



Policy documentation

Version	11
Date	10/09/2022
Approved	Carolyn Roberts Principal

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1. Health and Safety Policy

- 1.1. All staff and students at the Gaia School must work together to prevent any accidents or injury; by personal vigilance, awareness of dangers and taking responsibility for their actions.
- 1.2. Students should be present at the beginning and end of practical and clinic sessions to prepare and tidy away their work areas.
- 1.3. Students are responsible for the safe, efficient and hygienic preparation and maintenance of their own work areas.
- 1.4. Equipment and creams etc. should be arranged attractively and neatly on the trolleys or tables.
- 1.5. Evidence of faulty equipment should be reported to the tutor immediately it is noted.
- 1.6. Used towels should be removed promptly and placed in the appropriate basket.
- 1.7. Used wipes, tissues, cotton wool should be immediately placed in the bin. Spillages should be dealt with immediately.
- 1.8. You are respectfully requested to refrain from smoking whilst wearing your uniform as this presents a poor image of the School and yourself to clients.
- 1.9. The Tutor is responsible for conducting an annual health and safety risk assessment and implementing any required actions. This will be completed at the start of each academic year (September).
- 1.10. An accident record form should be completed in the event of any accidents or injuries happening whilst in attendance of a Gaia School lesson, class or workshop.

2. Equality and Diversity Policy

- 2.1. Gaia School of Natural Health is committed to equal opportunities, both as an employer and as a service provider of training. It is committed to challenging discrimination in relation to race, ethnic origin, religious belief, class, gender, sexual orientation, marital status, disability and age.
- 2.2. Gaia School of Natural Health recognises and acknowledges the responsibility to put its policy into practice through awareness, training, education and support.
- 2.3. Gaia School of Natural Health will endeavour to review and monitor the effectiveness of its equal opportunity and diversity policy.
- 2.4. Gaia School of Natural Health's equal opportunities policy will underpin the way in which the School will deal with all complaints and grievances.
- 2.5. Gaia School of Natural Health will endeavour to provide advice and information in an accessible manner to all individuals, students/candidates and tutors.
- 2.6. Gaia School of Natural Health will aim to identify areas where it fails to provide a comprehensive service and establish the necessary procedures.
- 2.7. Gaia School of Natural Health is committed to giving all potential employees, students/candidates and tutors equal opportunity and encouragement for personal development within the organisation. It will meet its obligations under the Race relations act, the Equal Opportunities Act, the Equal Pay act, the Disabled Persons Employment Act, the Rehabilitation of Offenders Act and any other relevant legislation that is or may become current.

3. Data Protection Policy

3.1. Personal data

- 3.1.1. Gaia School of Natural Health will use all reasonable endeavours to ensure that the Learner's privacy is protected. When the Learner registers with Gaia School of Natural Health, the School will require the name, date of birth, email address and telephone number. This information allows Gaia School of Natural Health to notify the Learner of the status of enrolment, updating of information and communication.
- 3.1.2. Gaia School of Natural Health may ask the Learner to answer various general questions about themselves including any areas in which the Learner is interested so that information can be tailored to cover the areas in which Gaia School of Natural Health believe the Learner might be interested for future reference.
- 3.1.3. Gaia School of Natural Health would like to use the Learner's information for the purpose of providing the Learner with material about any special areas of Gaia School of Natural Health which is believed may be of interest to the Learner and for related marketing purposes.
- 3.1.4. If at any time the Learner wishes to receive material about any other Gaia School of Natural Health areas which they currently do not receive or if the Learner wishes to stop receiving any material, the Learner may request amendment or removal of their preferences.
- 3.1.5. The personal data collected by Gaia School of Natural Health will be evaluated periodically to determine whether it should continue to hold such data. The Learner may notify Gaia School of Natural Health if they do not wish data to be continually held.
- 3.1.6. Gaia School of Natural Health does not intend to export or share in any way Learner data provided, and will only be storing the information supplied, together with details of the activities the Learner has undertaken with Gaia School of Natural Health, and mailings that have been sent.

3.2. Awarding Body

3.2.1. In instances where Gaia School of Natural Health is not the awarding body, it will be necessary for Gaia School of Natural Health to forward learner details to an Awarding Body e.g. Centralia, Agored Cymru when learners require registration, accreditation and certification of their qualification.

3.2.2. Gaia School of Natural Health may also be required to share your information with the Learning Records Service for the purposes of gaining a Unique Learner Number or updating your Personal Learning Record.

3.3. Retention of personal data

3.3.1. Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

3.3.2. Student records, including enquiries, applications, assessment, awards and attendance will be retained for at least six (6) years from the date that the student leaves the institution, in case of litigation and negligence.

3.3.3. Certain personal data may be held in perpetuity.

3.3.4. This policy will be reviewed every two (2) years to ensure that the data protection laws are still relevant and up to date.

3.4. Website - monitoring of user traffic and Cookies

3.4.1. Gaia School of Natural Health may monitor user traffic on an aggregate basis in order to help it develop and improve the website for the benefit of all Users.

3.4.2. Cookies are small text files on your computer, smart phone, tablet or other device. They are made by your web-browser when you visit a website. Every time you go back to that website, your browser will send the cookie file back to the website's server. Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improving the user experience.

3.4.3. Cookies help Gaia School identify which bits of our website people are using, and help us to improve the user experience.

3.4.4. The information we receive from cookies is anonymous – that is, we cannot and do not link it with personal information we hold about you (e.g. your name, address or email address).

3.5. Website - links

3.5.1. Gaia School of Natural Health website has links to other websites which will have different privacy trading and use policies and conditions and the Learner should familiarise themselves with the same.

3.6. Security

3.6.1. Learners are advised that the Internet is not a fully secure medium. Gaia School of Natural Health will use reasonable endeavours to keep Learner information confidential and store it on a secure server which is password protected and hidden behind a firewall from the outside world. Internal procedures cover the storage access and disclosure of user information. Gaia School of Natural Health will not pass Learner information on to any third parties without first obtaining the Learner's consent.

3.7. Transmission of data outside the EU

3.7.1. As the Internet infrastructure is global and it is not possible to predict the routes that information sent over the Internet will take, the information the Learner provides may be transferred temporarily via a route which takes it outside the European Economic Area as it passes between the Learner and Gaia School of Natural Health. By submitting your information you consent to this transfer.

3.8. Disclosure

3.8.1. Gaia School of Natural Health may disclose personal information if required to do so by Law or in good faith believes it is required to do so by any order of the Courts or other competent body or agency or may do so to protect or defend the rights or property of Gaia School of Natural Health or to protect the personal safety of the Learner or the public at large.

3.9. Data protection

3.9.1. Gaia School of Natural Health uses all reasonable endeavours to comply with the Data Protection Act 1998 and the following principles:

- Personal data should be processed fairly and lawfully. This means that individuals should not be deceived or misled into supplying information
- Data should only be obtained for a specified purpose and should not be used for any other purpose
- Personal data should be adequate, relevant and not excessive in relation to its purpose
- Personal data should be accurate and up to date where necessary
- Personal data should not be kept longer than is needed for its intended purpose
- Personal data should be processed in accordance with the rights of the individual which the information concerns
- Appropriate measures should be taken against unlawful processing or destruction of records. Computer systems should have back up facilities and security provisions
- Personal data should not be transferred outside the European Economic Area (the EU states plus Liechtenstein Iceland and Norway)
- Under the Data Protection Act 1998 you also have the right to request a copy of the personal information we hold about you and to have any inaccuracies corrected. A small fee will be payable, and we require you to prove your identity with two pieces of approved identification. Please address such requests to the Gaia School of Natural Health, 15 Grange Crescent, Childer Thornton CH66 5NA.

3.9.2. For more information on the Data Protection Act, you can visit the government website:

<https://www.gov.uk/data-protection/the-data-protection-act>

Or the Information Commissioner's website:

<https://ico.org.uk/for-the-public>

4. Appeals and Complaints Procedure Policy

- 4.1. The Gaia School aims to provide a professional and high quality service at all times, and will take seriously any comments, complaints or disputes, in order to learn and improve service provision. You may talk to your tutor informally at any time about any matter of concern. Should you wish a complaint to be formal and recorded, please put it in writing to the Principal within 7 days of the incident. A written reply will be provided within 14 days. If at this point you do not feel the matter has been satisfactorily resolved by your school, you may take your complaint to the appropriate Awarding Body.
- 4.2. The Gaia School appreciates the hard work, time and effort that students put into assessments. The School will support and encourage students to pass all assessments. In instances where assessments are deemed by a tutor to need additional work, it is hoped that this would be accepted by students. All feedback will be presented honestly and fairly.
- 4.3. In the event of a student wishing to appeal against the tutor's marking of an internally marked assessment, and following an unsuccessful informal negotiation between the student and tutor, then the Internal Moderator will be asked to mark the assessment.
- 4.4. In the unlikely event that there is still a dispute, and the option is available, then the external Awarding Body appeals procedure should be followed.

5. Cancellation Policy

5.1. Course cancellation by Gaia School of Natural Health

5.1.1. Continuing Professional Development (CPD) / Reiki course cancellation

5.1.2. In the unlikely event Gaia School of Natural Health cancels the course date (or is required to do so by a governing body e.g. UK Government, the Regulator or Accreditor), an email will be sent to you and an alternative course date/s will be offered. If you cannot attend the revised date/s, then Gaia School of Natural Health will refund your deposit and/or all course fees that have been paid.

5.1.3. Gaia School of Natural Health will not be held liable for any other expenses incurred by the learner associated with joining the cancelled course.

5.1.4. Level 5 Diploma in Practitioner Reflexology course cancellation

5.1.5. Where Gaia School of Natural Health cancels a Level 5 course that has not yet commenced, then any monies paid (e.g. deposit) will be refunded, and if possible an indication of future course start dates will be emailed to you.

5.1.6. Where Gaia School of Natural Health cancels a Level 5 course date for an “in progress” course, an email will be sent to you with an alternative course date/s that will be within the 3 year period required for completing the qualification.

5.1.7. In the extremely unlikely event that the full “in progress” Level 5 course is cancelled, Learners are directed to Centralia (registering body) who will provide assistance in organising an alternative course provider. Additional fees will be incurred by the Learner in order to complete the qualification. The level of additional fees will depend on the scope of teaching to be provided by the alternative course provider.

5.1.8. Level 3 Diploma in Aromatherapy course cancellation

5.1.9. Where Gaia School of Natural Health cancels a Level 3 aromatherapy diploma course that has not yet commenced, then any monies paid (e.g.

deposit) will be refunded, and if possible an indication of future course start dates will be emailed to you.

5.1.10. Where Gaia School of Natural Health cancels a Level 3 Aromatherapy course date for an “in progress” course, an email will be sent to you with an alternative course date/s.

5.1.11. Gaia School of Natural Health will not be held liable for any other expenses incurred by the learner associated with joining the cancelled course.

5.2. Course cancellation by Learner

5.2.1. CPD / Reiki / Aromatherapy Learner cancellation

5.2.2. Learners are entitled to cancel their CPD / Reiki booking up to 7 days before the course start time. Deposits are non-refundable, however where Learners have paid the full balance of the course price, they will be entitled to a refund of the difference between the full balance and the non-refundable deposit. Alternatively they may postpone their booking to the next scheduled course with available space.

5.2.3. Learners who cancel within 7 days of the start time of the course are liable for the full cost of the course.

5.2.4. Level 5 Diploma Learner cancellation

5.2.5. Learners are provided the opportunity to withdraw from the course and receive a refund of any paid course fees balance (difference between the full course balance and the non-refundable deposit). This is subject to Learners providing written notice of their cancellation within 14 days of the course commencement date.

5.2.6. Beyond the 14 days “cooling-off” period, Gaia School of Natural Health will not provide any refunds to Learners withdrawing from the course.

5.2.7. Please refer to the Learner and School Contract for further details on specific learner liabilities where course financing options are in place. (The learner remains liable for the course fees balance regardless of whether the learner subsequently completes/graduates the Level 5 course.)

5.2.8. Please see section 6.6., for cancellations relating to Covid-19.

6. COVID-19 Secure Workplace Policy (Suspended)

In the event of Government directives to reinstate COVID precautions, this is the action that will be taken by GSNH.

6.1. Policy outline

6.1.1. This policy outlines the key measures Gaia School of Natural Health (GSNH) is taking to reduce the risk of spreading coronavirus (COVID-19). Please note the content may be subject to change as we follow any changes in government or industry advice.

6.2. Adhering to guideline

6.2.1. Throughout the pandemic, GSNH will be following guidelines issued by the government, NHS, other relevant authorities and consulting guidance issued by professional associations, such as the Association of Reflexologists, regarding safe and hygienic practice and the use of any personal protective equipment (PPE).

6.3. COVID-19 Risk Assessment

6.3.1. GSNH has carried out a full risk assessment, in line with guidance from the Health and Safety Executive (HSE), in order to:

- identify what work activity or situations might cause transmission of the virus;
- think about who could be at risk;
- decide how likely it is that someone could be exposed; and to
- act to remove the activity or situation, or if this isn't possible, control the risk.

6.4. Health screening

6.4.1. Prior to hosting any of my in person workshops, meetings or classes, I will be:

- monitoring my own health and deferring sessions if I have COVID-19 or symptoms of COVID-19.
- asking in-person attendees to contact me 24 hours in advance of their attendance to confirm whether: they have COVID-19 or symptoms of COVID-19; they have been in close contact with someone who has symptoms of COVID-19 (or has Covid) in the past 48 hours; they should be currently self-isolating.
- encouraging in person attendees to undertake a lateral flow test the day before class.
- asking in-person attendees to call and give their apologies on the morning of their session if they have any symptoms of COVID-19.

6.4.2. Individuals are required to confirm they have no symptoms of covid prior to the course. Gaia School reserves the right to refuse learner admission to the course for non-compliance with this.

6.4.3. Current symptoms advised are:

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell (anosmia)

6.5. Enhanced cleaning and hygiene measures

6.5.1. GSNH has introduced enhanced cleaning and hygiene measures throughout teaching sessions, which includes cleaning shared surfaces, and not sharing blankets and towels. Strict personal hygiene measures will also be adhered to, including regular handwashing/ sanitising.

6.6. Other measures

6.6.1. GSNH will offer further risk prevention measures such as reducing the number of attendees onto the course given the available space at the venue; and maintaining a register of attendees (to be provided to the appropriate authorities in the case of confirmed covid transmissions).

6.7. Shared spaces: toilets and kitchens

6.7.1. Learners will be asked to bring their own food, utensils and drinks and to therefore avoid using the kitchen facilities where possible.

- 6.7.2. After using the toilet facilities, learners are advised to close the toilet lid before flushing the toilet, and to bear in mind that after washing their hands they may be touching a shared surface such as the lock and door handle, so it would be advisable to use a hand sanitiser after this.
- 6.7.3. Entering and leaving the training room: Learners are asked to maintain social distancing when entering and leaving the training room. This may require standing back and allowing a fellow learner to move through the door, before following at a safe distance. Door handles will be cleaned regularly throughout the day, and learners should wash or sanitise their hands regularly, especially after touching a shared surface such as a door handle.
- 6.7.4. During breaks learners are encouraged to leave the building and get some fresh air. We will also be opening doors and ventilating the room during the breaks.

6.8. Theory sessions

- 6.8.1. During theory sessions, learners will be asked to not share equipment, and to print out or download handouts prior to the class (as these will not be passed around during the session).
- 6.8.2. Where possible social distancing will be adhered to.

6.9. Practical sessions

- 6.9.1. During practical demonstrations and learner practical sessions, all participants, whether giving or receiving a treatment, will be asked to wear a face covering (Type-II face mask preferred) throughout the time when social distancing is not possible. Learners should bring their own face mask with them. Learners should follow correct procedures when putting on and taking off Personal Protective Equipment (PPE) (face coverings, gloves, visors) including washing their hands before and after.
- 6.9.2. Learners who are exempt from wearing a face mask can attend training days. During practical training sessions that involve close contact work, both individuals must mutually respect each other and their personal preferences and are permitted to decline partnering if they feel uncomfortable with a partner who may or may not be wearing a face

covering. If this happens and there is no alternative individual to work with, then the person/s concerned may only be able to observe the practical session. Please note: if the practical session is mandatory for completion of the course i.e. evidence of required learning for qualification, then this may mean the individual will have to perform the practical element at a later date (on another course or session) with a mutually agreeable partner.

- For clarity Gaia School will not be held responsible for providing an alternative partner.
- Given the above information individuals should consider whether they are comfortable attending a Gaia School course before booking.
- Gaia School reserves the right to amend these policies/notices in response to the latest Government/Medical or Association advice.

6.9.3. Learners are required to wear an apron during practical sessions. A Gaia School apron will be available for purchase which can be placed over an outfit and then removed at the end of the practical session, placed in a closed bag and taken home for washing.

6.9.4. Where practical sessions require “consultation” and discussion with a fellow learner or practice client, then social distancing measures will be observed, wherever possible. This might include, for example, maintaining an appropriate distance as the practice client arrives and leaves for an appointment. If appropriate, consultations and discussions with practice clients might also take place remotely, prior to attendance at the physical treatment.

6.10. Notifications after teaching session

6.10.1. Tutors, learners and clients will inform Gaia School of Natural Health immediately if they experience any symptoms within 7 days of a teaching session.

6.11. Covid Cancellations policy

6.11.1. If a learner cannot attend a one or two day workshop at short notice because they have COVID-19 or have symptoms of COVID-19, any standard cancellation fees will be waived. The client will be asked to kindly confirm in writing/email that they could not attend because they

have COVID-19 or symptoms of COVID-19. They will be given the option of transferring their booking to the next available class, or receiving a full refund if this is not convenient, or there is no future planned date.

- 6.11.2. Learners on multi-day qualification courses who have to cancel at short notice due to suspected or confirmed COVID-19 will be subject to the usual arrangements for being absent from class.
- 6.11.3. If the tutor cannot lead the training day due to covid illness or self-isolation, then an alternative date, or a full refund of the course fee, will be offered.