

International Holistic Therapists United

[www.ihutu.net](http://www.ihutu.net)



## Student Hand Book

A copy of this Hand book is always available to view from your Tutor

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## IHTU course contact details

**School address** 37 Arley Close  
Abbey Meads  
Swindon  
SN25 4TP  
Wiltshire  
England

**Tel Number** 01793 704962

**Email** [info@ihtu.net](mailto:info@ihtu.net)

**School Principal** Nicole Lach  
Hours of work  
Mon – Fri 10:00 – 19:00

## Payment Details

Full payment must be clear in our accounts 14 days prior courses commencement. Other wise you run the risk of being replaced by a full paying student.

### Postal Order

Payable to **Nicole Lach**  
37 Arley Close  
Swindon  
SN25 4TP  
Wiltshire

### Bank Transfer

Lloyds Tsb  
Name: Nicole lach  
Sort code: 30-98-41  
Acc no: 03969194  
Reference Your name

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**We strongly advise you to ring or email us before making any payments, to enquire for places available on the course in mind**

## **ASSESSMENTS OF CANDIDATES WITH SPECIAL NEEDS**

The International Holistic Therapist United operates a policy of equal access to all its courses and qualifications and the procedure regarding special needs candidates is as follows

1. Inform IHTU at the earliest possible opportunity if you will need extra help throughout the course. This can either be on the enrolment form or verbally to a staff member at the school.
2. Your situation will then be looked at on an individual basis and a decision will be made by the awarding body (GHT) and the course tutor as to whether special circumstances need to be taken into account for the exam process and through the course.
3. If special circumstances do need to be taking into account then every effort will be made to tailor the exam process and the teaching through the course to your individual needs.
4. An action plan will be agreed based on the information give. Supplementary evidence such as GP letter or certificate of special needs may be required.

## **ACCREDITATION OF PRIOR LEARNING (APL)**

As there are no National Occupational Standards for most complementary Therapies, the courses are assessed internally to accepted National Standards of Assessment.

No previous qualification is required.

The course is taught in the traditional fashion and without the need for specific anatomical knowledge, however to practise professionally in the UK, as a member of a recognised governing body, you may be asked to have a recognised qualification in A&P and Massage.

Please enquire to your insurance company for details.

If you do not hold a membership/insurance with a governing body we will be able to offer advice.

The FHT (Federation of Holistic Therapists) Do accept our courses if you have A&P level 3 and a relevant qualification to the one day course e.g. Thai Foot Massage – Reflexology / Thai Aroma – Body Massage

The GHT (The Guild of Holistic Therapists) recognise our courses with out any previous qualifications.

## **IHTU & STUDENT AGREEMENT**

Enrolling for, and being accepted on, a course at IHTU both the student and the school agree to the following terms.

### **Students agree to:**

1. Pay the full course fees, any extra tuition fees and any examination re-sit fees as and when requested.
2. Attend all scheduled sessions or make up any hours missed at the discretion of the tutor.
3. Maintain reasonable punctuality
4. Complete the home assignments on time.
5. Carry out required number of recorded treatments
6. Complete all required case studies
7. Wear suitable clothing when attending class, for practical examination and when treating clients.
8. Provide complete confidentiality for clients.

### **IHTU agrees to:**

1. Provide full details of all course fees and any additional cost before enrolment
2. Provide a course to meet the standard of GHT
3. Provide a suitable venue and sufficient safe equipment for students to use.
4. Arrive punctually for session and end each session on time within reason
5. Not to change session dates (unless due extenuating circumstances) without prior negotiation and agreement with students.
6. Give adequate notice of any unavoidable change of venue
7. Provide adequate teaching and guidance to all students without prejudice
8. Arrange times when tutors will be available for students to contact between sessions.

## **EQUEAL OPPORTUNIES POLICY**

1. The IHTY is committed to ensuring equal opportunity to all candidates on all courses, all the clients of the establishment and to the staff of the centre regardless of their role. There is a commitment to encourage every individual to realise his or her potential. Training or access to assessment will not be affected by gender, ethnic origin, nationality, religious belief, social circumstance, marital status, age or physical or intellectual ability or other relevant state.
2. The requirements of the Sex Discrimination Act 1975, the Race Relations Act 1976 and the Employment (Disabled Persons) Acts of 1944 and 1958 will be respected and any amendments or extension thereto.
3. Equal opportunities will be integrated into all planning, procedures and our resources. All promotional material, course schemes and display items will not reinforce stereotypes and will reflect the diversity of the society.
4. All staff and candidates will be advised of the policy to be pursued with clients and visitors to the IHTE.
5. There will be positive reinforcement of the requirements of the policy statement and equal opportunity of provision will be monitored and reviewed at regular intervals among staff and candidates and action taken if required.
6. Encouragement will be given to discuss any concerns over these issues when they occur. You will be given the opportunity to allow these concerns to be fully and confidentially discussed. Support and advice is available to help those concerned to understand the problems and take steps to resolve them.
7. In the first instance any problems should be brought immediately to the attention of: Nicole Lach Course Principal. If the matter is not resolved then it must be brought immediately to the attention of the GHT in writing by the centre Management. Failure to do this may incur suspension of the centre.
8. There will be an ongoing action plan to reinforce the stated policy and this will be monitored.

## **COMPLAINTS PROCEDURE**

The International Holistic Therapists United (IHTU) strives to provide training of a standard and quality suited to professional practice and discipline. Tutors and students are expected to adhere to a strict code of practice and ethics.

We encourage students to voice any areas of concern or dissatisfaction with any aspect of the course, venue or tutoring as soon as they arise, so that matters may be addressed and resolved quickly and amicably.

We recommend that in the even of needing to lodge a complaint or concern, it made in one or more of the following ways:

- Speak to the course tutor or school principal, at break time or arrange an appointment
- Request a tutorial
- Request a course evaluation sheet
- Write or telephone the principal

In the unlikely even that your complaint cannot be resolved internally guidelines for GHT complaints procedures are available at the Swindon centre.

## **APPEALS PROCEDURE**

The centre is committed to ensuring that the assessment procedure meets the requirements of GHT as the Awarding Bodies and fulfil National Standards.

The School operates a system for reviewing the quality and fairness of the assessment procedure. As part of this process the candidate has the right of appeal against any assessment decision, written or practical, that the candidate deems to be unfair.

The candidate should notify the Assessor of dissatisfaction with the outcome of the assessment within seven days, stating why there is a disagreement with the decision. The assessor must explain the decision in writing within fourteen days.

If the candidate is not satisfied, the principal may order the candidate to be re-assessed by another tutor/assessor. The matter should be resolved within fourteen days.

If the matter is not resolved to the candidate's satisfaction an appeal can be made to the GHT.

## **HEALTH & SAFETY POLICY**

The health & Safety a Work Act 1974, and subsequent additional legislation places a duty upon the management of an establishment to secure and maintain a safe working environment for all employees and those affected by the service provided

International Holistic Therapists United undertakes to:

1. Provide a consistently safe environment in the centre.
2. Provide guidance of safe working practices for staff and students.
3. Incorporate health & safety knowledge into all student activities.
4. Provide information and procedures for fire and emergencies.
5. Provide information and procedures for accidents.
6. Provide training and up to date information on health & safety to all concerned.
7. Promote training a responsible attitude to health & safety throughout the centre.
8. Provide monitoring processes for the above.

And will ensure its candidates;

1. Observe the venues health & safety regulations.
2. Co-operate with others in keeping the environment safe
3. Take care to avoid injury to themselves or others, by being appropriately dressed and not misusing or damaging equipment, materials or the premises.
4. Report any hazard immediately to the staff in charge

# **INTERNATIONAL STUDENTS**

## **PREPARATION**

It is extremely important that you obtain the necessary travel documents before you come to the UK, particularly if you require a visa. Please check about UK requirements with the British Embassy, High Commission or Consulate in your country.

## **AT IMMIGRATION**

You will need to produce the following at any port of entry in the UK

- A valid passport (including visa/leave to Remain or entry certificate) and a certificate of health or vaccination if required.
- An offer letter from your college and a receipt of the fees paid of your training before arriving in the UK.
- Some evidence of your ability to be able to pay all your expenses here and those of any dependents whilst you are living and studying here,
- Enough money in cash (200/300) or traveller's cheques to pay for immediate expenses upon arrival eg. Food, transport, etc.

There may be some delay whilst your documentation is checked. Please be patient and polite whilst waiting. When the immigration officer is satisfied that you are a \*bona fide\* students, you will be allowed to enter the UK. Your passport may be stamped at immigration. If you wish to work you must ask for the appropriate stamp.

## **MEETING OUR REPRESENTATIVE**

The International Students Co-ordinator, will meet you unless other arrangements have been made with IHTU.

## **NON-ARRIVAL OR NON-ATTENDANCE OF STUDENTS**

Students details will be passed on to the Home Office / Immigration Nationality Directorate in the following cases:

- Failure to arrive for student registration at the start of a course.
- Failure to attend classes during a course.

## **CANDIDATE GLOSSARY**

To assist the candidate/student in understanding common words used throughout the their training

### **Competence**

Criteria have been met in a particular area or area

Or the piece of work has been carried out correctly and to a standard accepted by te tutor, scool & governing body (GHT)

### **Non-competence**

Criteria have not been met in a particular area or areas

Or the piece of work has not been carried out to a standard yes accepted as complete by the tutor, school and governing boy (GHT)

### **Insufficient evidence**

There are not enough pieces of signed for work to show that a specific course requirements has been met.

### **Assessment planning**

To let the student know when and how their work will be market.

### **Production of evidence**

When the candidate gives in written work or displays practical skills that are documents as competent.

### **Independent assessments**

When the candidates work is marked separately to the rest of the course.

### **Completion of qualification**

When all course criteria has been met and signed off by the director of the School (and the tutor when required)

# Terms & Conditions

## Terms and Conditions of Payment

- A non-refundable and non-transferable deposit of 50% of total course fee is required upon enrolment for any 'IHTU' course.
- Outstanding courses balance is due 14 days prior to course commencement date. Unless otherwise agreed by 'IHTU'
- Please note that deposits are non-refundable and non-transferable under any circumstances other than serious illness preventing courses attendance.
- Written notification is required a minimum of 14 (fourteen) days prior to commencement of the course the student has enrolled onto if they wish to cancel their place to avoid being invoiced for the full amount.
- In the event of a student failing to attend the confirmed course or complete the course for any reason (For example: hospital/doctor/dentist appointment, domestic crisis, travel delays, cold/flu, change of mind, lack of child care etc..) no refunds of fees or deposits will be made and no entitlement to a later-date course will be gained. Fees are not refundable or transferable in this instance unless exceptional circumstances apply. To ensure fairness these terms apply to everyone, and there are good reasons for them. Unlike many training providers we will run a course, with the overheads that this incurs, even if we have very low student numbers - you may be one of only two students booked onto a date, for example. In addition our courses are very popular, and it's quite likely that we turned away another student who could have taken your place.
- 'IHTU' will not be held responsible for any losses incurred through cancellation or postponement of any courses.
- Places on courses can only be guaranteed if the payment has been received.
- Cancelling or transferring a course in advance will incur the following:
  - Courses cancelled or transferred up to 48 hours before the course date: 100% of fee
  - Courses cancelled or transferred up to 7 days before the course date: 75% of fee
  - Courses cancelled or transferred up to 14 days before the course date: 50% of fee.
- We rarely have to cancel a course, but if we do we will transfer you onto the next date that's convenient for you at no extra charge. We will always give you at least 48 hours notice of a cancellation, and if no other date suits you we will issue you with a full refund of all monies paid.

## **IHTU RULES AND REGULATION**

- Paying for and/or attending a course do not guarantee a qualification, diploma or certificate of achievement. These are gained by successful completion of the course assignments, assessments and examinations.
- Students must at all times maintain their own personal hygiene, as body contact on courses of this nature is essential.
- All students must wear clean, comfortable and loose clothing.
- Only flat shoes or trainers are allowed.
- Hair should be worn away from the face and tied back if necessary.
- Nails should be short, clean and neat (clear from varnish).
- No jewellery to be worn during practical classes and only minimum jewellery is allowed in theory sessions (small ear-rings & wedding rings and no visible body piercing).
- Mobile phones are not allowed in lessons or switched on at any time during teaching hours (unless in an emergency).
- Any student not complying with 'IHTU' rules and regulations will be asked to leave the course.
- Any student found deliberately damaging any property belonging to 'IHTU' or any student found stealing would be instantly dismissed with no written or verbal warning.
- Any student caught 'using', in possession of or attempting to sell drugs/illegal substances of any kind, or under suspicion of doing so by the Police, whether in 'IHTU' or out of 'IHTU' will be immediately expelled with no refund of fees.
- It is of utmost importance that the students of 'IHTU' at all times behave in an adult and professional manner.
- Examination regulations state 80% of the course needs to be attended for the examination to take place.
- Absences in excess of this will mean that the student will have to take examinations later. The Tutors will, of course help in cases of illness provided a Doctor's note is received.
- All students must be present for lectures and practical work before the classes commence. Any student arriving for a practical/theory lesson, being improperly dressed, not following the hygiene rule or having forgotten to bring the right equipment will automatically be marked absent from that lesson and not allowed to join the class.
- No student may miss a lecture without prior permission from the Principal or in her absence the Tutor.
- No eating or chewing in class is allowed i.e. chewing gum!
- All students must contact 'IHTU' by 9.15am by telephone if they are to be absent.
- The Principal reserves the right to terminate the training of the students who fail to comply with 'IHTU' regulations or where the student is found to be academically unsuitable.
- The Principal reserves the right to add to/or amend the syllabus without prior notice and to alter 'IHTU' hours during the day; an occasional evening class may be added.
- IHTU takes no responsibilities for any valuables or possessions or vehicles whilst you are on our premises.
- IHTU reserves the rights in the design, text, graphics, images and course material, handouts and website.
- All materials, handouts, workbooks and other literature supplied by IHTU must not be copied or used in any way. All materials are copyright to IHTU and MUST NOT be reproduced in any form.
- If you have a complaint about any aspect of your training please contact us and this will be swiftly dealt with at Head Office.

- Tutors reserve the right to refuse to teach any student who is rudely late to their training session.
- The students must be dressed appropriately for ALL courses.
- On days when there is only one booking, student will be contacted and will therefore be responsible for their own model to work on and demonstrate the practical skills during the course. IHTU offers 1-2-1 training day at special rates.
- IHTU reserves the right to change the course contents, materials, tutors, training dates/days, venue and course requirements at any time without prior notice.
- Children are not allowed at the training venues.
- Food will not be provided for at the training sessions so please provide a packed lunch
- Tea and Water will be provided
- IHTU reserves the right to decline applicants for valid reasons
- IHTU will not tolerate abuse Physical or verbal abuse to any members of staff at any time.
- IHTU has no control over the ingredients of the refreshments available and takes no responsibility for clients suffering any allergic reactions or special dietary specifications
- All students must abide by the Terms and Conditions of IHTU at all times. Any students that do not abide by the rules will not be accepted on to the course and may lose their deposit.
- As part our service to provide excellent customer service we operate an equal opportunities policy. Students will not experience discrimination on any counts.
- Tutors at IHTU will not tolerate any bullying on their courses between students.
- All student and client information is kept confidential.
- We invite students who are not 100% confident after the course to come and join to a second practice day in the same subject. Please note this is only available within 3 months after the date of the course after six months students shall need to repay.

# Privacy Policy

## The terms and conditions

### 1 Definitions

In this agreement:

“Our Web Site” means the entire computing hardware and software installation that is or supports Our Web Site.

“Courses” means any of the courses we offer on our Web Site

“Content” means information in any form published on our web site by us or any third party with our consent.

### 2 Our contract with you

2.1 These terms and conditions apply:

2.1.1 so far as the context allows, to you as a visitor to Our Web Site; and

2.1.2 in any event to you as a student or prospective student of our courses.

2.2 Courses advertised may not be available.

We shall accept your booking by e-mail confirmation. Our message will also confirm details of your booking. That is when our contract is made. It is possible that the price may have increased from that posted on Our web site.

1 We may change these terms from time to time. The terms that apply to you are those posted here on Our Web Site on the day you book a Course.

1.2 If we do not run the Course you have booked we will offer you alternatives. If this happens you may:

1.2.1 accept the alternatives we offer;

1.2.2 cancel your booking

1.4 If we owe you money (for this or any other reason), we will return your money as soon as reasonably practicable but in any event no later than 30 days from the date of your booking.

### 3 Price and Payment

3.1 You must pay the full price of your Course before we will confirm it.

3.2 Banking charges by the receiving bank on payments to us will be borne by us. All other charges relating to payment will be borne by you.

3.3 Any details given by us in relation to exchange rates are approximate only and may vary from time to time.

3.4 You will pay all sums due to us under these terms by the means specified without any set-off, deduction or counterclaim.

### 4 Information you give us

4.1 You agree that you have provided, and will continue to provide accurate, up to date, and complete information about yourself. We need this information to provide you with the Courses.

4.2 We will use our reasonable endeavours to respond to any point of dissatisfaction by you, provided you contact us within 14 days of booking or 48 hours from the ending of your training day (with ever is the shorter term)

### 5 Disclaimers

5.1 We may make improvements or changes to Our Web Site, the Content, or to any of the Courses, at any time and without advance notice.

5.2 You are advised that Content may include technical inaccuracies or typographical errors.

5.3 Our Web Site contains links to other Internet web sites. We have neither power nor control over any such web sites. You acknowledge and agree that we shall not be liable in any way for the Content of any such linked web site, nor for any loss or damage arising from your use of any such web site.

5.4 We are not liable in any circumstances for special, indirect or consequential loss or any damages whatsoever resulting from loss of use, loss of data or loss of revenues or profits, whether in an action of contract, negligence or otherwise, arising out of or in connection with your use of Our Web Site or the booking of courses.

5.5 In any claim against us our liability is limited to the value of the Course you have booked in the contract which is the subject of the dispute.

### 6 Content and Intellectual Property Rights

6.1 Title, ownership rights, and intellectual property rights in the Content whether provided by us or by any other Content provider shall remain the sole property of us and / or the other Content provider. We will strongly protect its rights in all countries.

6.2 You may not copy, modify, publish, transmit, transfer or sell, reproduce, create derivative works from, distribute, perform, display, or in any way exploit any of the Content, in whole or in part, except as is expressly permitted in this agreement.

### 7 System Security

7.1 You agree that you will not, and will not allow any other person to, violate or attempt to violate any aspect of the security of the Installation;

7.2 you agree that you will in no way modify, reverse engineer, disassemble, decompile, copy, or cause damage or unintended effect to any portion of Our Web Site, or any software used on Our Web Site, and that you will not permit any other person to do so.

- 7.3 You understand that any such violation is unlawful in many jurisdictions and that any contravention of law may result in criminal prosecution.
- 7.4 Examples of violations are:
- 7.4.1 accessing data unlawfully or without consent;
  - 7.4.2 attempting to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures;
  - 7.4.3 attempting to interfere with service to any user, host or network, including, without limitation, via means of overloading, "flooding", "mail bombing" or "crashing";
  - 7.4.4 forging any TCP/IP packet header or any part of the header information in any e-mail or newsgroup posting;
  - 7.4.5 taking any action in order to obtain courses to which you are not entitled.
- 7.5 You agree to indemnify us against any claim or demand, including reasonable lawyers' fees, made by any third party due to or arising out of:
- 7.5.1 any violation of system security as set out above;
  - 7.5.2 your use of Our Web Site;
  - 7.5.3 any other breach or violation of this agreement by you;
  - 7.5.4 the infringement by you, or by any other user of your computer, of any intellectual property or other right of any person or entity, or as a result of any threatening, libellous, obscene, harassing or offensive material contained in any of your communications.

## **8 Indemnity**

You agree to indemnify us against any claim or demand, including reasonable lawyers' fees, made by any third party due to or arising in any way out of your use of Our Web Site, or the infringement by you, or by any other person using your computer, of any intellectual property or other right of any person.

## **9 Contractual Limitation**

Where we provide Courses without specific charge, then it (or they) is deemed to be provided free of charge, and not to be associated with any other service for which a charge is made. Accordingly, there is no contractual nor other obligation upon us in respect of any such goods.

## **10 Rights of third parties**

Nothing in this agreement or on Our web site shall confer on any third party any benefit under the provisions of the Contracts (Rights of Third Parties) Act 1999.

## **11 Severability**

If any of these terms is at any time held by any jurisdiction to be void, invalid or unenforceable, then it shall be treated as changed or reduced, only to the extent minimally necessary to bring it within the laws of that jurisdiction and to prevent it from being void and it shall be binding in that changed or reduced form. Subject to that, each provision shall be interpreted as severable and shall not in any way affect any other of these terms.

## **12 No Waiver**

No waiver by us, in exercising any right, power or provision hereunder shall operate as a waiver of any other right or of that same right at a future time; nor shall any delay in exercise of any power or right be interpreted as a waiver.

## **13 Dispute Resolution**

In the event of a dispute arising out of or in connection with these terms or any contract between you and us, then you agree to attempt to settle the dispute by engaging in good faith with us in a process of mediation before commencing arbitration or litigation.

## **14 Force majeure**

We are not liable for any breach of our obligations resulting from causes beyond our reasonable control including strikes of our own employees.

## **15 Governing Law**

This Agreement shall be governed by and construed in accordance with the law of England. This agreement shall not be governed by the United Nations

Convention on Contracts for the International Sale of Goods, the application of which is hereby expressly excluded.

## FREQUENT QUESTIONS ASKED

### **Can I book at the last minute?**

Sometimes, we have spaces available and we are able to take booking always that you make an immediate bank transfer and we received you payment up to 48 hours before the course start date.

### **How soon do I have to register?**

The earlier the better! Course places are strictly limited and we never compromise our tutor-to-student ratio. 14 days in advance is the requirement, as courses can get full quite quickly.

### **Can I book on the day of the course?**

Regrettably, no. Courses have to be booked and paid for in advance of the course date.

### **How do I know there is space available on a course?**

All dates shown have availability unless marked "Course Full".

### **How can I pay for my course?**

Bank Transfer and Postal Order.

We strongly recommend that you pay for your course as soon as possible, so we can reserve your place immediately. Once we have received payment your place will be confirmed, a booking form completed is not valid till full payment has been made as places are allocated to bookings with payments as we receive them this could mean that a course becomes fully booked before your payment has arrived. *All bank transfer must clear through our account no later than two weeks before the course date.*

### **Are your prices fully inclusive?**

Yes. The price you see on our website is the price you pay - there are no hidden extras, but we always give students the option to purchase extra items that will facilitate further their case studies and practice.

### **When and where do your courses run?**

Please visit our Dates and Venues page for Swindon and UK venue details and a full list of our scheduled dates.

### **What about the Reiki Degrees? Will I get insurance with my certificates?**

Yes, insurance companies recognise the Reiki qualification as proof that you have been attuned to that level of Reiki.

### **Are your Diplomas enough to get me a job?**

Yes, without a doubt. Many owners of salons or Clinics send their staff out on one day intensive courses for their training. You also have the opportunity to be self employed and offer your newly acquired skills as a mobile therapist.

### **Why should I pick IHTU over another training provider?**

IHTU have made a great effort making sure that the manuals we give our students are of high quality with all the relevant information required for each level. Our trainers are Experienced, passionate for their subject, insured and members of professional associations (too many courses are run by people that are very new to the industry), and we are able to give you ideas for marketing and advice on starting out your business with ongoing support when needed. In IHTU we make sure that you get value for money and not only you get quality tutors but we make sure your time is well spent (we do not spend 1/2 morning getting to know each other and having long breaks which take precious training time).

### **Why do you offer different level courses?**

With IHTU you are able to progress at your own pace. Starting from level 1 with the basic practical knowledge to provide a treatment, to more advance levels, where you will gain more in-depth training, revising previously learn movements, adding extra movements, modifications and extra theory information.

Normally by level III you should have enough knowledge as a practitioner that have reach a level III at the college. In which is what most clients aspect from a professional practitioner, even that it is not a requirement by the law.

### **How much is practical application?**

The full day is taken up with primarily demonstrations and practise. Remember that the theory is expected to be learned at home; this way you will have plenty of time to concentrate on the practice site of the treatment when you come to the workshop.

You will also give and receive the therapies as you practice with your fellow students, and the emphasis is very much on the practical aspect of our teaching you how to practice the therapy safely and effectively.

### **What time do the courses start and finish?**

Start and finish times vary depending on the course you attend and its location. Most of our 1-day courses begin at 9:30 and finish at around 16:30pm. Classes can and do finish earlier depending on size, odd or even student numbers and other factors. If you have a problem with the time the course starts please let us know and we can see what we can do to accommodate this factor. If you need to leave by an exact time (to collect children, get the train back ... etc), it is very important you let us know in advance to make sure the teacher keep the training to it's schedule.

### **What kind of support do you give students after they've attended one of your courses?**

We offer full post-course email and telephone support to every student, and we positively encourage our students to keep in touch with us. During the first 6 month of having finished your course, if you wish you want to refresh your movements. we offer you the opportunity to return for another day course at a ½ price.

### **What should I wear, do I need a Therapy Uniform?**

No, you do not need to invest in any special uniform. Your clothes should be comfortable and not restricting movement. Preferably with short sleeves or sleeves you can roll up. Please do not bring jewellery on your course, please leave this at home, and also bring something to tie your hair back. Your Nails should be clean, tidy and short and free from varnish. The best type of clothing to bring is "track-suit" style in which you are also able to roll up the trouser up to the knee if required.

### **What do you do if a tutor has to cancel the course?**

In this unlikely event we will transfer you onto the next course at no extra charge. If you cannot make the alternative date then we will issue a full refund.

### **What if I am late for a course?**

If you know you are running a late please contact your tutor and inform them.

Each person on the course is required to complete their hours of practical tuition so anyone who turns up more than 30 mins into the start of the course cannot join in as the class will not be held up to wait for you.

Any paid fees will not be refundable but if you wish to attend unto another training day, you will be requested to pay part of the course again, to cover tutors time and admin cost. Please allow time for your journey.

### **What if i have a complaint about my tutor or training?**

In the unlikely event of this happening all issues will be referred to Head Office and dealt with as appropriate.

Any complaints that may lead for you to take the training again must be made up to 48 hours from the time that the training was taken.

### **Why don't you use pay pal?**

We did use their service, but we are very aware that many times they will wait till you have a reasonable amount of money in your account and they will close your account with out any explanation, this has happened to us and others, because of this we fell we can't trust them and prefer to use other methods of payment.

### **Do you hold Reiki Shares?**

Yes, last Friday of each month we offer reiki shares at a donation of £3. Do Contact us for further details.

### **Attendance and Diplomas**

Paying for and/or attending a course does not guarantee the awarding of a diploma or certificate. Diplomas are gained by the successful fulfilment of the criteria set out by London Therapists and its accrediting bodies, and the awarding of diplomas is at the discretion of the tutor. In the case of a dispute the decision of the Principal is final.

### **What happens if I have to cancel the course?**

1. **No** refund of fees or transfer onto a later course can be offered if you fail to attend on the day of your course for any reason (hospital/doctor/dentist appointment, domestic crisis, travel delays, cold/flu, change of mind, lack of child care etc.). Fees are not refundable or transferable in this instance unless exceptional circumstances apply. To ensure fairness these terms apply to everyone, and there are good reasons for them. Unlike many training providers we will run a course, with the overheads that this incurs, even if we have very low student numbers - you may be one of only two students booked onto a date, for example. In addition our courses are very popular, and it's quite likely that we turned away another student who could have taken your place.
2. **Cancelling** or transferring a course in advance will incur the following:
  - Courses cancelled or transferred up to 48 hours before the course date: 100% of fee
  - Courses cancelled or transferred up to 7 days before the course date: 75% of fee
  - Courses cancelled or transferred up to 14 days before the course date: 50% of fee.
3. **We** rarely have to cancel a course, but if we do we will transfer you onto the next date that's convenient for you at no extra charge. We will always give you at least 48 hours notice of a cancellation, and if no other date suits you we will issue you with a full refund of all monies paid.
4. **Bookings** are taken online via our website, and the full fee is payable in advance to reserve a place. A booking may be made by telephone, by or on behalf of a student who does not have internet access, at our discretion.
5. **You** are accepted onto a course on the understanding that you attend on the date and at the time specified in your confirmation email. Classes will commence promptly at the time stated, irrespective of whether all students are present, and are not delayed for late-comers. Tutors are not responsible for repeating notes or stages missed, and can refuse to admit you at their discretion.
6. **Fees** are not refundable if the course is interrupted or cancelled through circumstances beyond our control.

### **Other**

1. The use of camcorders, mobile phone cameras and audio equipment during a class is not permitted.
2. All courses, fees and discounts are subject to change without prior notice.
3. Students unable to understand or speak English will not be permitted to attend courses without the assistance of a suitably qualified interpreter. The student is responsible for this expense.
4. These conditions form the main part of the contract between London Therapists and the Student. Only the Principal shall be authorised to alter or waive any of the aforementioned terms and conditions.

### **Disciplinary**

If any student behaves improperly on the tutor's premises, either before or during an assessment, or damages or removes any equipment belonging to the tutor, they will be asked to leave immediately and no refund of fees will be given.

## Enrolment Details

Once you have read all the above and agreed, you are ready to proceed with the next step of your booking process.

### **Payment details - Bank transfer**

Lloyds TSB

Name: Nicole Lach

Account: 03969194

Sort Code: 38-98-41

### **Send via post**

**Enrolment form**  
**Student Medical Form**

### **Send via post**

IHTU

37 Arley Close

Abbey Meads

SN25 4TP

Swindon

Wiltshire

# INTERNATIONAL HOLISTIC THERAPISTS UNITED



## Student Medical Form

**You are required to email in advance & to bring this form filled out on the training day.**

Because you will be receiving as well as giving a treatment, you are required to complete this medical form. If for any reason another student was not able to practice on you, it does not mean that you would not be able to attend the course, but special arrangements may be required.

Name:

Full Address:

Home Tel No:

Occupation:

DOB:

Do you have, or ever suffered with any of the following: -

1. Thrombosis or Embolism	YES/NO
2. High or low blood pressure	YES/NO
3. Recent operations	YES/NO
4. Recent head or neck injury	YES/NO
5. Any dysfunction in the nervous system	YES/NO
6. Muscle conditions	YES/NO
7. Epilepsy	YES/NO
8. Diabetes	YES/NO
9. Recent haemorrhage	YES/NO
10. Migraine	YES/NO
11. Skin disorder or infection	YES/NO
12. Scalp infection	YES/NO
13. Are you currently under the influence of alcohol/drugs?	YES/NO
14. Is there any other condition that you suffer from and we should be aware of?	YES/NO

Is GP referral required? **YES/NO**

Current Medication:

Name & Address of Doctor

Is your general health            **Good**            **Average**            **Poor**

Are your stress levels            **Good**            **Average**            **Poor**

Energy levels            **Good**            **Average**            **Poor**

Current emotional state:

### STUDENT DECLARATION

The information I have given regarding my medical details is accurate. I will promptly notify the tutor of any changes to my health before the massage training day or any future training with IHTU, which may affect my course. Your tutor will ask you to sign on the day.

Student signature

Date

# INTERNATIONAL HOLISTIC THERAPISTS UNITED



## Student Enrolment Form

You are required to email in advance & to bring this form filled out on the training day.

### Personal Details:

Full Name .....

Full Address .....

.....

Postcode ..... Email .....

Tel No (Daytime) ..... (Evening) ..... (Mobile) .....

Date of Birth ..... Nationality .....

Occupation .....

**How did you hear about the IHTU? .....**

### Professional Details:

Please list any relevant qualifications achieved and courses attended specific to your therapies (if applicable)

Please state your main reasons for following this course.

What do you intend to do with your new skills learnt on the course?

Do you have any prior experience or related education in the subject you are applying to study?

Do you have any existing commitments that will make it hard for you to complete the course?

Do you have any special needs that we should be aware of? Please mention details of language difficulties, disabilities (physical or learning) or ill health?

## Application for enrolment:

Please tick the box next to the course/s you would like to enrol onto, and then enter the course start date. The form can then either be printed and posted to Nicole Lach at the address overleaf with the appropriate fee or the form can be saved and emailed to [info@ihtu.net](mailto:info@ihtu.net) as an attachment.

	Course	✓	Course Date	Level I	Level II	Level III	Evening I
01	Indian Head Massage			£ 125	£175	£ 175	X
02	Thermal Auricular Therapy			£ 125	£ 300	£ 500	£ 200
03	Tibetan Face Massage			£ 125	£ 175	£175	£ 250
04	Chinese Hand Massage			£ 125	£ 175	x	X
05	Thai Foot massage			£ 125	£ 175	£ 175	X
06	Thai Aroma			£ 125	X	x	X
07	Thai Herbal Compress			£ 145	X	x	£ 200
08	Reiki I			£ 125	£ 130	x	£ 200

### *Ethnic origin (optional)*

White (UK Heritage)	Black African Heritage	Bangladeshi
White (European)	Black other	Chinese
White Other	Indian	Thai
Black Carribean Heritage	Pakistani	Prefer not to say

Other, please state \_\_\_\_\_

Are you a non-UK citizen studying here? \_\_\_\_\_ If yes, from which country? \_\_\_\_\_

### **Other Costs**

- It is advisable to become a member of a recognised governing body, and is highly recommended to have insurance cover whilst practising away from class. IHTU can advise you on this either in advance or on your first day
- There are inevitable external costs to a course, such as equipment or books. Where possible IHTU will obtain discounts for candidates.

	Other Cost Items	✓	Per unit	Quantity	Total
<u>Thermal Auricular Equipment</u>					
01	Biosun Ear Candle – 1 pair (Required for class)		£07.00		
02	Biosun Ear Candle – 5 pair		£35.00		
03	Biosun Ear Candle – 10 pair		£60.00		
04	Biosun Ear Candle – 20 pair		£110.00		
05	A Collection of Reports, Findings and Information about Thermal Auricular treatments ( <a href="#">contents</a> )		£15		
<u>Others</u>					
06	CD from the "Feel Good Collection"		£10		
07	Incense – nag champa		£01.20		
08	Ms Society Teddy bear		£2.00		
09	Thai Stick Massager		£8.00		
					£

Training Cost	£
Other Cost	£
<b>Total</b>	<b>£</b>

**Full Fee is due 14 days before training day starts, other wise you place will be cancelled.**

## **Terms and conditions of enrolment:**

1. Full payment is required 14 working days before the first day of the course.
2. It is the responsibility of the candidate to ensure they have adequate insurance cover whilst practising outside of class.
3. The International Holistic Therapists United will not accept liability for any accident, loss, or damage to their property during the running of the course.
4. Course fees are not transferable or refundable. Deferment requests will be considered individually on medical grounds, and will incur an administrative charge of 35% of the course fee.
5. We guarantee a full refund, limited to any fees paid for IHTU training days, if a course is cancelled by us.
6. You must have read the IHTU Student Handbook at [Student Hand Book](#) and agree with it's contents.
7. All case studies must be willing to have their details to be shared with you IHTU trainer and willing to be contacted if needed by a member of IHTU, with the purposes of the case studie.

Please tick to accept our terms and conditions (enrolments cannot be accepted if you do not accept these terms)

Any further comments:

**Enrolling By Post:** Please print this form and return with a Postal Order payable to "**Nicole Lach**" and send to: IHTU, 37 Arley Close, abbey meads, Swindon, Wiltshire, SN25 4TP

**Enrolling By email:** Please save the completed form to your computer and then send to [info@ihitu.net](mailto:info@ihitu.net) as an attached file with date in which Payment was made and which method.

01793 704962	<a href="http://IHTU.NET">IHTU.NET</a>	<a href="mailto:info@ihitu.net">info@ihitu.net</a>
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- From time to time IHTU sends out updated course and events information. Please tick this box if you would **NOT** like to receive such information from us.

### **For Office Use only**

<b>Payment Received*</b>	<b>Date of Payment received</b>	<b>Date of Receipt sent</b>	<b>Comments</b>
<b>Payment Send To Tutor*</b>	<b>Date of Payment received</b>	<b>Date of Receipt sent</b>	<b>Comments</b>

\* e.g. deposit, balance, full payment

Tutor further comments:

Student signature  
Student Hand Book

Date  
International Holistic Therapists United

[www.ihitu.net](http://www.ihitu.net)25



## Student Feed Back Form

Student Name -  
 Telephone -  
 Course Attended -  
 Date -  
 Tutor -  
 Venue -

- Was the venue to your opinion of your standards?  
 Poor                      Medium                      Fine                      Good                      Excellent
  
- Was the teacher to your opinion knowledgeable?  
 Poor                      Medium                      Fine                      Good                      Excellent
  
- Was the teacher to your opinion pleasant and welcoming?  
 Poor                      Medium                      Fine                      Good                      Excellent
  
- How would you consider the training manual?  
 Poor                      Medium                      Fine                      Good                      Excellent
  
- Would you be interested in attending onto another course?  
 Indian Head Massage                      Adv. IHM  
 Thermal Auricular Therapy (hopi)                      Reiki I-II  
 Chinese Hand Massage                      Tibetan Face Massage  
 Westernize Thai Foot Massage                      Traditional Thai Foot Massage  
 Thai Herbal Compress                      Thai HC  
 Other:
  
- After having attended to our training would you be interested to be contacted in the future by IHTU, indicating any new courses available, venues, dates ... etc  
 Yes                      No
  
- If you were able to make any changes, what would they be?

**General Comments:**

Here you can tell us about anything that we did not ask, or spam in your previous answer (Use as much space as you need, and be as clear and specific as you can, thank you)