

SHIP TO SHORE INSTITUTE

STUDENTS HAND BOOK

Regulations and Guidelines 2021

***A warm welcome to our international Institute , this is the beginning of your path to life by design as these are hands on qualifications that will equip you for life.***

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- Lectures
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*Please keep this safe as you may refer to it at any time during or after the course of your qualification. We hope to create a long lasting relationship with you and that you will thoroughly enjoy your time with us at the Institute. If you have any questions please feel free to ask your class tutor or management. Our team is always ready and happy to answer all your concerns.*

- **Whats Expected of You -To Be Equipped**

As you enroll into any qualification with us we get you equipped, theory wise, practical and above all boost your confident to be face the working industry. The health, beauty and fitness industry needs a person who is ever smiling, with a positive attitude, friendly, very interactive and above a team player.

For you to be equipped and to start your path of life of design these guidelines will assist you:

- Be punctual to for lectures
  - Participate full during lessons
  - Do not be absent from school whatsoever unless its real emergency or a serious issue for you not to attend as it might affect your hours (further explained under attendance policy)
  - A positive attitude is a plus even outside the Institute premises
  - Maintaining a respectable character at all times with teachers, fellow students, management, clients e.t.c
  - Being open minded and accept advice and also offer productive feedback to the Institute management and being a team player amongst your colleagues
  - Mature attitude is always expected as you would know the part you play as an adult in an adult environment
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- **Appeals Policy**  
During the course of doing a qualification, students will be given case studies, assignments and assessments. If a student is not happy and feels there is malpractice by the lecturer and has a query on the marks, the student must raise the query within 7 working days from the time they receive the mark, to the senior lecturer. Students may appeal assessment marks they consider unfair or inaccurate first to the senior lecturer who will discuss with the qualification tutor, should the matter become complex, the student must appeal to the institute principal. All appeals must be done formally accompanied with evidence.
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- **Assessments and Exams Protocols**  
Assessment or internal exams are different for each qualification. Each qualification involves case studies, projects, practicals, role plays, online lessons, seminars etc. It is the discretion of the tutor how to conduct assessment, everything is explained by the tutor and deemed important as all marks will contribute to the final mark of your qualification. All work for assessments both at the institute or home work must be your own. Duplicating notes, downloading case studies from the

internet or using work from past students and say is your own is considered malpractice of cheating and plagiarism and this offence is dealt with seriously and has serious repercussions.

All reports are kept at the school for 3 years and you may request for it through your qualification tutor or from the principal.

The exam protocols are as follows:

- The tutor will announce in time for you to prepare for them
  - All exams whether open book, closed book, practicals are done under supervision and at the Institute
  - No discussion or noise is allowed.
  - In all exams your tutor will advise you on what is required for you to do the exams
  - All theory exams are written with a blue or black pen. Pencils are allowed as well calculators if need be
  - Cell phone and laptops are allowed under the supervision of the lecturer
  - During practical exam, a student is not allowed in the exam room if they are 15mins late
  - All marks, results and feedback will be announced by the class tutor .
  - Any form of malpractice, cheating seen by any student must be reported immediately to the tutor.
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- **Vetting, Previous Credits**  
If a student is qualified with a certificate and now wants to continue to a diploma must alert the principal, vetting will be done on the qualification and can proceed after the principal approves.  
Vetting can also include a small assessment by the principal to confirm knowledge and understanding of the certificate.

- **Disciplinary Policy**

Being an adult environment we expect mature attitude/ behaviour at all times but certain behaviors are not tolerated at the institute and these are:

- Minor behavior- being absent, not wearing proper institute uniform, poor appearance will be alerted to you by your tutor, notes on this issue will be recorded and put in your file. If the behavior continues, it may affect your final results on your qualification.
- Alarming behavior- showing lack of respect to the tutor and fellow students, poor or no participation
- Major/Serious Expulsion behavior- the following behaviors are deemed serious and may lead to expulsion and termination of enrollment from your qualification. In some cases the principal may have a hearing, you are allowed to bring someone for support. In that hearing you are allowed to bring evidence for the decision of expulsion to be cancelled. Everything will be recorded and written down. If the evidence is not good enough, the decision of expulsion will come to effect and you will be given formally written and verbally. Depending on the duration you would have taken on the institute, a written report will also be issued on the progress you would have done on the qualification. In a case where the principal does not consider that expulsion is appropriate, a written final warning will be issued to you even if you do not previous warning. If you had 2 warnings from before and this becomes your 3<sup>rd</sup> then expulsion is effected. A way forward may be given to you depending on how serious the case is.

The following behaviors are a guildline on serious expulsion behavior:

- Property damage to the institute property
- Being in possession of illegal drugs
- Being drunk or under the influence of drugs or alcohol
- Smoking inside the institute's building
- Theft of any sort
- Harassment or abuse of any sort to fellow students or members of staff

- Gossiping and causing dispute
- Plagiarism or cheating
- Collusion
- Behavior outside the institute that will make the institute questionable
- Sexual misconduct in any way
- Assault of any form to fellow students and members of staff
- Being arrested by police or being investigated by law enforcement

**THIS LIST IS NOT LIMITED AS THESE ARE SOME EXAMPLES OF EXPULSION BEHAVIORS**

- **Bullying Policy**

Bullying is deemed very serious and can lead to expulsion.

Bullying behavior is treating another person in an offensive way, intimidating or humiliating and repeatedly doing so may affect the other person, degrade them. Bullying can be physical that is hitting, pushing or kicking etc.

Verbal like gossiping .

Emotional bullying is forcing you do what you don't want.

Online bullying or internet shaming by posting negative pictures/videos about you. This can happen secretly or publicly.

- If you are a victim of bullying keep this in mind, it not your fault or doing, abusive behavior lies with the abuser not the victim.
- Here are a few hints on what you may do if this happens to you:
  - Show displeasure by telling the person to stop



- Walk away to avoid noise and confrontation
- Be around people that appreciate your presence
- Bullies always look for responds from their oppressors, don't reply them verbally or through text as this is what they will be looking forward to
- Keep record of events, record conversations if you can, keep the text messages or post. If you can get a video that would be great as this would be evidence
- Use privacy functions on your device to block negative messages and calls
- if the bullying becomes a threat, alert the police as it's a criminal offence
- above all report this behavior to any member of staff at the institute

- **Your contacts or information**

Please alert the administration office if you change your address, phone or email address as this will help us to communicate with you well as well as alerting of any job opportunities

- **Malpractice/MalAdministration Complaints Policy**

Situations are prone to happen at the institute, if situations/circumstances happen that do not make you happy you must do the following:-

- Speak with your tutor immediately
- If you are not happy with their response please feel free to speak to the senior lecture
- The principal will resolve all your concerns. These are done to and made sure the school policies are being adhered to and that all matters be done in fair manner with equal respect.
- All complaints are recorded and filed

- **Internet and IT Policy**

- As you enroll at the institute wi-fi password will be given to you
- Please bring phones, laptops or any electronic devices that are not fire risk with open cables and malfunctions. The qualification tutor will inspect the devices and if need be consult an electrician
- To avoid bad reputation through social media students are not allowed or prohibited to comment or post pictures on their social medial platforms that are negative and unprofessional and directly linked to the institute or tagging the institution classified as inappropriate
- The use of torrent software is prohibited, same as being found downloading of any material that encourages violence, sex, racism or hate speech
- Vandalism is a major offence. If a student is found vandalism the institute property or equipment will be responsible to replace the same thing at their cost.
- Transferring of data whatsoever is prohibited. Transfer is only allowed through email.
- Company or the institute files are off limits. An attempt to access them will be regarded as a serious offence and shall be dealt with seriously
- **Employment Policy**
  - We are fully aware that the aim of you attaining a qualification is so the you get employment. The institute will support you through out by giving you guidelines, getting you ready for an interview and alert you on what is expected. It is however your responsibility too to find your own job.
  - Employment opportunities and internships are subject to meeting the attendance requirements, professional guidelines as per the student handbook and successfully completing your qualification. All employment and internship opportunities will require you to be selected by the company through an interview process.
  - All internships are subject to change and not guaranteed. Reasons for change maybe not limited to visa types or conditions, management

decisions, cancelled partnerships , change in legislation.

- **Orientation and induction**

- A tour of the Institute will be done so as to familiarize yourself with the classrooms, bathrooms facilities etc
- For you to complete a Qualification First Aid is a requirement. The institute will set the date, an additional fee will be charged and it is compulsory for you to attend. Failure to do so will make your qualification not complete.
- No food or drink is allowed to be consumed inside the classroom or practical room
- No chewing during the lessons is allowed
- After all the hard work, we have a Graduation Ceremony. This is a time of celebration and is organized by the Institute. Dates are set announced in due course.

- **Health And Safety Policy**

- It is our responsibility as an institute to make sure the campus safe and everyone healthy. A human beings errors occurs and therefore certain measures have been put into place to for health and safety plan. This is revised annually.
- All accidents whether minor or serious must be reported to the principal immediately.

- The principal will record the incident in the accident book .
- An investigation is logged to identify all hazards concerned so that the issue can be minimized or eliminated.
- Should you notice a potential hazard please advise any member of staff near you immediately.

- **Emergency Procedure**

- Should an emergency arise please follow the signs on the doors written 'EXIT' also emergency procedures are clearly marked on the building , please take time to read and understand them especially the evacuation procedures and assembly area.

- **Health And Medical Policy**

- If you successfully enrolled at the institute, it is your duty to alert the principal of an health issues that you may be facing, especially if taking medication e.g diabetes, asthma, epilepsy, even pregnancy etc.
- Be assured that this information is confidential and only relevant staff members will be alerted as this would be considered especially during an emergency
- It is also important to give information of the next of kin incase of emergency they will be informed.
- Also the contact of your doctor is crucial
- If you have communicable disease like corona virus, influenza, diarrhea please seek immediate medical attention and self quarantine as to avoid outbreaks

- **Enrollment**

For you to enroll at the institute, one must have any of the following:

- Have a minimum of 3 o'levels including English
- Open entry but must be above 16 years old
- Have industry experience of at least 3 years
- Must approved by the principal

The institute exams maybe international. Incase where you have enrolled for an international course, exams are determined by the awarding board on when to take place. Udually its June/July or November/December for theory and practicals. The tutor for the qualification will let you know 12 weeks before and full examination fees must be paid by the second month after enrolling. The exam fees is non refundable if either expulsion and withdrawal happens.

Results of the exams are determined by the international board and the institute will let you when they arrive.

- **Re-writes/Re-sits**

If a student does not pass the international exam , they can re-sit the module they would have failed . re-sits take place on a scheduled date or when necessary and notice is given to the concerned student in time for them to prepare. If you are not present you are marked absent and may

result in another fail.

During the course of qualification update of results will be announced

- **Withdrawing from school or adjusting learning hours**

During the course of qualification the following activities might take place:-

- Client day as it will enable you to gain experience by allowing outsiders to come have treatments with you.
- Seminar days that will be extra curriculum so that you are well vexed in the industry on latest treatments and products.
- Practical skills application
- If by any means you decide to withdraw from the qualification, a discussion with your tutor or principal is recommended. A written formal letter is required stating your reasons but a cancellation fee will be charged:
  - 20% of the full fees after 7 of commencing the qualification
  - Full fees after 8 days. If paid already its non refundable.

- **Attendance policy**

For you to attain your qualification certain amount of hours is required. Full attendance on the days you must attend your lessons is required total. If by any means you must miss lesson, you must alert the institute through a phone call or email.

This will be recorded and put in your file, if enough hours have not been recorded for you to be fully qualified the school principal has the discretion of refusal for you to undertake any exam as you wont fully qualified to do so. You are not allowed to miss school for 5 consecutive days, if this happens the principal will decide the outcome.

- **Learning times**

The school is open from 9am to 5pm, Monday to Friday and lessons will be conducted during these hours.

Depending on your qualification a time table will be given to you on induction day and they must be followed.

Attendance policy is taken very seriously and absent days are recorded as this will contribute to how you would be qualified. Authenticity is very crucial on your qualification

If absent days are reached and there is no communication from you with a valid reason, you shall be expelled from school after the principal has had a discussion with you on the repercussions and will be formally expelled and everything recorded. If you are under 18 years, your guardian will be contacted too and will be required to attend the meeting with you and the principal. You are also allowed to bring evidence to waive the expulsion if possible and the principal will launch full investigation, results of the investigation will be given to you within 3 working days.

- **Qualifications offered by the institute : certificates, diplomas, awards etc**

The institute offers the following qualifications:-

**Institute Certificates which are:**

- Skin care
- Make up
- Waxing
- Massage
- Nail technology only upto acrylic nails only

Duration is 2 months

**International certificates which are:**

- Skin care
- Make up

Duration is 3 months

**International diplomas which are:**

- Beauty specialist level 2

- Facial electricals level 3
- Body treatments level 3
- Nail technology level 3
- Fitness
- Yoga
- Pilates
- Holist massage

Duration is 6months

- **Lectures**
- As you begin your path to success , Openness is required for you attain your qualification. If you feel you might have any for of challenge that may hinder or slow your progress please alert us. We are capable to support you from day one, so any challenge like impaired performance will be assisted totally. Feel free to discuss with principal
- **Role of the tutor and whats expected of you**
- Class tutors are available for you at all times
- Be also open to your allocated class tutor
- Class tutor is responsible for all your qualification needs, assessments and internal exams
- You will have a personal meeting with them the first week of starting your qualification and every 5 weeks, during that meeting you will discuss your progress, concerns, careers aspirations etc

## **Student Declaration Form**

**(please sign also the office copy on**



**the next page, detach and return to the administration office)**

I have read and understood Ship to Shore Institute Rules and Guidelines. I agree to abide by these as se in the student handbook. I am also happy to authorize that any photographs or videos taken of me that is deemed appropriate by the organization while I am enrolled in this institute can be used for marketing purposes.

Student Name: \_\_\_\_\_

Signature : \_\_\_\_\_

Date \_\_\_\_\_

Requirements of all students in this supervised facial therapy, body electricals, manicures, pedicures, waxing, make up, tweezing, massages will include exposure of the body, underwear, other participants , removal of hair using different waxing methods/techniques. The purpose of this is apply skills in a stimulated environment. Any questions about this qualification are encouraged and they will answered/ explained

I agree to participate at my own risk in these outlined qualifications and will not hold Ship to Shore Institute or any member of staff accountable for injuries or disabilities that I may

sustain as a result of participation  
I have read the form and have  
understood the attendant risks my  
participation in these pursuits.  
Knowing these risks and have had the  
opportunity to ask questions and they  
have been answered to my  
satisfaction, I state the following:

I \_\_\_\_\_  
(full name of student) voluntarily  
consent to participate in the outlined  
qualification run by Ship to Shore  
Institute.

Signature: \_\_\_\_\_

Date : \_\_\_\_\_

