



Teesside Silversmith Student Handbook

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Please note that by enrolling for one of our classes, you agree and will comply with the following terms and conditions (including any others published on our website):-

- I am/will be over the age of 18 at the start of term.
- I understand that recording my progress in this course will help me to recognize the progress I am making and it will assist the tutor to plan the teaching sessions.
- To support this I give my permission for a record of my progress to be made, on paper or in electronic format. I understand that the material is intended to be accessed only by myself and the staff of Teesside Silversmith.
- I also give permission for any images of my work or myself to be included in a stock library, which may be used for such purposes as publicity, training or use on the Teesside Silversmith website.
- I understand the information I have provided will remain private and confidential.
- I acknowledge that I have read and understand the information provided and confirm the information I have given is true and correct.
- I acknowledge that I have read and fully understand the contents of the Student Handbook which outlines the conditions and my rights and responsibilities as a student of Teesside Silversmith including the Fees and Refunds Policy and Privacy Statement.
- I understand that it is my responsibility to be familiar with its contents and to ask questions on any matters I don't understand.
- I do not currently own or run a jewellery-related business, sell jewellery or intend to use this course to make jewellery to sell (commercial students please see our private workshops section) and acknowledge that providing false information to gain access to a course will result in immediate expulsion without refund.



Welcome

First of all, I'd like to take this opportunity to thank you for taking up Silversmithing and Jewellery Making with Teesside Silversmith. As your Tutor, I hope you have an excellent year and are looking forward to the upcoming activities in which you will be participating.

Attending a jewellery course can offer you a path to new friends, interests and opportunities, whether you want to make a small amount of jewellery in your own home or start up a business producing your own specially designed pieces.

If you have any questions about the course, please don't hesitate to contact us at your class, or by using the following details.

Contacting Us

Tel: 07793 739615

E-mail: jon@teessidesilversmith.com

Equal Opportunities

- All learners with Teesside Silversmith shall be valued equally regardless of race, gender, age, disability or social class.
- All learners can expect to receive fair treatment from us.
- We recognise that all learners at some time may need specific support and encouragement to meet their full potential.
- We will continue to develop and review our policies, procedures and practices to ensure that our commitment under this policy is put into practice.

We commit to:-

- Provide a learning environment where harassment and bullying is unacceptable behaviour which will not be tolerated within our classes or to our learners or staff.
- Minimise the barriers faced by people using our facilities

Learner Support

If you feel you need extra help in any of our classes, we can discuss your needs and agree a support plan. This may be advice or help accessing a course or help during class sessions in order to overcome difficulties caused by disabilities. Please speak to your Tutor for further information.

If you require specialist equipment to access your course, we will make every effort to support your needs. There may be occasions, though, when specialist equipment may not be available.



Class Fees

Class fees are payable in full in advance of the class running. Late payment may attract an additional penalty at the discretion of Teesside Silversmith, or cancellation of your place on the class.

If we cancel a class, you will receive a proportional refund of your fees based on the number of weeks.

If you withdraw from a class or fail to attend for a period of time, we regret that we are unable to offer a refund of your fees except in exceptional circumstances. Applications for a refund of fees must be made in writing stating the reasons why you are withdrawing.

Closure of Classes

Classes will be closed if insufficient numbers can be maintained, although every effort will be made to keep classes open. If a class has started with sufficient numbers, it will not be closed during that term regardless of the number of learners attending.

Leaving a Class

If you need to leave the class, please let your Tutor know at the earliest opportunity. This may be for a number of reasons, but you should discuss the matter with your Tutor to find out if a compromise can be made to allow you to continue with your class.

Attendance/Absence

If you are unable to attend a session, please contact your Tutor at the earliest opportunity to notify them of this. Alternatively, you can e-mail Teesside Silversmith at jon@teessidesilversmith.com stating the night you attend and the details will be passed on to your Tutor.

If your Tutor is unable to attend a session, as much notice will be provided to you as possible of the event. As such, it is imperative that we have up-to-date contact details for you, such as a mobile telephone number. Your Tutor will attempt to organise an additional session to cover any time lost due to absence that will enable all learners to participate. This may also be recompensed by adding additional time before or after remaining sessions.



Information, Advice & Guidance

If you would like to discuss any progression or other courses you can undertake following your class with us, please contact your Tutor.

Please note that while some course materials may be available for reference within the classroom environment, the course fees do not include any form of handouts, printouts or copies of any of the materials owned by Teesside Silversmith.

Any documentation provided is entirely at the discretion of the Tutor or Teesside Silversmith and may incur an additional charge to cover printing, licensing and other costs. You will always be informed of such costs, with any estimates noted, prior to any documentation being made available to yourself.

Quality

We regularly review our provision to ensure that you receive the best quality courses possible.

Feedback from You

Your views on the quality of our provision are important, and we would appreciate it if you provide us with feedback during and after your course.

You can provide us with your feedback during the class, or send it to us by e-mail. Forms will be available from your Tutor toward the end of the term that can be used to provide anonymous feedback.

Health & Safety

You are responsible for your own Health and Safety but Teesside Silversmith will do all it can to ensure you learn in a safe environment. To ensure your safety:-

- All accidents must be reported immediately to your Tutor
- Always keep to the rules governing the use of special equipment.
- Always use specialist protective clothing when required
- If you are aware of a potential health and safety hazard, please report this to your Tutor as soon as possible.

Please note that the decision of the Tutor is final with any Health and Safety issues arising with the learning environment, although you may appeal a decision if you deem it to be unfair or unsafe.

You can appeal a decision by providing a full account noting your anticipated amendment by e-mail to Teesside Silversmith. The result of any appeal decided by Teesside Silversmith is final and binding to both Tutor and Learner.



Your Commitment to Us

We need to know about any changes in your contact details, so please inform us if any of the following details change:-

- Address
- Telephone Number
- E-mail Address
- Emergency Contact

Our Commitment to You

When you contact us, we will be friendly, helpful and polite. We will treat learners with fairness and respect.

You will be given information about the courses we offer including fees, venues, other facilities and how to enrol.

Commendations, Comments & Complaints

Teesside Silversmith welcomes commendations, comments and complaints from both existing and prospective learners.

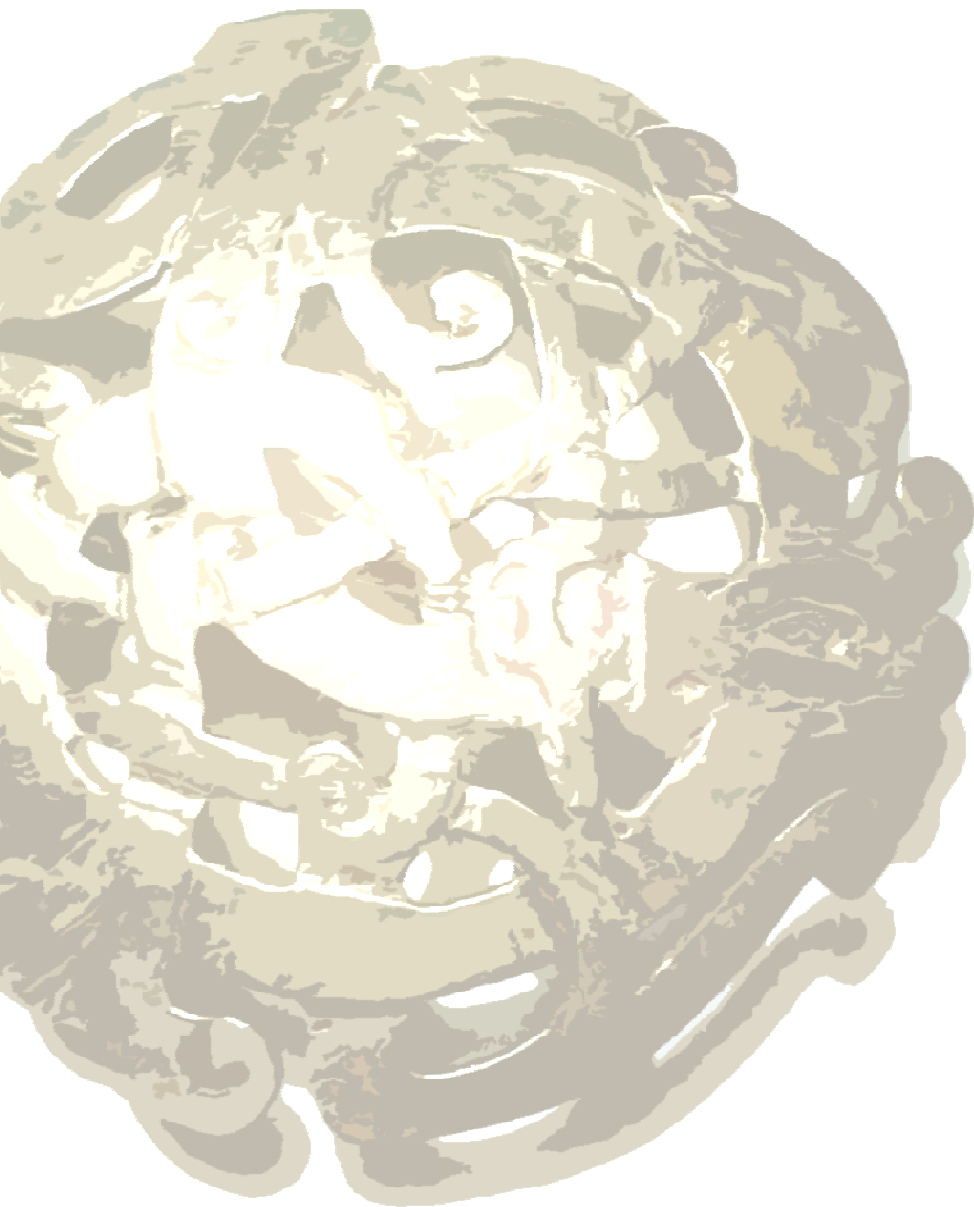
We are always pleased to receive comments, compliments or suggestions, and would be very interested in hearing your ideas about how we could improve our service to you.

You can provide us with feedback by talking to your Tutor, using our feedback form, the Contact Us form on our website or by e-mailing us at the address in the 'Contacting Us' section of this booklet.

If you have a complaint, please follow these guidelines:-

1. Explain the problem to your Tutor.
2. If you would prefer to make a confidential complaint, please obtain a copy of our Commendations, Comments & Complaints form (available from your Tutor or via our website).
3. If the above course of action is not possible, a complaint in writing should be forwarded to Teesside Silversmith (jon@teessidesilversmith.com), who will attend to the matter and respond to the complaint.





Teesside Silversmith

<http://www.teessidesilversmith.com>

Email: jon@teessidesilversmith.com
Phone: 07793 739615 / 01429 422064