



# Brighton Holistics

Beauty - Complementary - First Aid - Holistic - Online - Reiki - Sports

## Learners Welcome Information Manual

**This document contains important information  
regarding your course.**

**Please save and read this document before attending  
your course.**



**[www.BrightonHolistics.co.uk](http://www.BrightonHolistics.co.uk)**

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Any person who uses these courses for teaching purposes will be liable for costs under the copyright covering that course.

### Contact Details

#### **Brighton Holistics**

The Conifers

206 Warren Road

Brighton

BN2 6DD

01273 672 690

**Email: [info@BrightonHolistics.co.uk](mailto:info@BrightonHolistics.co.uk)**

**Web: [www.BrightonHolistics.co.uk](http://www.BrightonHolistics.co.uk)**



**Date as per post mark or enquiry date**

The Conifers  
206 Warren Road  
Brighton  
BN2 6DD  
01273 672 690

**[info@BrightonHolistics.co.uk](mailto:info@BrightonHolistics.co.uk)**  
**[www.BrightonHolistics.co.uk](http://www.BrightonHolistics.co.uk)**

Dear Friend

**[Reference: Training with Brighton Holistics](#)**

Welcome to Brighton Holistics!

Brighton Holistics is a registered and accredited college for the Federation of Holistics Therapists, Quasafe and is also a VTCT and ITEC school.

Brighton Holistics prides itself on the level of service it offers to learner's pre and post course. The college is a safe, secure venue for you to learn in, hassle, stress and attitude free. The emphasis is on you where you can feel safe, relaxed, unpressured and unintimidated.

I hope you enjoy your time at Brighton Holistics, if you have any question please do not hesitate to ask.

Yours sincerely

**Jon Matson-Higgins FFHT**  
**Principle & Senior Tutor of Brighton Holistics**

## Company Profile for Brighton Holistics

Brighton Holistics first started training in 2006 under the name of Treatments on the Hill. In 2009 the decision was made to change the name to continue the company's growth since Treatments on the Hill could only realistically be used as long as the practice stayed at the same location. In March 2014 Brighton Holistics became a registered trade mark.

Brighton Holistics therapy and training rooms offer an escape from today's hustle and bustle world; a serene place to soothe your senses and relax whether you're being pampered or learning. With the coastline as a backdrop, Brighton Holistics is a beautiful and tranquil venue to enjoy a course and learn new skills.

Brighton Holistics is a registered and accredited college for the **International Therapy Examination Council (ITEC)**, **Vocational Training Charity Trust (VTCT)**, the **Federation of Holistic Therapists (FHT)**, **International Federation of Professional Aromatherapists (IFPA)**, and **Qualsafe**.

All training staff at Brighton Holistics are registered with the **Federation of Holistics Therapists (FHT)**, and registered on the **Accredited Voluntary Register (AVR)** by the **Professional Standards Authority for Health and Social Care (PSA)**.

All Reiki courses taught at Brighton Holistics are accredited by the **Federation of Holistics Therapists (FHT)** and recognised by the **Complementary and Natural Healthcare Council (CNHC)**.

When training, we believe that it is better carried out in small groups, therefore we only train up to a maximum of six people at a time to maximise time to its full potential. Here at Brighton Holistics we understand and are sympathetic to all learning difficulties, so one-on-one workshops are also offered.

All Brighton Holistics staff and its affiliates are all practicing therapists, members of the Federation of Holistic Therapists and registered on the Accredited Voluntary Register (AVR) by the Professional Standards Authority for Health and Social Care (PSA).

## Company Ethics

We pride myself on the level of service We give my clients and students and work to a very strict code of ethics and practices.

We run the company on the lines of the Reiki Principles.

*Just for today, I will be kind  
Just for today, I will not worry  
Just for today, I will not be angry  
Just for today, I will do my work honestly  
Just for today, I will give thanks for my many blessings  
Just for today, I will be kind to my neighbour and every living thing*



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## Course Structure



**Start Time - 10.30am**

**Finish Time – 16.30 (approximately)**

**Please note that we don't open until 10.15, please do not arrive before this time.**

On arrival and over a cup of tea or coffee an informal introduction to me and other learners will take place. This is a great time to learn about each other and pick up advice from other people's experiences.

On your training day you emailed a login where you can download your course manual. These manuals are for you to keep and for you to use to refresh your knowledge whenever you need to. You will have access to these manuals for a limited time, so please download them. The manuals cover all aspects of the course such as promotional material, contra-indications to the treatment, relevant anatomy and physiology and detailed step by step treatment notes. The reason we give you downloadable manuals and not print them off is because, it takes 12 trees to make one ton of 100 percent non-recycled newsprint. It would take a little more than half a tree to make a carton (10 reams) of 100 percent, non-recycled 20-lb. copier paper. One tree makes 16.67 reams of copier paper, or 8,333.3 sheets. One ream (500 sheets) uses 6 percent of a tree.

Once we have covered all the necessary theory, we will then start with the practical side of things. We begin with clear demonstrations of the treatment, broken down section by section to make it easier to follow and learn.

You will then be required to give a full treatment from start to finish. This is important to see and understand how the entire treatment fits and flows together. I will offer guidance and support throughout and answer any questions you may have during your time on the course. You will also receive as much post support as necessary to make sure that you are offering a first class treatment to your clients.

To maximise teaching time short breaks will be given along with a 30-45 minute lunch break. Please bring a cold lunch with you (e.g. sandwiches, salad, etc.); we do not have any food preparation areas for the heating up of food.

Please bring some **flip flops** or other **indoor shoes** with you to wear around the treatment room. Please also bring four **large** bath towels (larger the better) and one hand towel, these will be used by yourself during the practical training session. Please note that Brighton Holistics do not supply towels for training.

Towels will not be required if you are attending the following courses: -

- ◇ First Aid
- ◇ Seated Chair
- ◇ Indian Head
- ◇ Reiki courses
- ◇ Working with Pre-Blended Oils
- ◇ Introduction to Aromatherapy
- ◇ Aromatherapy Product Making

## Products Used During Practical Training Days

While you are at Brighton Holistics all training products will be supplied. If you require or use any special products (e.g. vegan) please bring these with you on the training day.

### The Products we use are: -

- ◇ **Massage Wax** - From Annie's Waxes (beeswax)
- ◇ **Essential / Carrier Oils** - Tisserand and Base formula all ethically sourced (aromatherapy courses only)
- ◇ **Cleansing products** - General hand and foot sanitiser

### What do you need to wear

We do not expect you to wear a therapy uniform, but if you have one and wish to wear it that is fine. However, clothing should be comfortable and appropriate, therefore tight-fitting or revealing clothing will not be suitable.

Jewellery (except wedding rings) should be removed, so for safe keeping, we recommend that you leave most jewellery at home.

Hair must be secured away from the face. Nails should be short, without varnish or extensions.

### Please Note

- ◇ On some courses FHT members will need to complete case studies. Some professional bodies don't require case studies; certification will only be issued if you show that you are competent with this treatment and that you have met the range of learning outcomes and the assessment criteria has been met as set by the National Occupational Standard.
- ◇ A CPD Certification will be issued if these standards are not met or you may be asked to complete case studies or asked to attend another training day to show competence with offering this treatment. If this is the case options will be discussed with you.

**For further Questions and Answers and the Booking Terms and Conditions please view the website**

**[www.BrightonHolistics.co.uk](http://www.BrightonHolistics.co.uk)**



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## General Contraindications (these apply to all courses)

Brighton Holistics reserves the right to withhold training if any of the following health and safety contraindications are present in any student or model who attends a training course. It is the responsibility of the student to check the contraindications listed below before booking a course. All the general contraindications apply to all students and models unless agreed with Brighton Holistics prior to the training date. If you require any advice on these conditions, please call us on **01273 672 690**.

- Fungal conditions (on the hands or feet), verrucae on the feet and/or warts on the hand. (These must be covered)
- Pregnancy (all stages). If you are attending a pregnancy massage course your model must be past their first trimester.
- Any physical disability or restriction of any kind, in any part of the body, which prevents free movement for delivering (and receiving of) the techniques of each training course.
- ALL infectious diseases and ANY infectious condition such as Viruses, colds, cold sores, warts as well as bacterial infections such as impetigo, boils, conjunctivitis, sties, ringworm etc.
- Under the influence of alcohol or drugs.
- Extensive wounds, cuts, bruises or abrasions to hands and/or feet, or in any area of the body where the treatment will be performed.
- Extensive (or recent/severe) inflammation anywhere in the body (including severe, localised sunburn).
- Central nervous disorders, cerebral palsy, multiple sclerosis and Parkinson's Disease, trapped, pinched or inflamed nerve.
- Bulging or herniated disc.
- Numbness, tingling or reduced sensitivity in the extremities or in any treatment area.
- Thrombosis/embolism or phlebitis, recent stroke, haemorrhage or blood clots.
- Excessively high or low blood pressure, dizziness and/or nausea.
- Serious heart conditions/circulatory disorders/severe varicose veins.
- Paranoia, psychosis or schizophrenia.
- Osteoporosis, spondylitis, severe rheumatoid or osteoarthritis.
- Any undiagnosed condition or illness.
- Head lice or nits.
- Recent head injury or neck injury (including whiplash).
- Recent operations/surgery: anywhere in the body.
- Diarrhoea and/or vomiting.

## Direction to Brighton Holistics, Brighton

The address is - 206 Warren Road, Brighton, BN2 6DD  
Look for the Flag Pole in the front garden

### By Road

#### From M23/A23:

- ◇ On entering Brighton on the A23, turn left at the Brighton roundabout following sign for Worthing, Lewes and Newhaven.
- ◇ Remaining in the middle lane and proceed straight over the first roundabout, and then turn right at the 2<sup>nd</sup> roundabout, following signs for the A27 East, Lewes and Newhaven.
- ◇ On joining the A27 East, still following signs for Lewes, Newhaven and Universities, continue past the Hollingbury turn off. Take the next exit signposted Falmer, Rottingdean and Sussex University after having past the Sussex University on your left, entering the B2123.
- ◇ At the roundabout turn right to drive over the A27 and proceed over the next roundabout following signs for Woodingdean and Rottingdean, taking you onto the Falmer Road.
- ◇ Continue along the Falmer road to the intersection with the Downs Hotel on your right. At the intersection, turn right and continue past the Esso garage on your right, the Nuffield Hospital on your left and Brighton Holistics is located approximately 200 meters past The Harris Garage on your right.

#### From A27 Lewes:

- ◇ Continue Westbound on the A27 towards Brighton. Take exit, signposted Brighton Universities, Brighton Marina, Brighton Racecourse, Rottingdean (B2123). At roundabout turn left onto Falmer Road.
- ◇ Continue along the Falmer road to the intersection with the Downs Hotel on your right. At the intersection, turn right and continue past the Esso garage on your right, the Nuffield Hospital on your left and Brighton Holistics is located approximately 200m past The Harris Garage on your right.

### By Taxi

Please telephone 01273 202020 or 01273 747474 to book a taxi.

### By Train

The local train station is Brighton or Falmer. Please note that both stations have taxi ranks.

## By The Bus

The Number 2, 2A and 22 go right past Brighton Holistics, please ask the Bus driver to stop at “Downland Road” Bus Stop) The bus time table and a map of the bus routes can be found at [www.buses.co.uk](http://www.buses.co.uk)



## Parking

If you are going to be driving to Brighton Holistics to attend a training course, may we ask that you park in the car park at the top of the hill on Warren Road. The car park is situated on the bend in the road on your left if you are coming from Falmer Road up the hill, or on your right if you are coming from Brighton down the hill. The car park is safe, large and free to use.



Free parking is also available in Hillview Road, Holtview Road, Warren Rise and Downland Road; these roads are behind Warren Road and only a short walk to Brighton Holistics. You are strongly advised not to park on Warren Road due to potential heavy traffic.

## Sat Nav

If you will be using your Sat Nav to find your way here, the post code is BN2 6DD and the building number is 206. Please note that Sat Nav's only take to you the start of the post-code, unless you insert the house number. If you arrive at Harris Garage, you need to walk up the hill, with the sea on your left.

**If you have any problems please do not hesitate to call !!**

**01273 672 690**

**The address is - 206 Warren Road, Brighton, BN2 6DD  
Look for the Flag Pole in the front garden**

## Accommodation

### **The Downs Hotel** (Nearest to Brighton Holistics)

[www.downs-hotel.co.uk](http://www.downs-hotel.co.uk)  
Warren Road, Brighton, BN26BB  
01273 390860

### **The Kelvin Guest House**

[www.thekelvin.co.uk](http://www.thekelvin.co.uk)  
9 Madeira Place, Brighton BN2 1TN  
01273 603735

### **Boydens Guest House**

[www.brightonrock.co.uk](http://www.brightonrock.co.uk)  
27 St James Avenue, Brighton BN2 1QD  
01273 601914

### **Five Hotel**

[www.fivehotel.com](http://www.fivehotel.com)  
5 New Steine, Brighton BN2 1PB  
01273 686 547

### **No 27 (Highly Recommended)**

[www.brighton-bed-and-breakfast.co.uk/](http://www.brighton-bed-and-breakfast.co.uk/)  
Upper Rock Gardens  
01273 694 951

### **Guest and the City - Brighton B & B**

[www.guestandthecity.co.uk](http://www.guestandthecity.co.uk)  
Broad St, Brighton BN2 1TJ  
01273 698289

### **Paskins Town House Hotel**

[www.paskins.co.uk](http://www.paskins.co.uk)  
16 Charlotte Street, Brighton BN2 1AG  
01273 601 203

### **The Kings Hotel**

[www.kingshotelbrighton.co.uk](http://www.kingshotelbrighton.co.uk)  
139-141 Kings Road, Brighton BN1 2NA  
01273 820 854





## Customer Service Charter

### Why do we have a Customer Service Charter and what is it?

Brighton Holistics is a small family run business and we aim to provide good quality services for all Clients and Students. We aim to offer “quality and value for money services, defined by the needs of the client or student, delivered in an efficient and responsive manner” and our objectives are:

- ◇ Providing services which reflect clients and students needs.
- ◇ Efficient, accessible and responsive services;
- ◇ Standards of excellence in the delivery of all our services;
- ◇ Value for money and continuous improvement in what we do.

This Customer Service Charter sets out the standards of customer service you can expect from us when contacting Brighton Holistics by telephone, by letter, by e-mail, through our web- site or in person. If you feel that we are falling short of these high standards, please let me know.

### Standards of Customer Service you can expect at all times, we will:

- ◇ Treat you fairly and with respect;
- ◇ Do our best to help you;
- ◇ Offer a friendly and polite service and be sensitive to your needs;
- ◇ Deal with your letters, phone calls and visits to our offices promptly;
- ◇ Let you know how quickly we can take action;
- ◇ Provide easy-to-understand, useful information and keep you up to date about the services we provide;
- ◇ Deal with your feedback positively and quickly;
- ◇ Keep your details confidential, as far as possible;

### When contacting us by telephone during office hours we will:

Return your phone calls on the same day you asked us to, or if this is not possible, within one working day.

### When writing to us we will:

- ◇ Send an acknowledgment for all letters/emails that we cannot respond to within 2 working days;
- ◇ Let you know when you can expect a full reply if we cannot reply within 5 working days;
- ◇ Make sure we use language that is easy to read and understand;

### When sending us an e-mail we will:

- ◇ Reply within 2 working days when you e-mail our customer enquiry e-mail address through our web-site

- ◇ Make sure we use language that is easy to read and understand;

### **Making a complaint**

We hope that the services you receive from us are of the quality you need. However, we know that there may be times when you are unhappy with the service you receive, or you may want to suggest a way to improve it.

The people who can best deal with most concerns are those who provide the service. We can normally resolve concerns, mistakes and misunderstandings quickly.

Your complaints are important to us. They help us to:

- ◇ Put things right when they go wrong
- ◇ Listen and learn; and change and improve the way we provide services.

So don't be worried about telling us your concerns

### **When should I complain?**

Our complaints procedure is intended for those times when you feel we have failed to deliver what we should. The standards we aim to achieve are set out in our service standards and customer service charter. If our service falls short, you should make a complaint. Examples of when to complain are if we:

- ◇ Fail to take action after you first contacted us
- ◇ Failed to provide a service on time, or to the standard we promised
- ◇ Were not patient, helpful and respectful in dealing with you
- ◇ Provide a service that was unfair
- ◇ Got something wrong

### **How can I complain?**

We want to make it as easy for you as possible to let us know if you feel something has gone wrong

You can complain:

- ◇ by telephone on Brighton, 01273 672 690 option 1
- ◇ in writing by letter
- ◇ by email: [jon@BrightonHolistics.co.uk](mailto:jon@BrightonHolistics.co.uk)

**If you need any help, please telephone us on 01273 672 690**