The Wiltshire School of Beauty and Holistic Therapy

Student Induction Handbook
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Rules and Regulations

General Rules

All Students must comply with the following Rules and Regulations whilst attending a course at The Wiltshire School of Beauty and Holistic Therapy. We do our utmost to provide a high and safe standard of training at the School. Please assist us in maintaining these professional standards. Please note that these Regulations are compulsory for Health & Safety purposes.

**Punctuality** - Courses will commence promptly at the published times. The teaching time on short courses is extremely precious! We do understand that incidents occur that cannot be prevented e.g. heavy traffic, poorly children, but we would appreciate a telephone message if you are running late. Some courses are at or after 9.30am to help with dropping children off at school and to avoid the traffic.

**Dress Code** - Not only is it important for a therapist to appear professional at all times, it is vital that we comply with the dress code for Health & Safety issues. All students should adhere to the School’s dress code. We may refuse students entry on the day if he/she has not complied with these rules. Shoes must be plain in black with a low heel and enclosed toe. No trainers or open sandals please. Plain trousers in black should be worn with a therapist’s tunic in a similar colour. Plain black short sleeved t-shirts are acceptable, but stomachs should be covered to maintain a professional appearance.

**Personal Hygiene** - Students must at all times maintain their own personal hygiene.

**Hair and Nails** - Long or medium length hair must be tied back during the course and nail varnish cannot be worn. Nails should be filed/cut to a sensible length to avoid injury to a client.

**Jewellery** - No Jewellery (including nose and tongue piercings) should be worn during the course except for a wedding band and small stud earrings. Please leave any valuables at home as the School cannot take any responsibility for loss or damage to student’s or clients personal belongings.

**Tattoos** – Must be covered at all times.

**Training Manuals** - Training manuals supplied by the School will be emailed in PDF format to you and must not be reproduced, copied or given to any person not attending the course. All materials are the Copyright of the School. If you would like a hard copy there will be a £10 charge.
Models - Students may be required to bring models during their course. We do realise that this can often be a problem due to work commitment, so please contact the School at least 1 week prior to the course if you would prefer us to find the models. For the waxing courses, your models must have sufficient bodily and facial hair; they will need to grow their hair for a couple of weeks prior to the course.

Mobile Phones - These must be switched off or put on silent during the course.

Smoking - If you do smoke, please do not do so when wearing your therapist’s uniform.

Behaviour and Attitude - Poor attitude and bad behaviour is not tolerated at the School. A professional mannerism and attitude is expected at all times; whether on the course or out in the Beauty/Holistic Industry.

Also please be aware of the following:-

- Payment for and/or attendance at course do not guarantee a qualification, diploma or certificate of achievement. These are gained by successful completion of the course assignments, assessments and examinations.

- Any student not complying with The Wiltshire School of Beauty and Holistic Therapy rules and regulations will be asked to leave the course.

- Any student found deliberately damaging any property belonging to The WSBHT or any student found stealing will be instantly dismissed with no written or verbal warning or refund of fees.

- Any student caught ‘using’, in possession of or attempting to sell drugs/illegal substances of any kind, or under suspicion of doing so by the Police, in The WSBHT will be immediately expelled with no refund of fees.

- The Principal reserves the right to terminate the training of students who fail to comply with The WSBHT Rules and Regulations or where the student is found to be academically unsuitable with no refund of fees.

- The Principal reserves the right to add to/or amend the syllabus without prior notice and to alter The WSBHT hours during the day; an occasional evening class may be added.

- The WSBHT take no responsibilities for any valuables or possessions or vehicles whilst training at the School.

- If a student has a complaint about any aspect of training, the Principal should be contacted at the earliest possible time.
➢ The WSBHT reserves the right to change the course contents, materials, tutors, training dates/days, venue and course requirements at any time without prior notice.

➢ Children are not allowed at the training venues.

➢ The WSBHT reserves the right to decline applicants for valid reasons.

➢ The WSBHT will not tolerate physical or verbal abuse to any members of staff at any time.

➢ Food will not be provided for at the training sessions so please provide a packed lunch if necessary.

➢ Water will be provided.

➢ The WSBHT has no control over the ingredients of the refreshments available and takes no responsibility for students/clients suffering any allergic reactions or special dietary specifications.

➢ As part our service to provide excellent student service the School operates an equal opportunities policy. Students will not experience discrimination on any counts.

➢ The WSBHT will not tolerate any bullying on their courses between students.

➢ All student and client information is kept confidential.

➢ If required, extra tuition on scheduled training dates is available within 3 months after the commencement of the course free of charge. Exception on some courses.
Health and Safety Policy

The Health & Safety at Work Act 1974 and subsequent additional legislation places a duty upon the management of an establishment to secure and maintain a safe working environment for all employees and those affected by the service provided.

The Wiltshire School of Beauty and Holistic Therapy undertakes to:

- Provide a consistently safe environment in the School
- Provide guidance of safe working practices for staff and students
- Incorporate health & safety knowledge into all student activities
- Provide information and procedures for fire and emergencies
- Provide information and procedures for accidents
- Provide training and up to date information on health & safety to all concerned
- Promote training of a responsible attitude to health & safety throughout the School
- Provide monitoring processes for the above

The School will require its students to:

- Follow the School’s health & safety regulations
- Co-operate with others in keeping the environment safe
- Take care to avoid injury to themselves or others, by being appropriately dressed and not misuse or damaging equipment, materials or the premises
- Report any hazards immediately to the staff in charge
Equal Opportunities Policy

- WSBHT is committed to ensuring equal opportunity to all candidates on all courses, all the clients of the establishment and to the staff of the School regardless of their role.

- There is a commitment to encourage each individual to realise his or her potential. Training or access to assessment will not be affected by gender, ethnic origin, nationality, religious belief, social circumstance, marital status, age or physical or intellectual ability or other relevant state.

- The requirements of the Sexual Discrimination Act 1975, the Race Relations Act 1976 and the Employment (Disabled Persons) Acts of 1944 and 1958 will be respected and any amendments or extension thereto.

- Equal opportunities will be integrated into all planning, procedures and our resources. All promotional material, course schemes and display items will not reinforce stereotypes and will reflect the diversity of the society.

- All staff and students will be advised of the policy to be pursued with clients and visitors to the School.

- There will be positive reinforcement of the requirements of the policy statement and the policy will be monitored and reviewed at regular intervals among staff and students and action taken if required.

- Encouragement will be given to discuss any concerns over these issues if/when they occur.

- You will be given the opportunity to allow these concerns to be fully and confidentially discussed. Support and advice is available to help those concerned to understand the problems and take steps to resolve them.

- In the first instance any problems should be brought immediately to the attention of, Tia Dowman School Principal.

- There will be an ongoing action plan to reinforce the stated policy and this will be monitored by the School’s Principal.
Appeals Procedure

The school is committed to ensuring that the assessment procedure meets the requirements of the Awarding Bodies and fulfils National Standards. The School operates a system for reviewing the quality and fairness of the assessment procedure. As part of this process the candidate has the right of appeal against any assessment decision, written or practical, which the student deems to be unfair. The student should notify the Assessor of dissatisfaction with the outcome of the assessment within seven days, stating why there is a disagreement with the decision. The assessor must explain the decision in writing within fourteen days. If the student is not satisfied, the Principal may order the student to be re-assessed by another tutor/assessor. The matter should be resolved within fourteen days.

Complaints Procedure

WSBHT strive to provide training of a standard and quality suited to professional practice and discipline. Tutors and students are expected to adhere to the code of practice and ethics.

We encourage students to voice any areas of concern or dissatisfaction with any aspect of the course, venue or tutoring as soon as they arise, so that matters may be addressed and resolved quickly and amicably.

We recommend that should a complaint or concern arise it should be made in one or more of the following ways:

- Speak to the course tutor, at break time or arrange an appointment
- Request a tutorial
- Request a course evaluation sheet
- Write, email or telephone the Principal, Tia Dowman
Assessment of Candidates with Special needs

WSBHT operate a policy of equal access to all its courses and qualifications and the procedure regarding students with special needs is as follows:

- Inform the School at the earliest possible opportunity if extra help throughout the course. This may either be written on the application form or addressed verbally to a staff member at the School.

- The situation will then be reviewed on an individual basis and a decision will be made by the course tutor as to whether special circumstances need to be taken into account throughout the course.

- If special circumstances do need to be taken into account then every effort will be made to tailor the teaching to suit individual needs.

- An action plan will be agreed based on the information given. Supplementary evidence such as GP letter or certificate of special needs may be required.

Kit Information

WSBHT will provide all products and equipment needed during the course (apart from makeup courses-student will need to provide their own make up). However, some students may like/need to practice treatments during/after their course and the School can provide starter kits for manicure, pedicure, waxing, make up and tinting courses which can be purchased upon request. For other courses advice will be given.

We recommend that kits are purchased as it will allow you to practice your treatments professionally and satisfactorily.

The student will also be able to perform treatments on paying clients when the course has been successfully completed which will help you to recoup the kit money as well as your course fee, making an exciting and profitable career in the Beauty and Holistic Industry.

You will be required to bring in and use your own kits and towels on the assessment days.

Please contact the school for further information.
Recognised Prior Learning Policy (RPL)

The WSBHT RPL policy has been put in place to clarify the RPL process for our students. The policy aims to demonstrate recognition of any previous industry experience, manufacturer’s qualifications or certification that a student may have. The main principles behind RPL are that an individual’s prior achievements can now be recognised and that a student is not disadvantaged by unnecessarily having to repeat a course of learning. The WSBHT are responsible for ensuring that the process has been correctly applied and RPL is deemed valid and reliable.

When to use RPL

- If a student has acquired knowledge, understanding or skills but has never received formal recognition. This could be through work-related, voluntary or home activities.
- If a student holds a relevant qualification that includes a QCF unit that, because it is a component of the new qualification, can be directly used to exempt that learner from repeating the course of learning.
- If a learner needs to achieve a credit level and can transfer a relevant credit allowance from within a previously achieved qualification.

Ofqual has issued an explanatory statement qualifying the use of RPL: “Learners are unlikely to have all the evidence they need to achieve a full unit and may need to produce additional evidence. Evidence used for RPL is not time-limited but assessors must determine whether it is valid and authentic. RPL may be used in conjunction with other assessment methods such as examination of recent products, professional discussion or observation to assess current performance”.

RPL is not necessarily a money or time-saving exercise for the student. The evidence to be collated by the student may involve a high proportion of time, and some cost in its presentation. In some instances, the student may decide that attending the original learning and assessment proposal may be simpler and easier.

- If there is a cost involved for the student, the WSHBT will provide a clear explanation and breakdown which must be agreed and signed at the start of the assessment of RPL. (For example there may be a cost for a trade test to determine skills)
- If the WSBHT has any concerns or doubt regarding the students knowledge, understanding, skills, competence or evidence proposed, RPL will not be applied.

If it is agreed that RPL may be applied, the student will present the evidence in a format agreed and will present cross mapping of evidence to the relevant units. The assessor will then produce an individual learning plan and an action plan will be devised, with all assessment requirements detailed. The student will then agree to this in writing.
VTCT Course Information

General information

- You will study all practical treatments at the school
- You will be required to complete theory work at home
- You will be required to practice your treatments at home
- You will be required to return to the school for practical assessments
- You may need to bring models for assessments
- You need to be assessed on paying clients (they pay minimal fee during your assessment)
- You will need to take written exams
- You will receive one-on-one tutorials
- You can have extra home study time should you require it, however there is a cost if you wish to have extra training time with your tutor
- All manuals, handouts are emailed to you
- Equipment and products are provided for your use during practical training
- You will need to build a portfolio of evidence
- You will need to wear a professional uniform with hair up, no jewellery or tattoos showing
- Be prepared to give and receive treatments
- You will be required to be available for an EV visit. You will be informed of the date and time.

You will need the following to complete the course (these items are not included in the course fee)

- Professional uniform
- Practical kit and study book (Kits can be purchased from WSBHT - please let us know in advance)
- A4 large black or pink ring binder and dividers
- Stationary – pens, pencils, highlights
- Lunch/snacks
Payment Details

Full payment is required in order to secure your place on the course.

Payment plans can be put in place if required, please contact the school for more details.

Please note that payments are non-refundable but may be re-applied to another course commencement date, if notice of at least 3 days is given to the School subject to an emergency situation, however there will be an administration fee of £50.

Once payment has been received by the School, and cleared you will receive a confirmation letter with your training manual or 1st lesson via email.

Payment may be made by credit or debit card (please note there is a one and a half percent charge for the use of credit cards) cash or BACS (please contact the school for details)
Booking Terms

Cancellation Policy

1. Cancellation of any course is required by telephone at least 7 days prior to the course commencing. No refund will be issued by The WSBHT, however your course fee can be transferred onto another course.
2. In the event of a student failing to attend or complete a course or assessment, for any reason, no refunds will be made by the WSBHT although a later course date may be arranged if the next course is not already booked. There will be an administration fee of £50.
3. It may be necessary for the student to pay an additional fee if they have missed an assessment, or their model fails to turn up.

General Booking Terms

1. The minimum age for entry is 16 years (there is no upper age limit)
2. In order to apply for a place on one of our courses, please telephone either 07767794422 for a beauty course, or 07824 337333 for a holistic or distance learning course. Once you have paid, you will be sent a confirmation letter, via email, detailing the course dates and any course requirements. Please note that payments, including deposits are non-refundable but may be re-applied to another commencement date, if notice of at least 7 working days is given to the School
3. No previous experience is required on most courses but please check the pre-requisites for each course. A good general education is essential and you must be able to speak, read, write and understand English.
4. Please contact the School regarding course dates.
5. Payment may be made by card payment over the phone or in person (no extra charge for debit card but 1.5% charge will be added for payment on credit card) cash or BAC S.
6. It may be necessary for the School to cancel or re-schedule the course due to unforeseen circumstances; if this occasion should arise, an alternative date will be given. If the date offered is unsuitable, the School will refund any fees paid.
7. Course fees include tuition, training materials, resources and electronic manuals as deemed appropriate by the WSBHT for each course. Water will also be provided during attendance at the School. Any other items, facilities or resources supplied by the WSBHT, at the request of the student, which the WSBHT does not deem to be included in its advertised course fee, will be charged at an additional cost to be met by the student at the time of the request.

8. Course fees do not include additional items where required, such as student work wear and practical items such as beauty/holistic kits for home practice or textbooks. These items are an additional expense to be met by the student. Kits may be purchased from the School which may also provide information for purchase of other items from wholesalers.

9. The WSBHT reserves the right to decline applications.

10. It is acknowledged that all intellectual property rights, including copyright, patents, design rights and know how in or relating to the course or course materials provided or made available in connection with the course, remain the sole property of the WSBHT. No copies of course materials or any usage of or reference to the WSBHT name may be made unless it has been agreed in writing in writing by the WSBHT.

11. All students are required to observe and abide by all policies regarding health and safety, security, student conduct and any other regulations as set out by the WSBHT.

12. It is the course applicant’s responsibility, having referred to relevant sources of course information, to ensure that the course in all of its aspects is suitable for her/his requirements, and that they are able to commit to all course dates prior to the course commencing. The WSBHT is happy to provide advice but accepts no liability in the event that the content of the course, any changes to course timetables, structure or cancellation where necessary does not meet individual requirements. Once an application has been received and processed by the WSBHT and a course place allocated, the applicant will be subject to and in agreement with all conditions as set out herein by the WSBHT.

The terms and conditions set out herein are a complete statement of the agreement between the course applicant and the WSBHT and supersede all discussions, correspondence and representations made prior to the date of booking. In order to avoid disappointment, we recommend early reservation as the courses are in demand and places are limited.
Contact Details:

Principal: Tia Dowman

Vice Principal & Head of Holistics & Distance Learning: Allie Maisey

Address: 706 Delta Office Park
           Welton Road
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           Wiltshire
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