



## Terms and Conditions

This forms an agreement between Skin Dedication Training and you the learner. These terms and conditions apply to you booking a course place and any other matters arising from that application. They aim to outline our obligation to you and your obligation to us. Course dates and assessments may also be subject to change.

It is the applicant's responsibility, having referred to relevant sources of course information, to ensure that the course is suitable for their requirements. Skin Dedication Training are happy to provide advice but accept no liability if the content of the course or any changes to the course timetables, structure or contents does not meet individual requirements. Once an application has been received, processed and a course place allocated, the applicant will be subject to and in agreement with all conditions as set out herein.

### Processing of applications:

- a) An enrolment form must be completed prior to all courses.
- b) Course bookings are processed on first come first served basis.
- c) To secure your place on a course, complete the online application form and submit to Skin Dedication Training. Please check the deposit require for the individual courses. Deposits are payable online or give us a call and we can take you're booking over the phone. There is a 2.5% surcharge for Debit and Credit card payments. As course places are limited and cannot always be guaranteed, it is recommended that you telephone in advance to determine course vacancies before applying, in order to avoid disappointment.
- d) The balance of the course fees is payable in full 28 days before the start of the course. In some cases, payment maybe accepted 14 days before the course start date, this will need to be agreed at the enrolment stage. **Any packages / special offers, require an upfront payment in full.**
- e) In the event of a learner withdrawing from a course or assessment, all outstanding fees must be paid in full at the time of the learners' withdrawal. Skin Dedication Training cannot accept any withdrawals or course cancellations unless they are in writing.
- f) Any payments due to Skin Dedication Training, which fall in arrears, will result in suspension of tuition.
- g) Course fees include tuition, some training materials, resources, manuals and handouts as appropriate to each course. Any other facilities or resources supplied at the request of the learner, which has not been expressly stated to be included in the course fee, will be charged at an additional cost. Once the manual/logbook has been received by the learner, this confirms the start of the course. No refunds will be given as this confirms access to the course and that the course has begun. Focus Awards courses may require an additional exam fee. This will be discussed at the enrolment stage.
- h) Course fees do not include additional items such as learners' uniforms or beauty kits for home practice. These items are an additional expense and are to be met by the learner. The training centre is able to provide information for purchase of these items at reduced rates from wholesalers.



Prices are correct at time of booking but may be subject to change. If packages are not paid for in full when you book each course you must pay the correct price at the time each course is booked.

Skin Dedication Training reserve the right to alter the course venue and timetable where necessary at any time.

Skin Dedication Training reserve the right to alter the course contents and structure where necessary at any time.

Skin Dedication Training reserve the right to determine the numbers of attendees on a course at any time.

Skin Dedication Training reserve the right to decline applications for any reason.

## MODELS

Whilst every care is taken when delivering courses to prevent any issues when learners are practising treatments, you must be aware that this is training and that you accept that there may be risks associated with receiving treatments from other learners. It is your responsibility to make your model aware of this and that models are checked for medical conditions also test patched where necessary prior to practical sessions and assessments. Skin Dedication Training will not accept any liability whilst you conduct practical sessions in the training centre or whilst practising at home. It is the responsibility of all learners attending all courses to provide models to practice on and to conduct case studies.

**PATCH TESTS** - Learners are responsible for booking patch tests in good time for courses. We can offer postal tests (at a cost) but cannot be held responsible for any deliveries.

Learners should arrange student insurance to cover themselves whilst training and practising.

## PRACTICAL SESSIONS

All learners must be prepared to receive treatments for the course they are enrolled on. If you have a valid reason why you cannot receive the treatment, you will need to provide your own model. Where Models are required for assessments, your model must agree for other learners to work on them. Please ensure your model is available for the time required for the course or assessments.

## TRANSFER POLICY

a) A booking may be transferred for the same course subject to availability, free of charge if four or more weeks notice is given.

b) If less than 4 weeks' notice is given, you will incur an administration charge from £60.00.

Skin Dedication Training is under no obligation to offer a transfer of courses.

## CANCELLATIONS POLICY

a) Cancellations made within 4 weeks of the course start date, and non-attendance, incur 100% of fees paid. If medical certification can be provided, the course will be transferred to a new date. Any subsequent course cancellation will incur a forfeit of all fees paid.

Skin Dedication Training is under no obligation to offer a refund of any fees paid.



b) For cancellations with over 4 weeks' notice, a fee of £50 will be deducted from the refund of the full course price plus the admin fee specific for the course you are booked on, this must be submitted in writing by post before the refund is given.

For Hairdressing and Beauty NVQ/VRQ, there will be no refund given once booked and registered on a course.

c) Refunds will not be applicable if any of the online training material has been accessed. This includes any course material received.

If Skin Dedication Training must cancel or reschedule a course due to unforeseen circumstances new dates will be made available wherever possible. Skin Dedication Training can at no time be responsible for individuals' loss of earnings or travel expenses due to rescheduling.

Certification Certificates are issued in the name stated on the booking/application form. eCertificates are emailed after the course is completed. If a hard copy is required there is a posting charge of £12.00

NVQ/VRQ Certificates will be sent to the centre from Focus Awards once the qualification has been claimed. You will be notified of this via email so that collection can be arranged. Certificates will not be sent if any fees are outstanding. The price for re-issuing lost certificates from £25. Portfolios will be disposed of, if not collected 30 days prior to the completion of a course.

## **CHANGES TO PERSONAL DETAILS**

It is your responsibility to ensure that personal details held by Skin Dedication Training is correct and to notify us of any changes e.g., name, address using written notification. Skin Dedication Training will not be liable for any errors due to incorrect personal information.

## **INDIVIDUAL NEEDS**

If you feel you need additional support with learning needs e.g., physical disability, hearing impairment or literacy skills, please inform us of your individual needs when booking. We will contact you to discuss your requirements.

## **UNIFORMS**

The appropriate professional uniform is required to be worn during the course. Please discuss this with your training co-ordinator.

## **KITS**

If you would like to order additional kits, payment will be required in full.

## **WEATHER**

If Skin Dedication Training must close due to conditions outside our control, including adverse weather conditions, flooding or industrial action we are not able to offer refunds however the course will be moved to an alternative date.

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## **POLICIES & PROCEDURES**

All learners are required to observe and abide by all policies regarding health and safety, security, learners conduct and any other regulations as set out by the training Centre.

All learners must wear a full professional uniform and the required PPE for all courses with Skin Dedication Training.

Learners Models agree to being photographed or filmed using a phone/video recorder whilst attending training, to be used by Skin Dedication Training on our website, social media accounts or other marketing materials. Please advise your Trainer/Tutor in advance if you or your Model prefers not to be photographed or filmed using a video recorder

## **COURSE CONTENT**

Copyright. Skin Dedication Training holds a copyright for all course content, which must not be copied or reproduced in any other form without written permission.

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