

## Joining the Neal's Yard Remedies Therapy Rooms

### Why join our community of therapists?

- You'll be joining a community of therapists who are guided by the same values as Neal's Yard Remedies and who share our passion for ethical health and wellbeing.
- A community that shares a goal to strengthen our position as an authority in holistic wellbeing through an engaged community of brand ambassadors.
- You'll be working under our brand in our dedicated Therapy Rooms and you'll have access to our store customers – who are your potential clients.
- Your clients can feel confident that each therapist has been vetted, is professionally accredited and adheres to our ethos as a brand and our passion for holistic mind-body healing.
- We will provide support in building your therapies business with access to business-building marketing and promotions.
- You will be on our website with a biography and photo and a link to the online booking system.
- We will promote your services in store and share your biography and availability.
- You will be encouraged to offer treatments to our store teams so that they can knowledgeably promote you and what you do.
- You will be able to enhance your knowledge with new bespoke treatments, product training and CPD courses.
- You'll have the opportunity to share experiences with other therapists via group training and therapist meetings.
- You'll be able to buy NYR products at 40% discount for use in your treatments and a 20% discount for products for your personal use.
- You'll be rewarded for introducing new therapists to the brand.
- We'll recognise outstanding performance and contribution within the therapist community.

### To be part of our therapist community we look for people:

- who will be ambassadors for the Neal's Yard Remedies brand
- who work well in a team,
- who care about and consider others

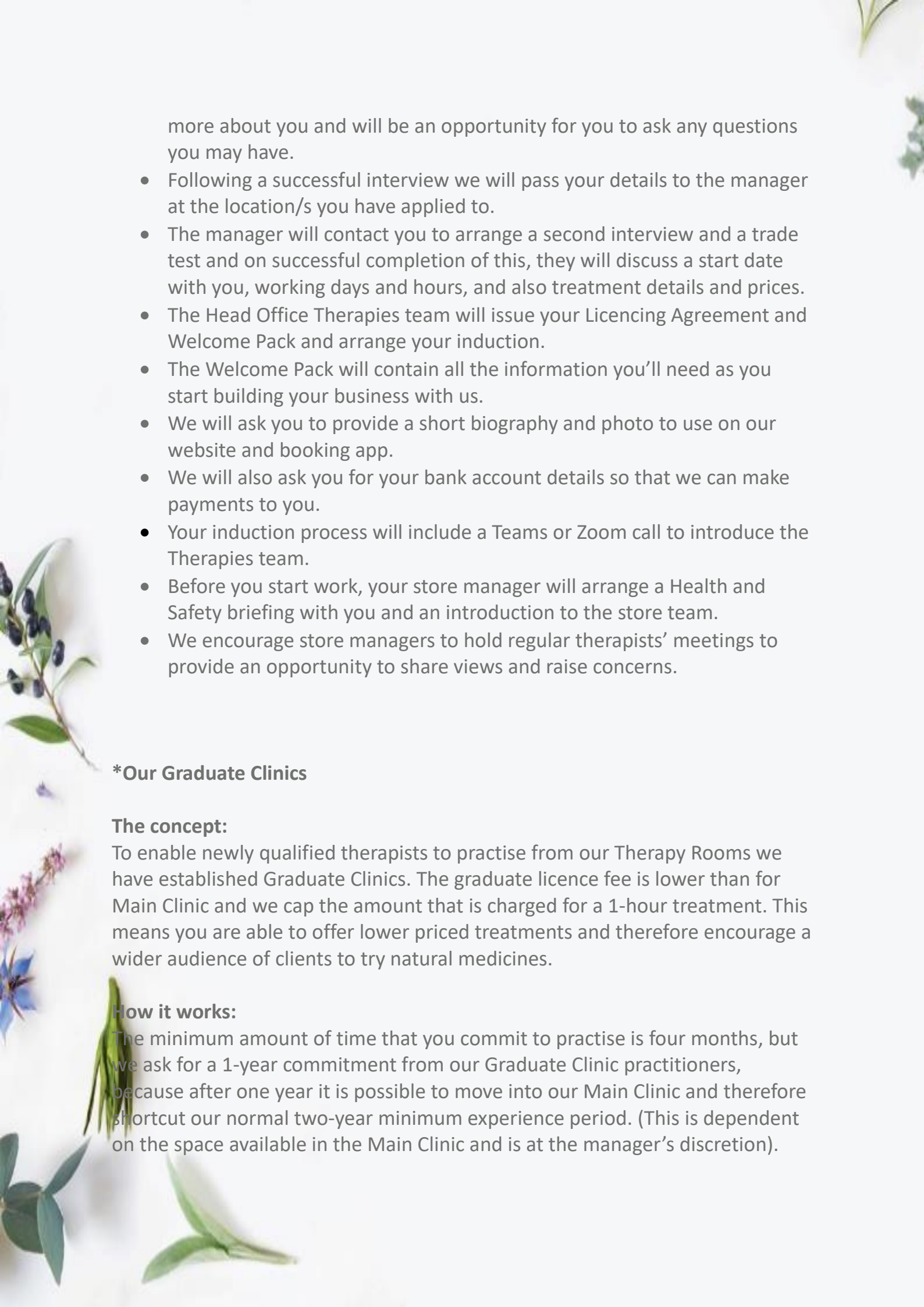
- who look for solutions not problems
- who embrace our philosophy and values: to be honest, fair and kind, and to deliver the highest quality

### **We require:**

- Minimum Level 3 diploma qualification for the treatments you wish to offer and minimum two years' clinical experience
- If you are newly-qualified with less than two years' clinical experience, you might like to consider joining our \*Graduate Clinic – details below.
- Membership of a UK-based professional association
- Current insurance covering all the therapies you offer
- Current basic DBS (Disclosure and Barring Service) certificate
  - In the interests of therapists, their customers and Neal's Yard Remedies, we ask all therapists to carry out a DBS check (previously known as a CRB check) and provide a copy of the DBS Certificate to us. Therapists are also required to promptly notify Neal's Yard Remedies if any event has taken place which may provide a different result on a DBS check.

### **If you think you would like to join us, here are the next steps:**

- The recruitment process:
- Please complete an online application form
- You may have enquired in-store about working with us as a therapist and the store team will have suggested that the first step is to complete an online application form
- When the Head Office Therapies team have received your application, we will acknowledge it and confirm that there is a vacancy at the location where you wish to work.
- We will check that all the requested supporting documents have been included:
  - Qualifications for the treatments you wish to offer
  - Insurance covering these treatments
  - Membership of a professional association/governing body
  - Current basic DBS (Disclosure and Barring Service) certificate
- We will then assess your application and let you know whether you have been successful.
- If your application has been approved, we will contact you to arrange a phone, Teams or Zoom interview. This is so that we can find out a little



more about you and will be an opportunity for you to ask any questions you may have.

- Following a successful interview we will pass your details to the manager at the location/s you have applied to.
- The manager will contact you to arrange a second interview and a trade test and on successful completion of this, they will discuss a start date with you, working days and hours, and also treatment details and prices.
- The Head Office Therapies team will issue your Licencing Agreement and Welcome Pack and arrange your induction.
- The Welcome Pack will contain all the information you'll need as you start building your business with us.
- We will ask you to provide a short biography and photo to use on our website and booking app.
- We will also ask you for your bank account details so that we can make payments to you.
- Your induction process will include a Teams or Zoom call to introduce the Therapies team.
- Before you start work, your store manager will arrange a Health and Safety briefing with you and an introduction to the store team.
- We encourage store managers to hold regular therapists' meetings to provide an opportunity to share views and raise concerns.

### **\*Our Graduate Clinics**

#### **The concept:**

To enable newly qualified therapists to practise from our Therapy Rooms we have established Graduate Clinics. The graduate licence fee is lower than for Main Clinic and we cap the amount that is charged for a 1-hour treatment. This means you are able to offer lower priced treatments and therefore encourage a wider audience of clients to try natural medicines.

#### **How it works:**

The minimum amount of time that you commit to practise is four months, but we ask for a 1-year commitment from our Graduate Clinic practitioners, because after one year it is possible to move into our Main Clinic and therefore shortcut our normal two-year minimum experience period. (This is dependent on the space available in the Main Clinic and is at the manager's discretion).