

Guild Accreditation Training Terms and Conditions.

Guild Training International works with training centres in the UK and worldwide to provide students with world class training and qualifications. Guild Training International is committed to providing support for training centres as required. By applying to become a Guild Training International Centre, the individual or organisation agrees to abide by and comply with the following general terms and conditions. The Directors of the Guild of Professional Beauty Therapists Ltd reserve the right to withdraw GTi status and remove from the website any training centre that fails to comply with any of the following general terms and conditions.

Copyright

All Guild Training International courses and training information are subject to strict copyright in the UK and internationally. This includes, but is not limited to, online training modules, course manuals, module details, course syllabuses, video clips, certificates, downloads and all Guild Training International and Guild of Professional Beauty Therapists Ltd logos and images. No information may be reproduced in any form or any means whether electronic, mechanical and/or optical without the express prior written permission.

Complaints procedure

Guild Training International strive to provide a world class standard of customer service. A formal complaints procedure is in place which is designed to settle any disputes as quickly and as fairly as possible. Students who enrol on GTi courses directly through Guild Training International or the Beautyguildtraining.com website can register a formal complaint by contacting us at accreditation@beautyguild.com. All complaints will be investigated thoroughly. If a complaint is made about a GTi Training Centre, the Training Centre will be sent a copy of the complaint and will be obliged to provide a written response within five working days. The Directors of the Guild of Professional Beauty Therapists Ltd will make every attempt to resolve the complaint to the satisfaction of all parties. Where disputes cannot be settled amicably by both parties, the Directors of the Guild of Professional Beauty Therapists Ltd will decide on the appropriate action. The Directors decision is final. If a complaint results in a refund of course fees, the Training Centre may be required to refund Guild Training International for the cost of providing practical training up to a maximum of the full practical training fee. Where Guild Training International courses are sold to students through the re-seller scheme, the Guild of Professional Beauty Therapists will respond to any complaints in a timely manner, however, the contractual responsibility for dealing with complaints lies with the re-seller.

Legislation and insurance

Training Centres are required to operate in accordance with health and safety and all other legislation as required by law in the country in which they operate. Training Centres are also required to hold an adequate level of employers, treatment, public and product liability insurance and agree to indemnify the Guild of Professional Beauty Therapists Ltd and Guild Training International against any and all claims that may arise in their provision of practical training for Guild Training International students. Training Centres will be required to provide proof of public liability to the Guild of Professional Beauty Therapists Ltd on an annual basis.

Tutors

Practical training for Guild Training International courses can only be delivered by tutors who are qualified in the subject area they are teaching and hold a recognised teaching certificate. Training Centres are required to provide details of all tutors who provide practical training for Guild Training International, and agree to provide notification of any additions to teaching staff.

Training locations

Training Centres must be able to provide students with adequate professional facilities in order to deliver a satisfactory standard of practical training. Training Centres will be required to provide details of all locations including details of the facilities they have. The Guild of Professional Beauty Therapists Ltd and Guild Training International must be informed of any significant changes to training facilities.

Privacy policy

The full Privacy Policy is available on the Guild Training International website at www.beautyguildtraining.com

Cancellations and refund policy

Guild Training International operates a clear and fair refund policy for students and for training centres.

Cancellation of practical training sessions

When booking a practical training session and assessment at a GTi Training Centre, students will receive confirmation by email of the date and time. Booking details must be checked carefully and the student must contact the training centre immediately if the details are not correct. Training Centres will be expected to accommodate changes to the practical training bookings made within 24 hours of the original booking free of charge providing the training date is not within the next 14 days.

Cancellations made more than 14 days prior to the practical training date

Once a booking has been made, the student is obliged to attend the training centre at the specified time and date. Cancellation of the booking at least 14 days prior to the training date will incur an additional fee which must be paid to Guild Training International before any further booking is accepted. Training Centres will be entitled to receive 50% of the practical training fee for bookings cancelled more than 14 days prior to the booking date.

Cancellations made within 14 days of the practical training date

Students who cancel the booking within 14 days of the booking date will be required to pay for the full cost of the practical training fee before another booking can be accepted. Training Centres will be entitled to claim for the full cost of the practical training fee.

Non attendance of practical training dates

Students who do not attend the practical training session without cancelling will be automatically failed from the course, and will be required to contact Guild Training International to if they wish to complete the course. The Training Centre will be entitled to claim for the full amount of the practical training fee. The decision to allow students to continue their training is at the discretion of Guild Training International.

Latecomer arrivals for practical training sessions

Students are advised that they will be expected to arrive on time for practical training sessions. Training centres will be expected to accommodate a degree of flexibility wherever possible, but are entitled to cancel the practical training session and claim for the full cost of the training fee if they feel that sufficient time will not be available to complete the requirements of the practical training.

Cancellation of Accreditation by the Training School

Once an application for Guild Accreditation has been submitted and accepted, there are no refunds available.

Cancellation of Accreditation by the Training School

All Guild Accredited training schools are bound by the code of ethics adopted by the Guild of Professional Beauty Therapists Ltd. Any breach of The Code of Ethics may be deemed professional misconduct. The Directors of The Guild of Professional Beauty Therapists reserve the right to suspend or terminate Guild Accreditation in such cases without a refund. The decision of the Directors in such cases is final.