

## **The Student Handbook & Code**

The following information outlines what we expect of Sanguine College students and what our students can expect from Sanguine College. The formal requirements of the course and the College rules and regulations are standards upheld by the Beauty Therapy Industry and by the Awarding Examination Boards. We ask you to read and consider the information within the next few pages as this will be an important consideration and will be accepted as part of our training. If you have any concerns or questions, please talk to us so that we can discuss them; otherwise please sign and return the back pages to us so that we can continue with the enrolment process.

### **What we expect of our students and what you should expect of yourselves**

#### **1.1 Behaviour**

1. To uphold the high standards and reputation that is associated with Sanguine College
2. Behaviour should be professional, respectful, caring and considerate to all peers and College tutors/staff
3. To be patient, well-mannered and tolerant with each other, clients, tutors and College staff
4. To be willing and co-operative
5. To act as an individual by thinking and behaving independently, regardless of other views, class/individual issues
6. To be self-motivated and self-disciplined in order to achieve individual goals

#### **1.2 Attendance**

1. Dedication and commitment of time, to successfully complete the course and examinations
2. Personally ring the College before 9:00 to inform us of illness or absence; message relayed by other fellow students are not acceptable
3. Arrive punctually for all classes
4. Sign in each morning and out each evening ( or at the time of leaving the College)
5. Be self-responsible and aware of attendance and the absent hours at all times

6. Complete at least 1200 hours of attendance per year. Sanguine College reserves the right to withdraw any student from examination if the absence hours exceed 80
7. Complete and sign an absence form on each occasion
8. Any appointment within College hours will require proof or letter to be a valid excuse from class
9. Organise medical, dental or hair appointments, outside College hours

### 1.3 Administration

1. Inform the College administration of any change to personal details e.g. address, telephone numbers etc.
2. A fee is payable with any personal breakage, damage, or mishaps, loan of badge, locker key etc
3. Please knock before entering any administration office or the staff room – do not enter these areas un-supervised
4. Organise, obtain and purchase own tickets for professional exhibitions throughout the year, including transport
5. Students must be prepared to pay an extra amount (plus a College administration charge), for additional training organised, which is not included in the course; **the training optional and not compulsory**

### 1.4 Responsibility for self-learning and training

1. Receive and give **all** treatments whilst learning
2. To regularly change partners with all students, within the class in other classes in order to experience a wide range of skin types, body types, nails, hair growth etc.
3. Work must be the original work of the student, not copied from another student or copied and pasted from the internet (work will be returned)
4. We take a dim view of cheating; papers/tests will not be marked; this is immature and it is self-defeating
5. Complete and hand- in projects and case studies by the dates stipulated
6. Responsibility for learning, some of which is completed at home in the evening; we recommend **at least** 2 hours each evening, at least 5 days a week. Success is **not possible** without this self-learning – this may also apply to those on the part-time Aesthetics or part time Body Therapy course.
7. Monitor the weekly tests and use as a learning tool; if 60% is not attained in a subject/s, lengthen the evening revision for the subject/s

8. Organise and file notes regularly
9. Organise a sensible, daily, home revision timetable
10. Complete 600 hours work experience after the examinations or during period of studies
11. When tutors/staff require training, we will organise work or private study to be completed at home. We expect the student to complete the work and hand it in the following day
12. Any concerns should be raised by the **individual** student promptly and respectfully, with the tutor concerned; if it is not resolved the next step is an appointment with the Principal or Senior Tutor
13. If using the spa facilities, each student must at all times be respectful and give priority to the guests
14. Attend to spa facilities in groups of no more than 4; this must be self monitored by students (unfortunately the privilege will be withdrawn if the facilities are misused)
15. If required, attend examinations, at an earlier and later time than usual College hours; in addition the CIDESCO or ITEC examinations may be scheduled at the weekend
16. Understand that this course is suitable for student serious about careers in Beauty Therapy; it is not appropriate for those only wishing to treat 'a few family and friends at home'

## 1.5 Group and classroom commitment

1. To be part of a team and maintain the team-spirit within own group and other groups in the College
2. Treat each other in the group and other groups respectfully
3. Acknowledge that each individual is different in every way, age, values, standards, religion, culture, learning abilities and life experience
4. Act professionally even if you do not like another student
5. Act as a responsible adult; the College is not school, it is similar to a university
6. Change partners with all students in the class (and other classes if necessary)

### Professional Standards of Salon Hygiene & Class Cleanliness

Salon practical procedure of hygiene is essential in the Beauty Therapy Industry, hence CIDESCO / ITEC stipulate the need for students to achieve and maintain a high level of cleanliness in the College salons / classes and client areas throughout the duration of the course. These will include working areas,

common rooms, cloakrooms, locker-rooms etc for the daily/weekly care and restocking of the classroom/s. This is a necessary and essential part of the training course.

7. Careful handling a storage of equipment and electrical machines
8. Wear the correct uniforms for each class, uniform and details will be given to you at the start of term
9. There will be change to alphabetical groups ready for examinations and/or if we feel it is in the student/s long term interests
10. Show patience and tolerance should a tutor be ill; we will do our very best to cover a class if another tutor is out of class doing preparation; if not, we will organise appropriate private study in College
11. Ensure the common rooms are tidy, rubbish put in bins with crockery and cutlery washed-up daily

## 1.6 Commercial Salon Hours

1. Treat paying clients in order to complete the required commercial salon hours, which are:
  - a. maximum of 100 hours reception
  - b. 300 hours of beauty therapies
  - c. 200 hours of body therapies
2. Co-operate with us by taking an active part on reception, ringing and booking clients (as required in a salon)
3. Willing to work on various clients, in addition to parents or friends, wherever possible in order to meet the requirements of the Examining Bodies Commercial Salon Environment criteria
4. All students must be prepared to treat a client unexpectedly or a short notice and should willingly and courteously carry out treatments when required

## 1.7 Personal and professional requirements

1. Uniforms must be worn at all times inside the College; coats, cardigans, hats, scarves, gloves etc. to be left in the cloakroom on arrival
2. Uniforms must be freshly laundered (cleaned and pressed) and badges worn
3. All personal effects from home (including cellphones) to be securely locked in the allocated locker
4. Under-uniform garments to be worn discreetly, natural colour only

5. Footwear should be closed toe and heel, black in colour and either flat or not more than 2.5cm heel. No socks but only black stockings should be worn when it is visible.
6. Trousers should not be turned down/rolled over below the waist and should be altered to correct length
7. No body jewellery to be worn e.g. ankle chain, toe rings, bracelets, necklaces. Any jewellery associated with body piercing is not acceptable during College hours. Tongue, lip and eyebrow studs must be removed whilst in College at all times.
8. All visible tattoos must be covered with a plaster whilst in College, at your own cost
9. No jewellery to be worn except a wedding band during lessons
10. Hair bands, ribbons, hair ornaments, slides should be black, silver, white or toned with your natural hair colour only
11. Hair must be off-the-collar in a bun, plait, twist or French plait
12. Full, natural day make-up
13. Impeccable personal hygiene
14. Hands and nails should be kept meticulously clean, with nails short and unvarnished Gel and false nails are not allowed within the College
15. Heavy perfumes / spicy food, especially garlic are unpleasant for clients – please be self-aware
16. No smoking on any of College premises including car park, grounds, and outside main gates
17. **Sanguine Spa and College is a non-smoking establishment**
18. Uniform which smell of smoke will need to be changed, so as not to be offensive to other students, College staff or clients (we will ask you to change)
19. Eating is only permitted in the designated area
20. Breath should be fresh; we recommend teeth are cleaned at lunch time, particularly if a client is treated in the afternoon
21. We request you to do not wear the College uniform whilst in public houses or whilst smoking in public places

## 1.8 What we can do for you

1. Give professional and quality training and therefore a range of career prospects all over the world

2. Supply comprehensive course notes, with self-assessment tests, for each subject in the ITEC / CIDESCO syllabi
3. Give help/advice for the CIDESCO 4000 word project and/or 45 minute CIDESCO additional subject
4. Help and instruction for completion of ITEC case studies
5. Supply teaching DVDs (an optional purchase) **if available**
6. Supply replacement equipment, uniforms, water bottles, badge, locker keys and folders (a charge will apply)
7. Supply a number of complimentary and discounted vouchers per term for friends and family
8. Organise promotions at respect and consideration
9. Treat you with respect and consideration
10. Look after the individual student, support and encourage throughout the course
11. Listen to individual concerns as long as they are respectful and constructive
12. Give support if required by listening and offering suggestions on all matters
13. Write to you if absence is particularly high for the weeks attended
14. Write to you, informing you when absent hours are over 10 days
15. Write to you if we have a concern regarding health, energy levels, attitude, behaviour or test results continually below 60%
16. Talk with you and the Principal to look at concerns and options, should things not turn out as planned, for whatever reason (please make an appointment)
17. Copy of all letters to parents if the student is under 18 and for those who are over 18 if the parent/s have funded the course (the student will have given permission at the interview)
18. Type personal letters for a student, which are course related, such as progress letters to sponsors etc
19. We will make every effort to cover a class should the tutor be ill or unable to come into College; There may be times when we may need to set private study or ask the students to undertake revision
20. Monitor individual and group progress, changing the groups if necessary and therefore the dynamics within the group/s, if we feel it is beneficial in the long term
21. Apply for ITEC / CIDESCO retake/s (a retake fee is applicable)
22. The College and Spa currently offers the students, use of the Spa facilities and discounted services, on a understanding that the guest/s comes first and the student/s acts as an individual, not as a group

23. Sanguine Spa and College can offer limited work experience on a first come first serve basis; an application form is required to be completed and forwarded to the manager
24. Give a reference to the employer/s, after and beyond graduating
25. Offer a limited list of accommodation in the local area
26. Supply the names of local estate agents, local papers and local bed and breakfast/hotels
27. Celebrate with an excellent graduation presenting diplomas, awards and report cards

## 1.9 What we are unable to do

1. Allow the students to stay in College if they are not wearing the correct uniform, footwear and appearance as specified
2. Allow the student into class if they smell of cigarette smoke
3. Allow the student into class if they are wearing incorrect jewellery, apart from a wedding band and colourless gem earrings or over-sized earrings
4. Allow the student into class if their hair is unprofessional and not as specified
5. Allow the student to work with a tongue stud or any body piercing or gel/false/long nails/nail enamel
6. Allow the student into class if they are late and therefore disruptive and disrespectful to the class and tutor. One off genuine circumstances are acceptable
7. We will not tolerate swearing and bullying
8. Allow the student into class if they are unwilling to treat clients or each other with respect
9. Allow students to work on clients without a facemask, if they have a cold or cough etc
10. Allow a student to work on a client if unsafe, particularly using electrotherapy machines
11. Continue to teach the student in class if they are continually talking, fooling around or being generally disruptive, disrespectful, unprofessional or unwilling to treat clients or each other
12. We cannot guarantee success: however, in our experience with sustained and regular attendance, and the recommended learning/revision completed at home, students should have success at their fingertips
13. Award attendance hours if the work experience week has not been fully completed

14. Sanguine Spa and College reserves the right to withdraw any student from the ITEC / CIDESCO examination if the absence hours exceed 80
15. Allocate any extra time to make-up any hours missed
16. Repeat the lesson/s if the student has been absent
17. Give one-to-one teaching outside of the class, but we will help when we can in class, providing that the rest of the class is on track and occupied
18. Give a mark for tests if the student has cheated or the work is not original
19. We are unable to give a student a grade or mark if homework/assignments are not handed in on time; this may mean that the ITEC / CIDESCO examiners cannot sign off an individual student's syllabi criteria and therefore unable to sit the examination
20. We cannot dedicate a specific theory room; theory is completed when appropriate in the classrooms, using adjustable stools
21. Guarantee the same tutor/s for particular lessons or throughout the course
22. Guarantee the same classroom or group throughout the course
23. Guarantee clients for each student, for each session
24. Guarantee the same timetable each week
25. We are unable to change examination timetables for individual students, even though the reason may be perfectly understandable
26. Hire or lend equipment, machines, beds etc, due to insurance restrictions for loss, injury and damage
27. Lend products for home practice
28. We are unable to supply stationary or plastic filing pockets
29. We are unable to supply the student with personal photo copying, pens, paper, stationary etc (over and above the course notes and handouts), faxing or phoning without incurring a charge
30. Supplying additional course notes or tests if they have been lost (the standard photo-copying charge will apply)
31. A fridge and refreshments are present for student use.
32. We are unable to wash-up after the students
33. Refund any fees, including examination fees pre-paid to the examining boards, should a student have a change of heart, find the course too difficult or experience personal problems which prevent the completion of the course
34. Allow student to continue training at the College unless all areas of personal and professional behaviour are upheld; the College reserves the right to terminate the training of any student whose conduct is considered



unacceptable, or who repeatedly disrespects College rules, regulations and the Student Handbook and Code

35. We cannot continue to train a student if any fees remain unpaid
36. We cannot become involved in accommodation issues between students nor disputes between student/s and landlord/s. We will however, be available for support and advise
37. We cannot be involved with transport issues/difficulties between students such as petrol contributions (or lack of), turning up on time for a lift etc.
38. We cannot get involved in disputes between student/s (or act on hear-say); this is a personal responsibility, which may require self-analysis and mutual understanding and respect for each other; there must be an agreement to put personal issues aside and act professionally, as one would be expected to do in the workplace. However, if this is affecting coursework, we will of course offer support and guidance

## **2.0 International Examination Entrance, Rules and Regulations**

1. We are unable to enter a student for International Examinations (ITEC and CIDESCO) unless they have previously attained the required pass marks for weekly tests and internal assessments
2. We are unable to enter a student for the International Examinations if the missed hours exceed 80 hours
3. We are unable to enter a student for International Examinations if they have not completed the 4000 word project and complete portfolio of Cases studies
4. We are unable to enter a student for International Examinations if they have been disrespectful, rude, unwilling to work on clients, abusive to staff/clients/student or do not dress and behave as a professional therapist at all times



# SANGUINE

BEAUTY & WELLNESS COLLEGE

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I have considered the **Student Handbook and Code** and fully understand the importance of the Code.

I agree to comply with the personal requirements, rules and regulations, and Students Code whilst training at Sanguine Spa and College

Please sign and return this page only – all other pages to be retained by the students for reference if required.

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Parent signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print name: \_\_\_\_\_