

Student Name _____

Contact Telephone Number _____

Contact Email Address _____

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

Part 1 - Student Charter - the School of Natural Therapies:

What you can expect from us:

- On day one we will provide you with information about the school and its facilities.
- A full appraisal of course syllabus showing key stages and criteria for examination.
- For students partaking in blended learning, the above will be outlined on the first live on-line live session.
- We will provide a full timetable of all live on-line sessions (we use the zoom platform) prior to the commencement of the course – these are also listed with classroom dates on the website for the relevant course.
- We will do our best to ensure that all live on-line sessions are working effectively using our third-party platform – zoom. *Please note, as this is a third-party platform, the school cannot be held responsible for any malfunction or connection issues, in the unlikely event they should occur.
- Live sessions will be recorded and will be made available to learners throughout the duration of the course*
- The teaching you receive will be evaluated. That means we will ask you for feedback at the end of the course - we will use any welcome and constructive feedback to enhance the quality of our teaching for future courses.
- That we will work with you to help you develop your learning skills, recognising that this is an ongoing process.
- That we will provide a quality learning environment in class.
- That we will provide you with access to appropriate resources to enable you to complete your studies.
- That we will support you in your learning, to help you complete your studies.
- That teaching staff will be courteous, professional, punctual, and efficient.
- That we will seek to create and maintain an atmosphere and environment which is conducive to learning – in a classroom setting and on live zoom sessions where applicable.
- That we will respect your right to dignity & confidentiality.
- That we will comply with all relevant legislation.
- Covid-19 special arrangements – the school will continue to operate and run all scheduled courses, as outlined in our Terms and Conditions document – this document can be found on our website under [Terms and Conditions](#).

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; whether in class or on live on-line sessions.
- That you take responsibility for seeking any support you need and advise us as soon as possible.
- That you use our facilities with respect and consideration for others.
- That you will be courteous, efficient and behave in a professional manner towards staff and fellow students, in class and on live on-line sessions.
- That you will be punctual, arriving in good time for classroom or live on-line sessions, notifying teaching staff of any expected late arrival or absence.
- Although we operate a non-discrimination policy, respecting amongst other things, 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 massage, so that different body types, skin types, age groups and musculature can be experienced for training and development purposes.
- We have special arrangements in place for any unforeseen

Part 2 - Terms and Conditions

Assignment work and case studies

- We deliver and receive back assignments and case studies electronically by email. All relevant marking and feedback will be fed back by the tutor in the same way;
- We would request that anyone who does not have email or PC access notify the school as soon as possible, so that alternative arrangements for issuing of homework/assignments can be arranged.
- We expect all homework/assignments to be handed in or electronically received by the tutors in a timely fashion. Where problems or delays are anticipated by the student, we request that the tutor is notified as soon as possible.
- Any assignments handed in later than the specified final date of submission, may incur additional marking fees.

Examination

ITEC Level 3 Programmes

- 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.
- If students are unable to attend the allocated examination day, only those with a certificated medical condition (issued by a suitably qualified medical practitioner) will be allowed to postpone. In such instances (and in line with ITEC ruling), students must subsequently attend the next available examination day within 4 months, which will be agreed with the School Principal. Payments must continue as per the original agreement and cannot 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.

- If students decide not take their exam, or have not completed the scheduled assignments and/or case studies in time for exam, at the discretion of the school and according to available slots on exam days, students may be permitted to complete their exam in the future within 4 months; however, it would be at their own expense, as the school is unable to obtain a refund for the original scheduled exam.

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)

Class Attendance

ITEC and the school have a minimum attendance criterion of 85% and any student falling short of this criteria will be required to make up the shortfall in study hours.

For the BTEC bridging programme, each weekend is a separate unit with its own set of learning outcomes. It cannot be stressed enough that failure to attend every weekend of the bridging course is of paramount importance. Subject matter and techniques move quickly and there is no opportunity to go back over topics and techniques already covered. Failure to attend every weekend means that students may not be able to take the allocated exam and additional study weekends will have to be undertaken with the School of Natural Therapies or one of its sister schools, by arrangement with the Principal of any of these schools at a suitable date to be arranged – this may incur additional charges however.

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.

BTEC Level 5 Programme payment arrangements only.

- Please note there is a one-off external £350.00 BTEC/ISRM fee payable within the first two months of the Level 5 programme. This fee may be spread over the duration of the course within the instalment programme. This fee covers the on-line assignment, marking and feedback system, as well as 13 months membership to the ISRM, exam fees and final certification.

- Students who withdraw from the programme will have up to two years to complete the programme. Students will be re-assessed after the first year of withdrawal, this will incur a cost.
 - If students do withdraw, for whatever reason (medical or otherwise) there is a transfer fee to pay. Students should note that any additional practical in-class revision time will incur additional tutor fees. Associated assignment marking time at a later date will not incur a late fee.
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By signing you agree that: -

You acknowledge that this document is a contract between yourself and the School of Natural Therapies and as such, you are liable to pay the whole course fee whether you complete the course or not. You also confirm that you have read and understood the student charter.

Student Signature _____

Date _____

Signed By the School of Natural Therapies

Principal – Marc Innes _____