



Harley Academy

LEARN TO BE OUTSTANDING

Level 7 Diploma

in Botox & Dermal Fillers

STUDENT HANDBOOK

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Founded in 2015, Harley Academy aims to revolutionise training in aesthetic medicine. By June 2016 we had created and launched the UK's first Level 7 course in the delivery of botulinum toxins and dermal fillers under the Ofqual framework. We are now the largest training centre for aesthetic medicine in the UK and have launched even more courses for our students!

Harley Academy's Level 7 Diploma in Botox & Dermal Fillers represents the cutting edge of aesthetics training worldwide. Our qualification is regulated by the highest authorities, ensuring the course we provide emphasises excellence in both safety and treatment outcomes for patients, through a nationally-recognised certification. This handbook will explain everything you need to know to complete the course and achieve rigorous clinical standards.

We ensure our team of leading doctors, nurses, dentists and educators deliver scientifically up-to-date, clinically relevant information. All our practitioners meet the latest Health Education England (HEE), Joint Council of Cosmetic Practitioners (JCCP) and General Medical Council (GMC) guidelines.

In this handbook you will find an outline of the structure of your Level 7 course, all contact details for student support and a clear step-by-step guide to the key elements of your education with us. Once you have completed your Foundation Training, you will be certified to administer botulinum toxin and dermal filler treatments to patients, provided you obtain the appropriate insurance.

This course is designed to go above and beyond the current legal minimum requirements, not only to abide with the HEE guidelines, but also to provide a service for your patients that represents the best aesthetic medicine has to offer.

We look forward to seeing your skills grow with us during your journey to aesthetics excellence.

Level 7 Diploma in Botox & Dermal Fillers



A handwritten signature in black ink, appearing to read 'Tristan Mehta'.

Dr Tristan Mehta

EXECUTIVE DIRECTOR & CEO
OF HARLEY ACADEMY

Welcome



The Level 7 Diploma

Our Level 7 Diploma in Clinical Aesthetic Injectable Treatments allows current clinical practitioners in botulinum toxins and dermal fillers to meet the HEE 2016 Qualification Requirements for Delivery of Cosmetic Procedures.

Successfully completing our course awards you with a Level 7 Diploma in injectables treatments for aesthetic medicine, the educational equivalent to a Master's degree or other postgraduate level course. Our Level 7 course is a practical qualification with a strong theoretical component that focuses on two specific treatment modalities: dermal fillers and botulinum toxins.

This course is designed to ensure you receive comprehensive practical training in basic treatments, as well as achieving an academic understanding of the sub-speciality of aesthetic medicine.



* Students must complete at least one Observation Day before taking any Mentoring Sessions

** Direct Observation of Practical Skills

*** Short Answer Questions

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Academy

Learn to
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Section 1: Code of Conduct

Harley Academy is committed to policy and practice of professional and academic standards of behaviour to which we require our students conform.

Our students must adhere to this Code of Conduct when attending all Harley Academy events and other public or academy events affiliated with Harley Academy. This covers Foundation Training, mentoring and observation at all Harley Academy and affiliate sites, events hosted by Harley Academy or affiliate centres, and examination days.

Our purpose

Harley Academy's purpose is to provide specialist training in the use, application and maintenance of the product(s) practitioners are using in aesthetic medicine. Safety and professionalism are at the heart of all practices that surround this aim.

Professional conduct

Health Education England has rejected the need for a new regulated medical aesthetics profession on the basis that many practitioners are already "members of professional registers and therefore already subject to professional regulation". Students attending training courses must be professionally registered throughout their studies at Harley Academy and adhere to the rules their own regulatory body specifies for them at all times. We only accept registered Doctors, Dentists, Nurses and Midwives onto our courses, who have no restrictions to their practice.

International Registrations are also accepted, providing you are a Doctor, Dentist or Nurse and can evidence a license to practice, with evidence of this within the previous 12 months, with no restrictions to that practice.

All students must maintain patient confidentiality on Foundation Training, mentoring and observation sessions in line with General Medical Council (GMC) confidentiality guidelines. [These can be found here.](#)

Professional conduct also extends to the way in which Harley Academy students treat each other and members of Harley Academy staff.

Patient contact

As representatives of Harley Academy, students must act professionally with patients at all points of contact.

All Harley Academy students are expected to act with probity, as per GMC guidelines.

Academic conduct

Harley Academy does not tolerate plagiarism of any kind. Specific malpractice conduct that relates to exam days includes:

- ✓ talking to other students during written or verbal examinations
- ✓ assisting others with any aspect of their assessment
- ✓ selling or making available assessment materials online or via email or social media
- ✓ disrupting others in the examination room
- ✓ bringing notes or unauthorised materials including mobile devices to the exam
- ✓ sitting an exam on behalf of someone else.

Students are expected to refer to [our comprehensive malpractice policy](#) for full details of unacceptable examination conduct.

Policies and Resources

All students can refer to Harley Academy's [terms and conditions](#) on our website.

Further policies about health and safety, equality and diversity, malpractice, appeals and complaints, can be made available on request

If you have any questions in relation to any advice, please do not hesitate to [get in touch](#).



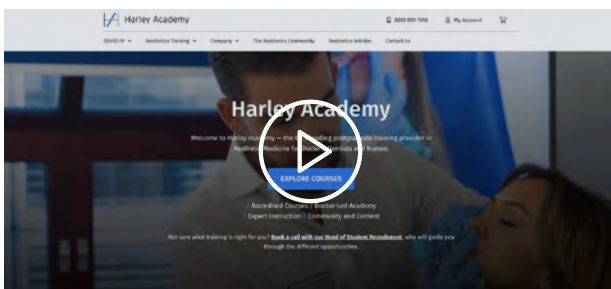
Section 2: Level 7 Induction

Your induction onto the Level 7 course is a half-day in clinic where you will complete your Foundation Training and learn essential information about how the Level 7 Diploma is run. It will also be a great opportunity to ask your trainers any questions you have about the Level 7 before embarking on this exciting and challenging journey.

Your Foundation Training covers the theory and practice of the two most widely-requested non-surgical cosmetic treatments: botulinum toxin and dermal fillers.

Once you complete your Level 7 Induction, you will be eligible to acquire the relevant insurance and start practicing independently. At the end of your induction, you will receive a starter pack of essential consumables, our best practice guide and a certificate of completion for Foundation Training in Botox & Dermal Fillers. This certificate is currently sufficient proof for insurance providers that you are qualified to practice.

Please follow [this video guide](#) demonstrating how to book your Level 7 Induction.



What will be covered during induction:

- ✓ fundamentals of botulinum toxin and filler
- ✓ basics of skin and ageing
- ✓ facial anatomy introduction
- ✓ the aesthetic consultation and examination
- ✓ mental health and facial aesthetics
- ✓ treatment dosages and dilutions
- ✓ injection techniques with high specification videos

- ✓ an approach to complications of treatment
- ✓ practice of treatments on high fidelity mannequins
- ✓ the structure of the Level 7 Diploma training
- ✓ how to book your observation and mentoring sessions
- ✓ details on the full examination process and requirements
- ✓ how to get in touch with our student support team
- ✓ introduction to the private Harley Academy community on Comma.

Where are they held?

The Level 7 Induction takes place in London and Manchester. The training is delivered by our talented team of clinical trainers, who you can [find on our website](#).

The Academy Clinic
5th Floor Jasper House
4-6 Copthall Ave
London EC2R 7DA

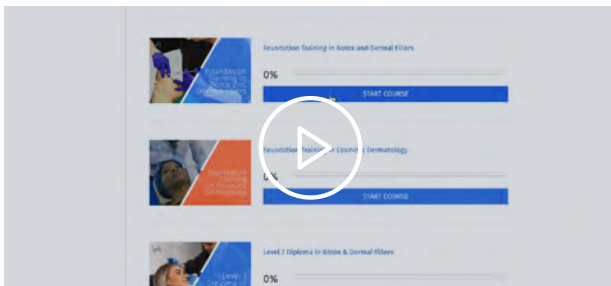
Healthxchange Manchester
Unit 9, Longstone Road
Heald Green, Wythenshawe
Manchester M22 5LB



Foundation Training eLearning

To ensure you are fully prepared for your Level 7 Induction, you must complete the Foundation Training eLearning beforehand. This eLearning will cover topics such as regulations, training, skin anatomy and case studies.

Once you have booked onto your Level 7 Induction, you will be able to access your eLearning by [logging into your account](#) on our website. When you have logged in, visit “My Account” and select “Courses” on the left-hand side of the screen. Here you can view all your eLearning; scroll until you find “Foundation Training in Botox & Dermal Fillers”. [You can find a video demonstration here.](#)



Harley Academy Best Practice Guide

Once you have completed your Foundation Training, you will receive a downloadable copy of our **Harley Academy Best Practice Guide**. This covers all of the key information you need to consider when getting started in your own practice.

The Best Practice Guide covers:

- ✓ professional indemnity insurance
- ✓ facilities
- ✓ data protection
- ✓ sourcing stock
- ✓ advertising
- ✓ prescribing
- ✓ consent.





Section 3: eLearning

Harley Academy's online learning system offers students a detailed, thorough and flexible approach to learning the content for the Level 7 Diploma. All of your content is online and accessible from the moment you join the course.

Accessing your eLearning

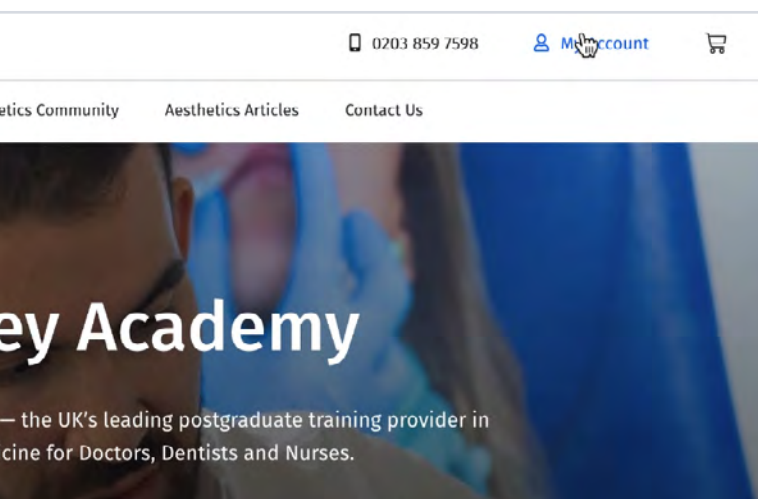
All of your eLearning content can be found in one easy-to-browse location by logging on to your Harley Academy account. The eLearning can be accessed on any computer with an internet connection. We recommend using Google Chrome as your browser. Please be aware that mobile devices are not fully supported and may cause bugs.

Logging in

To access your eLearning, [you can follow this video guide](#). Alternatively, you can follow the steps outlined below.

- ✓ Access a web browser, we recommend Google Chrome.
- ✓ Go to <https://www.harleyacademy.com>.
- ✓ Click the "My Account" logo in the top right corner.
- ✓ Enter your username and password and select "login".

The homepage for your account is Courses, where all your available eLearning is listed.



What Courses are available to me?

As a Level 7 student you will have access to the following eLearning courses:

→ Level 7 Diploma in Botox & Dermal Fillers

Your main Course, and the eLearning written specifically for your Level 7.

→ Foundation Training in Botox & Dermal Fillers

eLearning to complete before attending your Foundation Training.

→ Business Marketing in Aesthetic Medicine

Free to all Level 7 students, this course will help you develop your business acumen to start your own practice.

→ Alumier MD: An Introduction to Medical Grade Products and Chemical Peeling

Another free course for Level 7 students created by Alumier MD to provide an introduction to a wider range of products used within aesthetics.

→ Demo: Harley Academy eLearning

A short excerpt of the Level 7 eLearning to give you an idea of what is in store!

How long does my eLearning take?

The Level 7 Diploma in Botox & Dermal Fillers eLearning is an accessible resource throughout the entirety of your course and is estimated to take 142 hours to complete. Primarily, you will use it prior to training sessions and to support the writing of your essays during your assessments.

You can expect to complete the content in the eLearning within approximately six months. Some students complete it sooner, some take longer; you are encouraged to take it at your own pace.



Section 4: Observation Days

As part of the Level 7, you will be able to attend two different types of practical training: Observation Days and Mentoring Sessions. Each will include both botulinum toxin and dermal filler treatments. We also offer additional 1:1 training outside of the Level 7 on more specific treatments.

Observation Days will have up to 10 students observing one of Harley Academy's trainers delivering a wide range of facial aesthetic treatments during an 8 hour training day. As of Summer 2020, these events are held remotely for the safety of staff, patients and students.

During Observation Days you will be collecting Observed Cases for documentation in your Level 7 logbook.

Observation Days must be attended before Mentoring Sessions.

Key Facts:

- ✓ There are up to 10 students per class.
- ✓ Each class is eight hours.
- ✓ You are required to attend before any 1:1 training.
- ✓ You will have two Observation Days.

Observation Days are an integral step in the Level 7 Diploma, offering students an opportunity to observe a Harley Academy trainer treating patients in a real clinical environment.

Please note you will not be injecting patients at this stage. You will be observing the full patient journey from consultation to treatment and aftercare advice. There are interactive elements throughout the day to ensure your learning is supported.



Booking an Observation Day

Your available courses are bookable online through your Harley Academy account. Simply access the Harley Academy website and log in through "My Account" at the top right of the page.

Under your account, access "Bookings & Orders" on the left hand side of the page. Select "Available Bookings" and choose the event you wish to book.

You can follow [this video guide](#) demonstrating how to book an event on your account.

Booking Type	Days Hosted	Days Remaining	
Foundation Training in Cosmetic Dermatology	1	1	BOOK NOW
Cosmetic Dermatology: Medium Chemical Peels	1	1	BOOK NOW
Cosmetic Dermatology: Intensive Non-Invasive Rejuvenation	1	1	BOOK NOW

Available to Book - Injectables

Booking Type	Days Hosted	Days Remaining	
Foundation Training in Botox & Dermal Fillers	1	1	BOOK NOW
Level 7 Diploma: Mentoring	4	4	BOOK NOW
Level 7 Diploma: Observation	2	2	BOOK NOW

Preparation

We recommend reading through the eLearning modules on botulinum toxins and dermal fillers. Pay close attention to the content on facial anatomy and the facial ageing process.

Observation Days are an interactive event; we encourage participants to ask questions and encourage fellow learners. To assist your learning please download and make use of the following resources:

→ [Facial Layers](#)

→ [The Consultation](#)

→ [Logbook Checklist](#)

→ [Case Log Sheet](#)



Section 5: Mentoring Sessions

Mentoring Sessions are essential for developing your skills as an injector. Working 1:1 with a Harley Academy trainer in a clinical environment, you will hone your knowledge and injection skills under expert guidance as you treat real patients under supervision. Mentoring Sessions run as a half day (4 hours). You are welcome to book two sessions back-to-back to have a full day of mentoring.

During Mentoring Sessions you will be collecting Supervised Cases for documentation in your Level 7 logbook.

Key Facts:

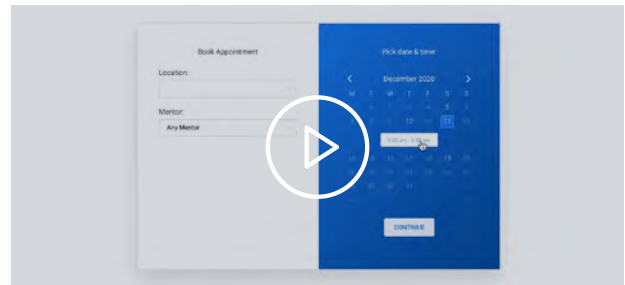
- ✓ You will be the only student with your mentor.
- ✓ Each session is four hours.
- ✓ You must have completed your Observation Days.
- ✓ You will have four Mentoring Sessions.

Booking a Mentoring Session

Your available courses are bookable online through your Harley Academy account. Simply access the Harley Academy website and log in through “My Account” at the top right of the page.

Under your account access “Bookings & Orders” on the left hand side of the page. Select “Available Bookings” and choose the event you wish to book in.

You can follow [this video guide](#) demonstrating how to book an event on your account.



How to prepare for your Mentoring Sessions

Please review the learning objectives from your Level 7 Induction Foundation Training and complete your Level 7 in Botox & Dermal Fillers eLearning prior to attending.

When you attend your Mentoring Sessions you will carry out a full consultation, which includes taking a medical history. You should also understand the theory behind the following topics:

- ✓ how to perform a facial assessment
- ✓ relative and absolute contraindications to having facial injectable treatments
- ✓ side effects and complications of having botulinum toxin injections or soft tissue dermal filler
- ✓ relevant anatomy for botulinum toxin injections - muscles of the upper third of the face and their actions
- ✓ how to reconstitute botulinum toxin

- ✓ the advised standard botulinum toxin dose for treating the glabella complex, frontalis and orbicularis oculi
- ✓ relevant anatomy for soft tissue dermal filler treatments - layers of the face, bony landmarks, superficial and deep fat pad compartments, ligaments and their attachments and - most importantly - the route of the external carotid artery.

Plan your journey and arrive early. The clinic will begin promptly at the indicated start time. Unfortunately late arrivals cannot be accommodated; if you are late, you may miss out on cases.

Logbook

Your Harley Academy logbook is where you document the cases you complete on Observation Days and Mentoring Sessions.

To complete your Level 7 you will need to have 40 cases divided as follows:

- ✓ 10 observed cases of botulinum toxin
- ✓ 10 supervised cases of botulinum toxin
- ✓ 10 observed cases of dermal fillers
- ✓ 10 supervised cases of dermal fillers.

Observed cases are those where you observe a qualified medical professional performing the treatment. Supervised cases are those where you perform the treatment under the supervision of a qualified medical professional.

If you finish your two Observation Days and four Mentoring Sessions allocated on your course without seeing sufficient cases to populate your logbook, additional training will be provided free of charge to ensure you complete this essential component of your course.

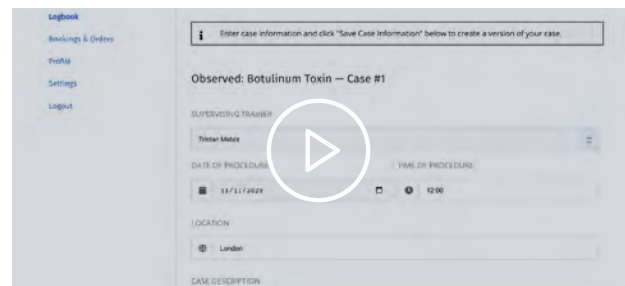
Accessing your logbook

Your logbook is accessible online through your Harley

Academy account. Simply access the Harley Academy website, and log in through “My Account” at the top right of the page.

Under your account access “Logbook” on the left hand side of the page.

You can follow [this video guide](#) demonstrating how to submit a case to see how to access the logbook.



What is a case?

For your Level 7, the term “case” has a specific, important definition. One case includes the consultation, injection and post-treatment care of a single patient, in a single modality, from start to finish.

As such, even if you inject multiple areas with toxin you cannot count these injections as individual cases in your logbook.

Treatment photography

During each training session you must document every single case with standardised pre- and post-treatment photography. This involves taking at least one portrait photograph of the patient before and immediately after injection. **All of these photos must be timestamped.**

Observed treatment photos

Photos taken during Observation Days by trainers will be disseminated to attendees online following the training.

Supervised treatment photos

It is essential that you take photos yourself at every single Mentoring Session. Your mentors will also take photos for clinical records, but **you must still take your own photos in order to document your cases.**

How to take your photos

For the purposes of taking your clinical photography, you can use any smartphone, tablet or camera you feel is suitable. Automatic timestamping photography apps are widely available.

For each treatment you perform or observe, you must have at least two photographs: one pre-treatment and one post-treatment. As a standard we recommend taking your logbook photos in portrait with the patient face-on in full view of the camera, like this:



It is essential that all your photography is consistently easy to view, with legible timestamps, appropriate lighting and no use of screenshots or other low-quality images.

Case Status

Cases can have a number of assigned statuses, please find their meanings below:

Draft - Your case will begin in Draft and remain as such until you submit it to your trainer for review.

Submitted - Once you submit a case, its status will be Submitted. This is awaiting trainer approval.

Approved - The case has been reviewed and approved by the trainer.

Resubmit - The case has been reviewed by the trainer and they require you to amend something in your submission, please review their feedback and re-submit.

If you require any support with your logbook please contact studentsupport@harleyacademy.com.

Logbook

FILTER CASES BY: ▶ Case Type ▶ Treatment Type ▶ Case Status EXPORT LOGBOOK EXPORT LOGBOOK

ID	CASES	DATE	STATUS	
189974	Observed: Botulinum Toxin — Case #1	12/11/2020	Submitted	VIEW
	Observed: Botulinum Toxin — Case #2	--/--/----	Draft	START
	Observed: Botulinum Toxin — Case #3	--/--/----	Draft	START
	Observed: Botulinum Toxin — Case #4	--/--/----	Draft	START
	Observed: Botulinum Toxin — Case #5	--/--/----	Draft	START
	Observed: Botulinum Toxin — Case #6	--/--/----	Draft	START
	Observed: Botulinum Toxin — Case #7	--/--/----	Draft	START
	Observed: Botulinum Toxin — Case #8	--/--/----	Draft	START

How to upload a case

Please [review this video for a guide](#) on how to upload a case or, alternatively, follow the steps below.

1. Log in to your Harley Academy account. We recommend using a laptop or desktop with Google Chrome as your browser.
2. Make sure you have the notes that you took during your training day easily accessible.
3. On your account, click “Logbook” on the left hand side to see your 40 case logbook.
4. Click the blue Start button on the case you want to submit. Make sure you know if it’s Observed or if you were Supervised.
5. Select your “Supervising Trainer”. This is the trainer who performed the treatment for Observed Cases or supervised you for Supervised Cases.
6. Input the Date of Procedure. What date did you see this case? This should match the timestamp.
7. Input the Time of Procedure. What time did you see this case? This should match the pre-treatment photo timestamp.
8. Input the location. Where did you see this case? Writing only the city is acceptable, eg London, Birmingham, Manchester.
9. Write your Description. This should be two or three sentences describing the treatment. Specific information can be included here, such as needle type, dilution of product and treatment areas.
10. Write your Reflection. This should be three or four sentences of analysis. What went well? What could have been done better? What did you learn?
11. Save your case information. This does not submit your case for review. It leaves it in Draft in case you want to amend any information.
12. Upload your pre- and post-treatment photography. The two photos should be on a neutral background with the patient’s full face in view. A date and time stamp must be present.
13. You do not need to upload any supporting documentation.
14. Select to confirm the legitimacy of the submission.
15. Submit case for review.

- Courses
- Logbook**
- Bookings & Orders
- Profile
- Settings
- Logout

Logbook

🔒 Your case is submitted for review. You will be notified when it is complete.

Observed: Botulinum Toxin – Case #1

SUPERVISING TRAINER
Tristan Mehta

DATE AND TIME OF PROCEDURE
11/11/2020 12:00

LOCATION
London

SUBMITTED ON
12/11/2020 16:23

CASE DESCRIPTION
Here you write a description of your case. What happened, what was the treatment plan. What sites were injected, what product and what volumes.

PRE-TREATMENT PHOTO
📎 Pre_Photo.png

POST-TREATMENT PHOTO
📎 Post_Photo.png



Section 6: Assessment

Introduction

When you are ready to complete your course, your learning will be reviewed by a series of assessments, made up of four elements.

✓ 1. Direct Observation of Practical Skills (DOPS)

You will be filmed treating one live toxin and one live filler case. These count towards your logbook of 40 cases and are typically completed on your final Mentoring Session. Let us know at studentsupport@harleyacademy.com when your final session is approaching so we can ensure a toxin and filler case are both booked in.

You complete these cases in the normal way. There is no specific mark scheme to adhere to, you simply need to demonstrate you can treat safely.

If you finish your mentoring without completing your DOPS, we can arrange two additional cases for you to be filmed. Contact us at studentsupport@harleyacademy.com if you need help with this.

✓ 2. Short Answer Questions (SAQs)

This is a set of four short essay questions covering topics such as the history and ethics of aesthetics. They have a total word count of 3,000-4,000 words. These open book short essays can be completed at your own pace, and require minimal referencing.

✓ 3. Literature Review

You will choose a topic relating to aesthetic injectables and write a 1,500-2,000 word review of two or more pieces of academic writing relating to that topic. We can assist in the [Harley Academy Comma](#) with example topics and articles. This open book essay is completed at your own pace.

✓ 4. Theory Exam

This three hour exam can be sat online, from the comfort of your home or workplace. It is sat under exam conditions, and is broken up into two sections. Both sections are completed in the same sitting.

Section A is around 2 hours and 20 minutes. It is entirely multiple choice, and covers topics from across your elearning.

Section B is around 40 minutes. It consists of two scenario based clinical questions. You will write a written answer for each scenario.

Enrolling for exams

To start your exams, [you need to sign up using the form at this link](#). Once you complete this signup, you will receive your SAQs and Literature Review within two weeks. You can then begin them immediately.

You will also receive your VTCT student number which needs to be recorded on all your completed exams.

If you could not complete your DOPS cases during normal mentoring you should contact us as soon as possible to begin organising this.

Structuring your exams

Your exams can be completed in as little as two months, or you can spread them over a longer period to suit your schedule. The only fixed dates are the Theory Exams, which we run every 2-3 months.

You can also complete your examinations in any order.

Submitting your exams

Your theory exam is digital and requires no submission process on your part.

Your DOPS cases should be recorded in your logbook as normal, with accompanying photos and reflections. We will submit the DOPS video recordings for you.

When you have completed both your SAQs and Literature Review, please save your answers as two .docx Word documents - one for all of your SAQs and one for your Literature Review. Remember to include the cover sheets

and declarations contained in the question documents. You can then email these finished documents to submissions@harleyacademy.com for marking.

Moderation and graduating

To graduate the Level 7, your completed assessments and logbook will be submitted to our awarding organisation, VTCT, for moderation. They will perform random sampling to ensure we have marked your course materials correctly.

We can send your materials for moderation once we have marked a pass on your SAQs, Literature Review and theory exam, and you have correctly completed your logbook and DOPS.

We send groups of students for moderation every one or two months. The moderation process itself takes around six weeks to complete. In total, you can expect to wait two to three months for final results once you have completed your course.

Resit costs

Please note that fees apply for resitting any failed assessments. These fees are necessary to cover the assessing staff, administration and registration costs of booking repeat assessments. These fees are charged depending on the volume of material failed.

- ✓ SAQs: resit fee of £50 for remarking.
- ✓ Literature Review: resit fee of £75 for remarking.
- ✓ Theory Exam: resit fee of £50 for resitting.

Logbook checks

The [Mentoring Sessions section](#) of this handbook covers how to fill in your logbook.

When beginning your exams it is important you check your logbook for completeness and accuracy. Do not rely solely on your mentor(s) to do this for you. **You are ultimately responsible for the correct completion of your logbook.**

Mentoring alongside exams

If you have not finished your logbook by the time you enrol for exams, you should aim to book in your remaining mentoring promptly. If you think you will need to postpone finishing your mentoring for more than three months, please let us know so we can help you plan accordingly.

Revision and guidance

Exams are a frequent source of stress for students in any field of study. We are keen to ensure you have the support you need to confidently tackle all of your assessments.

When you begin your examinations, you will be provided with a guidance document that covers your Theory Exam, SAQs and Literature review. This guides you on the topics you can expect to encounter in your assessments, the way you access your exam materials, and how you should tackle your essays in terms of writing style, structure and referencing.

You can also ask questions about your assessments in the Harley Academy Comma, where other Harley Academy students discuss various aspects of the aesthetics training. You may find the feedback and advice of your peers uniquely useful, but please be careful to avoid copying other students' work.



Finally, please don't hesitate to contact us by email or phone if you have any questions, or want to get any clarifications or feedback.

Referencing

When completing your SAQs, and particularly your Literature Review, you will need to cite relevant external sources. You may cite the elearning itself for your SAQs, but for the Literature Review this is not appropriate. Sources such as PubMed provide free access to academic literature, and the Harvard referencing method should be used across your essays.

Draft feedback

We can also provide you with indicative feedback on drafts of your SAQs and Literature Review, indicating how we think you're doing and providing areas of focus for improvement.

Please be aware that depending on demand, draft feedback may require several weeks to complete.

If you would like to access quicker feedback, consider sending just one assessment, or a single SAQ for review, targeting the areas you are most concerned about.



Join The 900 Practitioners Using Glowday

Manage your existing patients and attract new ones.

Loved By Practitioners, Loved By Patients.

- Automatic review collection
- Collection of before and after photos
- Free online booking software
- Free diary
- Free SMS & email reminders
- No show and late cancel fee collection
- Active marketing to attract new clients

Real Patient Reviews

"Finally a space I can trust in a very confusing and sometimes contradictory market! Glowday is so welcome."

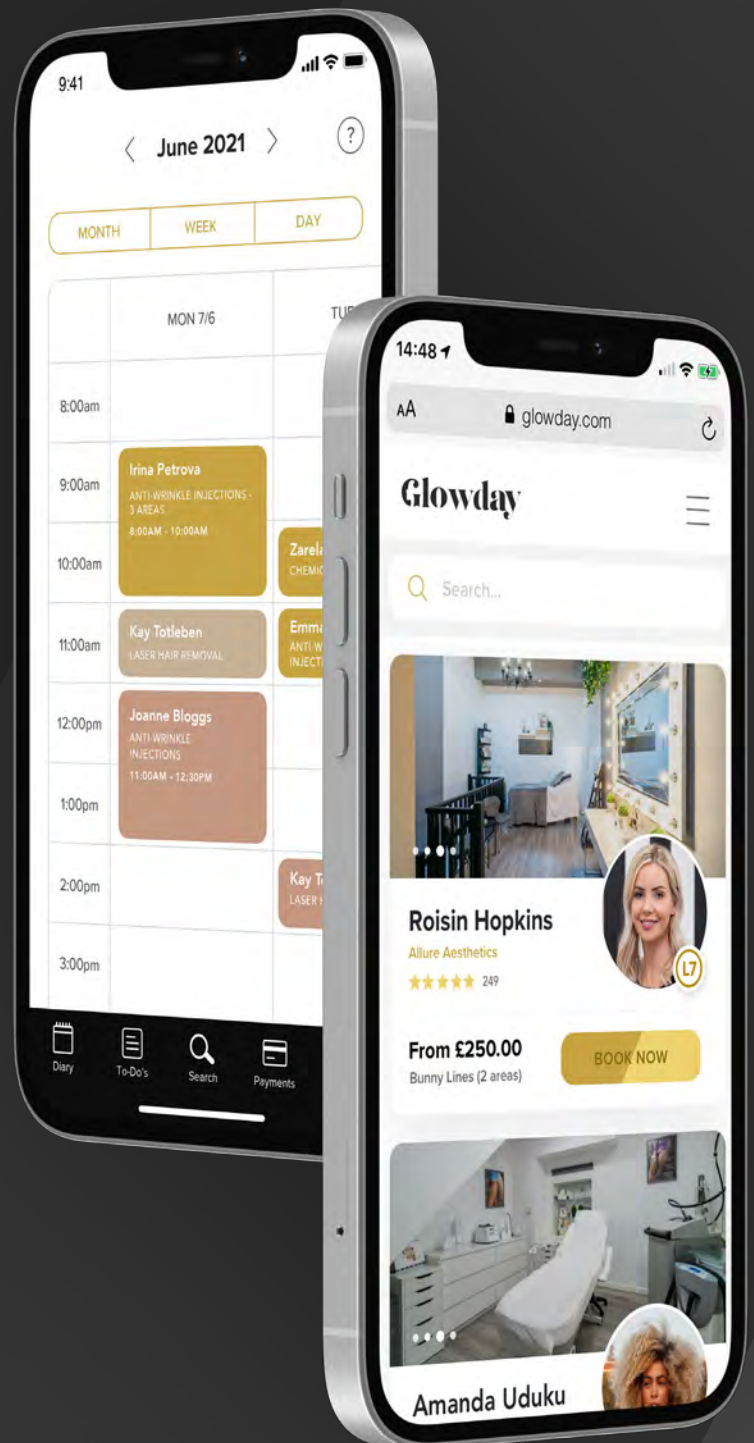
- Rosie ★★★★★

"Totally loved it! So easy, quick and hassle free. You know you are getting the best as all practitioners have medical training and that's the main reason I use Glowday."

- Katie ★★★★★

"Makes booking treatments v-easy and love the reminders."

- Lucy ★★★★★



Become a Glowday Pro
for free at Glowday.com

Glowday

Throughout my training I seem to be getting more of one treatment than the other, what happens if I finish my training but don't finish enough cases for my logbook?

Please let us know if this happens by contacting studentsupport@harleyacademy.com. We can organise extra sessions, at no additional cost, to ensure you complete your logbook.

What happens if I'm late to mentoring?

Our training sessions operate in a real clinic where patients and trainers cannot be kept waiting. If you are late, the clinic will commence without you. Please ensure a prompt arrival to avoid this happening.

Which treatments will I see in my mentoring?

Observation Days and Mentoring Sessions see a range of different treatments, however we principally book patients for the standard 3-area toxin and dermal filler treatments for lips, cheeks, nasolabial folds and marionette lines.

How much of my logbook should I complete before starting my exams?

This is a flexible number, but we suggest completing at least one of your Mentoring Sessions before requesting your exams.

How do I sign up for exams?

You can email us at any time if you'd like to begin your exams, at which point we will send you your written essays, and you can book in for the theory exam.

How do I write and complete my SAQs and Literature Review?

Guidance on how to write your essays is best found on the [Harley Academy Comma](#), where you can discuss them with fellow students. Advice on how to structure your essays is also included in the SAQ and Literature Review documents. Feel free to also reach out to us via email if you're struggling with any essays.

What referencing system do I use for the essays?

You can use the Harvard style to reference your written essays where required.

How do I revise for my theory exam?

All the academic knowledge you will require for your exam can be found in your eLearning materials and is taught in your practical training. Feel free to refer to these as you revise.

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