LIA

London Institute of Aesthetics

TERMS AND CONDITIONS OF ENROLMENT

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PLEASE READ CAREFULLY AND RETAIN FOR YOUR RECORDS

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These terms explain the main conditions that apply to enrolment, course participation, payments and assessment. Please contact LIA before enrolling if any point needs clarification.

1. Enrolment and Course Suitability

All learners must be aged 18 or over at the time of enrolment unless a specific course requirement or applicable law provides otherwise. LIA may request proof of age and relevant qualifications or experience.

Enrolment is subject to an initial discussion or interview where appropriate, review of entry requirements, and completion of the required registration paperwork. Learners are responsible for ensuring that the course selected is suitable for their existing qualifications, experience and intended scope of practice.

Any information supplied in an application or during enrolment must be accurate and complete. LIA may review an enrolment where information has been withheld or entry requirements are not met.

2. Deposits, Fees and Payments

Course fees and any applicable deposit will be confirmed in writing before enrolment. Unless agreed otherwise in writing, a 20% deposit is required to secure a place. A place is not confirmed until the required deposit and enrolment paperwork have been received.

Deposits, payments and cancellation charges are subject to these terms and any statutory consumer rights that apply. Nothing in these terms removes a learner's legal right to cancel where such a right applies.

Learners are responsible for checking the total course fee, what is included, any additional assessment or awarding-body charges, and any costs for uniforms, travel, accommodation, equipment or optional items before enrolling.

3. Payment Plans and Outstanding Fees

Where LIA agrees to an instalment plan, the schedule and amounts will be confirmed in writing. Instalments must be paid on the agreed dates, whether or not a learner attends every session.

If a payment is missed, LIA may contact the learner to arrange payment and may restrict access to further training, assessments or course materials where lawful and consistent with awarding-body requirements. Any decision will take account of applicable consumer law and the learner's circumstances.

Course completion does not cancel any outstanding balance. Learners remain liable for agreed fees, subject to any lawful cancellation, refund or other rights.

4. Course Changes and Cancellations by LIA

LIA will make reasonable efforts to deliver courses on the published dates and at the advertised location. In exceptional circumstances, LIA may need to change a tutor, timetable, venue, course content or delivery arrangements.

If LIA cancels a course or makes a material change, it will inform affected learners as soon as reasonably practicable and explain the available options. These may include an alternative date, a transfer or a refund where appropriate under the circumstances and applicable law.

LIA is not responsible for a learner's travel, accommodation, lost earnings or other consequential costs unless required by law.

5. Cancellation and Withdrawal by Learners

Requests to cancel, withdraw or transfer must be made in writing. The date the request is received will normally be used to assess the request.

Refunds and cancellation charges will be assessed in accordance with the enrolment agreement, the timing of the request, services already provided, costs reasonably incurred and applicable consumer law. A blanket statement that all payments are non-refundable does not override statutory rights.

For contracts made at a distance or off-premises, a statutory cancellation period may apply. Where relevant, LIA will provide the required cancellation information and explain any effect of a request to begin services during that period.

6. Attendance and Punctuality

Full attendance is expected. Courses may be intensive and missed teaching can affect learning outcomes, practical competence and eligibility for assessment.

Learners must arrive punctually and return promptly from breaks. Late arrival may mean that a learner cannot participate in part of a session, practical work or an assessment where doing so would be unsafe or compromise the course requirements.

Any absence must be reported to LIA as soon as possible. Absence does not automatically entitle a learner to a refund, replacement session or extension. Any catch-up arrangement is subject to availability, course requirements and any additional fee confirmed in advance.

7. Missed Training Days and Additional Training

Where a learner misses a scheduled training day and additional tuition is required to meet the course outcomes, LIA may offer a replacement or additional training day subject to availability.

The standard additional training fee is £200 per day, where applicable. LIA will explain the reason for the additional session and confirm the fee before it is booked. Any fee will be applied fairly and in accordance with applicable law and awarding-body requirements.

Some practical or group sessions cannot be replicated exactly. LIA cannot guarantee that a replacement session will be available before an original assessment or course completion deadline.

8. Qualifications, Assessments and Certificates

Learners must complete all required theory, practical work, portfolio evidence, examinations and other assessment requirements set by LIA and the relevant awarding organisation.

Assessment decisions are made by appropriately qualified assessors in accordance with the applicable assessment criteria and awarding-body procedures. Learners will be informed of the relevant appeals process and may raise concerns through LIA's complaints or appeals procedure.

Successful completion of training alone does not guarantee a qualification. Certificates are issued by the relevant awarding organisation once all requirements have been met and the awarding organisation has processed the result. Any certificate or assessment fee will be explained where applicable.

9. Practical Assessment Resits

Where a learner does not meet the required standard at a practical assessment, LIA will explain the outcome and any further preparation or assessment required.

Up to two practical resits may be offered without an additional LIA resit tuition fee. This does not include any separate awarding-body, registration, examination, model, consumable or other third-party charge that may apply; such charges will be explained in advance.

Further resits or additional tuition may incur a fee, confirmed before booking. All resits remain subject to course rules, assessment criteria, availability and awarding-body regulations.

10. Online Learning and Course Materials

Online learning, where included, must be completed by the deadlines provided. Online study does not replace required in-person practical training or assessment unless the course specification expressly permits it.

Course handouts, presentations, videos, online content and other learning materials are supplied for the enrolled learner's personal study. They must not be copied, recorded, shared, uploaded or distributed without LIA's prior written permission, except where permitted by law.

11. Professional Conduct

Learners are expected to behave respectfully and professionally towards tutors, staff, other learners, models and members of the public, and to follow all reasonable instructions relating to safety, hygiene and course delivery.

Bullying, harassment, discrimination, aggressive behaviour, disruption, intoxication, unsafe practice or deliberate misuse of LIA property may result in a review of the learner's participation. Where necessary, LIA may suspend a learner from an activity while concerns are investigated and may take proportionate action, following a fair process.

Learners must not make unauthorised recordings or photographs during teaching, assessment or treatment sessions, or share another person's image or personal information without appropriate permission.

12. Practical Training, Models and Hygiene

Practical training may involve working on fellow learners or models and receiving treatments as part of the course. Learners must follow all consultation, consent, infection-control, contraindication, safeguarding and health-and-safety procedures.

LIA will explain any model requirements and whether models are provided or must be arranged by the learner. Model availability and suitability cannot be guaranteed in every circumstance.

Learners must not perform a treatment where they have not been trained, authorised or assessed as competent to do so, or where it would be contrary to the course protocol or applicable law.

13. Medical Information and Health Declarations

Learners must disclose relevant medical conditions, allergies, injuries, pregnancy where relevant to treatment safety, or other circumstances that could affect their safe participation or treatment suitability. Information should be shared confidentially with the appropriate member of staff.

LIA may adapt or restrict a practical activity where reasonably necessary for safety, or request further information before permitting participation. Any information will be handled in accordance with applicable data-protection requirements.

14. Uniform and Personal Presentation

Where a uniform or specific dress code is required, learners must follow the guidance provided before the course. Clothing and footwear must be clean, professional and suitable for practical work.

Hair, nails, jewellery and personal presentation must comply with hygiene and safety instructions for the relevant activity. LIA may ask a learner to adjust their presentation before participating in a practical session.

15. Course Kits, Equipment and Towels

The course information will specify any kit, equipment, products or consumables included in the fee and any items the learner must supply. Learners are responsible for bringing required items to sessions and keeping personal equipment in suitable condition.

Items supplied as part of a course are for the learner's use as described in the course information. Lost, damaged or additional items may need to be replaced at the learner's cost, where reasonable and confirmed.

16. Confidentiality and Intellectual Property

Learners must respect the confidentiality and privacy of other learners, models, clients and staff. Personal, medical, assessment or business information obtained during training must not be disclosed without authorisation, except where disclosure is required by law.

Course materials, teaching resources, branding and other intellectual property remain the property of LIA or the relevant rights holder. No ownership or licence is transferred except for the learner's personal educational use as permitted by these terms.

17. Compassionate and Exceptional Circumstances

LIA recognises that illness, bereavement and other exceptional circumstances may affect attendance or completion. Learners should contact LIA promptly and provide reasonable supporting information where requested.

Requests for deferral, transfer, extra time, catch-up training or other adjustments will be considered individually, taking account of the circumstances, course structure, availability, awarding-body rules and legal obligations. An adjustment cannot be guaranteed and may involve additional costs where disclosed in advance.

18. Changes to Policies and Course Arrangements

LIA may update its policies or make reasonable changes to course arrangements where necessary for safety, legal compliance, awarding-body requirements or effective delivery. Material changes will be communicated to affected learners.

Where a change materially affects the course purchased, LIA will explain the position and any options available under the enrolment agreement and applicable law.

19. Complaints and Appeals

Learners should raise concerns as soon as possible with the relevant tutor or LIA management so that an attempt can be made to resolve the issue promptly.

Formal complaints and assessment appeals must follow LIA's current complaints or appeals procedure. Where an awarding-body decision or process is involved, learners will be directed to the relevant awarding-body procedure where appropriate. Nothing in these terms prevents a learner from exercising a statutory right.

20. General Conditions

These terms should be read alongside the course information, enrolment form, payment agreement and applicable awarding-body requirements. If there is a conflict, mandatory law and relevant awarding-body requirements take precedence to the extent required.

If any provision is found to be unenforceable, the remaining provisions will continue to apply. A failure by LIA to enforce a provision on one occasion does not waive its right to do so later.

By enrolling, the learner confirms that they have had an opportunity to read these terms, ask questions and understand the course requirements, fees and key policies.

Learner Acknowledgement and Declaration

By signing below, I confirm that I have received and had the opportunity to read the London Institute of Aesthetics Terms and Conditions of Enrolment. I understand that I may ask questions before signing and that these terms should be read alongside my course information, enrolment form and any agreed payment plan.

I confirm that the information I have provided during enrolment is accurate and complete, and that I understand the attendance, assessment, payment and course-participation requirements applicable to my programme.

Learner full name: _____

Course / qualification: _____

Course start date: _____

Learner signature: _____

Date: _____