



**TAITAM-D ACADEMY**

**LEARNER**

HANDBOOK

HANDBOOK

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# WHO ARE WE?

TaiTam-D Academy was established to help individuals in the beauty industry to develop their knowledge and practical expertise. TaiTam-D Academy is overseen by **Thanyarat Pomnongsan (NOK)** who has more than 5 years experience in the industry running several beauty shops over that time. We offer a wide range of NVQ beauty certifications and provide a real-life experience through our shop which is connected to the academy.

Our services are available to students of all ages and qualification levels and we maintain a strict equal opportunity policy, which is outlined further in the booklet.

Courses are structured to individual/group needs which are typically between 2-4 students. By doing this, we allow the students enrolled better access to facilities, help and guidance when needed, whilst being able to link with the individual to allow a natural and positive progression, hence making the learning atmosphere one of nurturing and enjoyment.

Skill-qualified tutors take all of our course, and all assessments are carried out under the supervision of qualified assessors.

MISSION STATEMENT.....

"To provide professional qualifications with a flexible, friendly approach to learning"

At TaiTam-D Academy, we pride ourselves on our approach to individual and the way we pass our knowledge and experience to others. If you do have any compliments, comments or complaints, please do let us know - we can often use the knowledge and experience of others to assist us in offering you better service

# LEARNER EXPECTATIONS

## Full Induction

- Individual needs
- Regular reviews and feedback sessions
- Full working resources to suit course and learner needs

## Professional Attitudes

- Professional and up to date advice on industry & techniques
- Fair and impartial guidance on careers, progression, and learning support

## Opportunities

- To achieve levels across the course where appropriate and available
- Experience the learning environment in a realistic and supportive way

Most Importantly...



A safe, healthy and supportive environment to learn



# TUTOR EXPECTATIONS



POSITIVE

SAFETY

PROGRESSION

- learners will Make a positive commitment and contribution to own and others learning needs
- learners will respect others regardless of gender, race, religion, culture, sexuality, or other aspect of an individuals lifestyle
- learners are to behave in a way that maintains safety and professionalism at all times
- learners are to ensure tutor instruction is being followed at all times to ensure safe and effective methods are being maintained
- learners will give productive feedback to ensure progression
- learners will bring concerns to the attention of the tutor at the earliest point
- learners will notify the centre if they are unable to attend a session

# ESTABLISHMENT POLICIES

## Appearance & Uniform code

### TRAINING CODE:

Learners are not expected to wear uniform for training purposes, however, they are expected to be dressed suitably for the learning process, i.e. suitable dress, minimum jewellery, suitable shoes etc.

### ASSESSMENT CODE:

Whilst being assessed, a full dress code is observed:

Suitable uniform must be worn for all assessments

In the event that uniform is unable to be worn, sensible business dress

must be worn at all times. This should be in line with industry codes of practice and/or establishment codes.

- When wearing skirts or dresses, the length should be just above the knee or longer.
- Hair must be tied back in a suitable manner.
- Jewellery must be kept to a minimum.
- Make-up should be subtle, but refreshed during breaks throughout the day.

### PROFESSIONALISM

- Mobile telephones must be switched off. They may not be answered whilst carrying out treatments, or any type of tuition/assessment. Please speak to your tutor if you have exceptional circumstances
- Swearing is not allowed in the training/assessment area, to avoid unnecessary complaints from others.
- Learner attitudes should be friendly towards each other and clients. If there is any problem concerning other members of staff, clients or working practices, please discuss with the manager. If, however, there is a problem concerning the manager, please discuss with proprietor.
- All learners, staff and clients should be treated as equals, regardless of race, religion, gender, age, appearance, social status, working status, background or any other factor.
- All learners and staff should be on hand to assist others when possible. This applies to all tuition levels.

Learners & staff must be punctual for work and clients.

## **RECORD KEEPING**

- Records must be filled out for every client, stating which treatments were performed, products used, contra-actions and aftercare advice given.
- Records must be kept up to date, being filled in every time a client returns
- Records are confidential, and all records are bound by the Data Protection Act 1984. No information regarding clients may be discussed with any person inside or outside of the workplace, unless the therapist believes there is reasonable cause. In this situation, the manager must be consulted before further action is taken.
- All information must be accurate and written in a professional language. The client must sign to state that the information is correct and has been understood.

**RECORD KEEPING IS BOUND BY AN OFFICIAL LAW.  
DISCLOSURE OF INFORMATION IN ANY WAY, INCLUDING CLIENT'S PERSONAL  
DETAILS, IS AN OFFENCE. FAILURE TO ADHERE TO THIS LAW MAY END IN AN  
INSTANT DISMISSAL AND/OR LEGAL ACTION.**

## **TREATMENTS**

- Treatments must be carried out in full in a professional manner, in accordance with the treatment/product training the therapist has received.
- The therapist performing treatment is responsible for the treatment area prior to and after the treatment, and should be clean and tidy at all times.
- Treatments should be started on time and kept within the industry time guidelines as much as possible.
- If there are any suspected problems regarding a treatment about to take place, a second opinion may be obtained by a suitably qualified member of staff.
- In the case of contra-indications or contra-actions, refer clients to a GP, but never diagnose a condition.

## **HYGIENE (OF THE WORKPLACE)**

- The workplace must be kept clean and tidy at all times.
- Use of disposable products must be used whenever possible. All equipment to be sterilised must be washed and immersed in suitable fluids as soon as treatment is over. This is the responsibility of the therapist using the equipment.
- Every member of staff is responsible for their own and their clients washing up.
- All persons using the training area for any purpose is responsible for ensuring that their workspace is clean, tidy and suitable for use by the next person.

## **WORKPLACE SECURITY AND SAFETY**

- All personal property must be kept out of sight of the public.
- All clients' property should remain with the client as much as possible.  
In cases where it is not possible for a client to keep property on their person, it should be put in a safe place and the client must be informed of the location.
- Do not bring valuables into the training area, unless it cannot be avoided. Advise clients to leave any valuables or jewellery at home if they are receiving treatments where they will have to remove jewellery or be separated from their belongings.
- Valuable stock or products should not be displayed. Use 'dummy' products where possible.
- Breaches of security policies may be a legal offence. If any person sees or suspects anything unusual or illegal please report straight to the tutor/assessor, using emergency telephone numbers if necessary. The matter will then be recorded and followed up as necessary.
- Each person is responsible for their own and their clients safety needs, as outline in the Health and Safety at Work Act 1974.

## **DISCIPLINARY ACTION**

- Discipline must be strict to ensure all persons are not at risk whilst in the workplace. Any breach of the above policy will be addressed as soon as possible.
- Establishment policies are set up to make everyone's working practice safe and pleasant. We are working as a team; please try to keep it this way.

All assessed evidence must be the learners' own work as otherwise it compromises the integrity of the assessment process and/or validity of achievement and certification (see: VTCT Malpractice & Maladministration policy).

**Failure to adhere to these policies may result in verbal or written warnings, and can result in permanent dismissal.**

## **DISCIPLINE**

- Discipline is a necessity throughout ALL industries, especially those working with the public on a daily basis.
- As part of the course, a student must show that they have the correct approach to the task/s they have been asked to complete, the staff and clients, and to the whole situation in general.

**A STUDENT CAN BE ELIMINATED FROM THEIR COURSE AND ASSESSMENT PROCESS AT ANY STAGE OF TUITION.**

### **SCHEDULED TUTORIALS**

We aim to help and mentor all of our students (young and mature) through their training as much as we can, but all students have to be seen to do as best they can in all areas of the programme. We aim to carry out at least one tutoring session every month. At these sessions, students have a chance to tell us if they are experiencing any problems, and to give us feedback relating to their course. At each session, an action plan is agreed by the student to give an idea of which areas to work on for optimum results.

### **UNSCHEDULED TUTORIALS**

If, however, we experience problems with a student during a lesson or a training/assessment day we will carry out an 'Unscheduled Tutorial'. When this is the case, the student will be taken somewhere out of view and earshot from other persons and we will carry out a tutorial session addressing the problems that have arisen. The student will again have a chance to explain the situation and give feedback on the issues and the outcome will be written, signed and kept on file for future reference.

## **DISCIPLINARY PROCEDURE FOR STUDENTS**

If we have an arising problem with a student, or a series of arising issues the following steps (in order) will be taken to monitor these.

- 3 Unscheduled tutorials or 1 written warning
- 2nd Warning
- Elimination from programme

The discipline level that we are looking for is not excessive. All students will be treated the same and the above discipline routine will be strictly adhered to.

Various situations may lead to an immediate elimination i.e. violation of law, putting others health & safety at risk deliberately or intentional disregard to other persons, their belongings or personal information.





## HEALTH & SAFETY

It is important for the welfare of all staff and students that everybody follows basic Health & Safety rules at all times. It is imperative that you only undertake activities that require special guidance and advice AFTER your tutor has provided the relevant information in full and has approved you to carry out the activity.

Learners and tutors have a legal duty to prevent injury to themselves or others so please report any accident or danger immediately to a suitable member of staff.

Bags clothes that have been removed for a treatment are kept in the boxes under the couches. These must be under the couch totally and not sticking out to avoid a trip hazard.

You will receive full Health & Safety training within your course, however, there are a number of general issues that apply immediately and will be covered in your induction.

- The fire evacuation procedure and assembly point
- The nearest telephone for use in an emergency
- Location of the nearest first aid box

## EQUALITY & DIVERSITY STATEMENT



We strive to ensure that our equal opportunities policy is adhered to at all times by all persons on the premises.

We aim to promote equal opportunities through

- Raising the awareness of everyone involved in the industry to ensure that all students and staff receive equal treatment
- Distinguishing and removing discriminatory practice, conduct and customs and replacing them with practices which are fair to all
- Supporting learners to overcome cultural, financial, physical and intellectual barriers to learning
- Developing positive images of those with different requirements to learning and practice

Again, we are persistently looking to improve our service to all staff and students. If you would like to discuss any issues or make suggestions, please contact your tutor.



## DISABILITY STATEMENT

This statement outlines our objective to ensure that individuals are not deprived in accessing learning or facilities. We aim to provide equal opportunities for those with disabilities and respond to their needs. This statement covers physical access, adapted learning materials, advice and referral on financial issues, sign language and other barriers that may prevent you from learning with us.

**We aim to ensure that all students are able to access learning and facilities whilst learning at Therapy Learning Centre.**

## EVALUATION

We regularly review our resources and provision to students, tutors and staff at TaLCiTa. m-D. We systematically review the following to ensure all people involved in learning and teaching at TLCD are gaining maximum benefit from their position here:

- **Diagnostic Testing.** These are a short series of tests or activities which will be carried out before tuition starts, and is repeated throughout the year to ensure learners are working to their full potential and are not struggling with work loads or are advancing their level. For mature students, this will only be carried out if there is cause for concern from either the learner or tutor.
- **Individual Learning Plan.** This ensures that you are gaining maximum benefit from your course and the teaching methods and resources being used. ILP's will be revised when necessary.
- **Tutorials.** A chance for you to evaluate your own course and views in private with a tutor.
- **Internal Quality Assurance Process.** This is carried out by our Internal Quality Assurance Practitioner working on and off the premises. The IV role is to ensure assessors are working to the correct standards set by VTCT and HABIA, and are using correct and current assessment techniques to ensure fair assessments for all students.
- **External Verification Process.** We undergo an External Verification visit at least twice a year. This is to ensure that the whole centre is working to the correct standards set by VTCT and HABIA. This ensures that the centre is following outlined procedures for the benefit of the learners.

- **Quality Assurance.** General measures will be set out throughout your course to ensure that all learners and staff are meeting their potential. This may include classroom assessments, tests, observations, and questionnaires or open discussions. These are set up for every person to express their thoughts – please do not abuse these measures, they are for every one's benefit.

If you have any issues between evaluation procedures, please discuss this with your tutor.

## COMPLAINTS & APPEALS PROCEDURE



### WE AIM TO OPERATE A FAIR AND COURTEOUS COMPLAINTS PROCEDURE.



- Address your complaint to your course tutor/assessor where appropriate.
  - Complaint will be documented and signed by both tutor and learner, and an attempt to rectify the situation will be made
- A follow up meeting to conclude the complaint, confirm the resolution and ensure all parties are satisfied will take place.
  - The final conclusion will be documented and all persons involved will be given a copy
- If the situation is not able to be rectified, a request to speak with the principal can be made. The Principal will view all complaints documents and resolutions, and continue process from here

If the matter still has not been resolved to the complainant's satisfaction, the formal VTCT complaints policy maybe triggered by completing and submitting the complaint submission form within 20 days of the date the matter arose. If at any point the complaint or others involved in the complaint, VTCT must be informed. VTCT reserves the right to be legally represented and act upon legal advice.



**Please Note: if your complaint directly concerns the Head of Academy you We would like to be the first to put right any issues that we have should send your complaint form directly to: [complaints@vtct.org.uk](mailto:complaints@vtct.org.uk)**

***If you have any problems please follow the above procedure before leaving or not attending the centre. Everybody should be given a chance to achieve at their chosen subject, and we pride ourselves on our open attitude and approach to individual considerations. Please use this support.***

# ASSESSMENT PROCEDURE

As part of your NVQ Qualification, you will need to be assessed on each unit on a number of occasions. For these assessments to run smoothly, it may be useful for you to know how the assessment procedure is carried out.

This will be discussed with you either as a group or individually. An assessment plan is created (either verbally or in writing) and this is agreed by both learner and tutor.

Your assessment guidelines may be found in your Assessment Log Book, along with timings, evidence requirements and a breakdown of the criteria needed to achieve.



“ A copy of the learner handbook can be found online. Please ask your tutor for the web address and familiarise yourself with the assessment policies of each awarding body certifying your qualification ”

## What happens if my assessment is not competent?

If during the assessment the assessor asks you to stop the treatment, you must do so immediately. This will only happen if you are causing or about to cause potential harm to yourself or others. You will be asked to rectify the situation and complete the treatment, however, the assessment will be deemed as not competent. An assessment can also be deemed as not competent even if it hasn't been stopped. In this case, your assessor will explain to you what the problem/s were, and what they would like to see you do next time.

In either situation, you will have a chance to ask questions about the situation, and give feedback on the assessment. An assessor's decision cannot be changed, however, an alternative procedure may be available in extreme cases.

If your assessment is deemed as 'not competent', your assessor will explain the centre policies on further assessments to you. If a candidate has to retake the assessment due to a situation that can be rectified, the assessment will be performed again at a date that is suitable to the candidate and the assessor/centre.

If an assessment has been stopped because the candidate appears to be not ready for the assessment or has caused hazards when it was easily avoidable, the candidate may be required to attend further training before taking another assessment.

a candidate appears to be inconsiderate towards others during their own, or other candidate's assessments, further assessments being offered are at the centre's discretion.

### **Some points to remember when approaching assessment time:**

- Wear correct and full uniform in accordance with the uniform code.
- Ensure that you have clients/students that you can rely on with regards time keeping, and/or turning up if you are supplying your own models.
- Be punctual for each assessment.
- Be polite at all times throughout the assessment (even if you are familiar with those supporting you throughout assessment).
- Talking throughout the assessment is allowed, however, on some occasions this may not be appropriate, however, if you are conversing, it must be about professional matters only.
- Assessment paperwork/documentation must be completed for every assessment. Every candidate has a range to complete, and this may reflect the assessment.
- Before moving on to another assessment, the work area must be clean and tidy. If you move onto the next assessment without clearing your work area you may have to retake the assessment.
- Before moving on to the next assessment you must let your assessor know that you are finished.
- Assessors allow for nerves. Try not to be too nervous; a good assessor will try to put you at ease. As long as you are a safe and practical worker, the assessor is trained to see the difference between a nervous candidate and an incompetent one!
- Always check your resources before you arrive for your assessment. If you are required to use your own kits for assessment and you arrive unprepared you may have to retake the assessment.

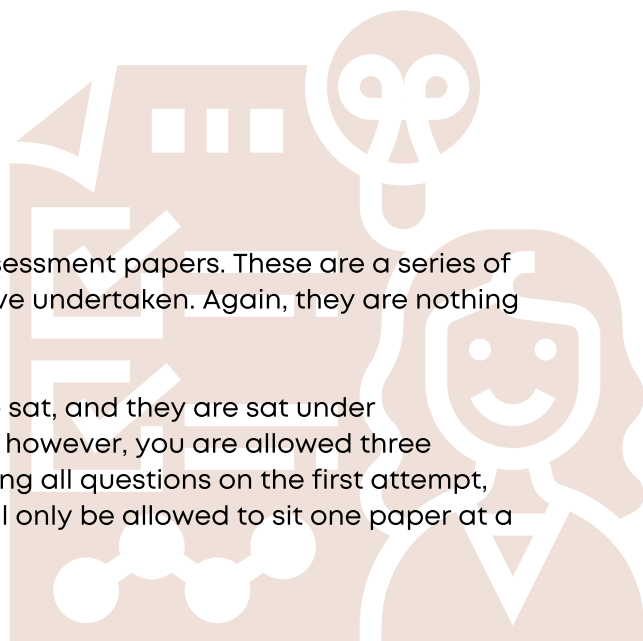
You may see an IV (internal verifier) or an EV (external verifier) on one or more of your assessment days. They are present to assess your assessor, not the candidates. Try not to be put off by these visits; it is purely as a quality assurance measure to ensure that all assessors carry out their work professionally and fairly.

As part of your resources you will be given tracking sheets and range sheets. These will also be copied to the assessor. They will allow you to look at a glance and see which assessments and criteria you have left to cover. You will need to keep them safe throughout the course.

## EXTERNAL ASSESSMENTS

Some units covered in an NVQ course have external assessment papers. These are a series of short tests to give evidence for the written work you have undertaken. Again, they are nothing to worry about.

Your assessor will give you warning of when they will be sat, and they are sat under assessment conditions. Each test requires 100% to pass, however, you are allowed three attempts at each paper. You will benefit from challenging all questions on the first attempt, as you may run over schedule to keep re-sitting. You will only be allowed to sit one paper at a time.



## VISITS TO THE CENTRE

You may be requested to be present at the centre for an External Verification visit.

This request will be made direct from the External Verifier. The visit may be on a day that you are not present for training usually, and **you are expected to attend**.

You will be given the date of this visit at the start of the course to allow you to plan ahead. Doctors and dentist appointments are not acceptable reasons for not attending. Hospital appointments with official appointment letters may be considered. Booked holidays must be declared at the time of induction (when date is given).

**If you do not attend, the External Verifier is within their rights to hold your certificate claim until they have seen you, resulting in a delay of your completion.**

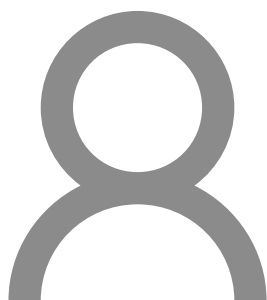
## LEARNER PRIVACY INFORMATION NOTICE



We take all measures reasonably necessary to protect the confidentiality, integrity, and availability of your personal information. We only collect the minimum amount of personal information that is necessary to fulfil the purpose of conducting the VTCT qualification course. As a training centre, we pass the amount of personal information to VTCT required for the issuance of the VTCT certificate (please see VTCT privacy notice for VTCT privacy procedures).

We don't pass on your personal information to other 3rd parties.

## CONTACT DETAILS



### **Tuition centre**

TaiTam-D Academy  
72 Caledonian Road  
London  
N1 9DN

Tel: 020 7278 0906  
Email: [info@taitam-d.com](mailto:info@taitam-d.com)

### **Awarding Body**

Vocation Training  
Charitable Trust (VTCT)  
Registered Office  
3rd Floor  
Eastleigh House  
Upper Market Street  
Eastleigh  
SO50 9FD

[WWW.vtct.org.uk](http://WWW.vtct.org.uk)

### **Useful website**

Department for Education  
Services  
[WWW.dfes.gov.uk/studentsupport](http://WWW.dfes.gov.uk/studentsupport)  
Advice line: 0800 731 9133

[WWW.adviceguide.org.uk](http://WWW.adviceguide.org.uk)

If you require contact details for organisations not listed above please contact your tutor to see if there is any way that the centre can assist you or advise you on whom to contact.

# LEARNER DECLARATION

I.....have read and understood the provided  
Learner Booklet

## I am aware and sure of the following:

- Learner and Tutor expectations
- Establishment Policies
- Disciplinary Procedure

## Health & Safety

- I am aware of the emergency procedure, evacuation and assembly points
- I am aware of the nearest emergency telephone
- I am aware of the nearest first aid box
- I am aware of where my belongings are to be kept and the security policies surrounding this

- Equality & Diversity statement
- Disability Statement
- Evaluation Procedure
- Complaints Procedure
- Assessment Procedure
- Contact Details for further help or support
- I understand that during my induction session I will be given all information regarding assessments, tuition dates, workplace roles and staff relating to my course.

Upon marking the above boxes, I am agreeing that I understand fully the policies of the centre. I agree to follow the policies whilst at the centre, and whilst representing the centre (whilst outside of premises in centre uniform). Any intended violation of the centre policies could lead to an immediate termination of my tuition at the centre, and I will be entitled to no qualifications under the centre approval.

Signed.....

Name (printed).....

Date.....

Signed (induction co-ordinator).....