



WIGMORE TRAINING POLICIES 2023

Important guidelines for those looking to hire Wigmore's training facility

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 policy applies to industry partners who have hired Wigmore's training facility to host their own sessions, 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 will affect your upcoming training session, you will be notified via email.

BOOKING THE TRAINING ROOM

To reserve the training room for a particular date, please first contact Wigmore Training to confirm availability. If the room is available, you will then be asked to complete our training room hire booking form and confirm that you have read and understood the terms and conditions outlined in this training policy.

It is mandatory for all medical aesthetic trainers running courses at Wigmore Medical to provide certain professional documentation. Please refer to our [Wigmore Trainers Checklist](#). This material will be stored securely by the training department, and can be provided as evidence that Wigmore Training and all its affiliates are compliant with the Care Quality Commission standards.

Once the above mentioned trainer documentation is received, in addition to the completed booking form, your training room hire booking will be secured.

PREPARING FOR TRAINING

We ask that you make sure none of your training attendees are symptomatic of COVID-19 or any other infectious disease. Please remind them to notify you if they are unwell, so that you can reschedule their appointment or the training.

Our suggested maximum capacity is 6-10 delegates and 1-2 trainers for practical training, and for theory only training no more than 16 attendees in total.

Please provide all your training attendees with the entry code to open the door at 21 Wigmore Street. This code will be emailed to you prior to the training date.

It is important that you encourage all your attendees to follow our health & safety measures, including regular hand-washing and safely disposing any clinical waste.

OPENING AND CLOSING TIMES

The training facility will be open from 9am until 5:30pm, after which the cleaning crew will need to gain access to the room.

Should you require access before 9am or after 5:30pm, either during the week or weekend, there will be a surcharge of £50 to your room hire booking fee.

ON ARRIVAL

On arrival at 21 Wigmore Street, attendees must enter the access code into the panel to enter the building and proceed to the training facility on the second floor.

We ask that your trainer makes sure all attendees either wash their hands or use one of the hand sanitiser dispensers before entering the training room.

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 we kindly ask that the trainers wipe high touch surfaces at regular intervals throughout the training session, particularly before and after treatments.

There is always adequate ventilation, and we have an air filtration system running in the treatment room 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.

Throughout the training session, 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

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.

CONSUMABLES & PPE

Wigmore's training facility is fully stocked with consumables for almost every aesthetic procedure, the use of which is included in your booking fee.

If you have any specific needs or product requirements, please inform the training department in advance to reduce the need for staff to walk in and out during training.

PPE is also available from Wigmore Medical, including masks, face shields, disposable gowns and caps. You are welcome to bring your own or purchase them from Wigmore's pharmacy. For more details and a price list, please email training@wigmoremedical.com

FOOD & BEVERAGES

Refreshments can be requested in the booking form and include tea, coffee, juices and biscuits. The cost is £2.50 + VAT per attendee. Lunch can also be requested, including a platter of sandwiches and a snack, for £14.50 + VAT per attendee.

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.

BEFORE LEAVING

When your training session has finished, we kindly ask that your trainer wipes down the treatment couch, consumables tray, counter tops, laptop keyboard and any other high touch surfaces, and confirms this by signing the provided COVID-19 register.

Before leaving, please kindly inform the training department that you are finished, by either emailing training@wigmoremedical.com, calling 0207 514 5979 or popping into the office one floor below. A member of staff will then inspect the room quickly to confirm that it has been tidied and that high touch surfaces have been wiped down.

Should you be the last person to leave the training room at the end of the day, please be sure to securely close the door behind you.

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 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 and consult all fire safety literature.

In the eventuality of a fire, the trainer must ensure all delegates and models on the premises leave the building as quickly and safely as possible and meet at Wigmore's designated assembly area outside The Royal Society of Medicine. This 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.

The trainer must also take an attendance register with them to the meeting point and check off the register or hand it to a fire marshal to check off.

Please only return into the building when it has been declared safe to do so by the training manager or another Wigmore Medical staff member.

CANCELLATIONS

The training room hire cancellation policy requires more than 10 working days' notice to avoid any cancellation fees, however there is a 50% cancellation fee for 6-10 working days' notice and a 100% cancellation fee for 5 or less working days' notice.

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. To cancel your booking, please email training@wigmoremedical.com.

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.

Companies hiring Wigmore's training facility may submit any feedback or complaints regarding the venue or services provided by speaking with the training manager or any other Wigmore Training staff, or by emailing training@wigmoremedical.com.

It is advised that the company organising the training ensures there is a clear feedback and complaints handling process for the training they are providing, particularly for any complaints that are medical in nature.

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 and the training facility that we provide.

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 trainers, delegates and models from all backgrounds to train at Wigmore Medical, 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 in our facility as safe, healthy and comfortable as possible.

We hope you will host a successful training session at Wigmore Medical, and we are excited to continue supporting educational opportunities in our growing industry.

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