



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

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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 & Training Venue Address

Brighton Holistics

The Conifers

206 Warren Road

Brighton

BN2 6DD

01273 672 690

Email: info@BrightonHolistics.co.uk

Web: www.BrightonHolistics.co.uk



Date as per post mark or enquiry date

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

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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.

The world is currently facing a global crisis and normal processes and procedures are having to be adjusted. Due to the Corona Virus pandemic, we at Brighton Holistics have also had to make changes to how we would normally operate. We hope that you appreciate and understand the changes that have been made and ask that all learners and models respect these changes and the current requirements.

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.

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

Due to the current Corona Virus Pandemic, we have had to make some changes to how we would normally run a course. These changes are as follows.

In light of the Covid-19 outbreak in 2020, Brighton Holistics has implemented a strict health and hygiene policy for the treatment and training room.

Please note that Brighton Holistics will always follow the guidelines set by the UK Government, accrediting body and regulator. Please always make sure that you read the latest guidelines published on the Brighton Holistics COVID-19 update page. A link for this page was included within your course confirmation email. On this page you will also see how the course will be structured, and this information is also listed on the course listing page found on the Brighton Holistics Website. Please make sure you have read this to fully understand how your course will be delivered during the current pandemic.

During all practical training sessions, a sealed bottled of water will be provided, but please feel free to bring a flask of hot drink with you for you and your model. Brighton Holistics do not provide towels for training. Towels must be provided by the learner, and you will be asked to sign a disclaimer to say your towels have been freshly washed at 60°C or above. No towels will be provided by Brighton Holistics for models to use.

All tutors, learners and models are required to complete a Covid-19 questionnaire form before each day of training. This form will be emailed to you before the start of your practical training. All learners will be required to send the link to this form to the model they are using on the day, which must be returned before arrival. Please note that the form must arrive no later than 8.30 am on the day you are attending face to face training. Any forms which arrive after 8.30 am will not be accepted under any circumstance. Failure to complete this form will result in you not being allowed access to Brighton Holistics. Please note, this form will not be available to be filled out on the day and must be returned, via email, to Brighton Holistics no more than 24hours before arrival.

Before any learner or model is allowed entry into the training room, their temperature will be checked to ensure it is under the allowed limit. You will then be required to place plastic overshoes on and we ask that you do not remove your shoes. Only models will be allowed to remove their shoes when preparing to receive a treatment.

For full information on practical session times and structure, please click on the following link:

<https://www.brightonholistics.co.uk/covid-19-information-page/>

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

- ◇ First Aid
- ◇ Seated Chair
- ◇ Indian Head
- ◇ Reiki courses
- ◇ Introduction to Aromatherapy
- ◇ Aromatherapy Product Making

On your training day you will be 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 copy paper, or 8,333.3 sheets. One ream (500 sheets) uses 6 percent of a tree.

By the end of your practical session, you should be confident enough to give a full treatment from start to finish. This is important to see and understand how the entire treatment fits and flows together. The tutor 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. If you require additional help and support at anytime during your training it is your responsibility to request it.



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 Annies 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.

Please make sure that you have read and fully understand the Brighton Holistics Health and Hygiene Policy in relation to COVID-19.

<https://www.brightonholistics.co.uk/brighton-holistics-hygiene-policy/>

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

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 2nd 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



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

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Accommodation

The Downs Hotel

(Nearest to Brighton Holistics however we do not recommend this hotel)

www.downs-hotel.co.uk

Warren Road, Brighton, BN26BB

01273 390860

No 27 (Highly Recommended)

www.brighton-bed-and-breakfast.co.uk/

Upper Rock Gardens

01273 694 951

The Kelvin Guest House

www.thekelvin.co.uk

9 Madeira Place, Brighton BN2 1TN

01273 603735

Guest and the City - Brighton B & B

www.guestandthecity.co.uk

Broad St, Brighton BN2 1TJ

01273 698289

Boydens Guest House

www.brightonrock.co.uk

27 St James Avenue, Brighton BN2 1QD

01273 601914

Paskins Town House Hotel

www.paskins.co.uk

16 Charlotte Street, Brighton BN2 1AG

01273 601 203

Five Hotel

www.fivehotel.com

5 New Steine, Brighton BN2 1PB

01273 686 547

The Kings Hotel

www.kingshotelbrighton.co.uk

139-141 Kings Road, Brighton BN1 2NA

01273 820 854

We have some great Air B & N around us please look at www.airbnb.co.uk



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

A complaint must be received by Brighton Holistics in writing, or any other permanent medium. It should be posted for the attention of Brighton Holistics Ltd Director, 206 Warren, Road, Brighton, BN2 6DD. We will investigate the complaint immediately and you will be given a full and prompt reply. The complaint should include the full names of any persons, as well as the time, place, date(s) and details of the alleged event(s). All complaints should be registered with

Brighton Holistics within one month of the event. To maintain confidentiality, Brighton Holistics asks that any complaints be sent by registered mail or e-mail, by the Complainant. Brighton Holistics will not process any anonymous complaints.

Receiving the complaint

Once a complaint is filed with Brighton Holistics the complainant will receive an acknowledgement in writing within 14-days of the complaint being made. If the complaint is about a member of the team, then Brighton Holistics will give that team member a further 14-days to respond.

Investigating a complaint

The investigation process will take an undetermined amount of time, but not more than 150days. The Principle will investigate the complaint and following the investigation, a report is prepared. The Principle will make their formal response or decision within 150 days of receiving the complaint.

The decision

If the decision is in favour of the complainant, then any of the following may happen.

- All efforts will be taken to resolve the complaint amicably and swiftly
- Instructions will be given to take other appropriate or formal action as required

If the decision is in favour of Brighton Holistics or a member of the team, then any of the following may happen.

- The complainant will receive formal notice that no further action will be taken

The complainant and any relevant members of the team will receive a written copy of the decision.

Appealing the decision

If the complainant is not satisfied with the decision, then they must take further action and discuss their case with the relevant professional body.

To view the full library of policies used by Brighton Holistics please use this link -

<https://www.brightonholistics.co.uk/brighton-holistics-policies/>