



HANDBOOK



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The Beauty Hub Institute

Organisation Unique ID: 2023/539825/07
Accreditation Unique ID: SDP140126091616

Student Handbook

National Occupational Certificate: Beauty
Therapist (NQF Level 4)



WELCOME

Welcome to The Beauty Hub Institute, where we are committed to developing skilled beauty professionals and successful entrepreneurs.

This handbook outlines the rules, policies, and expectations that all students must follow. These policies are designed to ensure a professional, respectful, and safe learning environment.

PURPOSE OF THIS HANDBOOK

This handbook serves to:

- Guide student conduct and expectations
- Protect the rights of students and the institute
- Ensure fairness, discipline, and professionalism
- Safeguard the reputation of The Beauty Hub Institute

STUDENT CODE OF CONDUCT

All students are expected to:

- Attend classes punctually and consistently
- Maintain professional behaviour at all times
- Treat staff, clients, and fellow students with respect
- Maintain proper hygiene and grooming
- Wear the prescribed uniform during training

PROHIBITED CONDUCT

The following will not be tolerated:

- Bullying, harassment, or discrimination
- Disruptive or disrespectful behaviour
- Damage to institute property
- Dishonesty or misconduct
- Any behaviour that brings the institute into disrepute

ATTENDANCE POLICY

- Attendance is compulsory for all theory and practical sessions
- Students must inform the institute of absences in advance
- Repeated absenteeism may result in disciplinary action
- Missed practical work may need to be repeated at the student's cost





STUDENT UNIFORM POLICY

All students must wear the official uniform during training:

- Beauty Hub Institute scrub top (R350 – purchased separately)
- Black pants (student provides)
- Closed black shoes

Failure to comply may result in being denied access to practical sessions.

SOCIAL MEDIA & REPUTATION PROTECTION POLICY

Students must uphold the reputation of The Beauty Hub Institute at all times. Strictly Prohibited:

- Posting false, misleading, or damaging statements about the institute
- Sharing internal issues, disputes, or confidential information publicly
- Posting inappropriate content while representing the institute

LEGAL CLAUSE (IMPORTANT)

Any student who publishes or shares defamatory, harmful, or false information about The Beauty Hub Institute, its staff, or students may face:

- Immediate disciplinary action
- Suspension or termination
- Legal action where applicable

All concerns must be addressed through the internal complaints process before any public communication.

COMPLAINTS & GRIEVANCE PROCEDURE

Students must follow this

- Report concern to facilitator
- Escalate to management
- Submit written complaint

The institute will respond within 5–10 working days.

DISCIPLINARY POLICY

The institute follows a structured process:

- Verbal Warning
- Written Warning
- Final Warning
- Suspension
- Termination

The institute reserves the right to accelerate disciplinary action in serious cases.

ANTI-BULLYING & HARASSMENT POLICY

The Beauty Hub Institute has a zero-tolerance policy on:

- Bullying (including WhatsApp groups)
- Harassment or intimidation
- Discrimination of any kind

Any violations will result in serious disciplinary action.

CONFIDENTIALITY POLICY

Students must:

- Respect the privacy of clients and fellow students
- Not share internal matters publicly
- Not disclose personal or institutional information

Breach of confidentiality may result in disciplinary or legal action.

POPIA & MEDIA CONSENT

The institute complies with the Protection of Personal Information Act (POPIA).

- Student information will be handled confidentially
- Photos/videos may be used for marketing with consent
- Students may withdraw consent in writing





COURSE FEES & PAYMENT POLICY

Launch Course Fee: R15,000

Payment Rules:

- Registration fee is non-refundable • Payments must be made on time
- Certificates are issued only after full payment

Failure to pay may result in restricted access to training.

REFUND POLICY (SUMMARY)

Refunds may be considered:

- If cancellation occurs 7 days before start date
- Under approved exceptional circumstances

NON-REFUNDABLE

- Registration fee
- Uniform
- Training already received

DISMISSAL / TERMINATION POLICY

A student may be dismissed for:

- Bringing the institute into disrepute
- Social media misconduct or defamation
- Harassment or bullying
- Repeated misconduct
- Non-payment

No refunds will be issued in such cases.

LIMITATION OF LIABILITY

The Beauty Hub Institute will not be held liable for:

- Personal injury during training (unless due to negligence)
- Loss or damage of personal belongings
- Student actions outside the institute

STUDENT AGREEMENT (BINDING CLAUSE)

By signing below, the student confirms that they:

- Have read and understood this handbook
- Agree to abide by all policies and rules
- Accept that failure to comply may result in disciplinary action
- Agree not to make any false or damaging public statements about the institute



STUDENT DECLARATION

Student Name: _____

Student Signature: _____

Date: _____

INSTITUTE REPRESENTATIVE

Name: _____

Signature: _____

Date: _____