accidentally penetrate your client's skin. In the event that the skin is penetrated, good practices must be followed to prevent the transmission of infectious diseases. Each state and territory has their own Health and Hygiene and/or Skin Penetration Guidelines that you will need to follow to ensure you minimise the chance of passing on infection.

**Your local council ensures that businesses in your area are following the Health and Hygiene and/or Skin Penetration Guidelines by sending out Health Inspectors to inspect the business.**

### Western Australia

[https://ww2.health.wa.gov.au/Articles/A\\_E/Advice-for-the-beauty-therapy-industry](https://ww2.health.wa.gov.au/Articles/A_E/Advice-for-the-beauty-therapy-industry)

#### Code of Practice

[https://ww2.health.wa.gov.au/~media/Files/Corporate/general%20documents/communicable%20diseases/PDF/Code\\_of\\_Practice\\_for\\_Skin\\_Penetration.ashx](https://ww2.health.wa.gov.au/~media/Files/Corporate/general%20documents/communicable%20diseases/PDF/Code_of_Practice_for_Skin_Penetration.ashx)



### Victoria

<https://www2.health.vic.gov.au/public-health/infectious-diseases/personal-care-body-art-industries>

### South Australia

<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/protecting+public+health/hairdressing+body+art+and+piercing/skin+penetration+guidelines>



### New South Wales

<https://www.health.nsw.gov.au/environment/skinpenetration/Pages/default.aspx>

### Tasmania

<https://ablis.business.gov.au/service/tas/guidelines-for-undertaking-skin-penetration-public-health-risk-activities/35124>



### Northern Territory

<https://digitallibrary.health.nt.gov.au/prodjspu/bitstream/10137/1151/1/Public%20and%20Environmental%20Health%20Guidelines%20for%20Hairdressing,%20Beauty%20Therapy%20and%20Body%20Art.pdf>



### Queensland

<https://www.health.qld.gov.au/file/0019/430642/infectcontrolguide.pdf>



# HAND WASHING

## *When to wash hands*

- Before and after contact with each client
- Where multiple procedures are performed on a client, wash hands before and after each procedure
- Before resuming a procedure if interrupted (e.g. answering telephone)
- Before putting on disposable gloves
- Immediately after removing disposable gloves
- After touching the nose or mouth
- Before and after smoking, eating or drinking
- After going to the toilet
- After contact with blood or other body fluids

## *Correct handwashing procedure*

1. Wet hands thoroughly with warm water and lather with an antimicrobial soap.
2. Wash hands for a minimum of twenty seconds.
3. Pay special attention to the backs of hands, wrists and spaces between fingers.
4. Rinse hands thoroughly under running water.
5. Thoroughly dry hands on a single use towel.

## *Handwashing procedures*



**Hand Hygiene Australia**

<https://www.hha.org.au/>

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# APPLY SAFE HYGIENE, HEALTH AND WORK PRACTICES

# Hello

## Welcome to SHBXWHS001 Apply safe hygiene, health and work practices.

This is a very important unit to prepare you to work in the beauty industry. It covers everything from your rights and responsibilities in regard to safety in the workplace to how to identify and control hazards in your workplace. Safety in the workplace is very important, as you need to understand how to work in a way that minimises the chance of anyone in your workplace suffering harm.

In order to keep your workplace safe, you are going to need to have knowledge of the requirements under Work Health and Safety (WHS) or Occupational Health and Safety (OHS) legislation. You will also need the skills to be able to identify and control hazards, perform risk assessments and use electricity and chemicals safely in your workplace.

This unit also covers infection control methods required to be used in the beauty industry. You will learn how to clean your tools and equipment and work areas in accordance with health and hygiene and skin penetration guidelines.

### In this unit, you will learn:

- Your responsibilities under WHS legislation, including following your workplace policies and procedures.
- How to create and maintain a safe work environment by identifying and managing hazards.
- How to perform a risk assessment
- How to create a safety culture in the workplace.
- How to use electricity safely.
- How to minimise the risk of infection in the salon environment by following Health and Hygiene and Skin Penetration Guidelines.
- How to follow emergency procedures in your workplace.

## How you will be assessed

1. You will be required to answer a series of knowledge questions based on the information you have learnt in this unit, workplace Policies and Procedures, Manufacturer instructions, Safety Data Sheets and Health and Hygiene and Skin Penetration Guidelines.
2. You will be observed by your trainer performing a salon cleaning task and using chemicals safely. You will be required to answer a series of questions about carrying out salon cleaning duties safely.
3. You are required to carry out two (2) risk assessments in your workplace and participate in a WHS consultation meeting.
4. You will be observed by your trainer performing infection control and safety procedures when carrying out beauty treatments on at least six (6) occasions.
5. You will be observed by your trainer following procedures for one (1) emergency evacuation in your workplace.

*This magazine is yours to write in and keep. You should not receive this magazine (or the activities) as a photocopy, a shared copy, or it should not be used by your RTO as a classroom copy.*

### Read the following policies & procedures from the Policies & Procedures Manual for this unit:

- Safe Work Policy and Procedures QS009
- Hazard Management Procedures QS018
- Emergency & Critical Incident Procedures QS016
- General Services Procedures QS017
- Sexual Harassment Policy QS013
- Bullying & Harassment Policy QS001



# SAFETY SIGNAGE

We can't start a safety unit without first being able to read and interpret safety signs. A safety sign gives information to help prevent accidents and signify health hazards. They also show the location of safety and fire protection equipment and help to give guidance in an emergency.



## FIRE EXIT

This sign notifies you where the exits in a building are. Exit signs are always lit up so that you can see them in the case of a fire.



## SLIPPERY SURFACE

This sign is used if there is a wet floor, to notify people that the floor may be slippery. This will help to prevent a slip, trip or fall hazard.

## FIRE EXTINGUISHER

You will see this sign where fire extinguishers are located.



## FIRST AID KIT

You will see this sign on the first aid kit and where it is kept so that you can find the first aid kit quickly and easily.



## SHARPS

This sign informs you that it is a contaminated waste and sharps disposal bin. This bin will contain devices or objects that may have been used to puncture or lacerate the skin, such as needles, razors and scalpels. Sharps waste is classified as biohazardous waste and must be handled carefully.



## BIOHAZARD

The biohazard sign warns you of potential exposure to an infectious substance. Infectious substances contain viruses, bacteria or microorganisms that can have serious health effects. Examples of places you may find this sign include receptacles that contain contaminated linen, sharps container or contaminated waste bins. You will need to use personal protective equipment when handling anything that contains this sign. **SKINDEEP**

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# Q&A WORK HEALTH & SAFETY

Go to the front of this unit for a list of health & safety websites for each state & territory.

## What is the difference between OHS & WHS?

Before 2012, workplace health and safety (WHS) laws were known as Occupational Health and Safety (OHS) laws. The OHS laws differed across Australian states and territories, so to make the laws more consistent across Australia, the WHS Act and Regulations were introduced.

Most states and territories have harmonised with WHS legislation, so for ease of writing this unit, we will refer to the legislation as WHS legislation, however, it is important to be aware that you may live in a state that still falls under OHS legislation.

## What is Work Health and Safety?

WHS legislation is the law that helps to protect your safety and the safety of others in the workplace by ensuring employers assess and mitigate risks that may impact the health, safety or welfare of people in the workplace. Regardless of the nature of your work, you should be able to carry out your work responsibilities in a safe and secure working environment that is free from hazards and risks.

Types of hazards covered under WHS legislation that are applicable to the beauty industry include:

- Manual handling hazards
- Faulty equipment hazards
- Fire hazards
- Electrical hazards
- Chemical hazards
- Slip, trip and fall hazards
- Psychological hazards
- Infection hazard

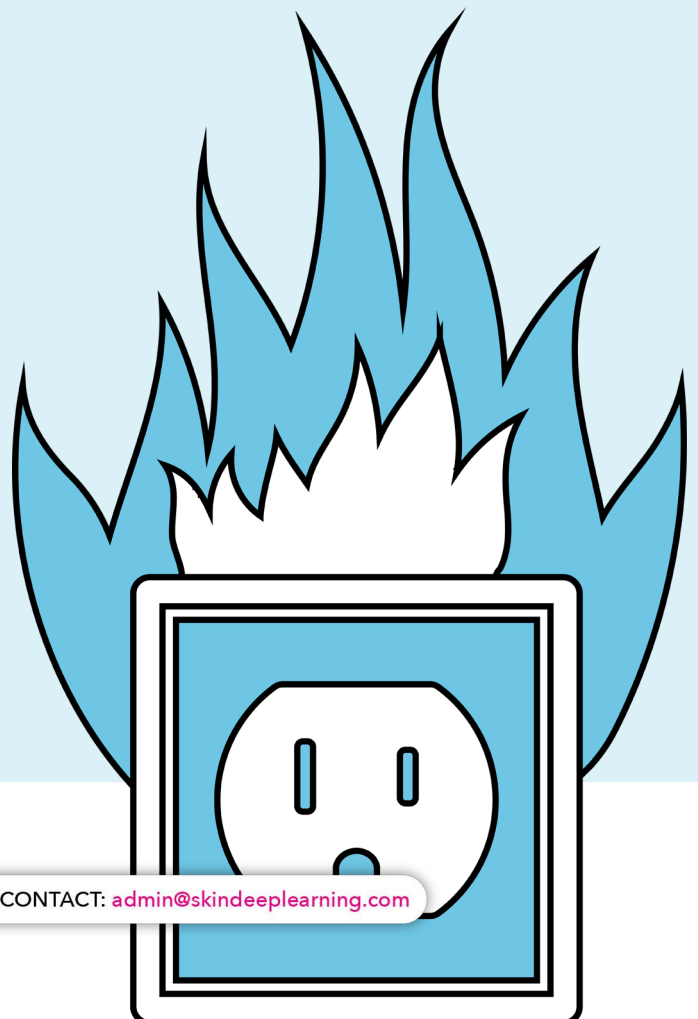
## What is a safe working environment?

A safe working environment is a workplace that is as free as possible from hazards and risks to the people working there and anyone that visits the workplace.

## Who is responsible for WHS?

Everyone has responsibilities to keep their workplace safe. This includes your employer, your managers and supervisors, Work Health and Safety Representatives, your colleagues and even you. We will go into everyone's responsibilities shortly.

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“Everyone has responsibilities to keep their workplace safe.”

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# HAZARD Management

*Your employer has the primary duty of care when it comes to hazard management in the workplace, but you also have a duty of care to identify, manage and report hazards. Working together with your colleagues to identify hazards is very important to keep yourself, and everyone else in your workplace safe. So, what is a hazard, and how can you manage them? Let's find out.*

## SO, WHAT'S A HAZARD?

A hazard is anything that could cause injury or harm to you or someone else. A hazard is any source of danger that could result in an accident.

Everyone in your workplace has a responsibility to participate in hazard identification. This means, if you see anything that could potentially cause harm to people, you will need to follow your workplace policies and procedures for hazard management.

Hazards generally arise from the following aspects of work:

- The physical work environment
- Equipment, materials and substances used in the workplace
- Work tasks and how they are performed

*A hazard is anything that could cause injury or harm to you or someone else. If it looks unsafe, then it probably is.*

*It is your employer's responsibility to provide a safe work environment, but you also have responsibilities to keep your workplace safe. Part of your WHS responsibilities are to identify and manage hazards.*

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# Types of HAZARDS

*There are lots of hazards that you may come across in the workplace. The best rule of thumb to use is that if something looks unsafe, then it probably is. The following is a list of common hazards you will need to know how to identify.*

## BROKEN OR FAULTY EQUIPMENT HAZARDS

These are things that have the risk of hurting someone because equipment is broken or not working properly.

Examples of these types of hazards are:

- Broken or wonky chairs, stools or treatment beds.
- Any equipment that is broken or faulty that has the potential to hurt you or someone else.
- Metal implements that have rust.

## PSYCHOLOGICAL HAZARDS

These are things that have the risk of causing psychological stress and/or physical harm. They need to be managed like all other hazards in the workplace.

Examples of these types of hazards are:

- Bullying and harassment
- Stress

## SLIPS, TRIP & FALL HAZARDS

These are things that may cause someone to slip, trip or fall which could cause injury.

Examples of these types of hazards are:

- Electrical cords running across walkways.
- Spills of liquid or food.
- Debris on the floor.

## FIRE HAZARDS

These are things that have the risk of causing a fire or posing a risk to health and safety in the event of a fire.

Examples of these types of hazards are:

- Handling or storing flammable chemicals incorrectly.
- Faulty electrical items.
- Faulty or absent fire fighting equipment.
- Exit signs that would not be visible in the case of a fire. All fire exit signs should be lit up.
- Fire exits or walkways that are blocked and not easily accessible.

## MANUAL HANDLING HAZARDS

These are physical acts you do in your workplace that have the risk of musculoskeletal injuries such as back injuries, torn muscles, sprains, nerve damage or ligament and tendon injuries.

Examples of these types of hazards are:

- Lifting boxes that are too heavy.
- Lifting boxes incorrectly.
- Poor posture
- Any act in the workplace that may cause repetitive strain injury.

## NEEDLE STICK & SHARPS HAZARDS

These are hazards that can cause a puncture in the skin from a sharp object. These types of hazards may also carry the risk of passing on infectious diseases. For example, if you do not handle sharps properly, you may puncture your skin. If the sharp is also contaminated with blood or body fluids, there is the risk of becoming infected with a blood borne disease such as HIV or hepatitis.

Examples of these types of hazards are:

- Failure to be immunised for hepatitis B.
- Failure to handle or dispose of sharps correctly.

## CHEMICAL HAZARDS & DANGEROUS GOODS

These hazards are substances, mixtures or objects that can pose a significant risk to health and safety if not managed correctly. These hazards may cause fire, explosion, burns or other injuries such as skin irritation and breathing problems.

Examples of these types of hazards are:

- Incorrect storage or handling of dangerous goods or chemicals (especially hazardous chemicals).
- Failure to follow the manufacturer's instructions when using and storing chemicals or dangerous goods.
- Not recognising HAZCHEM labels and taking proper precautions.

## SPILLS & LEAKAGE OF MATERIALS

Any spills or containers leaking liquid always have the risk of someone slipping and falling. If there has been a spill or leakage of a flammable or hazardous chemical, then there is the added risk that a fire could start, or there could be a risk of skin irritation and breathing problems.

Examples of these types of hazards are:

- Chemical spills.
- Water or food spills.
- Faulty containers holding liquid that are leaking.

## ELECTRICAL HAZARDS

These are hazards that could cause electric shock or a fire.

Examples of these types of hazards are:

- Overloaded power boards.
- Using water near electrical equipment.
- Using faulty equipment, such as equipment that has frayed cords, is making buzzing noises or is emitting smoke.

## CRITICAL INCIDENT HAZARDS

These are hazards that could cause harm during a critical incident or evacuation.

Examples of these types of hazards are:

- Blocked fire exits.
- Fire exit signs with light not working.
- Failure to train staff on evacuation procedures. ➡

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# Assess the RISK

Once you have identified a hazard (which is a thing or work practice that has the potential to cause harm or injury to someone), you will then need to assess the risk.

A risk is the chance of injury occurring because of exposure to the hazard. The risk is categorised into high or low risk, and allows your employer to determine what to do about the hazard.

## Here's an example

Caitlyn has spilled water on a tiled surface in a busy walkway.

The water spill is a hazard because there is a chance someone could slip and hurt themselves. In order to determine the risk, Caitlyn needs to determine how likely it is that someone could hurt themselves.

In this instance, the walkway is busy and the water has been spilled on a tiled surface (which is slippery when wet). This means the likelihood of someone hurting themselves in this instance is almost certain, so the risk is high.

But...if Caitlyn has spilled the water on a carpeted surface that does not become slippery when wet, and there were not many people exposed to the spill, then the risk of someone hurting themselves becomes low.

Assessing the risk is very important for us to work out if we need to do something to manage the hazard or not.

Let's take a look at a risk assessment matrix to help us determine how to assess risk.

## Step 1 - WORK OUT THE CONSEQUENCE OF THE HAZARD

Working out the consequence of the hazard will help you to determine if the risk is high or low. Ask yourself questions such as:

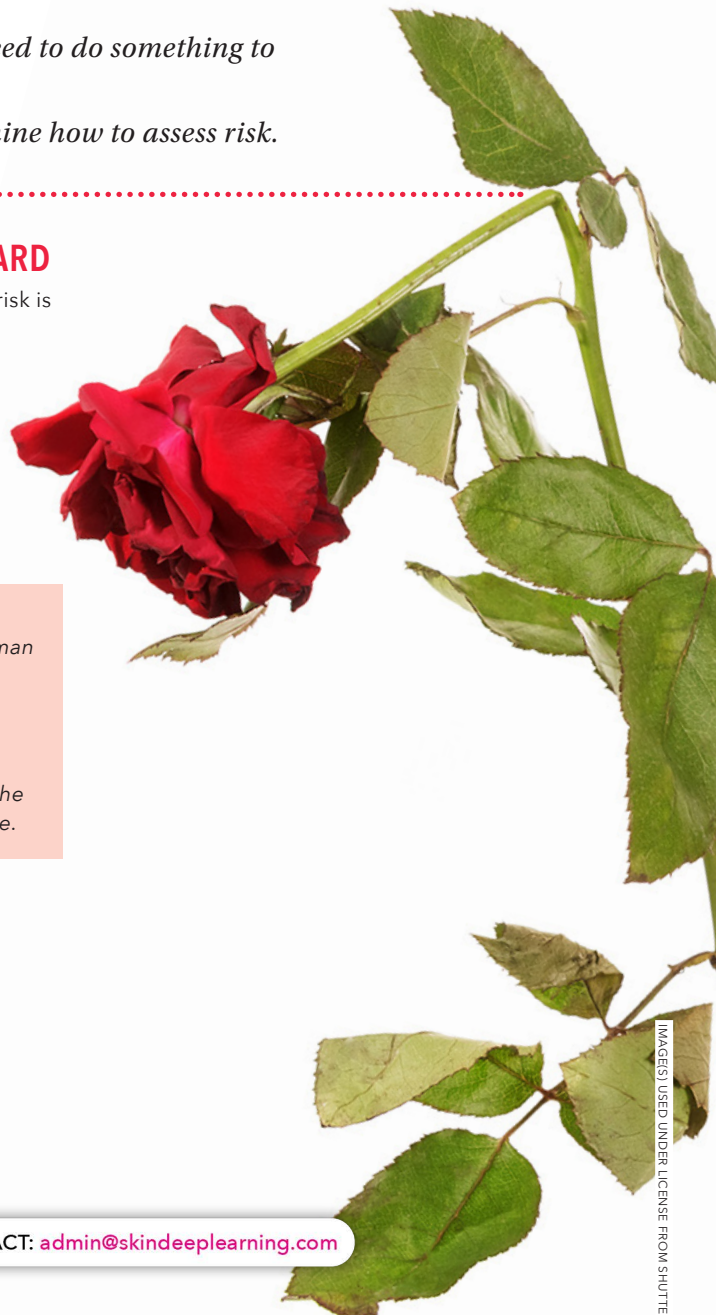
- How seriously could someone be injured if exposed to the hazard?
- How many people are exposed to the hazard?
- What type of harm could occur e.g. fire, muscle strain, death.

You can use the following table to help work out the significance of the consequence of the hazard.

Let's go back to our example with Caitlyn. She has spilled the water in a tiled walkway. Workers and clients are exposed to the spill. There is a pregnant woman and a frail elderly woman with a walking stick in the salon at the moment. The worst case scenario would be that one of these people was to slip in the spill. If a pregnant woman slipped in the spill, she could harm herself and her baby. If the elderly woman on the walking stick slipped in the spill, she could break bones or sustain a serious injury which could be life threatening. In this case, the consequence would be considered major to critical on the consequences table.

Consequence	Description of consequence
1. Insignificant	No treatment required
2. Minor	Minor injury requiring first aid treatment (e.g. minor cuts, bruises, bumps)
3. Moderate	Injury requiring medical treatment or lost time
4. Major	Serious injury requiring specialist medical treatment or hospitalisation
5. Critical	

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## Step 2 - WORK OUT THE LIKELIHOOD OF INJURY OCCURRING

The other thing you need to look at to determine if the risk of the hazard is high or low is to identify the likelihood of someone hurting themselves. Ask yourself questions such as:

- How often are people near the hazard?
- How likely is it that injury could occur?
- How immediate is the danger?
- How often is the task done that could cause the hazard?
- Has an accident happened before from performing the task that could cause the hazard (either in your workplace or somewhere else)?

Let's go back to our example with Caitlyn. In this scenario, Caitlyn has spilled the water in a busy and tiled walkway. There are lots of people using the walkway, so in this scenario, you could assess the likelihood of someone hurting themselves as possible to almost certain.

Likelihood	Description of Likelihood
1. Rare	Will only occur in exceptional circumstances
2. Unlikely	Not likely to occur within the foreseeable future
3. Possible	May occur within the foreseeable future
4. Likely	Likely to occur within the foreseeable future
5. Almost certain	Almost certain to occur within the foreseeable future

## Step 3 - WORK OUT THE RISK

So, when we look at the risk assessment matrix for the spill of water, we look at the consequence part of the table, which is anywhere between major to critical and the likelihood of someone hurting themselves is anywhere between possible to almost certain. So, in the risk assessment matrix, the level of risk is high to extreme.

Likelihood	Consequence				
	Insignificant	Minor	Moderate	Major	Critical
Almost Certain	Medium	Medium	High	Extreme	Extreme
Likely	Low	Medium	High	High	Extreme
Possible	Low	Medium	High	High	High
Unlikely	Low	Low	Medium	Medium	High
Rare	Low	Low	Low	Low	Medium

## Step 4 - WORK OUT IF YOU NEED TO TAKE ACTION

If we look at this table, the assessed risk level of high to extreme means control actions need to be put into place. This means Caitlyn can't just leave the spill. This is because if nothing was done about the spill, there is a high risk someone may hurt themselves.

Assessed Risk Level	Description of risk level	Actions
Low	If an incident were to occur, there would be little likelihood that an injury would result	No action needed, unless controls can easily remove the risk
Medium	If an incident were to occur, there would be some	Additional controls may be needed
High	injury requiring medical treatment would result	activity is undertaken
Extreme	If an incident were to occur, it would be likely that a permanent debilitating injury or death would result	Consider alternatives to doing the activity. Significant control measures will need to be implemented to ensure safety ➡

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# Controlling the RISK

Once you have identified a hazard and assessed the risk, you then need to think about strategies you can use to control the risk. You can use the hierarchy of control to do this. The hierarchy of control ranks the ways to control risks from the highest level of protection (which is elimination) to the lowest level of protection (which is Personal Protective Equipment).

You should always work through the hierarchy of control in order from the highest to the lowest when managing risks.

## ELIMINATION

This means coming up with a solution to remove the hazard completely. This is the solution that we want the most.

**Example:** You are vacuuming, and the cord is running across a walkway. To eliminate the hazard, you could either vacuum when the store is closed, or use a broom.

## SUBSTITUTE THE HAZARD

If you can't eliminate the hazard, the next best thing to do is to substitute or replace the hazard with a less hazardous work practice.

**Example:** You are working in a nail salon performing artificial nail services and constantly buffing and filing nails. This is a high-risk hazard that could cause repetitive strain injury. Obviously, the hazard can't be eliminated because customers still need their nails done, but a nail drill could be used to substitute some of the filing and reduce the risk of injury.

## ISOLATE THE HAZARD

This is where you separate the hazard by distance or by using barriers.

**Example:** An example of isolation of a hazard is using safety signs around a spill to warn people of a potential slip hazard.

## ENGINEERING CONTROLS

These are physical control measures that you may need equipment for.

**Example:** You are working in a day spa and performing a lot of massage services where you are bending down constantly. This is a high-risk hazard that could cause back strain. Engineering controls could be implemented by using electronic massage beds so that the height can be adjusted.

## ADMINISTRATIVE CONTROLS

These should only be considered when you cannot use any other strategies from the hierarchy of control. These are work methods or procedures that are designed to minimise exposure to the hazard such as using signs to warn people of a hazard, conducting staff training or writing policies and procedures.

**Example:** A sign warning people to watch their step to assist in avoiding a 'fall hazard'.

## PERSONAL PROTECTIVE EQUIPMENT

You should always wear the appropriate personal protective equipment when dealing with hazards. Personal protective equipment is clothing, gloves, aprons, face masks, and eye protection.

It is the last option, however, to use personal protective equipment to control a hazard as this does nothing to control the hazard itself. It means that the hazard is controlled by the use of personal protective equipment to avoid injury or harm.

**Example:** Wearing face masks to avoid harm from chemical fumes. Wearing the mask provides protection, but it is best to try and manage the fumes.

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