



east london  
beauty academy

Professional Beauty School  
and Laser Courses

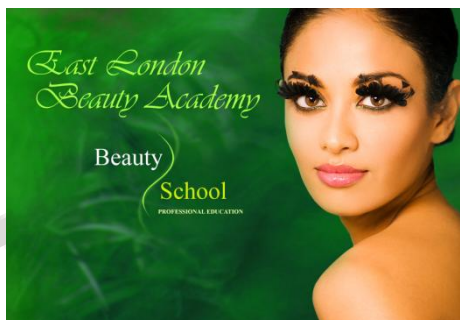


# **Student Handbook**

**LEVELS 1-4**

**2013/2014**

## **WELCOME TO EAST LONDON BEAUTY ACADEMY**



We are situated in the heart of East London in Bow Business Centre on the ground floor unit G1. You can contact the Academy directly in regards for information on beauty courses on 0208 981 2558 or 0203 195 0846 when booking your assessment in ELBA (Commercial Beauty salon).

We hope now you have enrolled at ELBA you will quickly settle into your new learning environment and will take the opportunity to enjoy the facilities that we have to offer.

Remember that we are here to help you. If you have any questions, concerns or need any kind of advice please do not hesitate to approach a member of the Beauty team. We are always happy to assist you.

We wish you every success in your studies and in achieving your future goals and we hope you enjoy your time with us.

### **Staff**

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## **What you need on your course**

- A uniform** Your dress code **needs** to be clean, fresh, pressed tunic and trousers (no leggings or skinny jeans); Comfortable black Shoes/ should be clean, and have a low heel (no trainers).
- Specific kits** Necessary for your work in certain areas of the course.
- Stationery** Plastic document holders, pencils, coloured pencils/pens, one A4 lever arch file and one A4 writing pad to insert into your folder. These are essential for your evidence portfolio

Your College uniform **will be** worn at all times. The college will refuse entry to anyone who is not wearing the correct uniform.

## **An introduction to the courses**



The ITEC Beauty courses are designed to allow you to learn, develop and practice the skills required for employment and/or career progression in the hair and beauty sector. These programmes will provide you the opportunity to progress onto more advanced ITEC Beauty Therapy courses.

ITEC qualifications allow you to professionally work in the industry. (Level 3 courses have been developed to enhance your employment within the Beauty & Holistic sector, Level 4 in the Advance Skincare Clinics).

Your lecturers will be more specific as to your individual needs during the first week or two of your course.

Throughout the course it is important that you save all your work either on your computer or the College computer. It is advised to have and keep a disc/memory stick on you, so that you will be able to access any work carried out on the computer at

home or in College. All your written work should be kept safe in a separate folder as you will need to refer to it for assignments.

## **Grading Criteria for Level 1-4 Beauty Therapy**



The grading criteria are as follows; all ITEC NVQ's Assessment and assignments will be marked with **PASS or NOT YET COMPETENT**. ITEC VRQ and would be marked with an overall result of **PASS, CREDIT or DISTINCTION**. More detail on how you assignments & assessments will be marked during the induction period.

Throughout the course you course lecturer will assess your portfolio, which will have to be kept at the College at all times. Your portfolio will be Quality Assured throughout the course & needs to contain all the original documents. If the correct documents are not present in the folder during Quality Assured visit, the folder would be marked as **NOT YET COMPETENT**

At the end of the course you should:

- Achieve competency.
- Improve your communication, literacy, numeracy and IT skills

## **Expectations of Learners & Department Rules**

### **Written work/assignments & evolve testing:**



As the course calendar is established in advance, targets are set that will enable you to complete your work within the predetermined deadlines.

It is of the utmost importance that you adhere to the completion dates set by your lecturers/assessors for completing this work.

If you have any difficulty in completing work on time then it is essential that you speak to your subject tutor and if possible, agree an action plan.

If you do not hand in work, or if the work is consistently of a very poor standard, you will be considered to have failed the assignment and you may not be able to continue with the course. Where a good attempt has been made, but the work does

not achieve the performance criteria, the assignment will be referred and you will receive feedback and guidance in order to improve and resubmit the assignment.

You will sit an online test for each unit once all practical assessments, homework and assignments are completed for each individual.

**Please note: Although you will normally attend college 1 or 2 days a week this is a full time course and time and dates may vary. It is particularly important that you are aware that if at any time one of your tutors feels you are struggling or you are behind with any of your course work we can at any time demand you attend every day to help you achieve your qualification.**

**Failure to submit work on time will affect your overall grade at the end of the Course.**

Should you be off sick on the day your assignment is due you **must** post it by recorded delivery to the college with that days postmark.

## **Absenteeism**

**To all students** - You have a responsibility to attend **all classes**. The workbooks and study packs are designed to overcome the occasional absences due to sickness that might result in missed work - **but the responsibility is on you to ensure you catch up.**

Should you have, or should you develop, a health problem, please let us know. We are here to help and guide you. If you are not able to attend for any other reason - perhaps you are unable to cope with some aspects of college

life - **please** come in and talk to us. We would like to be given the opportunity to help you, if at all possible.

**Please note – appointments to speak to head of department should be booked.**

## **Plagiarism**

Plagiarism is 'presenting other people's work as your own' and may take the form of

\*Copying another students' work

Copying or downloading work written by an author without acknowledging the source.

**Please note: Plagiarism is not allowed and your assignment will be given a FAIL if it is shown to be copied from another student.**

## **Printing your work**

Your homework will be sent to you by email. Please complete your work at home, print and bring to your Tutor in a plastic envelope for marking. Please ensure that you submit all homework on time with the date and your name on each page. You will be able to access your Treatment Evidence Forms from the ITEC Website. Your Tutor will assist you in where these may be obtained.

## **Getting help**

All staff is committed to helping you achieve your goals. To help us help **you**, please use the proper channels: try to avoid a hurried corridor conversation or a comment on the way to class. A formal appointment will allow a private, more personal discussion.

We have large numbers of full- and part-time students in the College who have a wide variety of individual needs. We aim to help as much as we possibly can – but do remember that we are human too! As a 'people industry' we get many queries for all sorts of things, so a gentle reminder is fine.

## **The assessment code/procedures**

There are very strict rules that apply to all assessments. Whilst assessments are carried out in several different ways, they are usually written or practical assessments undertaken under specific conditions.

**You must not knowingly undertake a qualification unless you can abide by the assessment code and can fulfill the awarding body and national occupational guidelines' criteria.**

Further information regarding this will be supplied during your course and by your awarding body once you have registered for your qualification. There are two dates during the academic year when the awarding body visits this centre to validate all qualifications. This is done by ITEC external verifier who checks all aspects of our assessment procedures. In turn, the awarding body is governed by the Curriculum Standards Authority, which checks that, nationally, all centres are adhering to the standards.

**This process involves the following:**

- 1** All students are registered for their qualification from 6 weeks after the beginning of their course.
- 2** The names of the students are sent to the External Quality Assurer (EQA).
- 3** The EQA notifies the centre (us) of the candidates who have been chosen to represent the assessment process – **irrespective** of what stage of learning a candidate is at. Those students whose names have been selected at random by the EQA must attend on the day and at the time specified. **Please do be aware of this requirement.** Failure to attend may result in your course being nullified.

## **Practical assessments**

**It is important all practical assessment rules are strictly adhered to.**

As assessment is a process of proving competence (you are able to **do** something), it is an important part of your qualification that should not be taken lightly.

The latest guidelines state that you must fulfill the criteria by achieving a certain number of assessments for each element of a unit, and these assessments must be carried out on a '**real client**'.

**It will be your responsibility to ensure you have the required number of clients for assessment purposes.**

**N.B. There is a minimal fee for all treatments that are carried in the salons.**

Practical assessments are usually undertaken at a time agreed between you and your assessor when you feel confident you will be able to meet the necessary criteria. You may, however, be refused an assessment as a result of other duties and assessments occurring within the same session.

**You may also be refused an assessment for the following reasons:**

- If you are not wearing full uniform (including, for women, make-up not being worn or your hair not being tied back).
- Being disrespectful to the client
- Not being ready to start the assessment on time.
- Not having your assessment book or the correct paperwork.
- Not having all materials/tools to hand.
- You require help, or seek assistance from, another person.

**You must prepare for all assessments and will be expected to:**

- know all relevant essential knowledge
- be confident in the application of the treatment
- be able to give the client the full range of related treatment advice
- be able to complete the assessment within a commercially acceptable time
- continue working on clients even when your assessments are completed

## **Candidate information**

In order to meet the performance criteria, assessment books will be given to you by our assessor once you have registered and paid for your specific qualification. These assessment books contain:

- The performance criteria you must meet
- Related assessment guidance notes from the awarding body
- Assessment sheets to record the results of the actual assessment.

**Quality Assurance (Verification) =** Verification occurs in two ways:

- 1 Internal Quality Assurer (IQA)** – college based. The IQA is the person who ensures that all assessments have been strictly adhered to. The internal verifier will be assessing the assessor and the procedures used, not the candidate. The IQA will apply three assessment checks



during the year, and this will involve at least one visit to your class.

- 2 2 External Quality Assurer (EQA)** – appointed by the awarding body. This person will be responsible for the full validation of all systems and paperwork. The EQA may or may not want to see a representative sample of work from across all groups (full- and part-time students) to ensure that what the IQA and assessors have said has actually occurred! It will be this person who will sign the final documentation to say that a source/subject is truly valid. As previously mentioned, it is important for you to realize that all candidates are selected **at random** by the EQA to see when he or she visits. This is not a policy set by us but something set nationally – like an examination. Therefore the awarding body would require written reasons from a student who is not able to attend. Please do be aware of this requirement and make arrangements in advance with your place of work, etc.

## **Evidence portfolio**

In addition to the awarding body's assessment book, you will be required to compile an evidence portfolio. This is done with college based evidence sheets and off site research and case studies.

## **Disputes with assessments**

If for any reason you are unhappy with an assessment, or you feel you have not been fairly assessed or you are unhappy with an assessment grade, you can appeal following the procedure below.

- Step 1** An informal discussion with the Lecturer/Assessor concerned. The grade will either be upheld or changed.
- Step 2.** If you are still unhappy you can make a formal appeal to the Course Co - ordinator, in writing & within 3 days of receipt of the assessment. The grade will be changed or upheld. If you are still unhappy go to step 3.
- Step 3.** The appeal will be assessed by a panel, comprising of the members of the course team **excluding** the lecturer concerned. You will receive a reply within 2 weeks; if you are still unhappy go to step 4.
- Step 4.** The appeal will be referred to principal of Centre. Who will either change or uphold the decision.

Any dispute will be dealt with at the earliest possible occasion on your behalf and within one calendar month of receipt of the written record. If this is still not conclusive, your awarding body's policy on disputes will be implemented.

## **REVIEWS**

You will have meetings with you tutor where your progress will be discussed and monitored through attendance reports, recording of marks, feedback from other tutors, group work and overall performance.

If you have a problem, your first helper **must** be your tutor, who will see you in your review time – or a personal appointment can be made.

If you require extra help with your studies your tutor will refer you to Learning and Student support team, who are there to ensure you get the best out of your course.

## **Enrichment Activities**

Students will have the opportunity to attend extra activities throughout the year. These will take the form of Dermalogica or any other profession companies in relations to specific courses.

## **Code of conduct/guidelines**

The awarding body for all qualifications is, ITEC. In order to validate all qualifications we are expected to uphold the assessment, verification process and rules as set down by the awarding body.

**Please observe the following codes and guidelines for health, safety and hygiene in order to create a united and professional working environment.**

## **Salon dress code**

(Please also refer to the assessment code.) Assessments can only be undertaken with the proper dress code and this must be adhered to at all times. **Your assessor (lecturer) has the right to refuse entry to the salon if that dress code is broken.**

## **Personal presentation**

As required by your awarding body, a professional appearance is expected both to achieve your assessments and to set the standards for your working life as a fully qualified therapist. A professional appearance gives the client confidence in your ability as a trainee. This presentation should include the following:

### **Hair**

Hair should be tied back and away from the face. The style should not interfere with the treatment. Nothing is more distracting than having to keep flicking hair out of the eyes, and hygiene rules are broken if you keep touching your hair.

### **Nails**

Nails should be clean, short and unvarnished. Clients may develop an allergy to varnish, and chipped nail varnish is not a good advert for your trade! Unvarnished nails can also be seen as being clean. Long nails may scratch the client's skin when performing a massage. Artificial nails **must** be removed whilst attending college.

### **Jewellery**

Most awarding body's state that the only jewellery permitted is a plain wedding band and small, unobtrusive earrings. Rings may scratch the client and they may harbour germs. Remember, body piercing may cause offence to some clients and does not project a professional image.

### **Uniforms**

Most salons and training establishments require that a professional uniform must be worn. This should be clean, pressed and of a suitable length to work in. It is advisable to go up a size to allow for movement or at least it should be tried with arm movements! It is also wise to have several uniforms to allow for one to be in the wash and also to prevent one uniform from getting too soiled. Regular washing is essential to prevent body odour build-up as this can give off a stale smell.

For Pregnant students, you are advised to order larger size for you uniform & purchase maternity trousers, however if you fall pregnant during the course you may order a larger tunic or where an appropriate plain black top and you MUST purchase maternity/larger size trousers, legging's will not be accepted at all in the college or practical sessions, (Beauty Therapy).

## **Face**

Subtle make-up may be worn. Heavy make-up or stale make-up (e.g. last night's!) is not professional. If the skin is clear and the eyebrows tidy, the therapist may decide not to wear make-up at all. This is a matter of personal choice. The key should be how the therapist feels and looks on the day. Light make-up can hide minor blemishes and can lift tired eyes if you need a pick-me-up, but use it wisely.

## **Perfume**

Strong perfume may be as unpleasant to the client as body odour. Choose a light fragrance that does not overpower and remember that stale perfume can be very unpleasant. Also bear in mind that perfume cannot hide body odour, so the use of antiperspirants and deodorants is recommended – as well as daily bathing to prevent an accumulation of smells. An antiperspirant will prevent perspiration building up and a deodorant will help prevent odour. Most modern sprays are ready mixed.

## **Shoes**

Shoes should be clean and comfortable enough for a full day's work. If your shoes do not fit on your feet securely, this may cause an accident. Open shoes do not provide enough support for the feet, and high heels can damage the posture. Leather shoes allow the feet to breathe and therefore are more hygienic, preventing a build-up of bacteria which may cause odour problems and could lead to athlete's foot.

## **Oral hygiene**

Regular dental care will help prevent decay in the teeth and bad breath. Regular brushing and the use of mouth sprays, mints and breath fresheners are also advisable to prevent stale breath being passed over the client. Remember that bad breath can be a sign of illness, so it may be worthwhile getting a dental/medical check-up if you think you may have a problem. It is only polite and courteous to your client to avoid strongly flavoured foods, such as curry, garlic and onions. Smoking can also cling to the breath and the clothing – a good reason to give up smoking, if only at work! **You must not smoke in uniform on college premises!!!**

**Remember:** A good appearance not only promotes confidence but it also makes a lasting impression on the clients – regardless of how long they have been coming to your salon. Would you want to be treated by someone with less than perfect personal hygiene?

## **Safety code**

There are set regulations for health and safety for all at East London Beauty Academy. These **must be observed**. If your actions in any way put yourself or others at any risk, there may be serious consequences.

## **Body/facial piercing and tattoos**

Whilst individual and current trends support piercing and tattoos as a fashion accessory, body/facial piercing is not permitted within practical sessions as it contravenes health and safety regulations, tattoos would also need to be covered.

**Please note: All facial and body piercing objects must be removed in practical classes with the exception of a pair of small earrings. You are also permitted to wear a wedding ring.**

## **Behaviour code**

At all times we trust that, as mature students, your conduct will reflect your commitment to your course, and it should go almost without saying that poor standards of behaviour are very disruptive.

It is our policy that **all** students are equally entitled to an education, so if your behaviour is considered to be disturbing others you may be asked to leave the salon or classroom. It is also stated in the assessment guidelines that a student who shouts, laughs loudly or otherwise disturbs the atmosphere cannot be considered as competent in a workplace sense, so again you will not be able to take any assessments until your conduct alters.

**You will turn up for your practical lessons ready to work. This means you will not turn up for a 10.30am class and then get changed. You will arrive with everything you need and in the appropriate clothes. When there are open salons, if you have a client booked in for say, 10.30am you will arrive at least 15 minutes prior to set up your station. This is extremely important when dealing with clients in the salon. They should be treated with the utmost respect at all times.**

## **Industry codes of practice/ethics**

This is a guide to correct procedures and etiquette as dictated by professional therapists & stylist associations, of which there are several. Which professional body an individual joins is a matter of personal choice and may depend upon the one favored by your training establishment.

The cost involved in joining depends on your level of entry – a student membership is normally available and with your membership pack you will be given a code of ethics or a code of practice. This code is a book of rules the therapist agrees to abide by as part of the contract of membership. If these rules are broken or ignored, membership can be withdrawn. There are benefits to being a member of a professional body:

A good insurance deal negotiated on behalf of members.

- Support and advice upon completing your education.
- Some professional associations produce a monthly magazine, which will carry adverts for jobs and equipment as well as containing interesting Articles.
- Regular legal updates.
- Free legal help lines for all aspects of your profession.
- A discount card for use with suppliers.
- Some offer a business guide for setting up on your own. When you are in a training establishment there are lots of people to seek help and advice from –  
when you are out in the working world you are on your own. It is very reassuring to  
have the support of a professional association behind you!

## **Salon guidelines**

All the previously mentioned rules and guidelines should be part and parcel of the normal working life of the Beauty Therapist. Working safely and following the correct legal procedure are very important. The other significant consideration should be the salon guidelines for the particular establishment the therapist is in – be this a training establishment, salon health farm, ocean liner or rented room in a health suite.

It is important the Therapist is aware of the policies for health and safety and safety training and what exactly is expected within the job role. Normally salon rules are very similar, regardless of where the salon is located, It is very important that the salon expectations and the required behaviour are set out at the beginning.

This could be during your induction training or even at the initial interview. Regular review of policies and regular training for updates are essential, as is your attendance.

If a member of staff continually ignores safety requirements, either through negligence or because he or she pleads ignorance as he or she has not attended a training course, this could form the basis for dismissal. Worse, should an accident happen through negligence and an injury occurs, the person responsible may be found liable.

## **Your tutor/lecturer/assessor**

Your tutor/lecturer/assessor is there to give you general guidance on your progress, on your career plans, about further study, etc. Where necessary, your tutor will direct you to the correct person for the type of support you require. Customer Services offer many different types of support and counseling. Supportive packages have been specially written by our staff to ensure you have the correct information to hand. There is also a recommended reading list.

## **The recommend book list**

We have selected a range of books request by students on our recommend book listed. Student requirements vary according to the course of study. So it not possible to hold the full range of books, however you are recommended to browse on ELBA website to familiarise yourself with what is available.

**Main library** ELBA website offers a wide range of reading materials which are frequently being updated.

## **Where to eat?**

There is a canteen on the site and shops and café's on the High Street.

## **You, the student – your commitment**

A motivated student will:

- have a good attendance record – above 90%
- be punctual at all lessons – above 90%
- bring all the necessary equipment/paper/pens to lessons
- submit assignments on time.
- participate in ALL practical sessions/units

## **What to do if sickness occurs**

**Full-time students = At home:** Your parent, guardian or yourself should telephone the College on 0208 981 2558 (switchboard) **OR** email your Tutor.

- . Please make sure the following information is given:
- Your name
- Your group number/name
- Your personal tutor's name
- The reason for the absence
- How long you expect to be absent

**If there is no reply, please leave a message.**

**When you return** Please bring a letter/note from your parent/guardian stating the reason for your absence and give this to your tutor.

**Whilst in the building** Do not leave the building without first getting permission from one of the Beauty lecturers.

**Other absences** Hospital appointments and driving tests are allowed. A letter informing your tutor of the appointment should be sent in advance.

Doctor and dentist appointments must be made **outside** timetabled hours. If it is necessary to have time off or to leave a class early, your tutor must be informed and a letter sent to your tutor from your parent/guardian.

It is the College policy to withdraw students from the course if they have not attended for four consecutive weeks.

## **Diversity policy**

The college will work towards equality of opportunity for all and will devote its energies and resources to the achievement of this aim.

The college will not discriminate on grounds of age, race, disability, ethnic origin, gender, HIV status, immigration status, marital status, social or economic status, nationality or national origins, race, religious beliefs, responsibility for dependants, sexuality, trade union membership or unrelated criminal conviction.

The college will strive to eliminate racism, sexism and all forms of discrimination. We recognise that this requires not only a commitment to remove discrimination but also action through positive policies to redress the



inequalities produced by past discrimination.

The College's services should be equally available to all students and we are committed to ensuring this.

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