



NEFERTITI
BEAUTY ACADEMY

STUDENT CHARTER

Introduction from the School Principal

Making a success of your time at our Academy is our pride and satisfaction.

Commitment, determination and good communication between students and lecturer/s is imperative in order for this to be conducted.

This Student Charter sets out our promises to you and makes clear what we expect from you.

In order to be a successful student, we expect you to: attend all lectures on time, ask all questions that crop up throughout the lectures / afterwards, make your own notes through further studying, hand any work given by the tutor on time, prepare for examination carefully.

You will also find details of our commitment to helping you to: register for your course, how to sort things out if things go wrong, move on to the next stage of your career.

We are justifiably proud of our relationship with students. However, things can still go wrong from time to time. If they do, we are committed to putting them right. We value your feedback at any time, whether it is good or bad.

I would like to wish you all the best for your studies here.



Jessica Vella
School Principal

We all started from where you are 😊

Student Charter Introduction

The purpose of this Charter is to provide a clear statement of the ways in which staff and students, as members of our school, can enhance and support the learning and research experience at the school and support an enjoyable and appropriate environment in which to work and study.

In our Charter, we set out the responsibilities we have to one another as members of the school and the expectations we place upon each other.

The Charter sets out the levels of service the academy aims to provide for its students including the expectations the school holds of all students enrolled in its programmes to take an active part in their own learning and development and to fulfil their responsibilities. We will seek to improve and develop these services in order to attain the highest possible standards and quality.

The Charter is an active document and is subject to periodic revision in the light of the changing needs of the students and the updating and improvement of the school services. The standards in this Charter apply across the school.

The Student Charter forms a key element of the academy's regulatory framework and should be read in conjunction with the Student Contract Academy & Handbook.

Nefertiti Beauty Academy aims to widen and increase participation in education, particularly from those parts of the community which have not traditionally entered further or higher education, by developing access routes and by operating a fair and efficient admissions process.

In demonstrating our firm commitment to equality of opportunity we will provide our services to all, regardless of age, gender, disability, ethnic origin, religious backgrounds, social class or sexual orientation.

We will deal promptly and fairly with any complaint of harassment and maintain our policy of refusing to provide a platform for any organisations or individuals likely to endanger the safety or liberty of any other member of the academy's community by virtue of their ethnicity, creed, gender or sexual orientation.

The academy will operate the following general principles when admitting students:

- The basic criterion for admission will be the student's potential to benefit from a programme of study.
- Criteria for selection will be fair, consistently applied, open and congruent with the academy's Equal Opportunities Policy.
- Prospectuses and programme-related information will be available to applicants in sufficient time to enable them to submit applications in the light of the most up-to-date information.
- Applicants will be given an opportunity to visit the academy before accepting place.
- Information on fee status and methods of payment for each applicant will be provided not later than the final or unconditional offer stage (one month before the starting date of the course).
- Information from application forms will be treated in confidence.

Rights and Responsibilities

This charter gives details of the service you can expect from us and what we expect from you.

It is divided into sections, covering the main stages of choosing to come to our Academy, arriving here and getting the most out of the time you spend with us.

If you have any comments or suggestions for improving this charter and our services, please contact us on:

nefertiti.beautyacademy@gmail.com

WHEN YOU REGISTER FOR THE COURSE:

You can expect us to:

- Provide up-to-date and accurate information/advice on the courses we offer.
- Reply to all enquiries on how to join us.
- Send you the appropriate prospectus which includes all the information you need and an application form or details of how to apply.

We expect you to:

- Give us complete and accurate information on the application form and tell us about any personal circumstances (such as health, disability or special needs) which will help us to help you.
 - Take part in any interviews, or send in any supporting work when requested.
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WHEN THE COURSE STARTS:

You can expect us to:

- Welcome you.
- Give you more details about your chosen programme, time-table and tutor, and give you advice on getting the most out of what we have to offer and what we expect of you.
- Give you a set of study notes.
- Make sure we meet our policy commitments on equal opportunities and treat all staff and students in a polite and mature way. We will never accept prejudice, intolerance, aggression or violence.

We expect you to:

- Adhere to our regulations.
 - Take part in the activities organised by the academy.
 - Advise the school if you change your personal details such as your name, address or phone number.
 - Talk to your tutor if you have any problems about your course.
 - Let us know if you have any particular needs that we can help with.
 - Respect the facilities we provide for students with disabilities.
 - Be sensible and take personal responsibility for your health and safety, as well as respecting our no-smoking policy.
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TEACHING AND LEARNING:

We aim to give you high quality teaching and support for your learning that leads to academic success and employment or opportunities for further study.

You can expect that we will:

- Use a balanced range of teaching and learning approaches which will suit your aims, needs and experience, and which is appropriate to the course.
- At the start of each module, give you information in module guides on learning outcomes and teaching and assessment methods.
- Have lecturers, tutors and support staff who set and meet high professional standards and who are knowledgeable, competent and well qualified in their subject.
- Provide a clean, safe and appropriately-equipped learning environment.
- Maintain and improve high standards of teaching by putting our learning, teaching and assessment strategies into practice.
- Postpone, reschedule or cancel classes only in exceptional circumstances.
- Discuss with students with disabilities (e.g. dyslexia) to find out if they have any needs of support we must meet so they can have full access to teaching, learning and assessment.

We will expect you to:

- Have a professional and responsible attitude attend all classes on time and let the school know if you cannot attend.
- Work hard on your coursework and ask for advice and help if you are having difficulties with your academic work or any other issues that may affect that work.
- Hand in your coursework on time

- Tell us about any disabilities you have that you need study support for, so you can have full access to teaching, learning and assessment.
 - Take part positively in your learning and let us know if you need help.
 - Help us improve what we offer by using the opportunities provided for you to have your say and assess what we do.
 - Behave appropriately and not disrupt other students by using mobile phones, eating in class, littering and so on.
 - Help us keep our community safe and secure by keeping to our policies on safety and security.
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ASSESSMENT

We aim to give you high quality, fair, thorough and clear assessment procedures and practice.

You can expect us to:

- Provide conditions for assessment in each module, including how we will mark it, the standard you must reach and information on the type of feedback you can expect.
- Give you information on what will happen if you hand in your work late, and how we deal with plagiarism (taking credit for other people's work) and other examples of cheating.
- Make sure that students with disabilities are not disadvantaged by providing appropriate changes to assessments.
- Publish details of the exam timetables at least five weeks before the exams begin.
- Provide feedback on test results.

We expect you to:

- Make sure you hand in your coursework in on the given dates and that they meet the conditions we have given you.
 - Make sure you know the dates and times of your exams.
 - Prepare and revise carefully for your exams and contact your tutor if you are having issues.
 - Tell us as soon as possible if you have any disability or dyslexia so that we can make any changes to assessments that may be necessary.
 - Attend all of your exams and make sure that you do not disturb other students or affect their performance.
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COURSE FEES

You can expect us to:

- Maintain accurate records about you and collect the appropriate fee for your chosen area of study.
- Provide options for you to pay your course fee/s.

We expect you to:

- Make any necessary arrangements with anyone who is financing your tuition, such as an employer or local education authority, as soon as you can.
- Pay your fees as agreed.

Inform us as soon as possible if your circumstances change making it difficult for you to meet an earlier agreement about paying your fees.

IF YOU ARE UNHAPPY OR HAVE AN ISSUE

We are committed to handling any complaint you may have in a fair and efficient way.

Often the best way to sort an issue out is to take it up as quickly as possible, dealing only with the people involved. If this is not possible or proves to be unsatisfactory, there will be other options that you should explore. It might be appropriate to, for example, raise the matter with:

- Your tutor
- The principal

You can expect us to:

- Treat complaints seriously and fairly, and respect confidentiality at all times
- Make sure that, if you complain, you will not be discriminated against because you have complained.
- Monitor the number of complaints we receive and their outcomes.

We expect you to:

- If you feel able to do so, approach the person who is causing the problem and give them the chance to put things right.
 - Try to sort out problems informally and, if this is not possible, let us know before they develop into greater difficulties.
 - If needed, get help and support from your tutor.
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CODE OF CONDUCT

Products:

Most equipment and products for the course will be provided by the school. In some courses like beauty courses, student will be required to buy some of their own. You will be advised by your tutors upon registration process of the course.

Fees:

There will be additional costs of examination fees and registration fees to be paid by the students; all of which you are notified prior to registering oneself for a course.

Attendance:

It is a mandatory requirement for the student to have a minimum of 80% attendance.

Timings:

All courses are of a full scholastic year (9 months) with the exception of some short-term courses held during the summer period and sporadically throughout the year.

Home Study:

Students would be required to allocate specific number of home-study hours extra each week depending on their chosen area of study; on average 15 – 35 % of the total number of course hours.

Code of Conduct:

Students would be required to sign a code of conduct given to them at the start of their course/s.

Health & Safety:

Students would be required to adhere to the health and safety regulations for their own safety and that of others – 1974, RIDDOR, COSHH, all would be explained at the first induction of the course.

First Aid:

Students are advised to attend a first aid course. A small basic first aid course will be given as part of your studies.

Refunds:

Fees are non-refundable and neither transferrable, whatever the circumstances.

APPEALS PROCEDURE

Personalities, experiences activities and personal goals vary widely from one student to another. All members of the school are expected to observe high standards of professional conduct and ethical behaviour. However, problems may still arise, thus the school provides an effective informal and formal procedure for resolving these problems.

If any conflicts arise, we suggest to try and resolve issues informally first, without invoking formal grievance procedure.

The purpose of this procedure is to protect the interests of our students by providing informal and formal means of seeking resolution in case of an inappropriate actions of a member of the administrative staff or student. Any students of the school may informally pursue or formally file a grievance when he/she believes that a decision or behaviour has been taken inappropriately or incorrectly.

This policy does not apply in the cases of academic misconduct. This may include the following:

- An appropriate application of school policy.
- Being unfairly assessed in an exam.
- Being required to engage in excessive effort during the practical sessions.
- Being improperly terminated from the course.
- Being required to perform personal services unrelated to the academic or practical duties.
- Being the subject of professional misconduct by a lecturer or staff members.

Informal Procedures

The school strongly encourages all students who believe they have a grievance, to use all informal resolutions before initiating a formal grievance. Students are encouraged to discuss the issue with their lecturer. If a solution is not reached, the student should discuss this issue with the school's principal, who should attempt to find a resolution acceptable to both parties involved.

Formal Procedures

The student may file a formal grievance with the school principal. A formal grievance should be filed in writing within 3 weeks of the decision or behaviour resulting in the grievance. The writing grievance should indicate the parties involved, the action or the decision being contested, an explanation of why the action or decision is inappropriate, and the remedy sought.

The investigation of the school principal shall include a review of written materials presented and seeking information from the primary involved parties in writing or in person. Then the involved parties may not question each other or argue. At the end of the hearing, each party may also have the opportunity to make a closing statement.

After 2 weeks the principal shall deliver:

- A written report, including the results of the investigation.
- the response of the individual against whom the grievance was filed.
- An indication of whether there was a reasonable basis in fact and honest belief for the allegations in the investigated grievance.
- Any changes in procedures to minimise the probability of recurrence.

After another week the principal shall communicate the decision to the involved individuals.

COMPLAINTS AND APPEALS PROCEDURES

Nefertiti Beauty Academy has an established complaints procedure. Whenever we receive a complaint, we aim to resolve the issue as quickly as possible. We also hope to use the information provided to help improve our services.

If you wish to make a complaint about our services, you can do so via phone or email. In many cases, telephone complaints can be dealt with immediately.

All written complaints will be replied to within 5 working days of receiving them. If a full response cannot be given within this time scale, we will write to explain why a decision has not been reached and give details of when a full reply should be expected.

Nefertiti Beauty Academy aim to provide a high-quality customer service. We are always looking to improve our standards, and any comments about our services will be received with pleasure.

Appeals in respect of examination results should be submitted in accordance with the procedure laid out in the *Appeals Procedure*.

Contact us

Jessica Vella

Address:

77, Nefertiti Beauty Academy,
Zabbar Road, Paola.

Phone: +356 9907 2233

Email: nefertiti.beautyacademy@gmail.com

MALPRACTICE PROCEDURE

Definition of Malpractice – Malpractice is any action or practice that is contrary to the regulations set out by Nefertiti Beauty Academy in relation to the provision of qualifications. These regulations can be found in the *Student Contract – Agreement & Handbook*.

Examples of candidate malpractice may include:

- Misuse of examination material.
- Bringing unauthorised material into the examination room.
- Obtaining or passing on exam related information through talking or passing notes.
- Copying from another candidate.
- Disruptive behaviour during the examination.
- Impersonation – pretending to be someone else, or arranging for someone else to take the examination in the student's place.
- Breaching security of examination materials.
- Failing to follow instructions provided by an invigilator.
- Changing result statements or certificates.
- Undermining the integrity of the examination.

Reporting Malpractice

Allegations of malpractice can be reported to the principal by examiners, moderators, invigilators, centres, candidates and members of the public.

If malpractice is discovered, a full investigation into the alleged malpractice will be carried out and a report will be submitted.

If an anonymous report of malpractice is made, it will only be investigated if sufficient evidence is provided, or if it is serious enough to warrant investigation on the claim alone.

Investigating Malpractice

Candidates or members of staff being investigated for alleged malpractice will be informed of this in writing at the earliest possible opportunity. This notification will detail the nature of the malpractice for which they are being investigated and the possible consequences they may face should they be found guilty.

Response to the Findings

After reviewing the report, the principal will firstly decide whether the correct procedures have been adhered to in conducting the investigation. The principal will ensure that the accused has had a fair chance to explain themselves.

After fully reviewing the report the principal will decide:

- Whether the regulations of the academy have been broken.
- Who is responsible for the regulations being broken.
- The penalty to be applied to the individuals who broke the regulations.
- Channels to be taken to ensure that the integrity of the examinations remains, and that future breaches do not occur.
- Each case will be considered on an individual basis.
- The principal will impose penalties on any individuals who are found to have broken the regulations.
- Prevent the individuals from gaining an unfair advantage.
- Maintain the integrity of the examination and the confidence in the public of the awarding procedures.
- Deter any others from attempting to do the same in the future.

Sanctions against those found guilty of malpractice:

- An official warning.
- Disqualification from the whole qualification.
- Barred from the academy.

Appeals

Nefertiti Beauty Academy has an established appeals procedure. This contains details of procedures for making an appeal against any penalties arising from malpractice. For further details on how to make an appeal, please refer to the *Appeals Procedure*.

DEALING WITH EMERGENCIES

Nefertiti Beauty Academy is committed to the safety and security of students, staff and visitors and can confirm that all safety requirements as set by local authorities, have been established. We commit the school's resources to ongoing training, exercises and maintenance required to keep it current.

Emergency Notification

Students and staff will be notified of significant emergency situations that require the school to be closed for the day, evening, and/or extended periods of time. In the event of a significant emergency situation involving immediate threat to the health and safety of students or staff, Nefertiti Beauty Academy will make every effort to notify all parties within 20 minutes of the determination.

Emergency Evacuation

In the event of an emergency evacuation the tutor will go to each room to announce the evacuation, direct all occupants to exit the building to meet at the opposite side of the premises.

Lockdown

When there is a threat of violence or serious incident that could jeopardise the safety of students, staff and/or guests, Nefertiti Beauty Academy, will initiate a lockdown of all exits. The person in charge will contact the local authorities.

Fire

In the case of a fire, an immediate evacuation of the school will occur. All parties will be instructed to meet at the designated area outside the building.

Medical Emergency

In the event of a medical emergency, contact the local authorities immediately by dialling 112. Notify the principal or tutor and they will assess the situation. They will then remain with the injured or sick person and assign a second staff member or student to meet emergency medical service responders and lead them to the injured or sick person.

Chemical Contact

In the beauty/well-being school environment, you will come in contact with various chemicals both by breathing and dermal intake. Some of the chemicals include: *acetone, acetate, aerosols, alcohol, ethyl, ethyl methacrylate, methacrylic acid, talc and thioglycolic acid*, among others. You should be advised that these chemicals could create allergic reactions in some people. We recommend that you check with your physician if you have known allergies or health-related problems such as asthma, emphysema, pregnancy and other miscellaneous conditions that could be affected by exposure to and working with these chemicals. You are therefore urged to obey all instructions from the tutor regarding the safety use of such chemicals.

***THANK YOU FOR TAKING TIME TO READ THE
STUDENT CHARTER. SHOULD YOU HAVE ANY
QUESTIONS PLEASE GET BACK TO US.***