

NATURAL ARTS ACADEMY HANDBOOK POLICIES AND PROCEDURES TERMS AND CONDITIONS

NOTE THAT THIS DOCUMENT IS AVAILABLE FOR REFERENCE AND DOWNLOAD FROM ALL OUR WEBSITES. IT IS ALSO SENT AS A STANDARD PIECE OF DOCUMENTATION UPON ENROLMENT WITH THE ACADEMY.

When a candidate/student enrolls online they are confirming that they have read this document, understood and consent to be bound by its policies, procedures, terms and conditions.

1, All logos, artwork, intellectual property in written, photographic, audio video or any other form that appears on its website or in its documents or other published media or promotional materials etc is the property of the Academy. It is protected by international copy right law and may not be shared, saved, copied, stored, distributed etc in any form what so ever without express written authorization from the Academy. Anyone caught doing so will be pursued with the full force of the law.

2, ACADEMY MISSION STATEMENT

PROVIDING FLEXIBLE, HIGH QUALITY, ACCREDITED, EDUCATIONAL OPPORTUNITY, LIFE ENHANCEMENT THROUGH PROFESSIONAL AND PERSONAL DEVELOPMENT IN A FLEXIBLE, COST EFFECTIVE & ENVIRONMENTALLY FRIENDLY WAY, FOR EVERYONE.

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3, EQUALITY AND DIVERSITY POLICY

The academy takes very seriously its equality and diversity policy for all students and staff members. Failure to respect each other or this policy will bring about a tough penalty even expulsion if appropriate.

Everyone has a right to study and work at the academy or its associates without fear of persecution on grounds of age, sex, sexuality, gender, disability, social status or background, religion or any other reason not listed here. Failure to abide by this policy is non-negotiable and therefore people who fail to abide by this policy will incur penalty.

RESPECT !!

OFFICIAL EQUALITY AND DIVERSITY POLICY

The academy is aware that society is not perfect outside academy and that there is bigotry, racism, sexism, homophobia, ageism, disability discrimination, transphobia and others in society. In order to address these potential issues within the academy all staff and students must adhere to the equality and diversity policy, so that everyone can work in an environment which is free from these issues, and so the staff and students can concentrate and realise their full potential. The equality and diversity policy must be adhered to in full, the academy has a Zero tolerance for those who do not adhere to this policy fully. All staff and students are bound by this policy.

The academy feels that every human being, no matter who they are has a right to equality and diversity, to be themselves without fear from anyone, no matter if they be staff, student or visitor. Visitors must also adhere to the colleges equality and diversity policy.

Those who cannot, or do not adhere to the academy policy will forfeit any association with the academy and will be asked to leave without delay.

It is everyone's responsibility to report possible instances of breaches of this policy to the academy.

4, PLAIGERISM POLICY

Originality, creativeness, personal and professional development is encouraged at the academy. Plagiarism is defined as someone who knowing claims someone else's work as his / her own.

This may occur inadvertently, when a student forgets to cite and reference someone or a quote in their work.

Students are made aware that all assignments and projects will be scanned by the academies plagiarism system e.g. turn it in. Which identifies potential plagiarism. Breaches of this academy law is a very serious matter and students are advised that as such, will result in investigation and potential dishonorable expulsion from the academy.

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5, BASIC ICT REQUIREMENTS

The student should have access to a computer so that they can access their study materials.

Study materials will be dispatched as either word documents, PDF, or PowerPoint presentations or they will be provided with a link and login details and instructions in order to access their course materials and resources.

Therefore you should have the following basic technological ability.

Word.doc = Create, save, re-name, attach to emails.

PDF & PowerPoint = Download, open and view presentations.

All students are required to have a registered email account on file. This email account will be where all modules, assessments, results and announcements will be sent to. If you change your email address you should inform your tutor immediately.

PLEASE MAKE SURE THAT YOU PUT THE ACADEMIES EMAIL ADDRESS INTO YOUR SAFE SENDERS LIST. Otherwise communications may go into your junk mail, and some providers empty junk mail automatically. If you haven't received what you were promised, you should check this first.

Students will also be required to use MSN messenger, Facebook and or Skype for on line tutorials.

Students can keep up to date by visiting the colleges web site / designated Facebook page or by visiting the clinics Facebook groups or pages.

If students require help or information on any of the above ICT, you can contact the college for help.

By the time the student completes their course they will be expected to have a basic knowledge of basic ICT at

ECDL level. This is integrated into the course to help students become computer literate, if they aren't already.

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6, GENERAL ASSESSMENT REGULATIONS

Each qualification is made up from modules which are made up from units. The unit is the smallest element which can be assessed and credited. They are weighted in hours and credits at designated levels.

E.G. Certificate in Body Piercing is made up from the following modules which are made up from the following units.

| PROFESSIONAL STUDIES MODULE (THEORY) | UNIT | HOURS | LEVEL |
|--|--|-------|-------|
| | Health, Safety, Hygiene, Infection Control, Medical Microbiology. | 20 | 3 |
| | Consultation, Contra-indications, Law, Ethics. | 10 | 3 |
| | First Aid including CPR. | 20 | 3 |
| | Business Planning. | 20 | 3 |
| ANATOMY AND PHYSIOLOGY MODULES (THEORY) | Introduction to Anatomy and Physiology. Anatomical Terminology. Cytology. Histology. Genetics. | 20 | 3 |
| | Muscular Skeletal System. | 10 | 3 |
| | Cardiovascular & Lymphatic Systems. | 5 | 3 |
| | Neurological & Endocrine Systems. | 5 | 3 |
| | Respiratory & Reproductive Systems. | 5 | 3 |
| | Digestive System and Nutrition. | 5 | 3 |
| | Accessory Organs, including the skin. | 10 | 3 |
| | Dermatology & Wound Healing.. | 10 | 3 |
| PIERCING SCIENCE AND TECHNOLOGY (THEORY) | Types of Piercing. Blade or Cannula. | 5 | 3 |

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| | | | |
|--|---|-----|---|
| | Marking and Placement | 5 | 3 |
| | Materials Science & Nickel Directive. | 5 | 3 |
| | Allergies and Anaphylaxis. | 5 | 3 |
| | Pain management including local analgesia, and pharmacology of analgesics and antihistamines. | 5 | 3 |
| | Materia Medica. | 5 | 3 |
| BODY PIERCING CLINICAL STUDIES (PRACTICAL) | Consultation, CI's, Marking, Placement, Blade or Cannula. Setting up. Environmental Management and Infection Control. Sterilisation. CPR. Aftercare & Wound Healing Management. | 30 | 3 |
| | 200 HOURS = 20 CREDITS AT LEVEL 3. | 200 | 3 |

Some modules are theory only, some are practical only, and some are a mixture of both.

Some courses have a minimum pass mark. The minimum pass mark set by the academy is 60 % - 80% depending on the course and its academic requirements. Any mark below 60 % is regarded as a fail.

Some elements of courses have just a pass or fail. Meaning that to pass the students must pass all these elements of the assessment, and this may be regarded as 100 %. This applies where there would be safety issues with regards professional practice and minimum professional standards.

As a general rule students may attempt theory assessments up to 3 times, thereafter they will be counselled and help given where possible. Students failing at 3rd attempt may be charged extra for subsequent assessments if the assessments have to be re-written by their tutor or the academy.

This rule won't apply where the student maybe using an automated assessment method. This will issue random questions from a bank each time as required. Therefore the student may attempt this as many times as required to pass.

Students may attempt practical assessments as many times as is required by the academy to reach the standards prescribed by the course / module, accreditation body etc. If there is an excess of practical assessments e.g. more than 5, the academy reserves the right to charge for extra practical assessments.

Students who disagree with a decision given by a tutor / examiner may appeal the decision in writing. Giving a full statement of reasons. This must be done within 28 days of the decision.

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The decision will be assessed by the exam board, and their decision is final. The exam board may take up to 3 months to gather information to help make a fair and full decision, and also because it only meets every 3 months.

Students will not be disadvantaged at any point during any assessment, it is in both the academy's interests and the students to be as fair as possible, when considering assessments and circumstances around them.

REFERR TO COURSE SPECIFIC DESCRIPTOR FOR ACURATE DETAILS.

7, CONSIDERATION OF SPECIAL CIRCUMSTANCES

If a student's feels that current events in their lives have impacted on their performance and may inhibit Performance in assessments, they can either informally speak with their tutor who will mark sympathetically, but still uphold quality standards, or you can apply directly to the exam board to take these factors into consideration if you fail. The Exam board may either reject, or accept these and give consideration of special circumstances. In these cases where a student's performance falls below what is required, they may be awarded a compensatory pass without a mark being awarded. This means that the student must pass all other assessments with the minimum pass mark. And must not have any dangerous fails in a pass or fail assessment.

The consideration of special circumstances can only be applied to a maximum of One assessments in any one qualification, and no more. Therefore the exam board will automatically apply it to any modules/units with the lowest results where a pass is needed.

Consideration of special circumstances forms should be completed at the time of the failed assessment, and won't be accepted before or any more than a month after the last exam for a specific programme, level / year.

8, COMPLAINTS & FEED BACK PROCEDURE

If you wish to complain you may do so by either contacting your tutor or one of our agents in the first instance. If you are not happy with how your complaint is dealt with or your complaint is about one of these you may complain in writing or by email to the academy directly. All emails outgoing and incoming are date and time stamped so we can trace all communications.

We aim to deal with complaints as soon as possible, with a maximum set to within a one month period, and to the satisfaction of the student. Students who complain will not be disadvantaged in any way. All complaints help us to make our service better and are logged into a complaint system as part of our quality monitoring processes, so that if something comes up on a few occasions, it alerts us, and we can take steps to prevent it in future. Many places see complaints as negative, we see them as an opportunity to make our products and services the best.

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From time to time, we will ask students to complete feedback forms anonymously if they so wish about their experiences with the academy and the services we provide. It is very important the students complete these so that 1, we know if we need to address a problem, 2, what we are doing right and 3, to maintain high standards. If students don't tell us what we are doing wrong, or right, we don't know how we are doing, and what we need to do in the future to make experiences better.

Our aim is to have high standards, be fair and openness at all times.

Your feedback is essential for us to continue to develop our service. We encourage you to leave feedback on our Facebook page or group.

9, REFLECTIVE AND EVIDENCE BASED PRACTICE

Evidence based practice is when you do something that has been proven to work, this is observed over time. An example is when professionals may change the way they do something. They start off doing it one way, then observe its reactions over many years and adopt their practice and start to do something differently because they have reflected on their practice and adapted it for best results.

Reflection is important, and starts when you take the time to sit and think about something you have previously done. E.g. reflected on what went right and what went wrong, and come to conclusions as to why it went right or wrong. Reflection is good, as it makes you adapt your practice to give better results and satisfaction to your service user. Reflection is used throughout your course to help you study, and throughout your professional life to help you adapt and evolve as practitioner. Reflection is best done when you can be as honest with yourself as possible. Most practitioners keep a reflective diary, and this will be part of your course. You will be asked to complete a reflective practice exercise every now and then for your course.

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GIBBS REFLECTIVE PRACTICE CYCLE

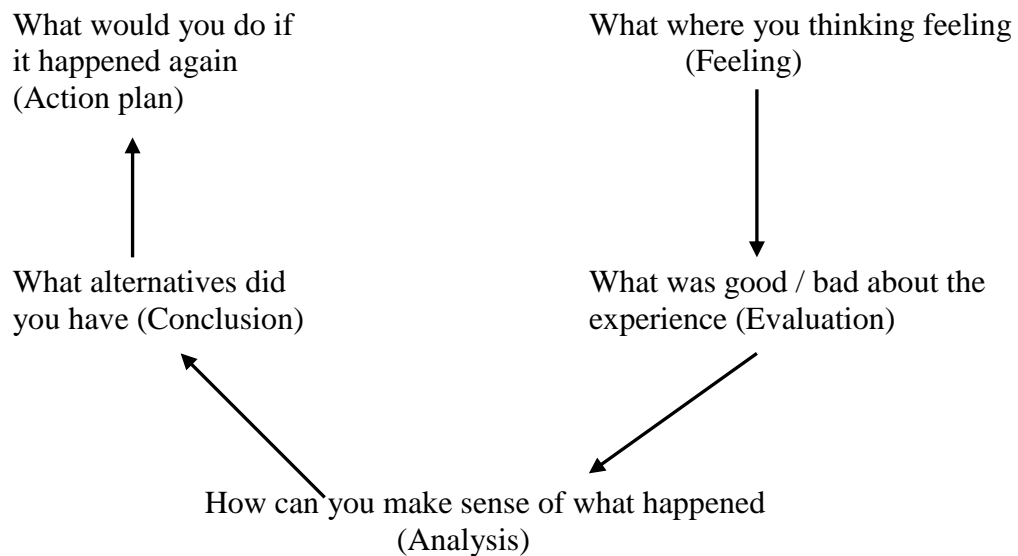
Reflective Practice Reid (1994) Gibbs Reflective Cycle

Reflectivity

The circular process by which our thoughts affect our actions, which affect the situation we are dealing with

and therefore after feedback through the reactions of others involved which can affect how we understand and think about the situation.

So we constantly get evidence about how effective or worthwhile our actions are.



Reflectivity

The circular process by which our thoughts affect our actions, which affect the situation we are dealing with

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WHAT IS REFLECTION

THOUGHTFUL DELIBERATION
(SPALDING, 1998)

LEARNING FROM EXPERIENCE
(TICKLE, 1994)

WHAT IS REFLECTION

SYSTEMATIC, CRITICAL AND CREATIVE THINKING
ABOUT ACTION WITH THE INTENTION OF UNDERSTANDING
ITS ROOTS AND PROCESSES
(FISH & TWIN, 1997)

Has 3 Stages:

- The learning opportunity
- The information gathering and critical analysis
- The changed perspective (Spalding,1998)

Make notes on reflection of this handbook

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REFLECTIVE LEARNING LOG

| | |
|------|------|
| NAME | DATE |
|------|------|

Consider all questions in whatever order you wish.

| |
|--------------------|
| What was the event |
|--------------------|

| |
|--|
| What was I expecting to learn (if appropriate) |
|--|

| |
|---------------------|
| What have I learned |
|---------------------|

| |
|--|
| What is significant about this learning for me |
|--|

| |
|--|
| How does this learning link to the competencies of my course / job |
|--|

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How will this learning change my practice

What were my feelings about what happened

What went well

What didn't go so well

What were the feelings of others involved

Signed student

Signed tutor

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10. PORTFOLIO OF CLINICAL EVIDENCE & LOG BOOKS

Portfolios of clinical evidence are folders which contain practical / clinical evidence that the student has reached the prescribed standards of the academy and any accrediting boards. They are used by the college to assess that a student has reached the desired standards, and used by potential employers to assess if the person that they potentially want to employ can deliver the services desired by the organisation.

It is a very useful piece of evidence, and may be extended and adapted after qualification to incorporate continual professional development exercises, extra modules, workshops, qualifications etc. It can be used therefore by the candidate at interview, and as a log of CPD and clinical experience. It is fluid and changes constantly to show both personal and professional development of the candidate. It can demonstrate how best the candidate learns, and what expertise they possess.

All students will start and develop a portfolio of clinical evidence at the beginning of their course and submit a completed one, along with a log book of clinical experience at the end of their course, level / year. Or will complete it as they go and then will be able to download it at the end of their course.

It will be used by tutors, examiners and exam board to judge if the standards prescribed have been met, and whether to authorise the granting of an academy qualification / graduation.

Log books will be issued at the beginning of clinical placement / residencies and must be completed by the student and signed off by their clinical supervisor. Hours in log books are counted to make sure that the student has completed the minimum number of clinical hours prescribed by the academy for the course.

Full details of this requirement will be provided at the beginning of your course and your personal tutor will guide you through building it as you progress through your course.

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11, TIPS ON HOW TO STUDY

1. We advise that you make a specific day and time for your study and try to stick to this routine.
2. Try to plan your studies each week, use a diary or wall planner.
3. If your course comes with a planner, we suggest that you try to stick to it as much as possible, or you may fall behind. If your course uses a planner and you need to be at a particular place by a particular time for assessment, but you fall behind because of personal reasons, you should always contact your tutor to let them know. They may be able to give you practical help and motivation.
4. Make a folder which you can collect articles about the subject which you are studying. You can make it alphabetical and include terminology that you can look up at a glance.
5. Try to reflect after you have studied a module, submitted an assessment or done something practical.

Reflection will help you reach your learning goals and consolidate knowledge, understanding and practical application of this new knowledge and understanding.

6. Make a to do list of things you don't quite understand and if you can not find the answers contact your personal tutor for help. They will be able to point you in the right direction.
7. There are many great resources on line which can help support your studies. Youtube is great for watching and learning practical things. Depending on your course there may well be many resources you can find by looking at professional websites. E.G. if you are studying hygiene the CDC (Centres for Disease Control) and NHS Scotland have some great resources on line for hand washing techniques and risk assessment of clinical areas etc.
8. DONT GET BOGGED DOWN ! If you need to take some time out then just take it. It may be an idea to let your tutor know out of courtesy. They won't usually chase you for assignments, as courses are self-paced. It is up to you to submit them. Do however get to know your course regulations as per the course descriptor. Some modules or courses timeout. Which means you only have a certain amount of time to study them. This is because we update materials on a regular basis and things may change. It is for quality and safety purposes.
9. Don't put off until tomorrow, what you should be doing today. Get it done and out the way, then you can relax.
10. Finally. Some amount of stress is good for motivation. However when it gets to the point where you are not enjoying your course you may need to take a step back and have a break. Again, If you need help. ASK FOR IT ! There are many things agents and tutors can do to help you.

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12, FINANCIAL

The academy is committed to helping its candidates achieve fully their goals. We can only do this if we can operate properly. To operate properly we need to be able to maintain resources that students require, which are computing, information provision, assessment, tutors, study materials development, IT etc. We can only provide these resources if candidates that pay by instalments, make regular payments on their accounts. Failure to do this means that we are unable to be a viable business and therefore everyone loses out.

Most candidates pay all their fees up front and in full.

However we realise that some cannot afford to do this. To remove the financial barriers to undertaking training and development we do provide a payment plan service as a privilege and not a right. Failure to maintain your payments will result initially in suspension and eventually in withdrawal from the course if your fees remain unpaid for 3 consecutive months.

EACH CASE IS DIFFERENT BUT AS A GENERAL RULE

If you pay a deposit you must pay the remaining fee over the next 3 months. Either a little at a time on a regular basis, or all at once at the end of the three months.

No pressure or stress. We believe that it is the candidate/students responsibility to make these regular payments, we will not chase for them. However we will alert by email that a suspension or withdrawal is imminent.

If we have received no payment we will alert you by email that you are on suspension. If you have not contacted us or brought your account up to date within a specified time no earlier than 28 days of suspension and with no contact, we reserve the right to withdraw you from the course all together.

SUSPENSION

Suspension is just that. Suspension due to non-payment of fees last for 28 days and ultimately may result in withdrawal from the course.

Voluntary suspension may be requested by the candidate/student, and for any reason. They may need a break away from studying for a variety of personal reasons.

Voluntary suspension limits are only limited by the course regulations. For example some courses may have a time out for quality and validation purposes. Voluntary suspension time will depend on how much you have done and the time left. This could be anything from 1 month to a couple of years.

During suspensions tutors cannot mark assessments, give tuition, give feedback or results. They can however provide pastoral counselling and be a resource for personal help and advice if needed. (NO PAYMENTS ARE REQUIRED DURING VOLUNTARY SUSPENSION. BUT THEY ARE REQUIRED TO ACTIVATE UPON RETURN TO STUDY).

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WITHDRAWAL

Here's what will happen if you are withdrawn from a course either by yourself or the academy.

All your results and assignments will be nullified and you will have wasted your time and effort.

All the fees that you have paid will be lost.

If you received a discount for your course you may not be able to get another discount, and may need to pay the full fee up front in full. We are protecting you, we do this so that you won't be disappointed, waste valuable time and money a second time round.

If at any time you can't afford to pay, DON'T PANIC! We're here to help get you back on the road to success. Simply let us know so that we can put a note on your file when you can pay. We can help you keep your course by giving you a voluntary break (suspension) until you are ready to resume.

As previously discussed suspension length is dependent on the course regulations. If there is a time out you may be limited in how much time you can have.

All fees paid are non-refundable, but we reserve the right to credit the candidate with a credit note so that they can use it for another course at a later date, if they so wish, or they may gift the credit to a colleague. It is important all candidates are sure that the course which they wish to undertake is right for them. We offer career counselling, and opportunities to visit and chat with tutors and other students prior to enrolment. So there should be no doubt in a candidate's head before enrolling. All course fees must be up to date prior to final exam result release and issuance of any transcript, confirmation or qualification.

Again candidates/students should note that they will not be able to receive academic feedback, assessment, marking or certification until all course fees are paid in full.

The academy reserve the rights to change these rules as and when, and without notice.

All students/candidates can expect to be given plenty of warning e.g. 28 days before a suspension or withdrawal is made.

Where circumstances are out with the candidate/students control and they can provide evidence we may change our decisions based on the evidence for fairness.

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13, STUDENT PROFESSIONALISM & ETHICS

Professionalism and ethics are important if you want to be taken seriously by your fellow professionals and the general public. Each profession has a set of rules which govern their professional practice and to a somewhat minor degree their lives. The following is a list of things you will need to consider in order to develop a professional attitude.

1. Strive for excellence in study, and be as objective and unbiased as you can. Adapting to professional changes in your chosen field makes for a better and forward thinking practitioner who will be able to offer their customers the best in products and services. All candidates are responsible for their own time management and commitment to relevant study and personal development.
2. Maintain knowledge and understanding by continual professional development.
3. Maintain good health and safety and keep proper records.
4. Adhere to local, national and the guidelines of the academy or your professional body.
5. Work with a professional attitude and be mindful of other rules such as plagiarism, equality and diversity.
6. Try not to transfer your own problems onto your client directly or indirectly. Do not let your client suffer simply because you are suffering.
7. Promote your own mental, physical and spiritual health and theirs at all times.
8. Do not let clients see you behaving unprofessionally, and be on your guard in social situations where clients may be around in public.
9. Smoking is not permitted in any of the colleges bases.
10. Please observe health and safety whilst on clinical placements.
11. Please observe clinical dress code whilst on clinical placements.
12. Make sure you understand fully everything within the student hand book, and if you need help simply ask for it.
13. Remember inside and outside the academy you are ambassadors, and you represent you're fellow professionals and the academy.
14. Candidates who fail to abide by this code of professionalism and ethics will be subject to disciplinary procedures.

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14, GENERAL DATA PROTECTION REGULATIONS (GDPR)

As per the requirements of the new GDPR which come into force on 25th May 2018 we have updated a number of our policies. Namely Privacy Policy. Data Protection Policy and our Cookies Policy for our website. These policies can be found on our websites and our social media groups and pages. They will also be sent to everyone including staff, students and clients via email.

We believe that the privacy and protection of the data that we hold about you and use for various operational purposes is a number one priority. Therefore we have updated all our policies which are summarised here to reflect the new legislation that comes into force on 25th May 2018.

These policies cover the operations of Natural Arts Group UK, as the data controller and its associates. Natural Arts Clinic and Academy. British Association of Health and Aesthetics and the Society of Naturopathic Doctors and Data Processors.

The named data protection officer is the Principal:- Dr Nicholas James Gill Pearce.

Waverley House
2/2 No 35 Nursery Street
Glasgow
G41 2PL

T. 0141 389 9395 (Monday – Friday 9am – 7pm)

Websites and domains we own and operate

www.nerve-centre.com

www.naturalarts.co.uk (Natural Arts Clinic) (NAC)

Both the Academy and NAC operate Facebook pages and groups and Instagram.

You can find all their policies of both Facebook and Instagram on their respective sites. They must also adhere to the new GDPR.

We also operate Facebook groups, Twitter, and instagram for all the businesses trading above.

Please note that certain information e.g. practitioner registers are public property and used for the protection of the public. Some practitioners voluntarily sign to say we can publish some basic details in addition to enhanced details e.g. of their business and contact details also listed. They provide which information that they wish published at the time of registering, but may change the details or ask us to remove certain details at any time if they contact us. Basic details will always remain such as name, date registered, qualifications, conditions, any licenses etc.

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If a practitioner asks for these to be removed from public record they will be removed from the register and cease to be a registered or licensed member. The reputation of our practitioners and public safety is very important therefore the register is there to protect both.

PRIVACY POLICY

Our commitment to privacy

This privacy statement explains how The NATURAL ARTS GROUP UK (NAC / BAHA / SND) (referred to as “we”, “us” ””) collects information from you via the website or in any manner expressly described in the privacy statement and how this information is then used.

When you provide us with your personal data you consent to us processing all such personal data as set out in the privacy statement. Please read this privacy statement carefully and revisit this information from time to time to review any changes that we may have made. If you have any questions, comments or concerns about how we handle your personal information, please ring us on 01413899395 or email us naturalarts@hotmail.co.uk

This statement provides a summary of the full Privacy Policy. Both the statement and the full Privacy Policy apply to information collected by Natural Arts Group UK or any of its data processors via any of the websites we own and maintain.

Protecting your personal information

Your personal data is protected by UK data protection law. You can find the details for the UK Information Commissioner at www.informationcommissioner.gov.uk or by accessing Natural Arts Group UK Data Protection Statement at any of our points of publication e.g. all websites and Facebook pages. As a registered data controller, we are required to take appropriate technical measures to protect your personal information including making a regular backup of our system and data. We have security measures in place to make sure any personal information we collect is secure. Your account is password protected and all information including your password is on a secure server, which only a limited number of employees and sub-contractors can access. All parties with access to your information are subject to GDPR and confidentiality obligations. If you think someone else knows your password, or is using it, tell us immediately and change your password. You can change your password on the Website through the portal link on MoodleCloud. Or if you are using MyCloud, request one direct from us.

Even though we take appropriate technical steps to protect your security, you should remember that data transmission over the internet cannot always be guaranteed as 100% secure so you use the website at your own risk.

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Personal Information

We collect personal data about you when you enroll as a learner or visit us as a client. At these times, we may ask you for sensitive personal data and for your consent to use it for a specific purpose. If you do not wish to provide this information, you may select the Not Known/Not Provided or Prefer not to say option. Please bare in mind when being asked health related questions during consultations at our clinic if you withhold information which we would use to identify potential contra-indications to treatments. Then you are fully responsible for any adverse reactions or events.

If you're a learner we share some of your personal data with Accrediting, Awarding, or Professional Organisations and where relevant with the Skills Funding Agency through their Learner Registration Service.

If government funding is available for your course, we collect personal data from you to see if you can have that funding.

If you're a client that is referred through the NHS we may share certain relevant information (non-clinical) with funding agencies for the purpose of funding. And may also share relevant clinical information with the referring physician. Should you wish us not too, please let us know and we will place a note on file. Please be aware however that this may limit NHS treatment where a referring physician is responsible for your treatments etc.

As a learner when you access your course materials through any learning portal we use, we collect information about how you use those materials.

You may provide us with further personal data if you use one of our learning or communications facilities or use one of our online skills tests.

We use essential functional cookies and other technologies to keep track of how you interact with our website. We do not use them to target advertising. For further information about this please see our Use of Cookies Statement.

Purposes and Disclosures

If you're a learner we use your personal information to deal with your queries, to provide you with the services you request, to determine whether you are eligible for course entry or any government funding (if available), customer feedback and for general statistics and research.

Depending on the preferences indicated by you:

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- we may use your personal data to contact you about developments and offers.
- Natural Arts Group UK and its Data Processors may disclose your personal data to your sponsor, if you are being sponsored by your employer or by a trade organisation or other group.
- we may disclose your information to certain government agencies in connection with the funding of your course. (Or if an NHS patient. Funding your care).

Following registration and enrolment, either in a Natural Arts Academy or Approved Centre or online, all of our approved service providers will have access to your name, date of birth, address, username, learner reference number and details of which The Universal College of Health Sciences courses you have enrolled on in the past. You can request that:

- your details not be used for marketing purposes;
- we provide you with a copy of the information we hold about you (we may charge you a small fee);
- we correct inaccuracies in your information.
- We can only delete certain information. If you ask us to delete all your information then you will disappear completely and if verification of studies is required we won't be able to do it. You will therefore lose your qualification/s and we won't be able to validate them. So be VERY sure if you ask us to do this.
- We are also unable to change your name on qualifications once they have been awarded for purposes of security. Even if you have changed your name legally. We may change them in cases where it would be unsafe for us not to cooperate. In those cases we will ask for details.

You may also turn cookies off in your browser. However, if you do so, you may not be able to use certain features on the website.

The information we collect during registration or enrolment as a learner

When you register with us or any third party on our behalf, you (or the person registering for you) must tell us:

- your full name and address
- email address and contact number
- your date of birth (security question)
- your next of kin details when you confirm a clinical placement
- where you heard about us.

We also ask for your company name but you do not have to provide this information if you do not wish to.

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Following registration via the Website, email or over the telephone, we, or our Agents (Data Processors) (where you have been introduced to the Website via an Agent or Reseller), may request additional personal data from you in order to further support your learning. You do not have to provide certain information and this will be discussed with you. But if you do not, you may not get the most out of your learning experience.

The information we collect when you access Course Materials

We collect information about how you use Course Materials to monitor your learning and improve our users' learning experience.

You may also provide personal data through:

- calls to our helplines;
- letters and e-mails;
- customer feedback forms.

We may record calls to helplines for quality and training purposes only. We will store calls for about three months and we will keep them confidential. In general, if you contact us, we may keep a record of your query or complaint for a reasonable time in case you contact us again. (Usually until approx. 12 months after you have qualified).

How we use the information we collect

We use your personal information:

- to answer your queries or complaints;
- to deliver our online services, for example any Courses that you have access to
- to provide Course Materials;
- to carry out administration;
- to seek your opinion of the Course and Website
- for general statistics and research;
- for obtaining any relevant professional advice;
- as may be required by law or in connection with legal proceedings (including where we intend to take legal proceedings), or as may be necessary to establish, exercise or defend our legal rights.

Paying for a Courses. Products or Services online

When you pay for a Course online, you will be asked for:

- details of a credit or debit card;
- an e-mail address; and
- a telephone number.

These details are collected by PayPal if enrolling on line. Or Sumup if paying over the telephone or at Natural Arts Group Ltd.

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They collect credit or debit card details over a secure link. We do not collect them and they are not made available to us or our Agents or Resellers. We will use the personal information you provide to process your online payment and to refund any monies due to you if you cancel your enrolment in line with the terms and conditions on this Website.

When you make a payment online, we will use industry standard software, which encrypts your information. For further details about the security of this information, please refer to our PCI and DSS Compliance Certificate.

If you're a client / customer and you wish to pay by card we can either issue a secure PayPal link prior to your visit or you can pay using our Sumup Virtual Terminal. Chip and Pin card reader.

Third parties and sponsors

To achieve the purposes set out in this privacy statement we may need to give your information to our service providers, Agents and Resellers. Following registration and/or enrolment via the website, we and our Agent or Resellers, if you registered via one of our Agents or Resellers, will have access to your name and contact details to help us deliver our services to you.

If your employer, trade organisation or other group is sponsoring you, we may give the personal information we have collected to your sponsor to monitor your learning.

Requests for information

If you have not registered on the Website but are simply making an enquiry or request for information, we will use your personal information to reply to your enquiry or request. We will not use this information for marketing purposes without your permission or unless you invite us to do so. You can revoke any consent at any time simply by emailing us back asking us to remove your details from our promotional database.

Keeping your personal data

We keep personal data :

- for as long as is necessary to fulfil the purposes we collected it for;
- as required by law; or
- to enforce or defend legal claims.

Sometimes we will keep information that you have deleted, for example messages sent by you to your tutor, as a record of your learning experience. We will keep this information for a reasonable time.

Not to target advertising Please see the Natural Arts Group UK Cookies Statement for further information.

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Your rights

You have the right to:-

- ask for a copy of all the information we hold about you and to correct any inaccuracies. To obtain a copy of this information, please ring us on 01413899395 or email us at naturalarts@hotmail.co.uk or uchsc_ac_uk@hotmail.co.uk
- challenge the accuracy of data held about you. You can amend your details please ring us on 01413899395 or email us to request a change
- take steps to prevent your personal data being processed if the processing is likely to cause you substantial damage or substantial distress which is unjustified. If you want to exercise this right you must put your objection in writing by emailing us, specifying why the processing has this effect and state what you require us to do to avoid causing damage or distress.
- We must give you this information within 40 days. We must first be able to identify that you are who you are so that we don't give someone else your information, and you will be required to write to us and send appropriate certified ID. Certified by a professional e.g. GP. Dentist. Nurse. Solicitor. Teacher. Policeman etc.

How to contact us

To obtain a copy of your personal data, to correct inaccuracies or if you have any queries or concerns about how we handle your personal data, please contact:

Natural Arts at The Nerve Centre

Waverley House 2/2 No 35 Nursery Street, Glasgow G41 2PL.

T. 0141 389 9395 (Mon – Fri 9am – 6pm). E. naturalarts@hotmail.co.uk

COOKIES POLICY

Cookies

We use cookies and other technologies to keep track of how you interact with our website and The European Community recently introduced legislation to protect the privacy of web users

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by limiting how websites can use cookies The Natural Arts Academy & Natural Arts Group UK is committed to protecting your privacy. As part of this commitment we are providing you with information about the cookies we use, so that you can make informed decisions.

The information below should be read in conjunction with our Privacy Policy and Data Protection Policy and Terms and Conditions.

What are cookies?

Cookies are small text files that our website(s) or services provided for us by other companies put on your computer. The information in them helps us to improve your experience of using our website and learning with us. Many of our cookies are deleted when you log out of your learning or close your web browser. **None of our cookies contain any of your personally identifiable information.**

Because you are using our website(s) we assume that you are happy for us to use cookies in this way as they are only essential cookies which help with functionality of the pages you are viewing.

If you are not happy, then you should either not use our website(s), set your web browser to not accept cookies from any of our browsers, or use your web browser's anonymous browsing setting (this is called 'Incognito' in Google Chrome, 'InPrivate' in Internet Explorer and 'Private Browsing' in Firefox). Because we only use essential cookies on our website for functionality we do not need to ask you to accept them. As they are not collecting any personal data. Please note that third party websites e.g. MoodleCloud and PayPal will collect other types of cookies and they should comply with the GDPR regulations and ask you to accept the cookies.

For more information on cookies, how to control the use of them in your browser and how to browse the internet anonymously visit the [All About Cookies website](#).

Because some of our learning systems e.g. MoodleCloud rely on cookies to deliver your courses effectively you give us consent to use cookies as outlined below when you purchase or enroll on a course (The Universal College of Health Sciences). We will not provide technical support to learners who choose not to allow cookies and then encounter issues with their learning.

You will not be able to purchase courses from the The Academy PayPal if you set your browser to not accept cookies as they use them to process transactions.

We are able to facilitate purchases by other method (e.g. telephone sales) We are fully PCI and DSS compliant to do so and you can ask to see a copy of our current certificate and our security policy documents at any time should you wish too. Or you can drop into our office to pay by chip and pin.

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What cookies Natural Arts Academy & Natural Arts uses:

Session Cookies

We use a number of session cookies to provide functionality including, but not limited to, remembering who you are when you have logged into our website(s) or learning systems, to identify you when you move from one The academy system to another, to greet you by name on screen, to optimise the effectiveness of our web servers and to remember the items you have put into PayPal shopping basket.

We consider these cookies to be strictly necessary for the secure and efficient operation of services and learning systems and make your experience of using them more secure easier and quicker.

If these cookies are blocked or disabled then much of the functionality of their systems will be broken.

Persistent Cookies

We do not use persistent cookies on our websites but other websites such as MoodleCloud and PayPal may use a number of persistent cookies to provide functionality including, but not limited to, returning you back to the point in your learning you had reached the last time you logged out, to show you content you had looked at on a previous visit to make it easier to find it again, to make sure you are only invited to complete a web survey occasionally and that you don't see alerts or messages repeatedly during a single web visit.

If these cookies are blocked or disabled then the systems will still be usable, but the user experience will be severely degraded.

DoubleClick (Google)

This cookie is used on a small number of pages on the The academy and Natural Arts website to track the effectiveness of our Google Adwords and Google Sponsored Link advertising.

For more information on how to permanently opt-out of DoubleClick placing this cookie on your computer visit <http://www.google.com/policies/privacy/ads/#toc-optout> or install the Google Advertising Cookie Plugin for your browser <http://www.google.com/ads/preferences/plugin/>

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Social network cookies

Some pages on our website(s) contain social network 'share' or 'like' buttons. The social network may set a cookie (or cookies) on your PC when you click on one of these buttons.

In order to implement these buttons on our website(s) we use code which is hosted by the relevant social network. If you are a member of some of these networks they may use this code to track that you have visited our website(s) whether you click the buttons or not.

(Natural Arts Group UK) does not control these cookies or the underlying code. You should check the privacy statement of the relevant social network before clicking them and/or to find out how they track their members' behaviour using these elements and how to opt out of this functionality

DATA PROTECTION POLICY

Data Protection Policy

Our data protection policy sets out our commitment to protecting personal data and how we implement that commitment with regards to the collection and use of personal data.

We are committed to:

- ensuring that we comply with the eight data protection principles, as listed below
- meeting our legal obligations as laid down by the Data Protection Act 1998
- ensuring that data is collected and used fairly and lawfully
- processing personal data only in order to meet our operational needs or fulfil legal requirements
- taking steps to ensure that personal data is up to date and accurate
- establishing appropriate retention periods for personal data
- ensuring that data subjects' rights can be appropriately exercised
- providing adequate security measures to protect personal data
- ensuring that a nominated officer is responsible for data protection compliance and provides a point of contact for all data protection issues
- ensuring that all staff are made aware of good practice in data protection
- providing adequate training for all staff responsible for personal data
- ensuring that everyone handling personal data knows where to find further guidance
- ensuring that queries about data protection, internal and external to the organisation, is dealt with effectively and promptly
- regularly reviewing data protection procedures and guidelines within the organisation

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DATA PROTECTION PRINCIPLES

1. Personal data shall be processed fairly and lawfully
2. Personal data shall be obtained for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes
3. Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed
4. Personal data shall be accurate and, where necessary, kept up to date
5. Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes
6. Personal data shall be processed in accordance with the rights of data subjects under the Data Protection Act 1998
7. Appropriate technical and organisational measures shall be taken against unauthorised and unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data e.g. password protecting databases. Tracking changes made by users. And locking physical records away in secure locations
8. Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data

This handbook, policies & procedures has been approved & authorised by:

Name: Dr Nicholas James Gill Pearce

Position: Director / Principal

Date: 01/02/2019

Signature:



UPDATED 09/08/2020

REVIEW DATE ON OR BEFORE 09/08/2021