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BEAUTYSKILLS
ACADEMY

LEARNER HANDBOOK

2017/2018



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Dear Learner

Welcome to the Seevic Beauty Skills Academy; we are a specialist provider of beauty therapy training. This handbook has been designed to provide you with all the information you need to ensure your learning is safe and enjoyable. We have included a pre-course checklist so that you can be ready and safe to learn from session one. Keep this handbook safe, you and your tutor will use it to review your progress.

1. Your attendance:

It is important that you attend all sessions. In our experience learners who do not have attendance of 95% are unlikely to be successful, therefore attendance is closely monitored to ensure appropriate support is provided. Unavoidable, known absence must be advised to a learning mentor.

2. Known absences

Known absences may include

- Medical appointments which cannot be arranged outside of your timetabled lessons
- Occasional care for a person you are a recognised carer for
- A visit to university to attend an open day or interview
- Attendance at the funeral of a close relative
- A theory driving test

The above is not an exhaustive list of known absences; the College reserves the right to decide what is and is not acceptable. In doing so, we will consider what a reasonable employer would be prepared to accept. Study Leave and attendance on trips, careers fairs, sports fixtures or work experience arranged by the College will be regarded as authorised absence. The relevant member of staff will inform the College's attendance staff of these agreed absences.

3. Unforeseen absence

If you experience an unplanned situation where you are unable to attend College, you must notify a College Learning Mentor on 01268 207651 on each day of absence. The following reasons for absence are not acceptable and will therefore not be authorised

- Holidays
- Part-time or full-time employment which is not part of your programme of study
- Birthdays or similar celebrations
- Driving lessons
- Baby-sitting

4. Your appearance

A high standard is expected; uniform must be worn to every session.

- Beauty Skills Academy uniform (clean and pressed)
- Plain black plimsolls for salon sessions
- Short, clean fingernails. Nail extensions/polish is at tutors discretion.



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- Long hair to be tied up (with black accessories), off collar and face. Worn in a bun for beauty therapists
- Earring studs only. No jewellery or wrist watches
- No rings except a plain wedding band
- Subtle make-up

If you smoke you need to be aware that the smell of cigarette smoke lingers on clothes. Ideally you shouldn't smoke during college hours but if you do please cover your uniform as the smell of stale smoke on clothing can offend others and doesn't fit with the professional image of a beauty therapist or hair/make-up artist.

5. Your hygiene

In addition to the appearance standards, the following hygiene standards must be observed to ensure your Health & Safety and that of others

- No eating, drinking or chewing (except for water) in salon areas
- Cuts and abrasions must be covered
- Hands cleansed before and after each client contact
- Foods with strong odours and smoking must be avoided prior to practical work. The use of a mouthwash and/or cleaning your teeth is recommended for smokers as stale cigarette breath often offends and doesn't meet the requirements of a professional beauty therapist

6. Your behaviour

To ensure your health, safety and well being and that of others, the following must be observed;

- No discrimination or incitement of discrimination on grounds of gender, race, age, disability, sexual orientation or faith
- No harassment or bullying of another learner by whatever means, including social media
- No running, pushing or shoving in the RWE or Salon
- Always work under the instruction of the tutor, using items and products you have been trained to use
- Respect all learners, staff and visitors in the RWE and Salon
- The salon is a professional working environment - no mobile phones to be turned on during sessions except with prior permission from the tutor
- Use and move equipment as per instructions, including posture for treatments and manual handling
- Bring your note book and pens to every session
- Participate in the activities and make sure you attend sessions with the correct tools, equipment and uniform so that you are ready to work and learn.
- If behaviour fails to meet the standards you will incur a negative behaviour indicator, negative behaviour indicators record behaviour and trigger action, planning and support. The behaviour management process can ultimately result in withdrawal from your course.



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7. Your uniform

Beauty Skills Academy tunic, must be worn with plain black legging or trousers. Salon shoes (plain black plimsols) must be worn in salon areas.

8. Your health and wellbeing:

To ensure your health and safety and that of your fellow learners and clients, it is imperative that you notify your course tutor of any ill health, no matter how minor. You will complete a confidential health questionnaire prior to practical training.

- Allergies: make sure your tutor knows about any allergies you may have. If you think a treatment and/or product is causing sensitisation, please inform your tutor immediately
- Reactions: seek advice from your tutor who may be able to suggest alternatives to the products/equipment being used
- Pregnancy: please inform your tutor immediately so we can provide you with specific guidance and carry out a pregnancy risk assessment to ensure a safe learning environment is maintained at all times. If you become pregnant, or are planning to do so, please let us know. It is important that we make sure you and your baby are safe
- Follow ALL health & safety rules and advice at all times

Our learning mentors offer a discrete, one-to-one service that offers you the opportunity to work with someone that can help you through the difficulties you're facing and, where appropriate, secure the help you need outside of College

SAFEGAURDING - If you are concerned about your safety or think someone else may be at risk of harm, please inform staff immediately.

9. Security of personal belongings

You will be able to share a locker with another student. It is your responsibility to take appropriate care of your personal belongings. We cannot be responsible for your belongings so leave valuables at home. If you do bring personal belongings and valuables to the Academy, please take care of them.

10. Mobile phones

You are not permitted to use your phone during college sessions unless the tutor has given express permission. Phones and other electronic devices must not be plugged into sockets or other electrical equipment.

11. Your kit

Your kit provides you with most tools/products so you can practice at college and at home. We know there is a lot to carry so we will always try and tell you what to bring to each session. Please make sure you have labelled all the items as we cannot be responsible for any loss. Order your kit as per the instructions given on the order form. To ensure that you have access to complimentary the required professional products and consumables a resource fee of £75 will be payable upon enrolment.



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12. Your written work & text book

You will need to provide a notebook for theory sessions You must label all books with your name. You will need to gather evidence to create a portfolio, your tutor will tell you what you need to do and when you need to do it. You will need a text book; your tutor will advise you of the name of the book on the first session as we want to ensure that we work with the latest publication. You will also need a clipboard, selection of pens, stapler and hole punch. Written work must be your own work and not taken from the internet, a book or another learner.

13. Printing & photocopying

Learning mentors can assist with photocopying. We may occasionally ask you to print work, it is your responsibility to do this as economically as possible.

14. ICT

You will occasionally need to access your e-portfolio to upload evidence. This can be done by computer or smartphone app. Your tutors will be able to give you details. ICT access is subject to compliance with the ICT policy which includes only accessing those sites which are relevant to your course.

15. How the realistic working environment (RWE) operates

Once you are confident and competent carrying out treatments, members of the public will come in to the RWE as paying clients. You will undertake a full range of treatments on these clients so that you can demonstrate your competency and, ultimately, achieve your qualification. As you could also be asked to assist with reception duties, manage salon resources or perform treatments it is, therefore, important that you come to every session ready for work. We cannot guarantee to be able to supply sufficient clients so please encourage your friends and family to come and receive treatments. Please remember you must carry out treatments professionally whether clients are known to you or not. Unfortunately, we cannot accept clients under the age of 16.

16. Verification – checking quality of assessments

Your course will be internally and externally verified. Academy internal and awarding organisation external verifiers will visit the sessions to ensure that the course is being assessed to meet National Standards. You may be required to attend a session on a different day so that internal and external verification can take place.

17. Refreshments

The canteen is open at break times, a variety of food and drink is available to purchase. Please dispose of your waste in the bins provided.

18. Equality & diversity

Beauty Skills Academy does not and will not discriminate on race, gender, sexual orientation, class, creed, marital status, belief/non-belief or disability. Should you become aware of any discriminatory behaviour you must inform a member of staff immediately.



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19. Changes to personal circumstances

It is essential that you inform a learning mentor or tutor of any changes in personal circumstances, including change of address and contact details.



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APPENDIX 1

EQUAL OPPORTUNITIES GUIDANCE

1. The Beauty Skills Academy is committed to ensuring equal opportunity to all candidates on all courses, all the clients of the establishment and to the staff of the Academy regardless of their role. There is a commitment to encourage individuals to realise their full potential. Training or access to assessments will not be affected by gender, ethnic origin, nationality, religious belief, social circumstances, marital status, age or physical and intellectual ability or other relevant stage
2. The requirements of the Sex Discrimination Act 1975, the Race Relations Act 1976 and the Employment (Disabled Persons) Acts of 1944 and 1958 will be respected and any amendments or extensions thereto
3. Equal opportunities will be integrated into all planning, procedures and course resourcing. All promotional material, course schemes and display items will not reinforce stereotypes and will reflect the diversity of society
4. All staff and candidates will be advised of the policy to be pursued with clients and visitors to the Beauty Skills Academy
5. There will be positive reinforcement of the requirements of the policy statement and equal opportunity of provision will be monitored and reviewed at regular intervals among staff and candidates and action taken if required
6. Encouragement will be given to discuss any concerns over these issues when they occur. A process is in place to allow these concerns to be fully and confidentially discussed. Support and advice is available to help those concerned to understand the problems and to take steps to resolve them
7. In the first instance any problems should be brought to the attention of your tutor
8. There will be an ongoing action plan to reinforce the stated policy and this will be monitored by the internal verifier and on visits by the external verifier where applicable



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APPENDIX 2

APPROVED ASSESSMENT CENTRE – HEALTH & SAFETY POLICY

STATEMENT TO CANDIDATE

The Health & Safety at Work Act 1974, and subsequent additional legislation, places a duty upon the management of an establishment to secure and maintain a safe working environment for all employees and those affected by the services provided.

Beauty Skills Academy undertakes to:

1. Provide a consistently safe environment in the centre
2. Provide guidance on safe working practices for staff and learners
3. Incorporate health and safety knowledge into all learner activities
4. Provide information and procedures for fire and emergencies
5. Provide information and procedures for accidents
6. Provide training and up to date information on health and safety to all concerned
7. Promote a responsible attitude to health and safety throughout the Academy
8. Provide monitoring processes for the above

And will ensure its candidates:

1. Observe the Academy's health and safety regulations
2. Co-operate with others in keeping the environment safe
3. Take care to avoid injury to themselves or others, by being appropriately dressed and not misusing or damaging equipment, materials or the premises
4. Report any hazard immediately to the tutor in charge