

STUDENT POLICY



Voyage International Beauty
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TERMS & CONDITIONS

Welcome to Voyage International Beauty.

Our training programs aim to excel in various settings, such as in-academy, virtual, and on-site/onboard training. This policy guide lays out the expectations, standards, and procedures that all students must follow during their time with us. Adhering to these policies ensures a professional and conducive learning environment that reflects the high quality of Voyage International Beauty.

To uphold a professional and hygienic setting, students must maintain tidy, natural nails without extensions. During training sessions, jewelry like rings, bracelets, and necklaces should not be worn. Students need to handle their student kits responsibly, especially for international deliveries. Any kits returned or lost during international shipping are the student's responsibility. It's crucial for students to manage their kits safely during training; Voyage International Beauty is not responsible for any injuries resulting from improper use or carelessness.



1. Student Dress Code

1.1 Online Training:

- *Dress Code: While online training offers flexibility, students are expected to maintain a professional appearance during live sessions. We recommend wearing neat, all-black, or all-white attire to reflect professionalism.*
- *Nails and Jewelry: Students must keep their nails neat and clean, without nail extensions. Wearing jewelry is not permitted during training sessions.*
- *Camera Use: Cameras must be on during all live sessions unless otherwise instructed. Students should ensure a clean, distraction-free background.*

1.2 In-Academy and Onsite Training:

- *Attire: Students must wear neat, all-black, or all-white attire. Hair should be tidy and pulled back. Light-day makeup is recommended, along with flat, comfortable shoes.*
- *Nails and Jewelry: Nails must be kept neat and clean, with no nail extensions allowed. Jewelry, including rings, bracelets, and necklaces, should not be worn during training sessions to maintain a professional and hygienic environment.*
- *Grooming: Attention to personal hygiene and grooming is essential. This includes clean, pressed clothing and neat makeup.*
- *Non-compliance: Failure to adhere to the dress code may result in disciplinary action, including being sent home to change or other appropriate measures as determined by the instructor.*



1.3 Onboard Training:

- *Attire: The same dress code applies to onboard training. However, consideration should be given to the environment (e.g., maritime conditions), so comfortable, non-slip shoes are recommended.*
- *Nails and Jewelry: Due to the luxury environment and hygiene standards onboard, nails must be neat and clean without extensions. Jewelry is also prohibited to prevent any risk of damage or contamination.*
- *Presentation: Given the close quarters and luxury environment of onboard training, extra attention to grooming and attire is expected.*



2. Bedding and Linen

2.1 Online Training:

- *Personal Responsibility: Students must use their own massage bed, linens, and bed towels during practical exercises. We advise using dark-colored towels that do not easily show stains or oils. Linens should be washed daily in accordance with hygiene standards.*

2.2 In-Academy and Onsite Training:

- *Provided Materials: Voyage International Beauty provides bedding and towels for onsite training. These items must be treated with care and returned daily in good condition.*
- *Responsibility: Students are responsible for any damage or loss of provided materials.*

2.3 Onboard Training:

- *Provided Materials: Similar to online training, all bedding and towels are not provided during onboard sessions. Due to the confined spaces, students must ensure cleanliness and proper storage of all items.*
- *Maintenance: Regular cleaning of linens and towels is required to maintain hygiene standards onboard.*



3. Training Facility Property

3.1 General Property Use:

- *Responsibility: Voyage International Beauty is not liable for any loss, theft, or damage to personal property during training sessions. Students must take precautions to safeguard their belongings.*
- *Prohibited Behavior: The consumption of alcohol and drugs is strictly forbidden during any training sessions, whether online, onsite, or onboard.*

3.2 Damage to Property:

- *Liability: Any student found responsible for deliberate or negligent damage to property will be held accountable for repair or replacement costs.*
- *Conduct: Students are expected to treat all training facilities, whether physical or virtual, with respect. This includes maintaining cleanliness and orderliness.*
- *Voyage assumes no responsibility for the maintenance of spa facilities or any incidents that may occur on their premises during training sessions. Participants and clients are advised that any maintenance issues or accidents that arise are beyond Voyage's control and should be addressed directly with the facility management.*



4. Learner Portal and Online Learning

- 4.1 Access to Resources:
 - Portal Access: Each student will receive login credentials to access the learner portal, which contains essential resources, including videos, case studies, and policies.
 - Security: Students must keep their login credentials secure and must not share them with others.
- 4.2 Intellectual Property:
 - Trademark Protection: All course materials are protected under trademark law. Unauthorized duplication or distribution is prohibited.
- 4.3 Online Engagement:
 - Participation: Active participation in online discussions, assignments, and live sessions is required. Students should remain engaged and respectful during all interactions.

5. Tuition Fees and Payments

- 5.1 Payment Obligations:
 - Access Restrictions: Students will not have access to online or onsite training resources until all tuition fees have been paid in full.
 - Certification: Final certificates and results will not be released until all financial obligations are settled.
- 5.2 Cancellation and Refund Policy:
 - Course Cancellation: If a student cancels their participation in a course, refunds are provided based on the notice period:
 - More than 4 weeks: Full refund., 2-4 weeks: 50% refund, less than 2 weeks: No refund.
 - Instructor Cancellation: In the event of a course being canceled due to instructor unavailability, students will be offered a full refund or an opportunity to reschedule.



6. Onsite and Onboard Practical Rooms

6.1 Schedule Adherence:

- **Timeliness:** Students are required to adhere to their training schedules. Late arrivals disrupt the learning environment and may result in penalties.

6.2 Room Maintenance:

- **Cleanliness:** Students must maintain the cleanliness of both theory and practical rooms. This includes cleaning personal workspaces and communal areas.
- **Hygiene:** All tools and equipment must be sanitized after use.

6.3 Onboard Specifics:

- **Space Management:** Onboard training requires careful space management due to limited room. Students must be mindful of their surroundings and ensure all equipment is stored properly after use.

7. Student Conduct During Training

7.1 Classroom and Virtual Etiquette:

- **Engagement:** Whether in a physical classroom or a virtual setting, students are expected to fully participate in lectures and practical sessions.
- **Relevance:** Questions should be industry-related and pertinent to the subject matter being taught.
- **By participating in our training courses, students consent to being recorded on video during sessions. These recordings may be used for training purposes, marketing efforts, and social media by Voyage International Beauty.**

7.2 Professional Behavior:

- **Respect:** Respect towards instructors, fellow students, and guest speakers is paramount. Disruptive behavior will not be tolerated and may result in disciplinary action.



8. Assessment and Certification

8.1 Final Practical Day:

- **Assessment:** Students must complete a practical exam to demonstrate their readiness. Failure to pass the exam may result in additional fees and the need to retake the course.

8.2 Course Completion:

- **Submission Requirements:** Students are required to complete all course requirements within one year. Before the start of in-person classes, all theoretical components must be completed online. Practical assessments will take place at the end of the course, and students must also complete a total of 15 case studies—5 of which will be conducted in class, with an additional 10 completed independently—as part of the certification process.
- **Certification:** Certificates will only be awarded to students who complete all requirements and adhere to international standards.

9. Training Course Cancellation and Rescheduling

9.1 Refunds and Rescheduling:

- **Client Cancellations:** If a client cancels a course, they may be subject to charges based on the work completed up to that point.
- **Instructor Unavailability:** In cases where courses must be rescheduled due to instructor illness or unavailability, students will be offered alternative dates or a full refund.



10. Health and Safety Compliance

- 10.1 Onsite and Onboard Regulations:
 - Compliance: Students must comply with all health and safety regulations during training. This includes proper handling of equipment, adherence to hygiene protocols, and following emergency procedures.
 - Onboard Safety: Specific onboard safety protocols will be provided to students, including procedures for emergencies.
- 10.2 Incident Reporting:
 - Procedure: Any incidents, accidents, or injuries must be reported immediately to the instructor or training coordinator. An incident report will be completed and filed.

• 11. Disciplinary Actions and Expulsion

- 11.1 Warning System:
 - Written Warnings: Students who violate policies will receive written warnings. Accumulation of three warnings within an academic year may result in expulsion.
 - Expulsion: Expelled students will be required to pay the full course contract price immediately.

• 12. Acknowledgment of Policies

- 12.1 Student Agreement:
 - Confirmation: Students must sign an acknowledgment form confirming that they have read, understood, and agree to abide by all policies and procedures.
 - Parent/Guardian Agreement: For minors, a parent or guardian must also sign the acknowledgment form.



VOYAGE INTERNATION BEAUTY
POLICIES AND PROCEDURES AGREEMENT

I, confirm that I have read, understood, and accepted the policies and procedures for student conduct and general information issued by Voyage International Beauty(PTY) Ltd.

Should I receive three (3) written warnings due to any violation of the policies and procedures set out in the attached document, in any Academic year, I acknowledge that I will be expelled from Voyage International Beauty (PTY) Ltd. and agree to pay the full contract price of the course which shall immediately become due and payable upon demand.

SIGNATURE OF STUDENT

DATE

I, (name of parent/guardian)
.....confirm that I have read, understood, and accepted the policies and procedures for student conduct and general information issued by Voyage International Beauty (PTY) Ltd.

SIGNATURE OF PARENT

DATE

