

Apprenticeship Expectation Policy

Policy Statement

At the Debut Academy we know that apprenticeship success and achievement is more likely following a full and comprehensive induction delivering IAG regarding expectations throughout an apprentice's classroom and work based programme. We have a designated Apprenticeship Lead who oversees all aspects of each learner's framework from induction through to qualification. We also recognise that Apprentices will flourish and succeed if their Employer is fully supportive along their learning journey, with equal commitment towards equality & diversity and keeping them safe. Our Apprenticeship Lead also understands that matching learner to employer/salon is key in supporting success for all.

A Definition of Expectation

This refers to the guidelines an apprentice is expected to adhere to, such as practical work related commitments to fulfil, study based assignments, exam grades, assessment grades, functional skills (if applicable), meetings with employer, reviews, ERR (Employers Rights & Responsibilities) and PTLS (Personal Thinking & Learning Skills) elements.

The Apprenticeship Framework

As an apprentice commits to a 12 or 18 month apprenticeship they are agreeing to complete a framework consisting of the following elements:

- Knowledge based element
- Competence based element
- Transferable skills (Functional Skills, Essential Skills Wales, Core Skills, Essential Skills NI or Key Skills)
- Employee rights and responsibilities (England, Wales and Northern Ireland)
- Personal, Learning and Thinking skills (England only)

These elements combine on-the-job training, with learners spending time in a business working towards a work-based qualification and time with a training provider working towards a technical qualification and transferrable skills.

There is no nationally agreed minimum entry or previous experience requirements for this framework but the following criteria may be used as guidance. Because the beauty industry has high client expectations and relies on repeat business importance is given to the following, which an apprentice should strive to work towards and achieve:

- Appropriate personal presentation, including clothing, hair, nails and personal hygiene
- Good practical, organisation and social skills
- Have a responsibility to maintain and practice good health & safety measures at all times
- Attention to detail and cleanliness within the workplace
- A good sense of humour/amicable nature and communication skills, whether dealing face to face with client or speaking on the telephone
- Willingness to work flexible hours/days as agreed in the employment contract
- A high degree of dexterity and coordination
- A willingness to continue to upskill in the industry, demonstrate enthusiasm and efficiency, with a passion for each task they are assigned

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- A commitment to good timekeeping, reliability and willingness to work as part of a team, showing respect and professionalism at all times

Responsibility and Authority

Debut Academy has ultimate responsibility for overseeing all aspects of apprenticeships and will ensure learning, equality, safeguarding and health and safety is effective, robust and reviewed on a regular basis. As such two senior members of staff have been designated as Apprenticeship Personnel.

The designated Apprenticeship personnel are:

Helena Lungley
Apprenticeship Lead
01268 560552
helena@debutacademy.com

Zoe Jones
Apprenticeship Deputy Officer
01268 560552
zoe@debutacademy.com

Reviews

Throughout the duration of an apprentice's learning programme, the Assessor will set designated dates for progress reviews. These may be conducted between the Apprentice and Assessor and at other times include the Employer or Supervisor from the workplace.

These three way meetings provide a continued and open flow of information between the Training Provider and the Employer. The Assessor is able to give an up-to-date progress review to the Employer and provide valuable advice and guidance on how the Employer can best support the Apprentice within the workplace. It is therefore vital that the Apprentice ensures that each review meeting is attended, preparing their input into it, with SMART targets and reviewing their own progress and achievement.

Apprentice Progress Trackers

Debut monitors ongoing learning taking place by means of a progress tracker sheet. Apprentices are required to complete these on a weekly basis, detailing in-work learning and skills learnt. Apprentices should pass their progress trackers to their Assessor on a regular basis so they can be evaluated and any issues raised with the Employer at the review meetings. Apprentices failing to provide progress trackers will be given a deadline to rectify the situation. Continued failure to produce ongoing progress trackers will result in a disciplinary meeting with the Assessor.

Working Hours/Contract of Employment

All apprentices should be provided with a Job Description and Contract of Employment soon after they are taken on in their position. Both these documents are important in advising and confirming the apprentice's role and responsibilities and outlining their terms of employment. Should any aspect of their role change, their Employer should provide new updated documents for the apprentice to sign.

Enrichment Industry Training

During an apprentices learning programme, their employer or training provider may set up additional training which may have been specifically scheduled for them to undertake to improve their skills and experience. Apprentices should embrace this additional training to help them gain additional skills in the workplace and meet the needs of their Employer's client base.

The apprentice must make a note of any important dates of attendance, or alternatively advise as soon as possible, if they are unable to attend. This kind of training can be very expensive to book and set up and if an apprentice fails to attend without notification, the training provider or their Employer may be at a financial loss. In some circumstances the apprentice may have any losses deducted from their salary.

Apprentices are required to have a good knowledge of the following topics, taking part in workshops and tutorials as required:

Safeguarding Apprentices

- To ensure that their own safeguarding is paramount, have an underpinning knowledge of safeguarding and any gaps are filled
- To embrace and facilitate a safeguarding culture within their own working premises at all times
- To engage and be responsive to any Debut Academy policy or communications regarding Safeguarding and Child Protection
- To complete a short online interactive awareness course/workshop on safeguarding and refresher training (if provided)
- To be proactive in seeking appropriate information, guidance and reporting any matters promptly regarding any safeguarding concern
- To be aware that apprentices under 18 should not be left unsupervised in the workplace or be asked to open up/close down premises on their own. Should an apprentice be asked to perform these tasks and they are under 18 they should immediately report it to the Apprenticeship Lead.

PREVENT Strategy Awareness

- To ensure that their own safeguarding is paramount towards PREVENT, have an underpinning knowledge of PREVENT and any gaps are filled
- To embrace and facilitate a PREVENT awareness culture within their own working premises at all times
- To engage and be responsive to any Debut Academy policy or communications regarding PREVENT
- To complete a short online interactive awareness course/workshop on PREVENT and refresher training (if provided)
- To be proactive in seeking appropriate information, guidance and reporting any matters promptly regarding any PREVENT concern
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Fundamental British Values Strategy Awareness

- To, have an underpinning knowledge of Fundamental British Values and any gaps are filled
- To embrace and facilitate a Fundamental British Values awareness culture within their own working premises at all times

- To engage and be responsive to any Debut Academy policy or communications regarding Fundamental British Values
- To complete a short online interactive awareness course/workshop on Fundamental British Values and refresher training (if provided)
- To be proactive in seeking appropriate information, guidance and reporting any matters promptly regarding any Fundamental British Values that are not appropriate

Equality & Diversity Awareness

- To ensure that their own personal circumstances concerning E&D is paramount, have an underpinning knowledge of E&D and any gaps are filled
- To embrace and facilitate a E&D awareness culture within their own working premises at all times
- To engage and be responsive to any Debut Academy policy or communications regarding E&D
- To complete a short online interactive awareness course/workshop on E&D and refresher training (if provided)
- To be proactive in seeking appropriate information, guidance and reporting any matters promptly regarding any E&D concern

Lessons

Each lesson that is pre-programmed with the Designated Assessor(s) is an important part of an apprentice's learning journey. Lessons are planned throughout the apprenticeship programme to ensure the qualification is delivered to the standards set out by HABIA and to allow for theory, practical and skills training.

Apprentices must endeavour to attend each lesson for its full duration to ensure there is consistent and regular contact with the Assessor and training is ongoing. Lessons may be conducted at the work place or training Center.

Every apprentice programme/timetable is planned from a scheme of work, which will set out a clear timescale for different units of the course to be covered, resources, suggestions for learning activities, planned differentiation and assessment activities. Lessons with Assessors should be scheduled at durations of at least 1-2 weeks between, depending on scheme of work and additional aims to be delivered.

Absence from Lessons or Workplace Meetings

If either the Apprentice or Assessor is unable to attend a scheduled lesson (whether it is within the work place or training Center) either party must follow the absence notification guidelines set out in Debut's Attendance, Lateness & Punctuality Policy.

Apprentices are required to meet the minimum attendance requirements set out by the Academy of 95%. If an Apprentice fall below 80% then they will be asked to attend a review meeting to discuss any shortcomings, this may be in the presence of their Employer or parent/guardian (if under 18 years).

When Apprentices miss lessons, it is advised that the Tutor re-books an additional lesson date to compensate for tutoring hours lost if at all possible. It is also recommended that the Assessor makes contact with the Apprentice at the earliest opportunity near to the date of absence to assess workplace progress, provide any work assignments and gather feedback from the apprentice on their learning progress.

Additional Support

It is advised that apprentices that require any additional support are scheduled to meet with their Tutor on a more frequent basis. Please refer to Debut's Learner Support Policy for further clarification. Apprentices are required to update their tutor or support mentor at the earliest opportunity if any there are any matters of concern or changes to their personal circumstances that may impact on their learning and achievement.

The designated Apprenticeship Learner Support staff member is:

Claire Eustace
Learning Support Officer
01268 560552
claire@debutacademy.com

Homework & Work Set by the Assessor

During an apprentice's learning programme there will be a considerable expectation towards completing work set by their Assessor, whether it is research, practical case study practice, assessments, revision prior to exams or completion of workbooks.

An apprentice is expected to time manage their workload to ensure they continue to keep to deadlines or targets for work set. Extensions to deadlines will be considered if an apprentice has been unable to fulfil their workload. Employers will be reminded of their commitment to ensure that Apprentices are given ample opportunity to complete their work, whether it is case study practice or in workplace assessments. If an Apprentice feels that they are not being fully supported by their Employer, they should in the first instance speak to their line manager/supervisor and if needed the Apprentice Lead/Deputy if the matter is not resolved.

Confidentiality & Data Protection

Apprentices must understand that the information they come into contact with in their workplace may be confidential (if it related to client personal information). Equally, apprentices must adhere to all matters concerning data protection and safeguarding personal information of their Employer's clients. If an apprentice leaves employment it may be stipulated in their Contract of Employment that they do not take any of their Employer's clients with them to their new workplace. They should understand that Employer's take considerable time to build up their business clientele and foster good relationships along the way, and to take clients impacts on revenue and business.

Disciplinary Matters

Apprentices must be mindful of adhering to any guidelines/policies advised to them by their workplace employer. Equally, they must be aware that Debut Training Academy has specific policies that their learners are expected to follow. Failure to comply with any policy or rule may result in disciplinary action. This may take the form of a 1:1 meeting if minor or if more serious a verbal warning, written warning or instant dismissal.

Apprentices should be continuously aware that their behaviour, integrity, honesty, professionalism and responsibility towards their job role or position is required at all times. Should an apprentice be asked to attend a formal meeting or disciplinary then they may ask for a representative of their choice to also attend. The Head of Apprenticeship may be in attendance, who may take notes on any matters raised or action plans initiated.

Employer (Work Based) Support & Expectation Policy

Debut equally acknowledges that Employers must understand their role and the expectations that they are required to meet. With this in mind, we have a specific policy which outlines these guidelines and standards. This policy is in place to ensure that apprentices are supported, are safe in their working environment, are treated with E&D in mind and the Employer follows exacting guidelines regarding employment legislation.

Please refer to Debut's linked policies below for additional information regarding Apprenticeship Expectation Standards:

- Academic & Vocational Appeals Policy
- Academic Work Completion & Plagiarism Policy
- Code of Conduct – Learners Policy
- Complaints Policy
- Counselling Policy
- Communications Policy
- Confidentiality & Disclosure Policy
- Disciplinary Policy
- Employer Guidance Policy on Disciplinary for Apprentices
- Employer (Work Based) Support & Expectation Policy
- Equal Opportunities & Inclusion Policy
- Freedom of Information Policy
- Guidance Policy
- Health & Safety Policy
- IAG Policy
- Learner Support & Super group Policy
- Learner Safeguarding & Safeguarding Vulnerable Adults Policy
- Learner Positive Behaviour Management Policy
- Lone Worker Policy
- Mentoring – Learner Policy
- PSED Support Policy
- PREVENT Policy
- Questionnaire & Feedback Policy
- Review & Appraisal – Learner Policy
- Safeguarding & Safeguarding Vulnerable Adults Policy
- Skills for Life/Transferrable Skills Policy
- Teaching & Learning Policy
- Termination of Work Policy
- Work Related Stress Policy
- Whistle Blowing Policy

Policy Revision

Issue 02 - Updated August 2016

Revision Date – August 2017