

British School of Shiatsu-Do – Terms and Conditions

Please keep this information for your records.

Students' Obligations: What BSS-Do requires of its students

We have minimum requirements with regard to attendance levels, competency and home study, which need to be achieved before a student can achieve the Certificate in Level 1 Shiatsu Shin Tai, and before they can progress to the next stage of the Shiatsu Diploma training. In order to proceed to the next stage, students will demonstrate levels of competency by means of end of course assessments.

Year One Shiatsu Shin Tai

Attendance:

- 13 weekend tuition sessions.
- Completion of at least 4 supervised practise clinic days; these are held on various Mondays after weekend 7. Times: 10am – 4pm or 4.30pm on the day you have a tutorial. You will have a choice of dates ahead of time.
- Recommended, regular attendance at Thursday evening Open practise classes. 4 sessions are compulsory during the year.

Home Study:

- Homework is given after each weekend session.
- 2 – 4 hours per week including reading and Anatomy studies
- Case Study Report of 1000 words (+/- 100)

Practise:

- 100-recorded treatment sessions required to qualify for certification.

Assessment:

- Applications to take the final written and practical assessment will be taken after weekend 12. The fee of £170 for this is payable separately.

Year Two Shiatsu Advanced Year

Attendance:

- 11 weekend tuition sessions including one 3-day weekend.
- To complete a BSS-Do specified Online Anatomy Physiology and Pathology Course.
- 4 Monday supervised clinic days, 10am – 4pm.
- Recommended attendance at Advanced Practise Classes and Open Thursday Practise

Home Study: 6-8 hours of study time including:

- Completion of 8 AP&P Study
- Completion of 8 Revision Papers
- Write up of 2 Case Histories in consultation with teacher mentor

Practise:

- 100 Recorded Treatment sessions required

Assessment:

- 2 – day theory and practical assessments are held on Thursday and Friday
The fee of £170 for this is payable separately

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Year Three Shiatsu Probationary Year

Attendance:

- 10 weekend tuition sessions
- These include 3 x three-day modules: Friday/Saturday/Sunday.
- 8 Friday evening Anatomy Physiology and Pathology, 6 – 9pm
- 4 Monday supervised clinic days, 9.30am – 4.30pm
- Residential programme – 4 nights: Wednesday to Sunday afternoon.
- Recommended attendance at Advanced Practise Classes or drop in practise classes.

Home Study: 6-8 hours of study time including:

- Completion of 8 AP&P Study Packs
- Completion of 8 Revision Papers
- Write up of 2 Case Histories
- Written Special Project or Volunteer Placement Report, 5000 words

Practise:

- 120 Recorded Treatment sessions required

Assessment:

2 – day end of year theory and practical assessments are held on weekdays
The fee of £170 for this is payable separately

It is your responsibility to make sure that you have completed all the requirements before taking the assessment.

What happens if I need to miss a weekend?

- Attendance must be **at least 85%** of each Course not including the Residential and clinics.
- If your attendance is less than 85% the missed days **must** be made up with private tutorials. These can cover the practical work only.
- A lesser percentage than 85% attendance may entail repeating the entire or partial course at the next opportunity and/or the following year, to be decided in consultation with the head of studies.
- Your course attendance will be noted in the attendance register at the school.
- Punctuality is important so please be aware that arriving late will also be taken into account regarding your attendance.

What if I don't complete all the course work before the Assessment?

- To enable you to enrol on the next course of your Shiatsu-Do studies you need to fulfil all the requirements **prior** to taking the end of year assessment.
- Extensions on particular components will only be granted in the most exceptional circumstances.
- If you feel you may be falling behind with your course work, please contact the Head of Studies to discuss possibilities and create a realistic study plan.
- **Extensions cannot be granted beyond the date of assessment.**

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Payment of Fees Policy

The British School of Shiatsu is a small provider of shiatsu bodywork education, as well as a venue for hire of rooms for other complementary health educators. It relies on student fees in order to operate the school and maintain the premises. This means that students are expected to fulfil their financial obligations by paying their fees promptly and completely each year.

Payment of a deposit will secure your place on a course. Once your deposit is received you will be sent full details of the location, times and other information you will need regarding the course. Full payment is then due 2 weeks before the course begins.

If you are unable to attend a course you have booked onto, the deposit, or full fee if you have paid it, is refundable until 14 days prior to the course start, minus an admin charge of £25. Thereafter, up until the day before the workshop, a £50 admin fee will apply.

If you start the course and then decide not to continue, the deposit and the full fee are not refundable. In exceptional circumstances, any refunds are at the discretion of the British School of Shiatsu. All cancellation notices must be received in writing or email.

If you have chosen to pay by direct debit by installments, you remain liable to pay the full fee.

Should pre-payment be made for future levels of this training that you are subsequently unable to commence or that are cancelled, any pre-paid fees will be refunded or transferred (please note: an admin charge of £50 will be applied for a student cancelling).

Punctuality

BSS-Do expects students to arrive at the venue in good time to be ready to commence class on time. Late arrival is marked and may affect your overall attendance requirements. If you think you may be late or unable to attend a class, please ensure that you inform your teacher for that class. Alternatively, if you don't have the teacher's mobile number, let one of your fellow students, or class assistants know, so that they can inform the teacher.

Personal Hygiene

Because of the nature of what we do here at the BSS-Do, we respectfully ask that students take care to be freshly bathed and wear clean clothes when attending classes. We also strongly recommend that students bring a pair of slippers to protect their feet and socks in public areas such as the kitchen and toilets.

Equality and Diversity Policy

The British School of Shiatsu-Do is committed to ensuring that we do not discriminate against staff or students on the grounds of race, sex, pregnancy and maternity, marriage or civil partnership status, gender reassignment, disability, religion or belief, age, or sexual orientation.

All staff and students are responsible for ensuring that diversity is valued and the principles of equality of opportunity are fully practised within their area or class.

All staff and students are expected to:

- Promote a work and education culture in which diversity is honoured and highly valued
- Ensure zero tolerance of all forms of discrimination, bullying and harassment

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- Take steps to resolve personal conflict as early, fairly and amicably as possible
- Ensure that they are familiar with policies and procedures for equality and diversity, and complaints
- Staff are responsible for reporting complaints of discrimination, bullying and harassment from both staff and students

What you can expect at BSS-Do

During the application Process we will:

- Aim to provide good customer service at all times from courteous and helpful staff
- Provide details of our fees, payment methods, examination costs, and concessionary rates, including information on any materials that you will be expected to buy
- Offer advice on payment plans that may suit you in the event of a change in your financial circumstances.
- Discuss any learning needs you may have and explain how we can support you with your study. This may include language, reading, sight, hearing and mobility requirements

Changes to courses advertised

The British School of Shiatsu-Do (BSS-Do) reserves the right to change course tutors or venues from those advertised and to cancel classes, or close them early if necessary. In line with our refund policy we are unable to grant a refund on the grounds of a change of tutor or venue.

Cancellation

The BSS-Do is committed to ensuring that each course listed in either our literature or website takes place. If your course is cancelled and no alternative is available, you will receive a full refund. In the unlikely event of this occurring we are sorry, but we are not liable for any expenses incurred in preparing to attend the course, e.g. Accommodation or travel. However, as much notice and consideration as possible will be given.

We regret we cannot accept liability for any inability to provide courses where these are affected by circumstances beyond our reasonable control.

Studying at BSS-Do, you can expect:

- Classes that start on time. A high standard of teaching from appropriately qualified teachers whose work is reviewed and supported
- Prompt return of course work where it is part of your studies
- Feedback on your progress
- Equal educational opportunities in line with our Equality and Diversity Policy
- To be kept informed of changes and developments affecting your studies
- If circumstances beyond our control (for example, industrial action, illness of a tutor, building problems) prevent us from meeting our standards, we will do our best to keep disruption to a minimum

How we ensure quality

The British School of Shiatsu-Do regularly monitors and sets standards for quality. It is assessed and ratified by the Shiatsu Society UK.

We provide a personal service, and staff are available to discuss in confidence any issues you may have.

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We actively seek your feedback

We encourage your views on the level of service we provide at BSS-Do. Teachers and office staff are happy to hear your views about courses. You will be asked to complete a weekend evaluation form and at the end of the course a questionnaire which asks for your opinions about the teaching, content and administration of the course.

Appraisal and observation

BSS-Do has an active policy of staff development so that teachers and staff can improve their skills and knowledge. Our staff members receive appraisals of their work and for teaching staff this includes classroom observation and teacher training seminars.

Obligations of students

We expect students to fulfil expectations with regard to their behaviour and standards of study and practise. Please refer below to The Code of Conduct and Obligations policy.

How we respond to complaints

Staff will make sure that all complaints are dealt with fairly, quickly and sympathetically. All complaints will be treated seriously, and are monitored by the Director of the school. Details of our complaints procedure is given to students as part of their course logbook at the beginning of the Year One course.

Information we hold about you

BSS-Do is registered with the Data Protection Agency and covered by the Data Protection Act 1998. The Act gives you the right to know how we use the personal information we have recorded about you. We follow the principles of “good information handling” set out in the Act. At no time will your personal information be passed to organisations for marketing or sales purposes.

Right to access information

You have the right to access certain personal data that we hold about you. If you wish to exercise this right, please apply in writing to the Head of Studies at the British School of Shiatsu-Do, Unit 3 Thane Works, Thane Villas, London, N7 7NU, and request ‘Access to Personal Data’.

Records management

BSS-Do has a records management system whereby student information and course details are kept at the school for the duration that a student is enrolled on a course, and up to two years after. At the end of this period student information is archived off-site for a further two years. Course information may be destroyed after two years and student information after three years.

There will be a charge of £50 to the student for retrieval of information stored off-site. Electronic records are kept for longer but may not contain the same level of detail as paper records.