

Learner Handbook Beauty and Complementary Therapies

Dear Learner

We are delighted to welcome you to our Beauty and Holistic Therapy training centres at Chelmsford, Clacton, Colchester, Maldon, Brentwood, Basildon and Witham.

This handbook will give you information that you will find useful throughout your course and help you to not only succeed, but to have fun as well.

All our centres provide learners with a realistic working environment. As such, you are expected to participate just as fully as you would if you were a member of staff in a workplace setting.

Your tutor will introduce you to the centre facilities at your first session and will be your main point of contact. Curriculum Coordinators can be contacted via the centre reception if you are experiencing a difficulty that cannot be resolved with your tutor.

Please read all information and sign pages 9 and 10 to confirm your understanding and agreement to follow our policies and guidelines. Please keep this in your portfolio at all times.

The Adult Community Learning Beauty & Holistic Therapy team in Essex wishes you a happy, successful year and that you enjoy your time with us.

Thank you.

Centre Contact Details

All centres	Telephone: 0345 6037635	Email: Lifelong.learning@essex.gov.uk
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Professional Conduct

To ensure Health and safety compliance and adherence to professional practice, all Learners are required to fulfil the following Criteria:-

Attendance

- It is important that you aim to attend 100% of the course in order to successfully obtain your award. Holidays are not permitted during term time.
- If you are unexpectedly absent, please telephone or email your Centre reception advising them of the reason and length of time you expect to be away.
- If you miss four sessions without contacting us you may be withdrawn from the Course.



Uniform and Appearance all Courses

- Plain Black Salon Tunic and black trousers (trousers not touching the floor for Health and Safety reasons) Learners moving from L2 to L3 may use their existing uniform.
- **For sports massage course:** Plain Black polo shirt and black drawstring trousers or track suit bottoms not touching the floor, which must be loose fitting and of a soft material,

All Courses

- Black flat closed in shoes
- Black socks
- Black cardigan (optional)
- Black head band or clip for longer hair
- Uniform to be clean fresh and pressed.
- Exemplary personal hygiene to be maintained
- Longer hair to be tied back off of face.
- Nails to be short (including toe nails for Reflexology Learners) and free of varnish, gel and nail extensions.
- Body art to be covered where possible.
- Visible Body jewellery to be removed.
- No jewellery allowed. Stud earrings and a plain wedding band are the only exception.
- Make up to be natural and subdued.
- Fake tan to be of a natural colour.
- Cuts and Abrasions must be covered.

Please note: the following are NOT permitted at any time.

- Any other top other than black salon tunic.
- Patterned or leather trousers
- Leggings
- Any footwear other than plain black closed in shoes. Such as:
No trainers, Converse or Ugg style boots or similar. high heeled boots or shoes, Canvas footwear, open toed shoes, including croc style or similar.

Learners who do not wear the full required uniform will not be permitted to take part in practical sessions and formal assessments.



Health and Safety

To ensure your Health and Safety and that of your fellow Learners, Clients, Staff and Visitors.

- Learners will follow the Centres Health and Safety guidelines.
- Learners will cooperate with others in keeping the environment safe.
- Learners will report any hazards immediately to Centre Staff.
- Learners will notify the course tutor of any ill health no matter how minor.
- All Learners will take care to avoid injury to themselves and others by wearing appropriate uniform and clothing, including relevant Personal Protection Equipment (PPE) where appropriate.
- Not misusing or damaging equipment, products materials or premises.
- For Learners own well-being the appropriate posture must be maintained for the relevant treatment.
- Allergies/Sensitisation: If you suspect you are or have become sensitive to a product or substance please inform the tutor immediately.
- Latex PPE: Please supply your own non-latex PPE where relevant. Please ask tutors for full details.
- Learners are not permitted to work with products or equipment that they are not familiar with.
- Learners may only use approved products and equipment and always in accordance with manufacturers guidelines.
- Pregnancy: Please inform you tutor immediately so we may provide you with specific guidance and carry out a risk assessment to ensure a safe Learning environment is maintained at all times.
- Cuts and Abrasions must be covered.
- Eating, drinking and chewing: is not allowed in learning and assessment sessions at any time.
- Learners should immediately raise any concerns within the learning environment with the Tutor, relating to heat, light, ventilation and equipment and product use.
- Hands to be cleansed before and after contact with client/peer for all practical treatments.



Behaviour and Personal Responsibility

- Show respect to your peers, clients and tutors at all times.
- Act responsibly by bringing a professional attitude to every session and being a professional team player.
- Use professional language within the Salon, without the use of familiarities such as 'Babe, Hun and Darling'.
- All our centres provide learners with a realistic working environment. As such, you are expected to participate just as fully as you would if you were a member of staff in a workplace setting.
- Actions by individuals or groups that involve the practice or incitement of discrimination on the grounds of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity are NOT permitted.
- Any Learner found guilty of harassment of any kind will be subject to disciplinary measures and possible exclusion. This includes harassment or bullying behaviour carried out against another Learner, staff member; Client or Visitor by way of social networking sites and extends to the internal and external College premises.
- Mobile phones must be switched off within the treatment area. Except by prior arrangement with your tutor in individual exceptional one off circumstances.
- It is important that you aim to attend 100% of the course in order to successfully obtain your award. Holidays are not permitted during term time.
- Where possible organise unavoidable appointments (e.g. Doctors) outside of session times.
- If you are unexpectedly absent, please telephone or email your Centre reception or tutor, advising them of the reason and length of time you expect to be away.
- If you miss four sessions without contacting us you may be withdrawn from the Course.
- Punctuality is key to a successful and professional learning environment; ensure you are on time for all sessions.
- Please arrive back in class on time after breaks.
- Ensure correct materials and products are bought with you to every session.
- When using products such as Dermalogica and consumables, only dispense amount needed and ensure products are stored correctly after use.
- Level 2 Beauty: if you withdraw from the course, the kit must be returned to the Centre or I will be responsible to pay the College for the cost of the kit within 7 days.**



Accredited Course Completion Regulations

- Practical and written assessments are timetabled in to the course structure and should be completed to meet the deadlines set by the tutor.
- Extensions to assignment deadlines are not normally provided, except in cases of illness. If you are unable to meet an assignment/practical deadline during the course, you need to apply to the tutor in writing before the assignment/practical is due, to request an extension. You should outline the reasons for your request.
- In the case of illness, a doctor's note should be provided.
- Please note it is not possible to extend courses beyond their programmed end date, and it is therefore your responsibility to ensure all practical, written and online assessments and assignments are completed when requested by your tutor. Your course Portfolio must be completed by the penultimate week of the course.
- If you do not complete the course or submit satisfactory assignment/practical work, by the final assessment date, you should note that you might incur further costs.
- If an extension to a deadline date has been agreed, a meeting will be arranged with your tutor to discuss the timetable of work to be completed and any possible costs involved.
- Additional costs may be incurred if:
 - > You miss a practical assignment and one has to be arranged specially to meet the course criteria.
 - > You submit assignments for assessment after the final assessment hand in date.
 - > Additional tuition is required outside of class time.

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Examinations are Free of Charge

However additional costs per exam unit will become payable in the event of a third re-sit for VTCT Examinations

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Insurance is needed to work on clients outside the salon environment.

EQUAL OPPORTUNITIES POLICY

- 1) The Centre is committed to ensuring equal opportunity to all candidates on all courses, all the clients of the establishment and to the staff and visitors of the Centre 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 state.
- 2) The requirements of the Equalities Act 2010 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 re-enforce 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 Centre.
- 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 on visits by the External Verifier where applicable.



APPROVED ASSESSMENT CENTRE

HEALTH AND SAFETY POLICY

STATEMENT TO CANDIDATE

The Health and Safety at Work Act 1974, and subsequent additional legislations. 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.

Essex ACL undertakes to:

1. Provide a consistently safe environment in the centre
2. Provide guidance on safe working practises 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 up-to-date information on health and safety to all concerned.
7. Promote a responsible attitude to health and safety throughout the Centre.
8. Provide monitoring processes for the above.

And will ensure its candidates:

1. Observe the Centres 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 Lecturer in charge.



I confirm I have read and understood all pages of the **Professional Conduct Agreement** under the headings of:-

Please tick ✓

- ☐ Attendance
- ☐ Uniform and appearance
- ☐ Health and Safety
- ☐ Personal Conduct
- ☐ Accredited Course Completion Regulations
- ☐ Equal Opportunities Policy
- ☐ Health and Safety Centre Policy

I agree to abide by the above rules which conform to industry standards and I am aware failure to comply could compromise my place on the course.

Signed _____

Date _____

THIS SIGNED DOCUMENT SHOULD BE HELD IN YOUR CANDIDATE FILE.



Now please complete and sign the Health questionnaire And read the following useful information. Thank you.

Health & Safety Questionnaire

To ensure your health and safety and that of your fellow students and clients it is imperative that you notify your course tutor of any ill health no matter how minor.

Please complete and sign the following Health Questionnaire;

NAME:.....

COURSE.....CODE.....

Telephone Number :.....(day).....(eve)

E mail:.....

Do you have/have you recently suffered with: (please give dates and details)

Unless a systemic condition, the following will apply mainly to upper body/head

Skin infections	Y <input type="checkbox"/>	N <input type="checkbox"/>
Recent head or neck injury	Y <input type="checkbox"/>	N <input type="checkbox"/>
Recent surgery	Y <input type="checkbox"/>	N <input type="checkbox"/>
Circulatory disorders	Y <input type="checkbox"/>	N <input type="checkbox"/>
Heart Condition	Y <input type="checkbox"/>	N <input type="checkbox"/>
Thrombosis	Y <input type="checkbox"/>	N <input type="checkbox"/>
Low Blood Pressure	Y <input type="checkbox"/>	N <input type="checkbox"/>
High Blood pressure	Y <input type="checkbox"/>	N <input type="checkbox"/>
Epilepsy	Y <input type="checkbox"/>	N <input type="checkbox"/>
Diabetes	Y <input type="checkbox"/>	N <input type="checkbox"/>
Cancer	Y <input type="checkbox"/>	N <input type="checkbox"/>
Recent scar tissue to scalp, neck, shoulders,			
Upper arms or face	Y <input type="checkbox"/>	N <input type="checkbox"/>
Severe bruising, open cuts or abrasions	Y <input type="checkbox"/>	N <input type="checkbox"/>
Undiagnosed lumps, bumps or swellings	Y <input type="checkbox"/>	N <input type="checkbox"/>
Osteoporosis	Y <input type="checkbox"/>	N <input type="checkbox"/>
Allergies	Y <input type="checkbox"/>	N <input type="checkbox"/>
Migraine or headaches	Y <input type="checkbox"/>	N <input type="checkbox"/>
Scalp infections	Y <input type="checkbox"/>	N <input type="checkbox"/>
Insomnia	Y <input type="checkbox"/>	N <input type="checkbox"/>
Mental Health Issues	Y <input type="checkbox"/>	N <input type="checkbox"/>
Other conditions not listed	Y <input type="checkbox"/>	N <input type="checkbox"/>

FEMALE CLIENTS: Is it possible that you may be pregnant? Y ☐ N ☐

If Yes - please indicate to your tutor if you are in the first trimester.

If you are suffering from any condition, please detail treatments/medication with possible side effects currently being received. If unsure please discuss with your tutor.

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Signature Date



VTCT COURSES

Practical Assessments for VTCT candidates

The number of assessments by observation will depend on your chosen course. You are expected to achieve full competence on each assessment. If you do not pass an assessment, you will be required to do the assessment again. Assessments can be retaken subject to availability during Client sessions. If you complete all required assessments before the course end, you are expected to continue to complete treatments and gain valuable practical experience until the end of the course. Always have your assessment book with you; assessments cannot be marked without this.

Internal assessments (online and written test papers) for VTCT courses

You will be notified of internal assessment dates and times in your first term. These will take place during your lesson time or a suitably convenient time.

Written or eportfolio online Assignments for candidates

You will complete theory unit assignments over the academic year that builds your portfolio of written evidence and knowledge. The home research and assignments themselves are completed as homework. Allow at least an equal amount of time outside of College to complete this, in addition to your days in College. You will need access to the internet and a computer and printer for some of this work. Please hand all assignments in on time, hand in dates will be provided by your tutor.

Verification of courses

Your chosen qualification is dependent on your course being internally and externally verified. The Centres external verifier will visit the Centre to ensure that the courses are being taught and assessed to meet National Standards.

Internal verification

Internal verifiers check portfolios, evidence and records termly throughout your course.

External verification visit of VTCT courses

External verifiers check portfolios, evidence and records and assure quality of the assessment and verification process. For external verification purposes, you may be selected and asked to attend a VTCT Centre on a different day, time or place to usual to perform a treatment. Failure to attend if you have been selected could affect the achievement of your qualification. Your tutor will help you organise your assessment for the purposes of the visit.



Case Studies

Some Qualifications require case studies to be completed as part of your Course. Your tutor will advise you on specific criteria for your chosen course.

Case studies are practical work on clients (who may also be family and friends) that are conducted in order for you to experience and demonstrate the range of working practices for your course. Learners will be expected to start their case studies as advised by their tutor. Learners will be given a structured format to follow for writing up their case studies.

www.vtct.org.uk for further Information. Learning resources may be found under the Linx2Learn section of the website.

moodle.essex.ac.uk Further information and Learning resources may be found on Adult Community Learning Virtual Learning environment (VLE).
Enrolment key will be given by your tutor.

Beauty & Holistic Therapies Learners in the Centre

The realistic working environment co-exists harmoniously with other learning areas. To maintain an enjoyable and productive learning environment we would like you to be aware of the following.

Learners are not:

- permitted to perform treatments other than in your dedicated classroom;
- permitted to offer treatment services to other learners engaged in learning or members of staff, unless pre-booked outside of study and work times;
- Permitted to conduct commercial activities.

Uniform

You may wear black trousers and plain black top until you order your uniform after the first day of your Course. Please ensure your uniform arrives within the first four weeks of your Course commencing. Uniform promotes a professional image and complies with Health and Safety criteria; please see above 'Uniform and Appearance' for the appropriate wear.

Additional Required Resources.

All courses require learners to 'self-direct' their learning and as such research and use a wide range of resources to acquire information outside of the class.



All Courses

Please see your Tutor and Course Information Sheet (CIS) for further details

- Purchase required course text book
- Purchase arch Lever file, note pad and stationery items
- Bring plain black or plain dark towels and consumables as stated in CIS
- Please label the contents of your kit with your name.
- Bring course Assessment book to every session

Adult Community Learning is not able to accept liability for any loss or damage. We are unable to provide additional equipment; therefore you will be unable to work if you do not bring your kit to your sessions

Level 2 Beauty Kits

- Full learner kits appropriate for your chosen subject are included within the course fee, and will be supplied to you by the College at the start of the programme.
- Additional items will need to be purchased, such as towels and consumables.
- Please ensure you read through the Course Information Sheet for your chosen subject, to familiarise yourself with any additional requirements of the course. Course Information Sheets are available on enrolment, with further copies available from any ACL centre. Your course tutor will provide full details on the first day of your Course.

****Please see above (page 5) for terms and conditions regarding return of kits on withdrawal from the course.**

Please contact one of our Salon Technicians to discuss any issues surrounding resources:

Colchester/Witham/Clacton
Basildon/Brent wood/Maldon/Chelmsford.

Rebecca Mann
Sarah Norwood

03330139216
03330139040



Salon Manager and Etiquette

Members of the public use our facilities; this creates a realistic working environment.

All learners should be in the learning environment before clients arrive and prepared to work, i.e. with a full uniform, full hygienically clean kit and necessary paperwork. You will be expected to perform any treatments on clients as requested by your tutor.

Your tutor will provide you with Centre specific instructions for client sessions. All learners will perform at least three Salon manager sessions and be expected to book clients in, make future appointments & plan diary, deal with enquiries and manage resources. Resources are: Learner Therapists time and appointment allocation, equipment and stock.

A Salon Manager/s will be nominated for each practical session and will be responsible for completion of the session checklist that includes laundry duties and stock control when clients have been receiving treatments. They may delegate tasks to other learners but will remain responsible for ensuring that the learning environment is tidy and equipment is clean. No learner may leave the Treatment Room until the checklist has been completed.

All learners need to participate in this activity whenever asked to do so, thereby demonstrating their competence in the workplace. Successful Learners show a professional attitude and enthusiasm throughout their course – if you don't understand something always ask your tutor to help you – if you have ideas don't be afraid to voice them – they may be beneficial to the whole group!

Remember – be professional at all times – your reputation and therefore future business is dependent on client satisfaction!

Cost of Treatments for Courses That Require Clients in the Treatment Room

A price list is issued each year and available in Centres. Everyone is expected to pay for treatments unless otherwise directed by the tutor.

As a VTCT learner, you can receive some treatments FREE for the year you are enrolled, subject to availability. Premium treatments such as tanning, individual and strip lashes, Dermalogica facials, Perming and hair colouring are charged at half price. Please note Learner treatments and prices are subject to change. Please see Student price list for full details.

The Centre does not guarantee to supply clients, therefore please promote the treatments to your family and friends to maximise the supply of clients. Please note if Learners clients are personal friends, they will ideally swap clients with their peers.
It is your responsibility to ensure that you have a client for each practical assessment.

Security

Security storage is not available for your bags or jewellery. It is your responsibility to take appropriate care of your personal belongings. Please only bring with you what you need.

Photocopying

Learners can request photocopies from reception but must be aware that this service carries a charge of 10p per A4 sheet.

Refreshments

Facilities vary at each centre and you will have an opportunity to tour your centre at an induction session or on your first session. Providing and receiving therapies can be thirsty work, we recommend that you bring a bottle of water to each session.

Working and Studying in the Treatment Rooms

Items to bring to your first session:

- Pen, Pencil and Paper
- This Handbook
- Copies of certificates necessary for your course and/or letters of unit exemption from Awarding Organisation (please see course information sheet).
- You will be required to register with the exam board, if you are not already.

Please note no food or drink to be consumed in the treatment room other than water

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Study Skills

Committing to a new programme of study and/or returning to study is exiting but can sometimes be a stressful experience for adults and a lack of confidence can lead to students feeling disadvantaged or leaving their course, if you feel that you need additional support please do not hesitate to discuss this with your tutor who will contact a tutor co-ordinator.

There are a number of courses and packages available to help you with your studies:

- Additional Learning support is available for various Learning needs, please ask.
- If you feel that you would like to brush up your English, Maths or ICT skills to make the most of your course we can offer a simple skills assessment session. We have Skills for Life English and Maths short courses in which you can improve your skills and gain a qualification.
- English as a second Language Courses are available at all Levels.
- Please ask in Centres for Full Course Brochure and details.

Learner Support Fund

Whether or not you are in receipt of benefits, you may be entitled to help from the Learner Support Fund. Contact your Centre reception for more details or an application form. If you are eligible to apply, we can assist you to complete the form if needed.

We wish you every success!

