



THE BEAUTY UNIVERSITY OF JAMAICA

Student Handbook

Policies, Standards & Student Guide · 2026 / 2027

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thebeautyuniversityja.org

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WELCOME

A Letter From Our Principal

Dear Student,

Welcome to The Beauty University of Jamaica. Thank you for choosing us to support you in achieving your professional goals in the beauty industry. You are about to embark on a training journey that will equip you with the education and skills necessary for a successful future in this dynamic field.

As a private institution, we are dedicated to providing you with the foundational training needed to excel in your examinations and step confidently into the world of beauty. Our programmes emphasise both theoretical knowledge and practical application to prepare you for professional certification, which will require your commitment and hard work. Throughout your training you will engage in business management, business concepts and the psychology of personal success, all designed to set you on the path to a thriving career.

Our courses are accredited and certified through recognised national and international partners. We are proud to have you join our community and are committed to helping you discover and nurture your talents. With the education and training you receive here, along with your eventual certification and licence, you will be equipped to transform not only your life but the lives of those around you. The level of your success will be determined by the effort you invest and the time you dedicate to preparation for your assessments.

We are delighted to have you with us and look forward to supporting you on your journey to success.

Sincerely,

Michelle Miller Campbell

Principal, The Beauty University of Jamaica

WHO WE ARE

Our Commitment, Mission & History

Statement of Commitment to Excellence. We are dedicated to cultivating a culture of excellence in every aspect of our institution: the highest quality education, training and support, empowering students to reach their full potential in the beauty and wellness industry. We maintain high standards of academic and professional integrity, foster creativity, critical thinking and practical skill, and provide a nurturing, inclusive environment that respects and values diversity. At The Beauty University of Jamaica, excellence is not just a goal; it is our promise.

Our Mission

To educate the Beauty Therapists of tomorrow.

Our Objectives

To serve our students in achieving the best quality training possible, producing well-rounded beauty therapists with a solid foundation of knowledge on which to build a lifelong career.

Our Motto

"Education is the most powerful weapon which you can use to change the world."

Brief History

The Beauty University of Jamaica, formerly The Beauty Institute of Jamaica, was officially established in 2018 out of a vision to provide top-tier beauty education for the diverse needs of aspiring beauty professionals. From the start we have focused on high-quality, personalised instruction in an intimate, engaging learning environment, so that every student receives the attention and guidance needed to excel. Over the years we have grown into a trusted name in beauty education, and our graduates leave with the knowledge, confidence and practical experience to succeed in a dynamic industry.

Meet the Beauty Team

Our team is the heart of our institution: highly skilled, experienced, and deeply committed to your success. Our instructors bring knowledge, passion and dedication to the classroom so that you receive the best education and hands-on experience possible.

- Principal: Michelle Miller Campbell - principal@thebeautyinstituteja.com
- Head of Admin - admin@thebeautyinstituteja.com
- Head of Accounts - info@thebeautyinstituteja.com

STUDENT LIFE

International Students & Campus Life

International Students

We welcome students from anywhere in the world. For those who cannot travel to Jamaica, we provide a comprehensive online learning experience: live, interactive classes with a teacher guiding you through each step of the curriculum, with the same high-quality education and real-time support as on-campus students. Exams may be taken online, but all external assessments (a theory test and a practical assessment) must be completed in person and typically take one day, lasting 4 to 5 hours. When it is time for your external assessment, plan your visit to Jamaica in advance; our team will provide all the information you need for a smooth experience.

Our Commitment to You

The Beauty University of Jamaica is dedicated to a safe, respectful and inclusive environment for all students, staff and stakeholders. We strictly prohibit harassment and bullying in any form, and no preferential treatment is given to any class, group or team of persons. We are an equal-opportunity institution and do not discriminate on the basis of race, colour, national origin, religion, gender, gender identity, sexual orientation, age, disability, marital status, or any other characteristic protected by law.

What Each Student Receives

- **Student ID card** - valid for the duration of your course and required on school days, as it serves as your passport to exams. If lost or stolen, replacement is at your own expense.
- **Insurance discount card** - access to healthcare services for the duration of your course; continued coverage may be available through the provider.
- **Student portal access** - a unique password to an exclusive students' area on our website with study materials, course updates, announcements and resources.

Class Representative Roles

Each class may select a Class Representative and a Deputy. The Class Representative takes daily attendance and reports absences, helps maintain a respectful learning environment, serves as the liaison between classmates and the instructor, and encourages participation. The Deputy supports and deputises for the Representative, helps resolve minor conflicts, and assists with organising class events. These roles build valuable leadership skills.

Student Support Services

Whether you need academic support, personal counselling or career-planning advice, our dedicated staff is here to help. We offer services designed to support your academic success and personal well-being, and exclusive student resources through the portal.

CONDUCT

School Rules

1. Attendance & Punctuality

- You are responsible for attending all classes; if you cannot attend, it is your responsibility to catch up on missed information.
- Arrive on time. The teacher will not proceed if no student arrives within the first 30 minutes. Consistent lateness may result in disciplinary action.

2. Dress Code

- School uniforms must be worn at all times unless otherwise advised. No shorts, cut-out jeans or pants below the waist. Dress professionally at all times.
- Bring all required kits and books every day as your course requires.

3. School Fees

- Fees are non-transferable from one class or person to another and are payable once you start attending classes.
- Unpaid fees attract a 5% penalty for every week they remain unpaid past the due date.
- Re-enrolment requires a re-enrolment fee and settlement of all outstanding fees.

4. Course Completion

- Once you enrol and start a programme it is your responsibility to complete it in the specified time. Full payment is required even if you opt out after four weeks.

5. Work & Study Period

- Programmes include a work-and-study period of approximately two weeks; attend daily and represent the school with pride. This is not a paid work programme.

6. Equipment & Facilities

- The school provides facilities and equipment; anything you damage, you replace.
- After each class, turn off all equipment and lights and empty the bins before leaving.

7. Conduct & Behaviour

- Indecent language is strictly prohibited on school grounds.
- The school is a NO SMOKING area at all times; being caught smoking carries a J\$3,000 fine.
- Cellphones must be on silent or vibrate and are not to be answered during class.

8-11. Academics, Etiquette, Disputes & Supplies

- All assignments must be handed in on time; late submissions attract penalties decided by the teacher.
- No eating or drinking in classrooms unless authorised by a teacher.
- Disputes that cannot be resolved among students should be reported to the office.
- If your course includes a kit it is provided on entry; replacement supplies are available for purchase at the school office.

EXPECTATIONS

Student Responsibilities & Code of Conduct

As a student you are expected to take a self-directed approach to your learning. This means attending all classes consistently and punctually, completing assigned readings and assignments before class, participating actively in group work, following the dress code and proper grooming, and avoiding disruptive behaviour.

Recording of Classes

Students may NOT use phones or any device to record classes or any part of them (lectures, presentations, assignments, tutorials, or test/examination answers) without the instructor's express permission.

Promotional Photography

Photographs and videos may be taken during classes and activities and used to promote the University. By participating you consent to the use of your likeness for these purposes; an opt-out is available in writing at orientation (see Consent to Use Image below).

Code of Conduct

We uphold the highest standards of behaviour. As a student you are expected to respect others, maintain integrity, follow school rules, respect school property, and promote a safe environment.

Academic Integrity

Submit original work, avoid plagiarism and cite your sources, do not use unauthorised materials or assistance during exams or assessments, and report any breaches of academic integrity to school authorities.



ACADEMICS

Certification & Assessment

Our courses are accredited by NCTVET, and our graduates earn the Beauty University Certification, which is US-accredited and recognised worldwide. Many programmes additionally prepare you for external certification through our partners, awarded after you sit and pass a separate external examination.

External Certification Partners

- **NCTVET (Jamaica)** - national vocational certification for eligible programmes.
- **Neil Asher Education / NCBTMB (USA)** - external certification for massage therapy programmes.
- **Pivot Point** - external certification for hair and styling programmes.

Qualification Requirements

The pass mark for all theory and practical assessments is 75%. To qualify for external assessment, students must successfully complete:

- Internal assessments: two (2) theory exams and two (2) practical assessments per module/cluster.
- External assessment (for qualified students): one (1) external theory exam and one (1) external practical assessment per module/cluster.
- **Eligibility:** you must complete all internal assessments before being eligible for external exams.
- **Missed assessments:** if you miss a University exam or practical, you are responsible for rescheduling and may incur additional cost.
- **Group assessments:** if a group meets the requirements, others are not delayed by an individual's circumstances.

Certificate & Transcript Issuance

- On passing all assessments you receive a certificate of completion from the University. External partner certificates are issued on the partners' timelines, which are outside the University's control.
- Processing time is approximately 30 working days. Certificates and transcripts are collected at the office during business hours; bring valid photo ID.
- **All transcripts and additional or replacement copies carry a processing fee, payable before the request is fulfilled. There are no free transcripts.**

School Letters

All letter requests are made at the office. Each letter carries a cost payable with the request and is processed within five (5) working days (occasional delays may occur).

ACADEMICS

Grading System

Students are evaluated regularly on theory, practical and clinical work, measured on a standard percentile basis and converted to a letter grade. **The pass mark for assessments is 75%.** Students must maintain a "C" average to remain in satisfactory academic status in both theory and practical work; both are equally important to successful completion.

Average	100%-90%	89%-80%	79%-70%	69%-60%	60%-55%
Letter Grade	A+	A	B+	B	C
Grade Points	4.0	4.0	3.0	3.0	2.3

Grade Point Average (GPA)

GPA indicates academic performance on a 0.0-4.0 scale, calculated by dividing total grade points earned by total gradable credit hours attempted (including failed modules), consistently across all semesters.

Worked example:

Cluster	Units	Marks	Letter Grade	Quality Points	Units x Quality Points
Cluster 1	8	82	A	4.0	32.0
Cluster 2	6	72	B+	3.0	18.0
Cluster 3	8	66	B	3.0	24.0
Cluster 4	6	74	B+	3.0	18.0
Total	28				92.0

Marks combine theory and practical. Semester GPA = $92.0 / 28 = 3.3$. Overall programme GPA = (course credits x quality points) / total programme credits.

ACADEMICS

Examinations, Licensing & Re-Entry

External Assessment

After completing your course and internal assessments, anticipate a 30 working-day period for your external assessment date. Because we partner with other institutions, there may be delays beyond our control; we communicate changes promptly so you have time to prepare.

- **Missed assessment:** if you miss an external assessment you must arrange and pay for a resit at current rates.
- **In-class resits:** if you fail an in-class test you are given another opportunity to pass at no additional cost.
- **Practical assessments:** you must bring a participant; the school does not provide models. Bring all necessary items, or purchase/rent them from the school; otherwise you cannot complete the practical.

Licensing

- It is the student's responsibility to obtain a **student licence** from the Ministry of Health and local government.
- After certification, obtaining a **professional beauty therapist licence** is also the student's responsibility.
- The Beauty University of Jamaica does not issue any licence.

Make-Up Classes & Re-Entry

- Make-up classes are scheduled for public holidays, adverse weather and emergencies, so you do not miss any part of your course.
- Re-entry: if you withdraw and wish to return, you must reapply and pay any fee difference plus a re-entry fee of 20% of the current course fees. Re-admission is subject to availability, approval, and any curriculum changes.

EXAMINATIONS

Instructions for Candidates

- 1.** Eligibility: meet all course requirements, pay the examination fee (or arrange payment with Finance), and submit all required entry forms.
- 2.** Arrive at least 15 minutes before the scheduled start. Latecomers beyond 30 minutes are not admitted without the Principal's permission.
- 3.** Maintain silence at all times and do not attempt to communicate with other candidates; speak only when permitted by an invigilator.
- 4.** Borrowing or lending materials or equipment is strictly prohibited.
- 5.** Jackets, handbags, books, pencil cases and electronic devices are not allowed at your desk and must be left in the designated area; the University is not responsible for lost items.
- 6.** Weapons of any kind, cellular phones and smart watches are prohibited in the exam venue.
- 7.** A valid examination card is required; unauthorised information on the card (beyond date, time, venue and exam title) is academic misconduct.
- 8.** Bringing unauthorised materials, including blank paper, is a breach of the rules.
- 9.** No smoking, eating or drinking during the exam.
- 10.** Programmable or noisy calculators are not permitted; all electronic equipment such as watch alarms must be off and in the designated area.
- 11.** Complete the student receipt form and return it to the invigilator; this is your only proof of attendance.
- 12.** Raise your hand for another answer booklet or assistance. To leave the room, raise your hand; one candidate leaves at a time, accompanied by an invigilator. Leaving without permission results in a failed exam.

FINANCE

Financial Aid & Responsibilities

We do not offer scholarships at this time, but we provide flexible payment plans to help you manage tuition and fees. If you opt for a payment plan, it is your responsibility to adhere to the agreed schedule; failure to do so may result in penalties or suspension.

Your Responsibilities

- Adhere to payment deadlines; late payments may incur fees and affect enrolment.
- Communicate financial difficulties to the Accounts Department as early as possible so alternatives can be explored.
- Understand the Refund Policy before committing; keep records of all payments and receipts.
- Plan your finances for all costs: tuition, materials and any additional fees.

Consequences of Non-Payment

- Suspension of enrolment (access to classes, exams and resources) until the balance is cleared.
- Withholding of certificates, transcripts and official documents until all obligations are met.
- Additional late-payment fees added to your account.

POLICIES

Refund Policy

This policy explains which fees are refundable and how refunds are processed at The Beauty University of Jamaica. By registering for a programme, you agree to these terms. Please read them carefully before making any payment.

- **Registration fee:** the J\$4,000 registration fee is non-refundable under all circumstances. It secures the administration of your enrolment and is separate from tuition.
- **Tuition refunds** (calculated from the date your written request reaches admissions): **before classes begin**, tuition paid is refundable less the registration fee and any uniform or material costs already incurred; **within the first week**, up to 70%; **up to the second week**, up to 40%; **after the second week**, non-refundable.
- **Uniforms & materials:** non-refundable once ordered or issued.
- **Cohort postponement or cancellation:** if a cohort does not meet minimum enrolment and is postponed or cancelled by the University, you may transfer your tuition to the next intake or request a full refund of tuition paid (the registration fee remains non-refundable).
- **Course transfers:** requests to transfer to another course are considered case-by-case and may attract additional fees and conditions.
- **How to request:** submit in writing to admin@thebeautyinstituteja.com with your full name, programme and proof of payment. Approved refunds are processed to the original payment method within 30 business days.

POLICIES

Non-Discrimination, Harassment & Grievances

Non-Discrimination

The Beauty University of Jamaica provides a learning environment free from discrimination and harassment of any kind. We do not tolerate discrimination based on race, colour, religion, gender, sexual orientation, national origin, age, disability, or any other protected characteristic, and all students have equal access to programmes, services and activities.

Harassment

Harassment of any kind, including sexual harassment, bullying, or any behaviour that creates a hostile or offensive environment, is strictly prohibited. This includes unwelcome verbal, physical or visual conduct that disrupts learning.

Reporting

Any student who believes they have been subjected to discrimination or harassment should report it immediately to the Principal or a designated administrative staff member, in person or in writing. All reports are taken seriously and thoroughly investigated, and appropriate action is taken.

Grievance Resolution

If a concern cannot be resolved with your immediate instructor or Lead Instructor, escalate it to the Principal, Michelle Miller Campbell, in person at the school office. Grievances are preferably submitted in writing or by email for clear documentation, and a written response is provided within 15 business days of receipt.

SAFETY

School Safety, Lab Rules & Emergencies

General Electrical Safety

- Read all instructions before any task; keep equipment in good repair and inspect plugs before use.
- Unplug devices when not in use; pull by the plug, never the cord; keep cords off the floor, untangled, and never step on them.
- Keep electrical devices away from water; do not use them with wet hands; never touch more than one metal object while using plugged-in devices.
- Never leave clients unattended while connected; do not clean around outlets; do not attempt repairs - contact authorised personnel.

Lab Rules

- Sanitize beds before each use; wash hands before and after every practical session.
- Use all PPE as instructed; wash and sanitize all tools before and after use; wipe down all surfaces before and after use.

Before You Leave

- Turn off the A/C and fans; unplug all equipment; return everything to its proper place; empty all bins.

Emergency Contacts & Security

- **Fire 110 · Police 119.** Report medical emergencies to campus security or the Campus Health Center; for life-threatening situations call emergency services.
- Display your student ID on campus; sign in and out on entry and departure; report suspicious activity; bag checks may apply.

Fire Safety

- Know the location of fire exits and extinguishers.
- In case of fire, activate the nearest alarm pull station and evacuate calmly and quickly.

SAFETY

Earthquake, Hurricane & Evacuation

Evacuation Procedure

1. Remain calm and follow the instructions of designated personnel.
2. Proceed to the nearest exit in an orderly manner.
3. Assemble at the designated assembly point.
4. Do not re-enter the building until authorised to do so.

Earthquake

Do not panic. Calmly reach the nearest exit, watching for falling debris and using stairwells, not elevators. If you cannot exit immediately, stand under a sturdy door jamb away from windows and heavy furniture, or crouch under a sturdy desk, table or bed and protect your head and neck. Earthquakes are often followed by aftershocks: wait until shaking has completely stopped before moving. Your safety matters more than your belongings; secure yourself first.

Hurricane & Adverse Weather

During hurricane season and adverse weather, follow official advisories and any communication from the school regarding closures. Classes affected by adverse weather are rescheduled as make-up classes so you do not miss course content. Know your evacuation routes and assembly points, and keep your contact details current so we can reach you.

COVID-19 & Health Protocol

- Wash hands thoroughly with soap and water for at least 20 seconds; use a 70%+ alcohol sanitizer when soap is unavailable.
- Wear a mask where required in shared spaces; bring your own mask, sanitizer and wipes.
- Cover coughs and sneezes with a tissue (dispose and wash hands) or your elbow; avoid touching your eyes, nose and mouth.
- Maintain distance in shared spaces; facilities and equipment are sanitised regularly.
- Stay home if unwell; obtain medical clearance before returning after a positive test or quarantine, and report any infection promptly.
- PPE, including masks, must be worn for all practical classes.

Health & Wellness Resources

Your well-being matters. We provide access to a Campus Health Center for minor medical issues and advice, confidential counselling for personal, emotional or academic concerns, and referrals for managing stress, anxiety and other mental-health needs.

CONSENT

Use of Image or Likeness

We occasionally take photographs and videos of students during classes, events and activities for promotional purposes, including our website, social media and marketing materials. By participating in classes and events you consent to the use of your image or likeness for these purposes.

Opt-out: if you prefer not to have your image used, inform us in writing at orientation and we will make reasonable efforts to exclude your likeness from promotional materials. Your consent is voluntary and uncompensated.

ACKNOWLEDGEMENT

Read, Sign & Return to the Admin Office

Please acknowledge that you have read and fully understood this handbook, initialled each page to show your understanding, and agree to abide by all the information stated within it.

I, _____

(Student's name)

of _____

(Student's address)

attending _____

(Course/s attending)

have read and understood the above school rules and other related school and course information. I promise to abide by them, and I understand that breaches of this agreement will attract sanctions.

Student Signature

Date

OFFICE USE ONLY

Date Received

Staff Signature