



WIGMORE TRAINING POLICIES 2021

Important guidelines for delegates to read before attending training

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 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.

Please click [here](#) to read Wigmore Medical's full privacy policy.

This training policy is susceptible to changes with the introduction of new governmental guidelines regarding COVID-19, and you will be notified of any updates via email.

BEFORE ATTENDING

In light of COVID-19, 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)—*unless already vaccinated with COVID-19 vaccine*
- 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.

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.

You will be tested for COVID-19 on arrival with a rapid lateral flow test, which delivers results in just 15 minutes. If positive, you will have to leave the premises immediately and can contact the training department to reschedule your training. If negative, you will be able to enter, and we ask that you either wash your hands or use one of the hand sanitisers before entering the training room.

It is advised that you get yourself tested 1-2 days prior to the training if possible, to avoid being turned away on the day due to a positive test result.

To support NHS Test and Trace in England, we have been mandated by law to collect and keep a limited record of staff, trainers, delegates and models who come into our training room for the purpose of contact tracing.

By maintaining records of staff, trainers, delegates and models, and sharing these with NHS Test and Trace where requested, we can help to identify people who may have been exposed to the coronavirus.

To facilitate this, you can 'check-in' by scanning the NHS QR code displayed on the door as you enter the training facility on the second floor of 21 Wigmore Street, and you can download the app on the Apple App Store or Google Play.

We have limited the number of delegates per course to a maximum of four or six (depending on the training) in order to minimise the chances of transmission.

We ask that you do not bring any children (under the age of 18) into the training facility and that you kindly adhere to social distancing wherever possible and use the hand sanitisers or washing station at regular intervals.

HEALTH & SAFETY

Wigmore Medical's health and safety policies and risk assessments ensure that all delegates, models, trainers and staff can work and train in a safe environment.

Our training facility is cleaned thoroughly after every training session, and there is always 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 are available for all attendees during the training session.

All attendees must wash their hands on arrival, after using the toilet, before and after treating a model, and of course if they cough/sneeze into their hands.

When coughing or sneezing, it is encouraged to do so into your sleeve or 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.

Throughout the training session, we ask that you are mindful and respectful of others and remember to:

- + Always wear a mask or face covering
- + Frequently wash and sanitise hands
- + Adhere to social distancing whenever possible
- + Keep the windows open or air conditioning on
- + Safely dispose of clinical waste and needles
- + Wipe down any high touch surfaces
- + Clear up any spills immediately
- + Remove any tripping hazards
- + Avoid blocking the exits

Should the delegate breach any of the above stated health and safety procedures, in particular the safe disposal of clinical waste and needles, Wigmore Medical, at its sole discretion, can refuse to issue a certificate for completing the training, refuse any refunds, and ban them from attending any future training courses at Wigmore.

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

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.

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 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.

FIRE SAFETY

As far as is reasonably practicable, all steps shall be taken by Wigmore Training to prevent or minimise the probability of all causes of fire. Wigmore Medical follows its fire safety protocol diligently and always takes precautions to maintain the safety of all delegates, models, trainers and staff on its premises against the threat of fire.

We ask that you keep fire exits clear at all times, do not smoke on the premises or perform any actions that may increase the risk of fire.

In the eventuality of a fire, please follow the fire exit signs and leave the building as quickly and safely as possible. Wigmore's designated assembly area is outside The Royal Society of Medicine, which can be found by turning left when you exit the main door at 21 Wigmore Street, turning left again at the pharmacy and walking straight down to 1 Wimpole Street.

Your trainer will be able to guide you through the fire safety plan, and please only return into the building when it has been declared safe to do so by either your trainer, the training manager or another Wigmore Medical staff member.

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](#).

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

If you are no longer able to attend, please email training@wigmoredmedical.com and we will either move your booking to a future date or offer a refund if applicable.

FEEDBACK AND COMPLAINTS

The training delegates, models and trainers all have the right to expect a positive experience, as well as to be listened to and treated with respect.

Wigmore Medical welcomes feedback and suggestions from all our service users and is committed to an effective and fair complaints system.

Delegates may submit any feedback or complaints regarding Wigmore's training services by speaking directly with the training manager or any other Wigmore Training staff, completing the post training online feedback form, or alternatively by emailing training@wigmoredmedical.com.

Complaints are a valuable source of feedback, ensuring that our service users receive the service they are entitled to expect, and Wigmore Medical is always eager to improve our educational services.

EQUALITY AND DIVERSITY

Wigmore Medical recognises that discrimination is not only unacceptable, it is also unlawful, and we aim to ensure that no trainer, staff member, delegate or treatment model is discriminated against, directly or indirectly, on any unlawful grounds.

We ask attendees to treat delegates, models, trainers and staff with equal respect, kindness and compassion, no matter their sex, sexual orientation, age, race, religion or belief, marriage or civil partnership status, whether they are pregnant, disabled, undergoing gender reassignment or any of the other protected characteristics.

Wigmore Medical invites delegates from all backgrounds to attend our training, provided they have the required professional qualifications, and we take great pride in our open and welcoming working and training environment.

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.

For any enquiries, please email training@wigmoredmedical.com or call 020 7514 5979