



The School of Natural Therapies

Training School for Massage & Holistic Therapies

Student Name _____

Email & telephone no. _____

SNT is committed to continually improving the quality of its courses. As well as what you can expect from us, this charter also explains what SNT expects of you. In other words, the quality of the services that we believe you are entitled to is balanced with responsibilities placed on you.

Studying at SNT - What you can expect from us:

- On day one, we will provide you with information about the School and its facilities
- Explanation of course syllabus showing key stages and criteria for examination
- That the teaching you receive will be evaluated regularly to continually enhance quality
- That we will work with you to develop your skills, recognising that this is an ongoing process
- That we will provide a quality learning environment
- That we will provide you with access to appropriate resources to enable you to complete your assignments and studies, or direct you to where additional resources can be located
- That we will support your learning, within the course duration, to complete your studies
- That teaching staff will be courteous, professional, punctual and efficient
- That we will seek to create and maintain an environment which is conducive to learning
- That we will respect your right to dignity & confidentiality (barring safeguarding procedures and necessity of information regarding course participation/ completion)
- That we will comply with all current, relevant legislation

What we expect of you in return:

- That that you will take responsibility for your own learning and assist in creating and maintaining an atmosphere and environment which is conducive to learning for all
- That you take responsibility for seeking any support you need
- That you use our facilities with respect and consideration for others
- That you will be courteous, efficient and behave in a professional manner towards all
- That you will be punctual or notify teaching staff of any expected late arrival or absence. We have an 85% minimum attendance requirement. Failure to meet this may affect entry to your exam.
- Although we operate a non-discrimination policy, respecting spiritual and religious views, nonetheless, it is vital that each student is able to work freely, with everyone else in the class, regardless of race, religion or sex. This is a learning environment; therefore, students are expected to work with each other, during the practical sessions of the course, whether male or female. It is vital that students take part in the giving and receiving of treatments, so that different body types, skin types, age groups and musculature can be experienced for training and development purposes
- That you will pay all fees and charges due when required – see below
- That you communicate promptly any issues affecting your participation/completion of the course.
- That you ensure that you are physically and mentally fit for your course as it is advertised

Assignments

- We deliver, receive and feedback on assignments electronically by email. Anyone not having email access should notify the school so that alternative arrangements can be made
- We expect all assignments to be handed in or emailed to the tutors in a timely fashion. If a delay is anticipated we request that the tutor is notified as soon as possible;
- Any assignments handed in later than the final submission date for marking, will incur additional marking fees.

Examination

- ITEC examination costs are included in the course fee (for A&P & Massage) or are paid within the first 3 months (for Reflexology). All students are expected to sit the examinations on the allocated date which is advertised on the website course page.
- Only those with a certificated medical condition (& upon immediate production of a certificate issued by a qualified medical practitioner) will be allowed to postpone. In line with ITEC ruling, those students must attend the next scheduled exam day, agreed with the School Principal. Payments must continue as per the original agreement. Payments will not be postponed.
- Any reason which falls outside of the above will not be considered as a reason for deferral. Any need for additional marking or to attend extra lessons outside of their original course deadlines, will incur teaching and marking fees. These will be clearly outlined according to the volume of outstanding work required and will have a fixed duration period, within which, the student must attend those classes, submit all outstanding work and take their final exams.

School Policies and Procedures

Under regulations and OFSTED requirements, the School of Natural Therapies Ltd is obligated to publish its policies and procedures. They can be found on the School's website under **Policies and Procedures:-**

- Policy and procedure on Malpractice and Maladministration
- Complaints Procedure
- Whistle blowing Procedure
- Terms and Conditions (it is the student's responsibility to make themselves aware of these)

Payment for the course

We operate an easy pay instalment scheme, agreed with us at the time of enrolment, to help students spread the cost of their course. It is a concession that SNT offers **and the school reserves the right to cancel this arrangement if payments are not being met which would result in the full course fee becoming payable immediately.**

- We ask that all payments are made by the due date, as outlined at the time of booking.
- Any payments not received by the due date, incur a late fee of £25.00 – no exceptions made, unless a late payment has been pre-authorized with the School
- If students decide to leave the course early, for any reason (including medical reasons), and not continue with their studies, the full course fee becomes immediately payable at the time of notification. Course fees are non-refundable and non-transferable from course to course. **The school reserves the right to pursue any non-payment legally.**

I acknowledge that this document is a contract between myself and SNT and, as such, I am liable to pay the whole course fee whether I complete the course or not.

I confirm that I have read and understood the student charter and, by signing this document, I agree, as a student of the School of Natural Therapies, to these terms and conditions.

Student Signature _____ **Date** _____

Signed SNT Principal – Marc Innes _____