

# BBAIM



## Level 5

Qualifi L5 Certificate in Aesthetic Practice

## LEARNER COURSE INDUCTION HANDBOOK

Ofqual Regulated Qualification Program



# WELCOME TO BBAIM

## BRITISH BOARD OF ANTI-AGEING & INTEGRATED MEDICINE

### Introduction

At BBAIM, we hope your experience with us is both enjoyable and productive. This handbook is designed to support you during your induction and serve as a valuable resource throughout your time with us. Please read it thoroughly and retain it for future reference. We look forward to collaborating with you and wish you success in your studies and career. Should you require any assistance, please do not hesitate to reach out.

**Director:**

**Dr. Farshid A. Oshnari**



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## Who's Who

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Position	Contact
CEO and Trainer	Dr Osh
Assessor	Dr Osh
Incharge in student Enrolment Department	Dr Mah Tahir
Internal Quality Assurance (IQA)	Caroline Batstone

## Useful Contact Numberd & Email

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Useful Contact	Number & Email
College Switchboard	0333 1889887
Staff Room	07427773534
Administration Team	info@bbaim.co.uk please mention "admin attention" in subject line



## Qualifications In Aesthetic Practice

### Units & Learning Hours

To achieve this qualification a learner must complete five mandatory units:

Unit Reference	Mandatory Units	Credits	Hours
AP501	Legal and Regulatory Requirements in Aesthetic Practice	3	26
AP502	Professional Standards within Aesthetic Practice	3	26
AP503	Working Collaboratively with Healthcare Professionals	3	26
AP601	Anatomy, Physiology and Morphology of the Ageing Face	3	26
AP5701	Skin Micro-needling and Chemical Peels	5	54
<b>TOTAL:</b>		<b>17</b>	<b>158</b>

### Accreditation Body:



### Qualification

The qualification has been accredited to the Regulated Qualification Framework (RQF) and each qualification unit has its own unique qualification number. **QAN: 603/5209/7**

<b>Duration:</b>	Up to 6 months, fast track and flexible start
<b>Methods of Study:</b>	<ul style="list-style-type: none"> <li>▶ E-Learning</li> <li>▶ Research</li> <li>▶ Case Studies</li> <li>▶ Completion Of A Portfolio</li> <li>▶ Work-Based Learning</li> <li>▶ Class-Room Based Learning</li> <li>▶ Practical Workshops</li> <li>▶ Individual Tutors' Support</li> </ul>



## Entry Criteria

### WHO IS ELIGIBLE?

- ▶ **HEALTH CARE PROFESSIONALS** not meeting the criteria for the direct entry into the Level 7, and **AESTHETIC PRACTITIONERS** with an evidence of minimum of 3 years' work experience\*, which demonstrates current and relevant industry knowledge.
- ▶ **PROFESSIONALS HOLDING** one of the following Level 4 qualifications: Aesthetic Procedures for Skin Rejuvenation, Aesthetic Practice, Micropigmentation or Laser, Light and Energy-Based Procedures

### Additionally

- ▶ Current and valid Basic Life Support (BLS) and anaphylaxis management qualification\*\*
- ▶ A relevant English language qualification if English is not applicant's first language\*\*\*

\* A candidate must provide relevant certificates and 30 case studies based on the completed procedures (the treatment details, before and after photos).

\*\* Our Academy can provide the training if a candidate does not hold this qualification

\*\*\* Contact us for details





## Course Structure

### Flexible Start

### Enrollment

Stage 1: Application  
Stage 2: Verification of the previous qualifications and / or experience.

### Course Commence Date

### Induction

The video call or meeting with the program manager and/or a tutor / an assessor.

- ▶ Introduction to the program and individual study timeline.
- ▶ Release of the documentation and the resources for self-study and research.

### FAST TRACK

The study timetable will adhere to this program structure but will be adaptable during follow-up meetings. Learners who finish a module ahead of schedule will have the opportunity to commence the next one immediately, facilitating a quicker completion of the entire program.

### Theoretical

**Theoretical Modules: self-study and research based on the provided resources.**  
Modules resources are released consecutively. Before the next module is released, the student must return the assessment paper from the previous one.

### Month 1

**Module: Legal and Regulatory Requirements in Aesthetic Practice**

**Assessment method:**

- ▶ **Short Answer Questions (SAQ)**
  - 4 - Questions 300-500 words,
  - 4 - Questions 200-400 words.

### Month 2

**Module: Professional Standards within Aesthetic Practice**

**Assessment method:**

- ▶ **Short Answer Questions (SAQ)**
  - 2 - Questions 300-500 words,
  - 5 - Questions 200-400 words.

### Month 4

**Module: Anatomy, Physiology and Morphology of the Ageing Face**

**Assessment method:**

- ▶ **Short Answer Questions (SAQ)**
  - 5 - Questions 300-500 words,
  - 1 - Questions 200-400 words.

### Month 3

**Module: Working Collaboratively with Healthcare Professionals**

**Assessment method:**

- ▶ **Short Answer Questions (SAQ)**
  - 5 - Questions 200-400 words,

### Month 5

**Module: Skin Micro-needling and Chemical Peels**

**Assessment method:**

- ▶ **Short Answer Questions (SAQ)**
  - 5 - Questions 300-500 words,
  - 7 - Questions 200-400 words.

**Practical Hands-On Training (Micro-needling)**

**Practical Hands-On Training (Chemical Peels)**

**Practical Assessments Chemical Peels**  
Administration and Observation of the procedure on 8 patients.

**Practical Assessments Micro-needling**  
Administration and Observation of the procedure on 16 patients.

### FINAL MODERATION OF COURSE WORK DOCUMENTATION

Submission of the documentation to QUALIFI and certification issuance.

### Written Assignments

During the course, learners must submit two 2500-word assignments. Assignment 1 covers Modules 1, 2, and 3, while Assignment 2 focuses on Module 4.





## Course Contents

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### **Unit AP501: Legal and Regulatory Requirements in Aesthetic Practice**

1. The legal and regulatory requirements for aesthetic practice.
2. The management of health and safety and infection control protocols in aesthetic practice.
3. The guidelines for the safe use and management of aesthetic medicines.
4. The duties and risk associated with lone working in aesthetic practice.

### **Unit AP502: Professional Standards within Aesthetic Practice**

1. The purpose, role and impact of professional standards in aesthetic practice.
2. Clinical insurance in aesthetic business practice.
3. The ethical requirements relating to advertising and marketing in aesthetic practice.
4. The process and value of continuing professional development (CPD) in aesthetic practice.

### **Unit AP503: Working Collaboratively with Healthcare Professionals**

1. The principles of working collaboratively with healthcare professionals in aesthetic practice.
2. The value of effective communications within aesthetic practice.
3. The impact of equality, diversity and culture on the delivery of aesthetic practice.

### **Unit AP601: Anatomy, Physiology and Morphology of the Ageing Face**

1. The anatomy and physiology of the head and neck.
2. The effect of ageing on facial morphology and anatomical structures.

### **Unit AP5701: Skin Micro-needling and Chemical Peels**

1. Formulating a personalised treatment plan with the client for chemical peels and micro-needling.
2. Preparation for and carrying out a range of medium grade chemical peels.
3. Preparation for and carrying out micro needling at a depth between 1.0mm and 1.5mm on the face and a depth between 1.5mm – 2.0mm on the body. 4.Provision of post treatment information and guidance.



## Course Description & Resources

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### Course Description

To ensure you have all the necessary details, you will be provided with a separate document titled Course Program Overview relevant to your qualification, which will be provided alongside this Learner's Handbook.

#### **This document will encompass:**

1. **Course Objectives:** Clear outlines of what you are expected to achieve by the end of the course.
2. **Duration:** Information on the course timeline, including key milestones and any relevant deadlines.
3. **Structure:** A breakdown of the course structure, including modules, topics, and any assessments or projects you will undertake.

We encourage you to review this document thoroughly, as it will serve as your roadmap for success throughout your learning journey. If you have any questions or need further clarification, do not hesitate to reach out to your tutor, one of the course coordinators or programme manager.

### Course Resources

As part of this commitment, we have prepared study resources tailored to cover all QUALIFI objectives.

Each learner will receive a dedicated file containing all the resources relevant to their course modules. These resources have been meticulously selected to address the specific objectives outlined by QUALIFI. This ensures that you have access to the most pertinent materials to support your academic progress and success.

We encourage you to explore these resources diligently, as they are designed to enhance your understanding of the course content and contribute to your overall achievement.

Should you have any inquiries or require further assistance regarding these resources, feel free to reach out to your instructors or the designated course coordinator.

To further enrich your learning experience and support research and writing assignments, we will provide you with a list of recommended resources and platforms.



## Appeals Procedure - Assessments

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### Overview:

The BBAIM is dedicated to ensuring that the Assessment procedure aligns with Qualifi's standards and adheres to National Occupational Standards. A system for reviewing the quality and fairness of the Assessment procedure is implemented.

#### 1. Learner's Rights:

- ▶ Learners have the right to appeal any assessment decision, whether written or practical, that they perceive as unfair.
- ▶ Regular attendance is crucial for successful completion of the course.

#### 2. Internal Appeals Procedure

- ▶ In the event of dissatisfaction with the assessment outcome, the learner should inform the assessor within **7 days** in writing, specifying the reasons for disagreement. The assessor is then required to provide a written explanation of the decision within 7 days. If the learner remains dissatisfied, the internal quality assurer will be notified, leading to an investigation. The internal quality assurer may arrange for the learner to be re-assessed by another assessor, with the aim of resolving the matter within 14 days.

#### 3. External Appeals

- ▶ If the issue persists and the learner is not satisfied, an appeal can be made to the external quality assurer, following the procedures outlined in the Qualifi center handbook. The learner will be provided with the Qualifi appeals procedure, should such situation occur.



## Attendance Policy

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### Overview:

At BBAIM, our training programs are designed to provide flexibility and convenience through self-paced learning. However, some programs may include essential components like guided classes, practical training sessions, online workshops, follow-up meetings/videocalls, and individual sessions with a tutor.

### Expectations:

#### 1. Attendance:

- ▶ All learners are expected to attend scheduled in-class training, online workshops, follow-up meetings/videocalls, and individual sessions with a tutor, as applicable to their program. Regular attendance is crucial for successful completion of the course.

#### 2. Punctuality:

- ▶ Learners are expected to be punctual for all scheduled sessions. Late arrivals may disrupt the learning environment and result in missed information.
- ▶ Learners joining more than 15 minutes late may not be allowed to join the class.

#### 3. Scheduled Training:

- ▶ All forms of training, whether self-paced or scheduled, will be communicated well in advance.
- ▶ Learners are responsible for checking the schedule and planning their attendance accordingly.

#### 4. Rescheduling, Cancellations and No-shows:

- ▶ Rescheduling of sessions is subject to availability and must be requested in advance. Cancellations should be made with sufficient notice to avoid any penalties. Failure to attend a scheduled session without prior notice constitutes a "no-show." No-shows may result in the learner being expelled from the course. No refunds will be provided for expelled learners. Additional fees may apply for rescheduling, cancellations and no-shows as outlined in our Rescheduling, Cancellations and No-Shows Policy.



## Consequences for Non-Compliance:

### 1. Expulsion:

- ▶ Expulsion from the course may occur if a learner accumulates a multiple number of no-show instances or consistently fails to meet attendance expectations.
- ▶ Expelled learners will not be eligible for any further participation in the training program, and no refunds will be issued.

**Note:** It is the responsibility of each learner to familiarise themselves with this attendance policy and adhere to the guidelines outlined herein. BBAIM reserves the right to amend this policy as needed, with any changes communicated to learners in a timely manner.

### CONTACT DETAILS for Bookings Management:

Academic Office ( Email: [info@bbaim.co.uk](mailto:info@bbaim.co.uk))

## Behaviour Policy

At BBAIM, we are committed to fostering a positive and conducive learning environment. Students are expected to adhere to the following behaviour guidelines in various aspects of their academic journey:

### 1. Academic Standards of Behaviour and Performance:

- ▶ Students must maintain high academic standards and ethical conduct.
- ▶ Plagiarism, cheating, and any form of academic dishonesty are strictly prohibited.
- ▶ Respect for intellectual property, proper citation, and honest collaboration are expected.

### 2. Language:

- ▶ Use of respectful and inclusive language is mandatory.
- ▶ Profanity, offensive language, or any form of verbal abuse is not tolerated.

### 3. Attitude Towards Team Members and Other Learners:

- ▶ Respect the opinions and perspectives of team members and fellow learners.
- ▶ Encourage a positive and collaborative atmosphere within the academic community.
- ▶ Bullying, harassment, or discrimination based on race, gender, religion, or any other factor will not be tolerated.

### 4. Behaviour During Online Workshops:

- ▶ Attend online workshops punctually and actively participate. Maintain a professional demeanour during virtual interactions.
- ▶ Keep microphones muted when not speaking to minimise disruptions.



- ▶ The use of cameras to enable video will be expected to enhance engagement and participation.

#### **5. Behaviour During Practical Classes:**

- ▶ Adhere to the specific guidelines provided for practical classes. Follow safety protocols in both aesthetic and clinical environments.
- ▶ Respect the space and equipment, ensuring their proper use and maintenance. Display professionalism and courtesy towards instructors and peers.

#### **6. Smoking, Drugs, and Alcohol:**

- ▶ Smoking is strictly prohibited within academy premises. It is allowed in the designated area, only during the breaks.
- ▶ The use of drugs and alcohol, including being under the influence, is strictly prohibited during class hours and academy activities.
- ▶ Students found in violation of these policies may face immediate disciplinary action, including expulsion.

#### **7. Representing the Academy Outside:**

- ▶ Students are ambassadors of the academy and should uphold its reputation. Conduct themselves professionally in external settings, conferences, or events. Refrain from engaging in activities that may bring disrepute to the academy.

#### **8. Consequences for Non-Compliance:**

- ▶ Violations of this behaviour policy may result in disciplinary actions, including warnings, probation, suspension, or expulsion, depending on the severity and repetition of the offence. Repeated violations may lead to academic consequences, affecting grades and progress.

**Note:** It is the responsibility of each student to familiarise themselves with and adhere to this behaviour policy. For BBAIM reserves the right to amend this policy as necessary, with any changes communicated to students promptly.



## Cause For Concern Policy

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### Objective:

This policy outlines the procedures and guidelines for addressing situations that give rise to concern regarding the well-being, behaviour, or academic performance of individuals within the academic community.

#### 1. Identification of Concerns:

- ▶ Concerns may arise regarding a student's well-being, mental health, academic performance, or conduct within the academy.
- ▶ Faculty, staff, or fellow students may identify and report concerns through established channels, detailed at the end of the policy.

#### 2. Reporting Procedure:

- ▶ Individuals with concerns should report them promptly to the designated point of contact: their tutors, course coordinators or the program manager.
- ▶ Reports should include specific details, observations, and any supporting documentation, if applicable.

#### 3. Privacy and Confidentiality:

- ▶ All reports and discussions related to concerns will be handled with the utmost sensitivity and confidentiality.
- ▶ Information will only be shared with those directly involved in the resolution process on a need-to-know basis.

#### 4. Supportive Interventions:

- ▶ Upon receiving a report, the academy will initiate supportive interventions, which may include counselling, academic assistance, or other relevant support services.
- ▶ Communication with the individual involved will be conducted in a compassionate and non-judgemental manner.

#### 5. Involvement of Key Stakeholders:

- ▶ The academy may involve relevant stakeholders, such as mental health professionals, academic advisers, or student support teams, to assess and address the concerns comprehensively.

#### 6. Communication:

- ▶ Open and clear communication will be maintained with the individual under consideration, providing them with information about the concerns raised and the support available. Regular updates on the resolution process will be shared with the concerned parties.





## 7. Escalation and Referral:

- ▶ If concerns persist or escalate, the academy reserves the right to escalate the matter to appropriate authorities or external agencies, ensuring the well-being of all involved parties.

## 8. Resolution and Monitoring:

- ▶ Efforts will be made to resolve concerns in a timely manner, with ongoing monitoring and follow-up as necessary.
- ▶ A formal record of the resolution process and any actions taken will be maintained.

## 9. Non-Retaliation:

- ▶ Individuals reporting concerns or seeking assistance will be protected from any form of retaliation.
- ▶ The academy encourages a supportive environment that values the well-being of its members.

**Note:** This policy is subject to periodic review and may be updated to reflect changing needs and circumstances. For BBAIM is committed to fostering a safe and supportive community for all its members.

If a learner identifies any cause for concern, they should promptly inform their tutor or course coordinators. These individuals are equipped and trained to address or escalate concerns if deemed necessary.

### Official Channels For Reporting:

CONTACT DETAILS for Reporting Concerns:

Dr. F. A. Oshnari - Director ( Email: [info@bbaim.co.uk](mailto:info@bbaim.co.uk))



## Dress Code Policy

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### Overview:

At BBAIM, we uphold high standards of professionalism and hygiene during practical in- class training sessions. Learners are expected to adhere to the following dress code guidelines

#### 1. Nails:

- ▶ No nail extensions are allowed. Nail polish is to be avoided; if applied, only natural tones are acceptable. Nails should be kept short and well-maintained.

#### 2. Hair:

- ▶ Hair must be kept tidy and secured during practical procedures to ensure a clean and safe working environment.
- ▶ Learners are required to have a hair band readily available to tie up their hair securely when performing procedures on patients.

#### 3. Uniforms:

- ▶ The academy will provide tunics or tops for learners when possible. We retain the right to request information regarding the learner's preferred top size.
- ▶ Learners should be prepared to bring their own tunics or tops if requested. Bottoms should be black, including trousers or skirts with black tights.
- ▶ Footwear must be fully enclosed; no sandals are allowed.
- ▶ For colder weather or religious reasons, learners are allowed to wear a black cotton long-sleeve top under the uniform tunic or top.

#### 4. General Guidelines:

- ▶ All clothing should be clean, well-maintained, and in good condition.
- ▶ Learners are encouraged to maintain personal hygiene, including clean hands and good grooming habits.

#### 5. Compliance and Consequences:

- ▶ Non-compliance with the dress code policy may result in learners being unable to participate in practical sessions.
- ▶ It is the responsibility of each learner to be familiar with and adhere to the dress code guidelines outlined in this policy.

**Note:** This policy is subject to periodic review, and any updates will be communicated to learners promptly. BBAIM appreciates the cooperation of all learners in maintaining a professional and safe learning environment.



## Equality and Diversity Policy

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### Objective:

At BBAIM, it is our policy to treat all employees and learners fairly and equally, irrespective of their sex, sexual orientation, marital status, race, colour, nationality, ethnic or national origin, religion, age, or disability. Our commitment to equality and diversity extends to creating an inclusive environment where everyone has equal access to opportunities and is treated with dignity and respect.

#### 1. Implementation:

- ▶ All learners and staff members are required to comply with this policy and actively contribute to its objectives.
- ▶ The policy aims to remove any barriers to equal opportunity and foster an environment that values diversity.

#### 2. Disciplinary Action:

- ▶ Any act of discrimination by staff or learners, or any failure to comply with the organisation's equality and diversity policy, will result in disciplinary action.
- ▶ Disciplinary measures may include warnings, additional training, or, in severe cases, termination of employment or expulsion from the educational programme.

#### 3. Responsibilities:

- ▶ Line managers and supervisors are responsible for ensuring the fair and equal treatment of their team members.
- ▶ Any concerns or complaints related to equality and diversity should be promptly reported to the designated authority.

#### 4. Promoting Equality and Diversity:

- ▶ BBAIM is committed to promoting equality and diversity through awareness campaigns, training programmes, and creating an inclusive curriculum.
- ▶ Regular reviews of policies and practices will be conducted to identify and address any potential areas for improvement

#### 5. Reporting and Monitoring:

- ▶ Incidents of discrimination or non-compliance with the equality and diversity policy should be reported to the designated staff members specified at the end of this policy. The organisation will monitor the effectiveness of this policy through periodic assessments and feedback from employees and learners.

#### 6. Confidentiality:

- ▶ All reports related to incidents of discrimination will be handled confidentially, respecting the privacy of those involved.



## 7. Review:

- ▶ This policy will be subject to periodic review to ensure its continued relevance and BBAIM is committed to evolving and improving its practices to promote equality and diversity.

**Note:** BBAIM values the contributions of its diverse community and believes that embracing equality and diversity enhances the overall learning and working experience for everyone involved.

**If a learner identifies non-compliance, they should promptly inform their tutor or course coordinators. These individuals are equipped and trained to address or escalate such non-compliance if deemed necessary.**

### Official Channels For Reporting:

CONTACT DETAILS for Reporting non-compliance with the Equality and Diversity Policy:

Dr. F. A. Oshnari- Director ( Email: [info@bbaim.co.uk](mailto:info@bbaim.co.uk) )

**Should any of the provided contacts be implicated in the non-compliance incident, please ensure that the matter is reported to the alternative one.**



## Feedback and Review Policy

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### Objective:

At BBAIM, we value the feedback of our stakeholders and recognize its significance in enhancing our services and operations. This policy outlines the framework for collecting, managing, and responding to feedback and reviews.

#### 1. Feedback Channels:

- ▶ We provide multiple channels for stakeholders to submit feedback, including online forms, surveys, emails, and in-person meetings.
- ▶ The organisation is committed to ensuring that feedback mechanisms are accessible and user-friendly.

#### 2. Confidentiality:

- ▶ All feedback will be treated with the utmost confidentiality. Personal information will be handled in accordance with relevant data protection regulations.

#### 3. Review Process:

- ▶ Feedback received will be regularly reviewed by designated personnel to identify areas for improvement and areas where positive practices can be acknowledged. Reviews will be considered objectively, and actions will be taken based on the merit of the feedback.

#### 4. Timely Responses:

- ▶ We strive to respond to feedback promptly. Acknowledgments for received feedback will be sent, and resolutions or action plans will be communicated within a reasonable timeframe.

#### 5. Action Plans:

- ▶ Action plans will be developed in response to feedback that highlights areas for improvement. These plans will outline specific steps, responsibilities, and timelines for implementation.

#### 6. Continuous Improvement:

- ▶ The organisation is committed to using feedback as a tool for continuous improvement. Trends and patterns identified through feedback will inform strategic decisions and future planning.

#### 7. Feedback Training:

- ▶ Should any of the provided contacts be implicated in the dispute, please ensure that the matter is reported to the alternative one.



## **8. Promoting Positive Reviews:**

- ▶ Positive reviews and commendations will be acknowledged and shared within the organisation to recognise and celebrate achievements.
- ▶ Stakeholders may be encouraged to share positive experiences through testimonials, with appropriate permissions.

## **9. Periodic Reviews:**

- ▶ This policy will be subject to periodic reviews to ensure its effectiveness and relevance. Changes will be made as necessary to align with the evolving needs of the organisation.

## **10. Dispute Resolution:**

- ▶ In the event of a dispute arising from feedback or reviews, a designated authority will be responsible for addressing and resolving the matter in a fair and transparent manner. Contact details at the end of this policy.

## **11. Communication of Policy:**

- ▶ This policy will be communicated to all stakeholders to ensure awareness of the feedback process and the organisation's commitment to continuous improvement. Note: BBAIM appreciates the valuable input from stakeholders and is dedicated to fostering a culture of transparency, accountability, and continuous improvement through constructive feedback.

### **Official Channels For Reporting:**

CONTACT DETAILS for Disputes arising from feedback or reviews:

Dr. F. A. Oshnari- Director ( Email: [info@bbaim.co.uk](mailto:info@bbaim.co.uk) )

**Employees involved in handling feedback are trained to ensure they are equipped to manage and respond to feedback effectively, demonstrating empathy and professionalism.**



## Health and Safety Policy

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### Objective:

BBAIM is committed to providing a safe and healthy environment for all students, staff, and visitors. This Health and Safety Policy outlines our commitment to maintaining high standards of health and safety across all aspects of our operations, including fire safety and the protocols for performing aesthetic and clinical skill procedures.

#### 1. General Health and Safety:

- ▶ All individuals within the academy premises must adhere to health and safety guidelines.
- ▶ Reporting hazards or unsafe conditions promptly is the responsibility of every member of the academy community.
- ▶ Emergency evacuation procedures and assembly points are clearly marked and communicated.

#### 2. Fire Safety:

- ▶ Regular fire drills will be conducted to ensure everyone is familiar with evacuation routes and procedures.
- ▶ Fire extinguishers, alarms, and emergency exit signage will be regularly inspected and maintained.
- ▶ Smoking is strictly prohibited within academy buildings, except in designated areas.

#### 3. Aesthetic Procedures and Clinical Skills:

- ▶ Strict adherence to infection control and hygiene practices during aesthetic and clinical skill procedures is mandatory.
- ▶ Personal Protective Equipment (PPE) must be worn as required, and proper disposal protocols must be followed.
- ▶ Blood spills will be promptly and safely cleaned using the academy's specified protocols.
- ▶ Proper training and certification are required before performing aesthetic and clinical skill procedures.

#### 4. First Aid and Medical Emergencies:

- ▶ Adequate first aid facilities and trained personnel will be available on Clear procedures are in place to handle medical emergencies, and emergency contact information is readily accessible.

#### 5. Equipment Safety:

- ▶ All equipment and machinery will be regularly inspected, maintained, and used in accordance with safety guidelines.
- ▶ Training will be provided to individuals operating specialised equipment.





## 6. Health and Safety Training:

- ▶ All staff and students will undergo health and safety induction training upon joining the academy.
- ▶ Regular refresher courses will be conducted to ensure ongoing awareness.

## 7. Accessibility of Full Policy:

- ▶ The complete Health and Safety Policy, including detailed procedures for fire safety, aesthetic procedures, and clinical skills, is accessible to all students at the reception of the academy.

## 8. Review and Update:

- ▶ This policy will be reviewed periodically to ensure its effectiveness and relevance.
- ▶ Updates will be communicated promptly to all stakeholders.

## 9. Responsibilities for Execution:

- ▶ The designated individuals responsible for executing health and safety measures are Directors Dr. F. A. Oshnari. They are tasked with overseeing and implementing the necessary protocols to ensure the well-being of everyone on the premises.

**Note:** BBAIM places the highest priority on the health and safety of its community members. Every individual is encouraged to actively contribute to maintaining a safe environment.

### Official Channels For Reporting:

CONTACT DETAILS for Reporting Hazards:

Dr. F. A. Oshnari- Director ( Email: [info@bbaim.co.uk](mailto:info@bbaim.co.uk) )



## Hygiene, Cleanliness, and Use of Equipment Policy

### Objective:

At BBAIM, we prioritise the well-being and safety of our learners during practical training. This policy has been tailored to address key aspects relevant to your time in the academy, focusing on personal hygiene, cleanliness of practical areas, and proper use of equipment.

#### 1. Personal Hygiene - Nails and Hair:

- ▶ No nail extensions are allowed, and natural tones are preferred if learners choose to apply nail polish. Nails should be kept short and well-maintained for optimal hygiene.
- ▶ Hair must be kept tidy and secured during practical procedures to ensure a clean and safe working environment. Learners are required to have a hairband readily available to tie up their hair securely when performing procedures on patients.

#### 2. Cleanliness of Practical Areas:

- ▶ An appointed cleaner is responsible for deep cleaning the premises at the end of the day. Learners are expected to maintain their work areas tidy at all times.
- ▶ General cleaning should be performed after each patient/model interaction to uphold a clean and professional learning environment.

#### 3. Proper Use of Equipment:

- ▶ Equipment provided for practical training must be used strictly for its intended purpose. Learners will receive comprehensive training on the correct usage of specific equipment during their practical sessions.

#### 4. Food and Drink:

- ▶ Refreshments are provided on-site, and students can gather in the reception area during breaks. There isn't a designated facility for consuming food and drinks within the academy, so students are encouraged to enjoy meals outside the premises.

#### 5. Reporting Concerns:

- ▶ Learners should promptly report any concerns or issues related to hygiene, cleanliness, or equipment to designated personnel: tutors and office staff members.

#### 6. Compliance and Consequences:

- ▶ Non-compliance with hygiene and cleanliness guidelines may result in corrective actions or additional training. Responsible use of equipment is vital for the safety of all learners and will be closely monitored.

#### 7. Training Support:

- ▶ Learners will receive comprehensive training on hygiene practices, cleanliness standards, and proper equipment usage during the induction process. Continuous awareness sessions will reinforce these practices throughout the training period.



## 8. Review and Updates:

- ▶ This policy will be regularly reviewed to align with the evolving needs of learners during practical training. Any updates will be communicated promptly to ensure learners are informed of the latest guidelines.

**Note:** BBAIM encourages active participation from learners in maintaining a safe and hygienic environment. The complete policy is accessible at the academy reception for reference. Your commitment to these guidelines contributes to a positive and effective learning experience for everyone.

## Rescheduling, Cancellations, and No-Shows Policy

### Objective:

Late cancellations, rescheduling, no-shows, and late arrivals can significantly impact the efficiency of BBAIM operations, compromise the learning experience, and affect the overall quality of training provided.

To maintain a structured and organised environment, the following policies have been established. They refer to any in-class form of training, meetings, video calls and webinars.

### Rescheduling:

- ▶ Notice Required: 7 days.
- ▶ Rescheduling Fee:
  - If a learner reschedules the training within less than 7 days prior the scheduled date, the rescheduling fee will apply. Please refer to the Fees and Payments Policy.
  - Students that are unable to attend a practical training session due to a medical emergency, and they provide a valid medical certificate will be offered a free of charge extension of the training program for one calendar year.

### Cancellation:

- ▶ A learner are allowed to cancel training at any time; however, they will not be eligible for a refund of any payments they have made.
- ▶ If a learner chooses to re-enrol for the training, the re-enrolment fee will be applicable. Please refer to the Fees and Payments Policy.

### No-shows:

- ▶ To book an alternative date, the no-show fee will apply. Please refer to the Fees and Payments Policy. Multiple no-shows may result in the learner being expelled from the course.
- ▶ No refunds will be provided for expelled learners. 100% of the training fee paid will be retained by the academy.



### **Late Arrivals:**

- ▶ Students arriving more than 15 minutes late will not be allowed to join the class and it will be considered a no-show.

## **Cancellation of Rescheduling of Training Sessions By Us**

Our academy understands that unforeseen circumstances may arise that require the cancellation or rescheduling of in-class training sessions. Therefore, we have established a policy to ensure that cancellations and rescheduling are handled in a fair and efficient manner for all parties involved.

### **Notification:**

- ▶ If an in-class training session needs to be cancelled or rescheduled, we will make every effort to notify all affected participants as soon as possible. This may include email, phone, or other forms of communication.

### **Short Notice:**

- ▶ We reserve the right to reschedule or cancel an in-class training session on short notice, which is defined as less than 24 hours' notice. In such cases, we will make every effort to provide alternative arrangements as soon as possible.

### **Reasonable Cause:**

- ▶ We will only cancel or reschedule in-class training sessions for a reasonable cause. This includes but is not limited to unforeseen circumstances such as inclement weather, natural disasters, epidemic/pandemic situation, power outages, unexpected unavailability of instructors or facilities, or any other reasons that are out of our control.

### **Refunds:**

- ▶ If an in-class training session is cancelled and we are unable to provide the alternative date within one year of a cancelled date\*, participants will be entitled to a full refund of any fees paid for the course (deducted by the online training fee). If an in-class training session is rescheduled and a participant is unable to attend the rescheduled session, they will be provided with up to two alternative dates. Please note that students refusing to attend all the offered alternative dates, will not be eligible for a refund.

### **Rescheduling:**

- ▶ If an in-class training session needs to be rescheduled, we will make every effort to provide alternative dates and times that are suitable for all affected participants. We may also offer alternative training options, such as online training or self-paced learning, if available.

*\* This rule does not apply if the cancellation is a result of the government public restrictions, preventing us from providing the face-to-face training sessions. In such circumstances the in-class training sessions will be postponed until the restrictions are lifted*



**Note:** Please note that the information provided is subject to periodic review and may be updated. Learners are encouraged to stay informed about any changes by regularly checking for updates or contacting the administration for the latest information. Your cooperation in adhering to these policies contributes to a positive and effective learning experience for all.

**Contact details for bookings management:**

**ACADEMIC OFFICE** ( Email: [info@bbaim.co.uk](mailto:info@bbaim.co.uk) )

## Suggestions and Complaints Procedures

### Objective:

At BBAIM, we value your feedback, whether it be suggestions to enhance our services or addressing concerns through the complaints process. Your input is vital in helping us maintain a high standard of quality and continuously improve our offerings.

### Submitting Suggestions:

We welcome your suggestions to improve our services. To submit a suggestion, please follow these steps:

**1. Direct Communication:**

Share your suggestion directly with your instructor, assessor, or relevant personnel.

**2. Written Submission:**

Provide a written suggestion and drop it off at the reception or email it to the designated address, provided at the end of the policy.

### Suggestions Review:

Upon receiving your suggestion, we will:

1. Acknowledge receipt of your suggestion within 7 days.
2. Review and evaluate the suggestion internally.
3. Implement feasible suggestions that contribute positively to our services.

### Submitting Complaints:

We understand that concerns may arise, and we are committed to addressing them promptly.

To submit a complaint, please follow these steps:

**1. Direct Communication:**

Share your complaint directly with the person involved, your instructor, or assessor.



## 2. Formal Complaint Submission:

If the issue remains unresolved, submit the Formal\_Complaints\_Form by emailing it to the designated address, provided at the end of the policy.

### The formal complain should include the following details:

- Personal Information: Name, Contact Number, Email Address, Address.
- Details of Complaint: Date of Incident, Location of Incident, Name(s) of Involved
- Personnel, Nature of Complaint, Witnesses (if any).
- Previous Communication, if applicable: Date of Previous Communication, Person(s) Contacted, Outcome.
- Supporting Documentation: Attach any relevant documents, photographs, or other evidence that supports your complaint.
- Resolution Expectations: Desired Outcome, Suggestions for Resolution.
- Declaration: Include the following declaration in your email:

## Complaints Handling:

Upon receiving your complaint, we will:

1. Acknowledge receipt of your complaint within 7.
2. Conduct a thorough investigation into the matter.
3. Provide you with a resolution and any necessary corrective actions within 14 days.

## Protection of Identities:

- ▶ Your suggestions and complaints will be treated with utmost confidentiality, and your identity will be protected during the investigation process.
- ▶ We appreciate your commitment to helping us maintain a positive and constructive is instrumental in our continuous learning and working environment. Your input improvement efforts.

### CONTACT DETAILS for Complaints:

Dr. F. A. Oshnari - Director ( Email: [info@bbaim.co.uk](mailto:info@bbaim.co.uk) )

**Should any of the provided contacts be implicated in the dispute, please ensure that the matter is reported to the alternative one.**



## Termination of Contract Policy

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### Objective:

At our training academy, we are dedicated to fostering a safe and professional learning environment for all our students. To uphold this commitment, we reserve the right to terminate the contract of any student who fails to comply with our policies and procedures. Contract termination may occur under the following circumstances:

#### **Failure to Comply with Local or National Policies:**

- ▶ All students must adhere to local and national policies and procedures relevant to their training. Failure to comply may result in contract termination.

#### **Unprofessional Conduct:**

- ▶ Students are expected to maintain a professional demeanor. Unprofessional conduct includes, but is not limited to:
  - Harassment, discrimination, or bullying towards others.
  - Disruptive behavior in classrooms or clinical settings.
  - Use of inappropriate language or engaging in inappropriate conversations.
  - Violation of dress code policies.
  - Failure to attend shifts without notice or a valid reason.
  - Theft or misuse of academy or clinical property.
  - Being under the influence of drugs or alcohol on duty.
  - Failure to maintain professional boundaries.
  - Inappropriate comments on social media.
  - Failure to report incidents of abuse or neglect witnessed during training.

#### **Decrementing Patient Care:**

- ▶ Contract termination may result if a student's actions or behaviour negatively impact patient care.

#### **Failure to Complete Assessments:**

- ▶ Students must complete all assessments during their training. Failure to do so may lead to contract termination.

#### **Repeated Non-Attendance in In-Class Sessions:**

- ▶ Students must attend all in-class sessions. Contract termination may occur if a student fails to attend three sessions in a row.





### **Risk to Staff and/or Patients:**

- ▶ If a student's actions or behaviour are deemed to put staff and/or patients at risk, the contract may be terminated.

### **Breach of Confidentiality or Data Protection:**

- ▶ Strict adherence to confidentiality and data protection policies is mandatory. Any breach may result in contract termination.

### **Unauthorized Sharing of Training Materials:**

- ▶ Students are prohibited from sharing training materials with unauthorised individuals.
- ▶ A breach of this policy may lead to contract termination.

**We approach contract termination with utmost seriousness and will only resort to it after exhausting all other options. This policy is designed to ensure a professional and secure learning environment for all students.**

**Financial Implications: In the event of contract termination due to the above reasons, we reserve the right to retain 100% of the course fee and any other fees paid.**

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