



Hairdressing Apprenticeship Curriculum

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Welcome you to your City & Guilds Hairdressing Apprenticeship

This document explains your Apprenticeship training and also informs you of your health and safety and equality and Diversity entitlements from your employer and Shears Academy.

It also explains your responsibilities to Shears academy and your employer whilst undertaking your training to achieve your learning goals.

You will also find information on what procedures you should follow if you have a grievance, or find yourself facing disciplinary action.

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Academy House Rules

Attend weekly and on time - bringing with you your Shears uniform, tool kit, LAR and text book

Registration takes place at 9.30am – you will not be assigned models for training and assessment without attending registration

If you arrive late MORE THAN TWICE in any module (14 weeks) you will be asked to return to your salon

◆ **Shears uniform and tool kit are also essential**

If you arrive without your tool kit/uniform MORE THAN TWICE in any module (14 weeks) you will be asked to return to your salon

You will:

- Be committed and enthusiastic to your Apprenticeship training, and take part in Learner Forums
- Treat others politely and with respect, as you would expect to be treated; **never** use inappropriate language to anyone, for any reason
- Keep your work area tidy at all times; never eat, drink or chew gum whilst on the salon floor or in the theory and IT rooms. If you are carrying a mobile phone, ensure it is switched off
- Observe all housekeeping and H&S rules; never obstruct fire exits or move extinguishers, and never scream, shout, or run on the premises
- Hang coats and store bags in the appointed place. **Items brought to the academy are left at your own risk – lockers are available for daily use (see your Assessor)**
- The use of computers or academy phone lines for personal use is not allowed.

Smoking, and the use of recreational drugs or other substances is illegal and not permitted at the academy

There may be occasions where you will be required to work on a model for which you may not require an assessment

What to do if:

You are ill	Telephone your Employer and the Academy
You are kept in the salon	Ask your Employer/manager to telephone the Academy
You are not happy at work	Speak to your Tutor/Assessor or Reviewer, or any member of the Academy team
You have a complaint about the Academy	Speak to your employer, or any member of the Academy team about our grievance procedure
You have a complaint about your Employer	Speak to your trainer or reviewer, or a member of the Academy team

Apprenticeship Modules : New Standards - 3008

Module	Aims and objectives	Theory	Practical training and/or assessment
<p style="text-align: center;">1</p> <p style="text-align: center;">weeks 1 - 14</p> <p>Timescale 14 weeks</p>	<p style="text-align: center;">To Complete</p> <p style="text-align: center;">Unit G20 and GH8</p> <p style="text-align: center;">Safe Learner</p>	<p>Begin building Key Sills Portfolio</p> <p>Unit G20 - Health & Safety & The Safe Learner</p> <p>Unit GH8 - Shampoo/Condition Hair and Scalp</p> <p>E.R.R</p>	<p>Key Skills – Combined Portfolio</p> <p>G20 Training & assessment</p> <p>GH8 Training & assessment</p> <p>GH10 Training & assessment</p> <p>GH12 One length looks (block work)</p>
<p style="text-align: center;">2</p> <p style="text-align: center;">weeks 15 – 28</p> <p>Timescale 14 weeks</p>	<p style="text-align: center;">To Complete</p> <p style="text-align: center;">Key Skills Portfolio</p> <p style="text-align: center;">Unit GH10</p> <p style="text-align: center;">E.R.R</p>	<p>Unit GH10 – Style and finish hair</p> <p>Unit GH11- Set and dress hair</p> <p>Unit G7 - Advice and Consult with Clients</p> <p>E.R.R</p>	<p>GH10 Training and assessments</p> <p>GH11 Training and assessments</p> <p>G7 Practical training and assessments</p> <p>GH9 Practical training</p> <p>GH12 Uniform layers (block work)</p>
<p style="text-align: center;">3</p> <p style="text-align: center;">weeks 29 - 42</p> <p>Timescale 14 weeks</p>	<p style="text-align: center;">To Complete</p> <p style="text-align: center;">Unit GH11</p>	<p>GH9 – Colouring</p> <p>G17 - Create a positive Impression</p>	<p>G7 Training and assessment</p> <p>GH9 Training and assessment</p> <p>G17 Training and assessment</p> <p>GH12 Long grad / short grad (block)</p>
<p style="text-align: center;">4</p> <p style="text-align: center;">weeks 43 - 56</p> <p>timescale 14 weeks</p>	<p style="text-align: center;">To Complete</p> <p style="text-align: center;">Unit GH9</p> <p style="text-align: center;">G17</p>	<p>GH12 – Cutting</p> <p>Optional unit</p>	<p>GH12 Training and assessment</p> <p>G17 Training and assessment</p> <p>GH9 Training and assessment</p>
<p style="text-align: center;">5</p> <p style="text-align: center;">weeks 57 - 75</p> <p>timescale 18 weeks (approx)</p>	<p style="text-align: center;">To Complete</p> <p style="text-align: center;">Unit G7</p> <p style="text-align: center;">Unit GH12</p> <p style="text-align: center;">Optional Unit</p>	<p>Smart Screen theory support</p> <p>Smart Screen theory support</p> <p>Smart Screen theory support</p>	<ul style="list-style-type: none"> • Additional assessment opportunities • Learners have opportunity to attend the Academy more frequently and move to the finishers class on Thursdays

Theory Timetable

Monday

Module 1			Module 3		
Weeks	Dates	AM – morning classes	Weeks	Dates	PM – afternoon classes
1	26.07.10	Introduction to Apprenticeship Portfolio Guidance	1	04.04.11	Unit G17
2	02.08.10	Unit G20 - Health & Safety The Safe Learner – Start Stage 2	2	11.04.11	Unit G17
3	09.08.10	Unit G20 (issue assignment) The Safe Learner – Complete Stage 2	18.04.11		CLOSED
4	16.08.10	Unit G20 (E3a questions)	25.04.11		CLOSED
23.08.10	30.08.10	CLOSED FOR 2 WEEKS	3	02.05.11	Unit G17 E3 Questions GH9 Mood Boards (Look at Colour)
5	06.09.10	Unit GH8 - Shampoo/Condition	4	09.05.11	GH9
6	13.09.10	GH8	5	16.05.11	GH9 - Colouring
7	20.09.10	GH8 E3 Questions	6	23.05.11	GH9 - Colouring
8	27.09.10	Hairdressers journal task - looking at new trends and looks - mood board	7	30.05.11	GH9 - Colouring
9	04.10.10	GH8 E4 Exam	8	06.06.11	GH9 E3 Questions
10	11.10.10	Catch up/Demo's / Key Skills	9	13.06.11	GH9 - E4 Exam
SALON INT'L	18.10.10	CLOSED FOR 1 WEEK	10	20.06.11	Demo
11	25.10.10	EKU Knowledge Questions E3	11	27.06.11	GH12 - Cutting GH12 - Cutting
12	08.11.10	E.R.R	12	04.07.11	Cutting DVD/Demo
13	15.11.10	Key Skills Portfolio support	13	11.07.11	Module 3 close down
14	22.11.10	Module close down / stage 3 of safe learner	14	18.07.11	

Module 2			Module 4		
Weeks	Dates	AM	Weeks	PM	PM
1	29.11.10	Unit GH10 Style & Finish hair	1	27.07.11	GH12 - E3 questions
2	06.12.10	GH10/11	2	01.08.11	GH12 - DVD/Demo
13.12.10	27.12.10	CLOSED FOR 3 WEEKS	3	08.08.11	Catch up week Optional Unit
3	03.01.11	GH10/11	4	15.08.11	CLOSED FOR 2 WEEKS
4	10.01.11	GH10 E3 Question	22.08.11	29.08.11	Optional Unit
5	17.01.11	GH10 E4 Paper	5	05.09.11	Catch up/Demo's
6	24.01.11	Key Skills Portfolio – support to complete	6	12.09.11	E3 paper Optional Unit
7	31.01.11	GH11 E3 Questions	7	19.09.11	E4 paper Optional Unit
8	07.02.11	GH11E4 Exam	8	26.09.11	Prep Competition
9	14.02.11	G7	9	03.10.11	Competition
10	21.02.11	CLOSED FOR 1 WEEK	10	10.10.11	CLOSED
11	28.02.11	G7	SALON INT'L	17.10.11	Advanced cutting techniques demo
12	07.03.11	G7 E3 questions	11	24.10.11	Catch up week
13	14.03.11	Personal Development	12	31.10.11	Industry awareness/career pathway group discussion (Elite)
14	24.03.11	G7 E4 Exam	13	07.11.11	Module close down/action planning
14	28.03.11	Module 2 close down	14	14.11.11	
		Module 5	Use Smart Screen to support any additional theory input		
		From Week 57	Completion of any outstanding E4 papers and/or written evidence		

In-House Health & Safety Rules

Most health & safety rules are common sense - but certain things we use in the salon whilst hairdressing can be dangerous if used incorrectly:

- Chemicals
- Electricity
- Scissors, razors & heated appliances
- Hot water

Be responsible - Don't put yourself, your client, or others at risk. Remember, accidents **can** happen – be aware of, and always observe, the following points:

Wear suitable protective clothing and footwear

Never tamper with electrical appliances or connections

Wet floors are dangerous, so dry any wet patches when you see them. Keep alert for any hazards and report them immediately to your trainer

If an accident does occur, either to you, a colleague or a client, make sure that full details are recorded in the accident book that is kept in the office

For minor accidents there is a first aid box at the reception desk – ask your trainer for assistance and remember the infection danger of blood to blood contact

For major accidents telephone 999 and ask for an ambulance – then report to your trainer

- The Health & Safety Executive has further info at www.hse.gov.uk *phone 0845 534 0055

Fire Drill & in the event of fire

The Fire Exits: Ground Floor: at the front and back door

Basement: Through the lecture and I.T. rooms at opposite end of the stairs. There is a light switch on the right just through the door, keep pressing each light switch as you go.

Fire assembly point

At HSBC Bank, Rushey Green, unless otherwise instructed by Fire Officer or Police.

Fire Extinguishers

- Next to the front door in reception in the salon
- At the top of the stairs
- At the bottom of the stairs
- At the fire exit door in the basement

Without taking any personal risk, tackle a small fire with fire extinguishers.

- Carbon dioxide extinguishers for a fire caused by an electrical fault
- Foam extinguishers for wood, paper and flammable liquids

If a more serious fire occurs, shout “**FIRE!**” and leave the building immediately, taking people in your area with you. Do not re-enter the building unless advised safe by a fire or police officer.

Apprenticeship in hairdressing

Apprenticeships build your practical skills and ability and include 'on-the-job' training closely involving your Employer. You earn while you learn, gaining practical and theory knowledge, as well as life skills. An Apprenticeship is made up of an:

- NVQ (National Vocational Qualification) in hairdressing at Level 2 (see page 8)
- Key Skills Combined Portfolio Level 1 (or 2) – Includes Communication, Application of Number & ICT (Please see page 9)
- E.R.R Employees' Rights and Responsibilities

Your Progress

We understand that not every learner will progress through the Apprenticeship at the same speed, so set achievable, realistic targets for you as an individual, and closely monitor your progress throughout your time with us.

To ensure you are on target to progress and achieve your apprenticeship, you will receive continuous training and support to achieve your aims including:

- **Monitoring and discussing with your assessor** – you will receive feedback after each assessment.
- **Tracking your progress and planning your next goals** with you in your work place at Review/Action plan meetings with your employer/training manager and a member of the Academy team
- **Recording your salon training** in your Learner Achievement Record for discussion and salon training action planning with your assessor
- **Learner support** One to one support in practical, theory and Key Skills training is available and will be arranged at Initial Action planning, 10 weekly reviews, and one to one tutorials.

On completion you will gain an Apprenticeship in hairdressing, a recognised and respected qualification within the hairdressing industry.

Continual Professional Development (CPD)

You will then be qualified to develop your professional skills and knowledge by working towards an Advanced Apprenticeship, which is an NVQ in hairdressing at Level 3, and Key Skills at Level 2.

NVQ in Hairdressing

The level 2 NVQ in hairdressing is a work-based qualification based on national occupational standards set by the hairdressing industry to define the skills and knowledge that salon employers require. As you work through your apprenticeship, you will gain evidence to build your portfolio.

You will train towards achievement in 5 modules. Within the modules are 9 units of competence. 8 of the units are mandatory, and you chose 1 of the optional units to complete make up your 9 units.

A **G** before the number means that this is a general unit which applies to all subjects, and a **GH** before the unit means it is especially for hairdressing.

The Apprenticeship Modules are on page 4 of this curriculum, and your timetable is on page 5.

Evidence requirements

You will collect your evidence in a portfolio that will be referenced to national standards. As you practice and train towards each outcome for each unit, you will be assessed. You will discuss with your assessor which units you will be working towards and agree an assessment plan detailing:

- How much can be assessed in your workplace
- How much evidence you will need to gather through set tasks
- How your knowledge will be assessed

You will produce evidence by:

- Being observed performing tasks in line with standards
- Being questioned by your assessor during/after observations
- Presenting assignments
- Gola (on-line testing) / oral questioning

Your City & Guilds candidate hairdressing logbook will give you the all the information you need on units and outcomes and how you will achieve your NVQ.

On successful completion of all parts of your apprenticeship you will receive certificates from the awarding body (City & Guilds), the Sector Skills Council (Habia) which will be awarded to you at our annual graduation/presentation evening.

Key Skills

We all use 'Key' skills, in our every day life; when talking to people in person or on the phone or paying for goods bought in a shop we are using "communication" Skills.

You will build on your communication skills, linking them to hairdressing when you work on reception, read and complete client record information and reading manufacturer's instructions and information.

We are using "application of number" when mixing and measuring colours, adding up retail products and taking client's bills.

You will be given training and support to practise and develop these skills along side your hairdressing training, and you will be able to demonstrate your knowledge and understanding by completing a Key Skills Combined Portfolio Project and sitting Key Skill tests, if required*.

*If you hold current (dated within 3 years) GCSE's at G or above in Maths, English and ICT, you will not have to take these tests

On successful completion of Key Skill Combined Portfolio, you will receive a certificate from the awarding body (City & Guilds). **You will be able to transfer these skills to any type of job you are in or activities outside work. Employers will always look for people with these skills.**

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ERR - Employment Rights and Responsibilities

You will be issued with a booklet that you will work through with the following sections:

Employment Rights and Responsibilities

Contract of Employment

Working Time Regulations/Minimum Wage

Health & Safety

Career Pathways

Safeguarding

By the time you have completed your booklet you will have clear knowledge of your rights as well and your responsibilities of the above areas, and your future career opportunities.

*

Safeguarding

Every young person/learner has the right to be healthy and safe from bullying, harassment, discrimination, crime, anti-social behaviour, neglect, sexual exploitation and exposure to violence, either at work or in their private life.

We recognise that, as your training provider, Shears Academy can play a significant part in supporting your safeguarding and well-being. We have established and maintain a safe supportive environment in which you can learn, enjoy and achieve; both in the academy and at your salon. We have a designated Safeguarding Lead, Suzanne Nicholls with whom you can speak if you are experiencing physical, emotional or psychological harm, neglect, sexual abuse or exploitation. Suzanne can offer you guidance and support.

Plagiarism

Plagiarism means passing off other people's work as your own, that can include downloading information from the internet and is a serious offence. If your assessor identifies plagiarism when assessing your evidence, we will take the following steps:

1st Offence: Verbal warning – Resubmission of original authentic evidence is invited

2nd Offence: Written warning – A final offer of re-submission of authentic work will be accepted

3rd Offence: Final written warning remains on file – candidate is withdrawn from learning aim

How to appeal against an assessment

If you are unhappy with a **Hairdressing** assessment decision, you should speak to Dawn Hourshid, the Hairdressing Apprenticeship Training Manager/Hairdressing Internal Verifier.

If you are unhappy with a **Key Skills** assessment decision, you should speak to Pauline Brooker, Key Skills Internal Verifier.

If this does not resolve the problem or answer your questions – then you have the right to appeal, following the procedure below.

Appeals Procedure

If you wish to appeal, your appeal should be in writing to Pauline Brooker within **10 days** of you being notified of the assessment decision.

A date will then be set for your appeal to be considered by the panel, which will be held within 20 working days from the date we received your appeal request.

The panel consists of:	Dawn Hourshid	Internal Verifier, Hairdressing Training Manager
	Pauline Brooker	Internal Verifier, Key Skills

The City & Guilds external verifier is notified that an appeal has been lodged by you, and will be given details of how the appeal will be heard, to enable them to attend if they wish. You will be notified of the outcome decision within 5 working days.

If you feel that Shears academy did not conduct your appeal in the agreed way you should contact City & Guilds direct to discuss the matter.

Health & Safety: Learner's Entitlements and Responsibilities

Learners are entitled to:

1. An introduction to health and safety - Stage 1 of **The Safe Learner**, and includes a tour of the premises with health & safety facilities clearly pointed out, both at their salon and at the Academy.
2. Information on the health & safety policies and procedures of the Salon and the academy
3. A safe, healthy and supportive environment in which to work and learn
4. A Health & Safety Plan with goals to achieve - Stage 2 and 3 of **The Safe Learner**
5. Suitable and proper equipment and materials to use as part of the learning programme, and clear information and guidance on any restrictions of use
6. Regular reviews of health & safety, understanding and practical application
7. Personal protective equipment and clothing (rubber gloves, aprons etc.) provided free of charge
8. Appropriate and timely information and instruction in respect of what to do in the case of an emergency, accident, or ill health
9. Be consulted on health & safety matters and participate in health & safety decisions which affect any aspect of the learning programme
10. Report any dangerous situations or occurrence, and refuse to do anything that you feel would endanger yourself or others

Learners are responsible for:

1. Co-operating with Shears Academy and your employer for health & safety reasons
2. Following the health & safety rules or procedures, and the information and instruction you are provided with
3. Behaving in a way that would not put you or other persons at risk
4. Contributing to health & safety by reporting defects, dangerous situations, or where you think health & safety can be improved
5. Co-operating with the Academy team, assessors and supervisors, following instructions given and observing any restrictions that may apply to you
6. Reporting any bullying or harassment
7. Wearing any necessary personal protective equipment and clothing when required
8. Not damaging or misusing anything provided for purposes of health & safety
9. Keeping your work area, both at work and at the academy, clean and tidy
10. Participating in any health & safety training that is necessary e.g. fire drills
11. Following any health & safety training plan and observe the guidelines displayed



If you have any health & safety concerns that we don't seem to be able to resolve, contact the LSC's Safe Learner line: 0808 800 4000 *text to: 07781 472568 *email:safelearners@bss.org www.safelearner.info

Equality and Diversity Entitlements & Responsibilities

We at Shears Academy celebrate diversity, and believe that all people are entitled to be treated with respect, and have equal opportunities in education and all other parts of their lives. We actively promote equality of opportunity; all team members are fully aware of equality of opportunity and diversity at Shears academy and understand that equality and diversity is everyone's responsibility.

We are committed to supporting people with disabilities and learning difficulties by working with you to recognise and plan how to overcome any obstacles or barriers you may face, enabling you to achieve your personal, training and employment goals.

Equality & Diversity in the workplace is monitored at learner reviews, and we work to raise the awareness of employers, sharing our policies and procedures with any employer who does not have their own system.

Our full Equality and Diversity Policy, along with the Disability Statement are on display on the notice board in the learner area, or you can request a copy from the office.

We at Shears Academy make every effort to ensure you are happy and fulfilled in your training programme. We hold quarterly Learner forum meetings between the team and learners to deal with any concerns or grievances raised and learners appreciate the chance to discuss issues collectively.

However problems (or grievance) can arise from time to time; if you feel that your training and progress is not as you have been led to expect in your Individual Learning Plan, or you feel you are being treated unfairly for any reason, please discuss the situation with your trainer or another member of the Shear's team as soon as possible, who will make every effort to resolve the problem for you

We operate a zero tolerance policy towards acts of prejudice, discrimination and harassment, and any member of staff or learner who does this will be asked to leave.

If this does not resolve the problem to your satisfaction, you should following the 3 steps of the grievance procedure below.

Grievance

We believe everyone should have a good understanding of how to deal with harassment or grievances, if they arise and we have policies and procedures to deal with complaints and grievances, which we review on a regular basis to ensure they meet the needs of learners.

If you feel that you have been discriminated against, harassed or bullied, please talk to your trainer, or any other member of the Shears Team that you choose. If we cannot resolve the grievance by discussion, you can take the steps of our formal grievance procedure, below.

Grievance Procedure

1. Inform your training manager, Dawn Hourshid, in writing.
2. We will arrange and invite you to a meeting to discuss the grievance or problem. You may bring someone with you to the meeting. We will inform you of our decision in writing within 5 working days.
3. If the matter is still not resolved to your satisfaction, you have the right to appeal against our decision. You must advise us in writing and we will hold an appeal meeting. We will put our final decision to you in writing within 5 working days.



If our grievance procedure fails to resolve your problem, you can write to the Skills Funding Agency

3 Way Commitments

1/ Academy's commitments

To Learners

We will -

- Take into account any prior experience and knowledge you have to action plan your individual progress and achievement, arranging one-to-one sessions and pastoral support when required.
- Visit your workplace at regular intervals and ensure your health & safety in your salon and at the academy.
- Carry out regular review/action plan meetings held at your salon with your employer/mentor to support and encourage your progress to achievement, adapting your training, where reasonably possible, to suit you.
- Treat you fairly, valuing your opinions, contributions and cultural and religious diversities.
- Investigate any grievance or complaint, harassment or bullying, whether at the Academy or within the workplace.

To the learner's Employer

We will -

- Give information, up-dates and support where required to your in-house systems for
 - Employment Law
 - Health & Safety requirements
 - Equal Opportunities
- Take our third of the responsibility to enable your learners to achieve an Apprenticeship in hairdressing
- Train, assess, review, and action plan your learner
- Offer support and guidance throughout their Apprenticeship

2/ Employer's commitments

to Shears Academy

The Employer will -

- Take a third of the responsibility to train and support you to achieve your Apprenticeship
- Ensure Equality of Opportunity to Shears Academy policy standards
- Provide signed proof that the learner is employed, and that they have been issued with a contract of employment by the statutory period.
- Release the learner, with pay, to attend college weekly on the agreed day
- Ensure they (or their appropriate trainer) attends and contributes Review/Action Plan meetings at the salon
- Inform the academy immediately of learner's illness, holiday and unauthorised absence,
- Inform the academy of any grievance or disciplinary action, either verbally or written, or termination of employment by either party giving accurate dates.
- Maintain & display current Employer Liability Insurance and ensure health & safety procedures are maintained to the standards required by the government, LSC, HSE and Shears Academy.
- Report **in writing** any accident or incident of dermatitis that occurs in the workplace.

To their Learners

The Employer will:

- Provide a comprehensive salon induction explaining in detail their expectations and requirements for successful completion, taking in to account any prior experience and or knowledge the learner has.
- Employ and pay the apprentice as agreed in the terms and conditions of the employee's Contract of Employment, which will be issued within 8 weeks of date of employment
- Release the learner to attend the Academy 1 day per week, as part of their maximum of 40 hours per working week.
- Respect religious and cultural differences, and not discriminate or act unfairly.
- Provide a safe working environment, with adequate insurance cover displayed within the premises.
- Provide individual training (min. 2 hours per week) by an occupationally competent hairdresser, to motivate and drive Apprenticeship achievement without loss of wages.
- Allow access and time for Shears Academy staff for Health & Safety checks and for your Reviewing/Action Planning.

3/ Learner's commitments

To the Employer

You will -

- Attend all training sessions and Review/Action Plan meetings punctually to progress and achieve your training aims as agreed in your personal learning plan.
- Follow all employer policies, procedures, terms & conditions of employment as set out in the Contract of Employment
- Take responsibility for your own actions in the salon, respecting religious and cultural differences and working co-operatively with others, resolving disputes, if they should arise, peacefully.

To Shears Academy

You will –

- Be committed, motivated and enthusiastic to achieve your training goals, and take part in developing and agreeing your Individual Learning Plan, declaring any additional support you may need for whatever reason
- Attend the academy each week on the agreed day, with your hairdressing kit and t-shirt, dressed appropriately to standards expected by the hairdressing profession, remembering that you are working very closely to clients
- Be aware of all aspects of Health & Safety at your workplace and the Academy, especially when using chemicals and sharp or hot equipment.
- Take responsibility for your own actions at the academy, respecting religious and cultural differences and working co-operatively with others, resolving disputes peacefully, if any should arise.

Discipline

We will always try hard to resolve any problems we may have with you verbally, either at a formal or informal meeting, however if this fails to resolve the problem to our satisfaction, disciplinary action will be taken against you as follows:

Disciplinary Procedure

1. We will write to you, informing you of the allegations against you.
2. If the required improvement has not been achieved, you will be invited to a meeting to discuss the situation. You have the right to be accompanied by a colleague, and you will be notified of our decision within 5 working days.
3. You have the right to appeal against the decision in writing. We will arrange an appeal meeting and again you have the right to be accompanied. You will be notified of our final decision in writing within 5 working days.

Outcomes of disciplinary procedure will depend on their nature, and can include termination of your training contract at Shears Academy.

We operate a zero tolerance policy towards acts of prejudice, discrimination, bullying and harassment; any learner who does this will be asked to leave immediately



Beware of strangers - Do NOT arrange in-person meetings with people you may meet online, and do not to share personal information with online strangers - **people may not be who they claim to be**. Unfortunately, bullying isn't new; for young people growing up in a digital world, cyber bullying is on the rise.

Communicate responsibly. Take the following as a good rule of thumb: if you wouldn't say it to someone's face, don't text it, email it, instant message it, or post it as a comment on someone's page.

- **Use privacy settings and sharing controls.** Many sites that feature user-generated content, including YouTube, Blogger and social networking sites, have sharing controls that put users in charge of who sees personal blogs, photos, videos, and profiles. Using sharing controls is particularly important when you share personal information like names, addresses, or phone numbers, on public sites. Learners should respect the privacy of friends and family by not identifying people by name in public profiles and pictures.
- **Protect your passwords – Do NOT** give out your password(s). Make sure you make a habit of unclicking "**remember me**" settings on public computers such as those at the Academy, your salon, or in the library.
- **View all content critically.** Just because you see it online, there's no guarantee it's true. Learn how to distinguish reliable sources from unreliable ones, and how to verify information you find online. **Cutting and pasting content directly from a website may be plagiarism.**
- **Cyberbullying** If the cyberbullying is serious, it is a criminal offence - keep evidence of offending emails, text messages or online conversations - you should consider contacting the police, if you would prefer to speak to one of the Shears Academy team first, just let us know; Suzanne Nicholls is your Safeguarding Officer, we are here to support you.

Feedback

Please let us know if we can improve our service to you. We welcome feedback, and your impressions and comments are valuable to us.

We encourage feedback by promoting the use of "Your Feedback" forms, in addition to questionnaires, and monitor learner's views to enable us to continually improve the service we provide.

"Thank you"

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Apprentice statement

This document, and the arrangements described in it, is not intended to be legally binding between the training Provider and the Learner, but a clear, straightforward statement of the training, support, health & safety and equality of opportunity, 3-way commitments that the learner, employer and Shears academy make to each other.

Please take your time to familiarise yourself with this document as you will be asked to sign confirming your agreement with its contents; it is yours to keep safely in your hairdressing portfolio for you to refer to at any time.

*If you are unclear about any aspect of this document, or the responsibilities and commitments you are making in signing this document, please speak to Carole Waghorn, Sue Nicholls or Dawn Hourshid, **before** signing the statement below.*

I acknowledge receipt of this Apprenticeship Curriculum, and have read, understood and agree to the terms of the in-house rules, my health & safety and equality of opportunity entitlements and responsibilities and I agree to make the commitments contained within this document.

I know who to talk to if I have a problem, the academy's grievance and disciplinary procedures have been explained, and I know how to report problems to the LSC if it isn't resolved by Shears Academy to my satisfaction.

Learner's signature..... Date:.....

Learner's name.....

..... Date:.....

FOR THE TRAINING PROVIDER:
Shears Academy
Shop 2, Eros House, Brownhill Road, Catford, SE6 2EG

Shears' mission is to deliver first class training and support to learners by meeting their needs and those of the Employer and the industry