



Learner Course Induction Handbook

Course _____

2024

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WELCOME TO **Fakealicious Training Academy**

Introduction

It is our hope that you will find your time with us a happy and productive experience. This handbook is designed to help you, not only through the induction period but also throughout your time with us.

Please ensure that you find time to read this handbook carefully and keep it for future reference.

We look forward to working with you and wish you every success in your studies and future career.

If you need any help please do not hesitate to ask.



Who's who

Contact	Position
Jodie O'Sullivan	Assessor/Tutor
Kayleigh Varrow	Manager/Centre Admin
Natalie Worster	IQA
Millie Thompson	Centre Admin

Useful Contact Numbers

College Switchboard	07943095210
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My tutor's name is: Jodie O'Sullivan

I can contact her on 07943095210

TIMETABLE

When you know details of your learning programme, complete the timetable below.

Day	Time	Room No	Subject	Tutor
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				

Course Outline and Structure

The method of study is student centred and activity based, so that you are able to apply knowledge and practical skills relating to your vocational area.

Some study will be done in a classroom environment and the IT Unit, but the majority will take place in a realistic Salon working environment.

However, there will be periods of time where you will be expected to undertake independent study and where you will have to make use of the Learning Resources Centre, Open Learning Workshops in addition to access time in the computer area.

You will be added to an online learning portal where you will be able to access important information about your course, training manuals and demonstration videos. Full instructions on how to access this will be sent to you on your first day.

Throughout the course you will be expected to carry out various forms of assessments to achieve your qualification aims as follows: -

- Set/Written Assignments
- Timed Practical Assessments
- Written Questions
- Set Internal and External Examinations
- Photographic Evidence.
- Oral Presentations
- Case Studies
- Simulation Exercises
- Witness Testimonies

PROGRESS REPORTS

Progress reports are completed for all learners.

VISITS

These are an essential part of your learning experience. This will give you the opportunity to gain an understanding and overview of the Aesthetic Industry. There is a cost linked to visits.

ADDITIONAL ACTIVITIES

Product companies and subject experts will be invited in to provide additional training.

TUTORIALS

Weekly/fortnightly tutorials cover a variety of activities.

ONE-TO-ONE TUTORIALS

Every 4 – 6 weeks, learners will be allocated time slots to attend a one-to-one tutorial session with their tutor in order to discuss progress and achievement, set targets and action plans.

IMPORTANT REMINDER

When attending external visits and in-house activities, you will be required to dress and behave in an appropriate way. You will be representing the College and it is fundamental to portray the right image. The college expects all learners to be self-disciplined, dedicated and motivated. You will reap the benefits of your hard work.

Overview of Policies and Procedures

ATTENDANCE

Learners are expected to attend all timetabled sessions. Attendance will be carefully monitored and lateness or absenteeism will be recorded in your personal file.

Learners are required to attend 90% of the course. This is a requirement of the College and the awarding bodies. In the case of absence, you must notify the college by 9a.m.

Evidence of medical appointments must be produced and it is advisable that all appointments are made outside College hours. It is unacceptable for holidays to be arranged during College term-time.

PUNCTUALITY

Punctuality is of paramount importance in attending the College. Lateness is not acceptable within the beauty and aesthetics Industry as it not only affects other learners, but also has an impact on our customer service.

We work to Industry and Employment Standards.

CAUSE FOR CONCERN

Your tutor will discuss this with you during your first group tutorial.

SMOKING

Smoking is not permitted on College grounds.

ALCOHOL

It is forbidden to carry or drink alcohol in the College. Alcohol abuse can affect both your work and attitude while you are in College and abusers of alcohol on the premises may face disciplinary procedures.

DRUGS

Use of illegal substances can adversely affect both your health and your work and is strictly forbidden in college. If you are found taking or distributing illegal substances in the College, disciplinary action will be taken and this could involve Police involvement.

FIRE PRECAUTIONS

When the fire alarm sounds please leave the building immediately by the nearest Fire Exit and proceed to the assembly point. There are Fire Exits around the College that are clearly marked with green and white signs.

If you are unable to use the stairs, you should wait in front of the lifts in the main building, 'L block', or the nearest accessible stair landing. Arrangements will be made for you to be evacuated safely. Anyone who knows that someone is waiting by the lift for evacuation should report this to a Fire Steward or Reception.

FIRST AID

Emergency First Aid is available from qualified members of the College staff. To contact a First-Aider, ask any member of staff or enquire at the College Reception Desk.

SUGGESTIONS and COMPLAINTS PROCEDURES

There is a College policy in place, which gives you the opportunity to put forward any issues that you would like to highlight. A document is available from the College website.

BEHAVIOUR POLICY

Fakealicious Training Academy Ltd is designed to provide you with the opportunity to learn in a well-equipped, professional environment. The atmosphere must therefore reflect that of a professional salon/kitchen/etc. A high standard of cleanliness, presentation and behaviour is required at all times. The following standards apply to all trainees and are in addition to the College's student code of conduct. Please note that learners can be excluded for unacceptable behaviour and withdrawn for poor attendance.

No eating, drinking, chewing or smoking will be permitted in the salon. Mobile phones are not permitted in the salon, theory sessions or any part of the Academy. Clients are requested to turn off their mobile phones when using the training salon. You must maintain confidentiality of client information. Personal details of clients remain the property of College.

You must be courteous, discreet, respectful and polite to clients, customers, staff and colleagues at all times. You must not shout to someone else across the work area or reception area. Unless it is an emergency, do not enter any of the salons whilst there is a class in progress. Client/customer appointments can only be made through the College.

Learners must be actively working at all times whilst in lessons. Breaks are not to be taken unless authorised by your tutor. Kits and course folders must be brought to every lesson.

EQUALITY AND DIVERSITY

It is the policy of our College to treat employees and learners fairly and equally regardless of their sex, sexual orientation, marital status, race, colour, nationality, ethnic or national origin, religion, age or disability.

All learners and staff are required to comply with this policy and act in accordance with its objectives to remove any barriers to equal opportunity.

Any act of discrimination by staff or learners or any failure to comply with the Colleges' policy will result in disciplinary action.

HYGIENE, CLEANLINESS and USE OF EQUIPMENT

Hair should be clean and neat. It should be worn off the face and tied back and off the collar if long. Discrete hair ornaments are permitted.

If you do not have your kit, you will not be allowed to participate in practical sessions and will be asked to perform other duties such as laundry, cleaning and sterilisation of equipment.

If you do not have your uniform, you will not be able to join classes and you will be given written tasks to complete. You are not permitted to use the College's products and equipment for your own use.

All work areas must be left clean and tidy after use. The trainee team is responsible for the hygiene and tidiness of the work area. Failure to comply with this will result in all the team remaining on-site until it is resolved.

You are responsible for your own equipment. All equipment must be maintained in good order, be clearly identified (please mark or name equipment) and be available **at all times** to perform treatments/services. The best method for marking your equipment is to have it engraved with your name or initials at a jeweller's or engravers.

You should always ask to have the price quoted before you agree to have the work done and remember to ask how long it will take.

HEALTH AND SAFETY

You must observe all Health and Safety regulations at all times inclusive of Personal Protective Clothing.

Be aware of the fire exits and the department meeting point.

You must report all breaches of Health and Safety including all accidents, incidents, near misses and faulty equipment.

Prior to the treatment/service of any client/customer, you must receive the tutor's consent.

You are not allowed to carry out any treatments/services for *payment* off-site until you have received the appropriate certificate of insurance cover.

If you are ill during a session, please inform your tutor.

All visible cuts or abrasions should be covered during practical sessions.

PROGRESSION

Due to the popular nature and the specialist equipment required for the courses, we are unable to offer firm progression to all of our learners. The limited places are offered on the basis of attendance, punctuality, attitude and achievement. These qualities must be demonstrated throughout the programme.

DRESS CODE

Uniforms must be clean, well pressed and worn at all times when attending the College. No other clothing should be visible under the salon uniform. Undergarments must also be white. During theory sessions, cardigans may be worn in the winter. Uniform shoes should be worn at all times with appropriate socks/tights.

All jewellery must be removed, with the exception of wedding rings.

Female learners are to wear light day make-up at all times unless this is prohibited on religious grounds, evidence of which will be required.

No nail extensions or varnish is permitted during practical courses. Nails should be short and clean at all times.

COURSE REVIEW

We welcome feedback from all learners on what is working well and what we need to do to improve the course.

Your group will be asked to choose a representative who, along with others, will meet with the staff and managers to discuss the progress of the course. You may also be invited to participate in short college-wide/course based written feedback.

It is important that you take these opportunities to work with your colleagues and staff to improve your course.

Frequently Asked Questions By Learners

What is the Disciplinary Informal Stage?

This means that before you are asked to attend a Disciplinary Panel, actions will be taken to address the issues, which are causing concern.

In the Informal Stage always first?

No. If there were a serious incident or allegation of Gross Misconduct, you could be excluded and go straight to a Disciplinary Panel.

About Being Excluded

What is the difference between being Suspended, Excluded and Expelled?

Suspended and Excluded – Both mean the same. It means that the learner is not allowed to attend College for a period of time before appearing before a Disciplinary Panel.

Expelled – Is a learner being permanently removed from their course. A learner can also be permanently expelled from the College, which means they can never join another course run by this college. This can only be decided by the College Principal and after a Disciplinary Panel Hearing.

Who can exclude me?

Jodie O'sullivan.

Can my teacher exclude me from my course?

Your teacher can get permission to exclude learners.

Is there a time limit?

Yes. Jodie O'sullivan. must give you this in writing. Normally, a Disciplinary Hearing will be set within 10 working days of the incident.

About The Disciplinary Panel

Who is on the Panel?

Jodie O'sullivan chairs the panel and there are 2 other members who have not been involved with the learner before. One of these could be a learner representative; one must be a member of teaching staff.

What does the Panel do?

Course Induction Handbook

1. It must give the student information about why they are sitting in front of the Panel and what the procedure is for the Hearing.
2. It must hear evidence from the learner and other witnesses.
3. It will make a decision.

What sort of actions can the Panel make?

Generally, there are 3 options once the panel has heard all evidence: - 1.
There is no evidence to support the case.

2. Recommend the conditions that the learner returns to their course.
3. Recommend to the Principal that the learner be permanently expelled from either their course or the College.

Who can expel me from the College? Jodie

O'sullivan.

Have I got the right to appeal?

Yes. You are given this information in a letter send direct to the learner letting them know the decision of the panel to recommend that they be expelled.

College Code of Conduct

As part of the requirements of the Health and safety at Work Act, employers, learners and staff have the responsibilities to themselves and those of whom they are responsible, i.e.: Colleagues, clients.

In order to address all matters of:

Health and Safety, Awarding Body requirements,

Promote a professional salon image and a learning environment conducive to all.

The Salon requires you to comply with the following:

- No eating, drinking, smoking, swearing or chewing gum
- Uniform to be worn
- No jewellery to be worn
- No mobile phones
- All belongings to be left in lockers during class.
- Protective gloves and apron to be worn whilst carrying out chemical work
- Work area to be kept clean, tidy and safe at all times
- Spillages to be cleared immediately
- All equipment must be brought to all commercial/training sessions and sterilised after use or each service given
- All clients must be well protected for all services

Failure to comply with any of these requirements renders you liable to be sent home or sent to the library with a task for independent study. In addition, any assessments may be deemed void, due to unsafe working practice and/or lack of correct equipment or uniform.

Learner Name _____

Learner Signature _____

Tutor Signature _____

Date _____

ATTENDANCE and PUNCTUALITY CONTRACT

I have read and understood the Attendance and Punctuality statement as set out in the Overview of Policies and Procedures on p. 2 and agree to abide by these rules.

I understand that if for some reason I am going to be late or absent from a class, I should contact the College on **07943095210**

(Please do not leave messages on any other contact number you may have)

I also understand that if my attendance and punctuality gives cause for concern, I will be required to meet with my personal tutor to discuss the matter and that if lateness and poor attendance persists, it may result in disciplinary action being taken by the College and possible exclusion from the course.

Student Signature.....

Student Name.....

Date.....

APPEALS PROCEDURE

- (1) The centre is committed to ensuring that the assessment procedure meets the requirements of the Governing Body and fulfils National Occupational Standards.
- (2) The centre will operate a system for reviewing the quality and fairness of the assessment procedure. As part of this the candidate has a right to appeal against any assessment decision, written or practical, that the candidate deems to be unfair.
- (3) The learner should notify the assessor of dissatisfaction with the outcome of the assessment within 14 days, stating why there is disagreement with the decision. The assessor must explain the decision in writing giving reasons, responding within 14 days.
- (4) If the learner is not satisfied the internal quality assurer must be informed and an investigation conducted. The internal quality assurer may arrange for the learner to be re-assessed by another assessor. The matter should be resolved in 14 days.
- (5) If the matter is not resolved to the learner's satisfaction, an appeal can be made to the external quality assurer, according to the procedures outlined in the Governing Bodies handbook.
- (6) The learner must be given access to the Governing Bodies procedure or given a copy of this without having to request it.

The centre agrees to comply with the appeals procedure as outlined above and in the Governing Bodies Centre Handbook.

Those responsible within the centre are:

Name Name

Name Name

Learner Signature: Date:.....

Tutor Signature: Date:.....

SUPPORT and GUIDANCE

As well as becoming gradually equipped with the necessary skills you will need in the workplace, we also hope that you find this course an enjoyable experience.

NO STUDENT should have to suffer in silence. There is always someone who will be happy to offer advice. However, we cannot help if you do not bring your concerns to our attention.

Here are some helpful hints in case you stumble across any barriers to your learning during your time with us.

We have dealt with all of these queries at some point, so please do not be afraid to speak to your tutor in the first instance to request help, if you are still unhappy, please arrange to speak to one of our Course Team Leaders.

- *I feel I would benefit from extra I.T. training.*
- *I would like some further guidance on courses available.*
- *I don't really feel this course is right for me.*
- *I am going to need financial support to continue my course.*
- *I have worries/personal problems in my private life.*
- *I need advice about living accommodation.*
- *I need help finding employment.*
- *I need my tutor to be aware that I have some learning needs (often referred to as ALN - Additional Learning Needs).*
- *Any other problems, which may affect your learning.*

There is a whole support network including Tutors, Team Leaders, Programme Managers, Mentors, and Careers Advisors etc.

Notes to Remember:

External Dates will be given to learners for planned events.
Visits: