



WIGMORE TRAINING POLICIES 2023

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 covers all the guidelines and measures put in place to sustain a healthy and safe training environment.

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, and if any important changes are made to your upcoming training, you will be notified via email.

BEFORE ATTENDING

We will not be able to train delegates who are symptomatic of COVID-19 or any other infectious disease. If you are unwell, please do notify the training department by emailing training@wigmoremedical.com and your booking will be rescheduled.

If any pre-training reading or online modules must be completed before attending your training session at Wigmore Medical, you will have been notified via email on completion of the booking.

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 proceed to the training facility on the second floor.

Wearing a mask or face covering is no longer mandatory, except during any hands-on training. It is important however that all delegates continue to adhere to hygiene measures such as regular hand washing.

The trainer will be on site to welcome you and will be checking that all delegates adhere to the required health and safety measures.

We ask that you do not bring any children (under the age of 18) into the facility.

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, and an air filtration system is running day and night.

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.

We ask that you are mindful and respectful of others and remember to:

- + Always wear PPE during practical training
- + Frequently wash and sanitise hands
- + 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.

Medical emergency procedures are clearly displayed in the treatment room and all trainers have had the relevant training to handle any medical emergency. There is an emergency trolley in the treatment room, and products must only be taken from this trolley in the event of a medical emergency.

The AED defibrillator and oxygen cylinder can be found to the left of the door when leaving the training facility, and the first aid kit can be found on top of the kitchen cupboard. Everything else required in an emergency can be found in the trolley. In the event of an emergency, please be sure to notify the trainer and/or staff member.

FOOD & BEVERAGES

Refreshments will be available throughout any training session at Wigmore Medical, including tea, coffee, juices and biscuits.

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.

Lunch will only be provided for full day training courses i.e. from 9am until 5pm, and will include a platter of sandwiches and fruit bowls.

If you will be attending a full day of training and have any dietary requirements, please let us know at least one week prior to your training session.

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 21 Wigmore Street, turning left again at the pharmacy and walking 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 cancellation policy, at our own discretion, should the training be cancelled due to tragic circumstances or severe illness.

If you are no longer able to attend, please email training@wigmoremedical.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@wigmoremedical.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 collaboration in keeping all attendees of our 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@wigmoremedical.com or call 020 7514 5979