



# Wigmore Training Policies 2020

## COVID-19 guidelines for Wigmore Medical's training delegates

Wigmore Training is dedicated to minimising risk to our delegates, trainers, models and staff members, and delivering the highest standard of medical aesthetic training.

This training policy applies to all registered delegates, who will be physically attending a course at our training facility, and includes the measures Wigmore Training is actively taking to mitigate the spread of COVID-19. You are kindly requested to follow all these guidelines diligently, to sustain a healthy and safe training environment.

It's important that we all respond responsibly and transparently to these health precautions. We assure you that we will always treat your private health and personal data with high confidentiality and sensitivity.

This COVID-19 training policy is susceptible to changes with the introduction of additional governmental guidelines. If so, we will update you as soon as possible by email.

### **Before attending**

In light of the pandemic, we will unfortunately not be able to train delegates who:

- Are symptomatic of COVID-19 (or any other infectious disease)
- Have had contact with someone who is symptomatic or is a confirmed case
- Have recently travelled from a country with widespread ongoing transmission
- Work in the NHS on COVID-19 positive wards

It is also advised, but not compulsory, that you refrain from attending if you:

- Are aged over 70 years or have relevant co-morbidity (e.g. cardiovascular disease, chronic lung disease, immunodeficiency or cancer under active treatment)
- Are pregnant

If any of the above is true within 14 days of your session, please inform the training department and we will reschedule your booking to a suitable future training date.

Please be sure to bring a mask or face shield, as you will be required to wear one during the entirety of the training session. They can also be purchased from Wigmore pharmacy.

Exceptions will of course be made for those who are exempt due to health reasons. We ask you to be mindful and respectful of those who are not wearing face coverings, noting that some people are less able and that the reasons for this may not be visible to others.

As face coverings are mainly intended to protect others, not the wearer, from COVID-19 they are not a replacement for social distancing and regular hand washing. It is important that you follow all the other government advice on COVID-19 including staying safe outside your home.

### **Travelling/Commuting**

We advise you to avoid public transport where possible, but are aware that this is not an option for most delegates. With this in mind, we have adjusted the start and finish times of each course so that those relying on public transport can at least avoid rush hour.

As per government regulations, please always wear a mask or face covering when travelling on any form of public transport.

Please see below for the amended start and finish times for all on-site training.

Introduction to Toxins –	<b>9:30am – 5:30pm</b>
Introduction to Fillers –	<b>9:30am – 5:30pm</b>
Introduction to Sculptra –	<b>9:30am – 5:30pm</b>
Platelet-Rich-Plasma –	<b>10am – 3pm</b>
Non-Surgical Rhinoplasty	<b>9:30am – 5:30pm</b>
Advanced Toxins & Fillers –	<b>8:45am – 5pm (weekends) / 9:45am – 5:30pm (weekday)</b>
CPR & Anaphylaxis Update –	<b>10am – 2pm</b>

### **On arrival**

We kindly ask that you arrive on time and use the provided entry code to open the door at 21 Wigmore Street. Once inside the building, please immediately put on your mask or face covering and proceed to the training facility on the second floor.

The trainer will be on site to welcome you and will be checking that all delegates adhere to the required health and safety measures. A quick temperature scan will be taken using a hand held thermal gun (if temperature is over 37.3°C, you will be advised to re-schedule), and you will then be asked to either wash your hands or use one of the hand sanitiser dispensers before entering the training room.

We have limited the number of delegates per course to a maximum of six in order to minimise the chances of transmission. We ask that you kindly adhere to social distancing wherever possible and use the hand sanitisers or washing station at regular intervals.

### **COVID-19 Track and Trace**

Following recently introduced government regulations, we kindly request that you scan the QR code on arrival, using the NHS COVID-19 app.

The code will be displayed on the entrance door of the training room, and you can download the app on the Apple App Store or Google Play.

This NHS service is the fastest way of knowing when you're at risk from COVID-19. The quicker you know, the quicker you can alert your loved ones, and your community.

### **Hands-on practice**

Training and demonstrating is always carried out by a qualified and experienced healthcare professional who is either GMC, GDC or NMC registered.

During any demonstrations or hands-on training, we ask that you always wear a mask or face shield, as well as gloves, and keep a safe distance from fellow trainees and the model. If a full house, then we suggest three delegates on each side of the treatment couch, with the option of rotating to ensure everybody gets a good view of the treatment techniques.

Delegates will be guided by the trainer to carry out a risk assessment for the procedure and their working environment. These guidelines can then be adapted to your clinic or practice and used in conjunction with relevant government guidelines.

### **General hygiene**

Wigmore Medical has always ensured that our training facility is cleaned thoroughly after every training session. We promise to continue with these high standards, making sure to disinfect high touch surfaces to prevent the potential spread of COVID-19.

The trainers will ensure that surfaces are wiped at regular intervals during the training session, particularly before and after every new model and treatment.

Additionally, there will always be adequate ventilation, with either the air conditioning, open windows or both, to make sure that the air is well circulated.

Access to hygiene measures such as hand sanitisers and washing stations will be available for you at the session.

We kindly ask that you wash your hands on arrival, after using the toilet, before and after treating a model, and of course if you cough/sneeze into your hands.

Please try to cough/sneeze into your sleeve, preferably into your elbow. If you use a tissue, discard it properly and clean/sanitise your hands immediately.

Avoid touching your face, particularly eyes, nose, and mouth with your hands to prevent from getting infected.

If you find yourself coughing/sneezing on a regular basis, avoid close physical contact with your fellow trainees and take extra precautionary measures.

## **Food & Beverages**

Wigmore Training will not be offering any catering during training, neither lunch nor refreshments, to further minimise the risk of transmission.

There will be a water dispenser available on the premises with disposable cups, and we ask that you kindly throw the cups away after use.

Please bring your own lunch or take advantage of the selection of cafes at our doorstep. Most training courses include a 15-minute morning break and 30-minute lunch break.

We advise you to eat your lunch outside if possible, or alternatively use the models waiting room if occupied with less than four people. We hope you understand the need for these extra precautions in the current climate.

## **Cancellations**

The training cancellation policy requires more than 10 working days' notice for a full refund, 5-10 working days' notice for a 50% refund, and no refund can be offered for less than 5 working days' notice. Please refer to our terms and conditions for more details.

We will however offer leniency on our usual cancellation policy should the training be cancelled due to a COVID-19 related reason.

If you are no longer able to attend, please email [training@wigmoremedical.com](mailto:training@wigmoremedical.com) and we will either move your booking to a future date or offer a refund if applicable.

## **We Thank You**

Wigmore Training would like to thank you for your understanding and patience during these uncertain times. We appreciate your collaboration in keeping all attendees of our training courses as safe, healthy and comfortable as possible.

We hope you will leave the training course feeling confident and ready to administer the treatment to your patients, in a safe and controlled environment.