

Being an Apprentice; Our Expectations of You.

work is a real education



inter training services ltd

BEING AN APPRENTICE

Before starting on your Apprenticeship, it is very important that you know exactly what is expected of you. We want you to be successful and this can only happen if you are committed and willing to put in the effort.

A hairdressing Apprenticeship is about developing and learning new skills - and not only hairdressing skills. To be a successful hairdresser, you need to develop your skills and knowledge in:

- Maths and English
- Attitudes and Behaviours
- Personal Learning and Thinking Skills
- Employment Rights and Responsibilities
- Life in modern Britain (British values)

To get the most from your learning journey, you are expected to always do your best by:

- Arriving for work on time (or early), looking fresh and ready for work
- Rarely being absent
- Being willing and eager to learn
- Meeting your salon's standards for conduct and behaviour
- Following instructions and procedures
- Promoting a positive impression through your body language and how you speak
- Co-operating and being flexible to the needs of your colleagues and clients
- Showing initiative
- Communicating effectively and politely with your managers, colleagues and clients
- Managing your personal feelings and emotions
- Treating others fairly and with respect
- Taking pride in the work you do

PREPARING FOR VISITS

You are expected to:

- Notify your ITS Trainer/Assessor or Learning Support Tutor (as well as your salon) if you are unwell or need to change/cancel the meeting. Failure to give sufficient notice may result in the salon being charged
- Bring your ITS folder, ILJ, Learning Log, Off the job training record and a pen/pencil to all visits/training sessions
- Have completed all the tasks set in the agreed timeframe, including:
 - Maths activities and revision - **a MINIMUM of an hour per week**
 - English activities and revision - **a MINIMUM of an hour per week**
 - Other maths and English activities as agreed with your Trainer/Assessor or Learning Support Tutor

- Logging into your hairdressing e-portfolio at least once a week
 - Hairdressing assessments carried out by your In-salon Assessor
 - Practising hairdressing activities such as blow drying, cutting, colouring, setting and dressing to develop and improve your skills further
 - Booking a wide variety of paying clients for practise and assessment (payment may be at a reduced rate)
 - Using social media or advertising to help find suitable clients
 - Preparing and revising for any assessments, online or paper-based theory tests (including maths and English)
 - Completion of On-Programme Tasks (OPT)
 - Record 20% off the job training hours
- Have updated your Learning Log after every training session or assessment
 - Have updated your Off the Job Training Record
 - Prepare for your Progress Reviews (about every 12 weeks) as agreed with your Trainer/Assessor

DURING VISITS

You are expected to:

- Remain focused and not allow yourself to become distracted by others
- Be willing to learn and improve
- Take responsibility for your own learning
- Use your Learning Log to record what you need to do and by when for:
 - Hairdressing
 - Maths and English
 - Learning Support
 - On-Programme Tasks (OPT)
- Record in your Learning Log what you have worked on and any actions to complete
- Update your ILJ
- Participate fully in your Progress Reviews

For hairdressing, you are expected to:

- Complete services and other duties in commercial time
- Greet clients respectfully and in a friendly manner
- Be polite and helpful to clients
- Make clients feel valued and respected
- Communicate effectively with clients and recognise when complicated information needs further explanation
- Make effective use of consultation records and take the necessary time to carry out thorough consultations during training sessions

- Identify and confirm client's requirements and explain reasons if expectations cannot be met
- Check clients' expectations to ensure understanding
- Respond positively to clients' comments or questions, offering further explanation when appropriate
- Quickly locate information that will help clients
- Deliver high quality services for all clients, including those who may have a special need or disability
- Adapt your behaviour in response to client needs
- Demonstrate British values as part of your professional practice
- Work safely and hygienically at all times (good posture; appropriate clothing and footwear; not putting items in your mouth; sterilising tools before use; using PPE; follow all salon and manufacturers' instructions regarding COSHH; etc.)

For maths and English, you are expected to:

- Appreciate the value and relevance of maths and English in your role as an Apprentice as well as in your everyday life
- Note how maths and English are used in your work
- Adopt a 'can do' approach to maths and English
- Work towards the next level if you are exempt
- Ask for help from your Trainer/Assessor or Learning Support Tutor when you need it: don't wait until the next visit!
- Log into BKS Live2 and spend a **MINIMUM of one hour per week** on maths
- Log into BKS Live2 and spend a **MINIMUM of one hour per week** on English
- Do the work to the best of your ability

For learning support, you are expected to:

- Notify your ITS Trainer/Assessor or Learning Support Tutor (as well as your salon) if you are unwell or need to change/cancel the meeting. Failure to give sufficient notice may result in the salon being charged
- Ensure that you complete all agreed work to meet the targets set
- Do the work to the best of your ability
- Ask for help when you need it: do not wait until the next visit!
- Communicate your successes and struggles to your Learning Support Tutor
- Have excellent attendance
- Want to succeed
- Be on time and give your undivided attention so that you reach your full potential
- Record tasks to be completed in your Learning Log and review when you have completed them

BETWEEN VISITS/ASSESSMENTS

You are expected to:

- Read, note and act upon your actions as agreed with your Trainer/Assessor or Learning Support Tutor and recorded on your Learning Log and ITS visit log
- Record all off the job training in your OJT Record
- Regularly spend time on BKSBS Live2 for maths activities and revision (*a minimum of one hour per week*, which can be spread over several days if you prefer)
- Regularly spend time on BKSBS Live2 for English activities and revision (*a minimum of one hour per week*, which can be spread over several days if you prefer)
- Complete other maths and English activities as agreed with your Trainer/Assessor or Learning Support Tutor
- Ensure that you complete all maths and English activities to meet the targets on your ILJ
- Attend salon training sessions and practise hairdressing skills such as blow drying, cutting, colouring, setting and dressing to develop and improve your skills even further
- Ask your In-salon Assessor to assess you as agreed with your Trainer/Assessor
- Update your Learning Log at least once a week and ask for written feedback to help you improve
- Arrange a variety of paying clients for assessments (use social media to help you find suitable clients as necessary)
- Prepare and revise for any assessments, online or paper-based theory tests (including maths and English)
- Prepare for Progress Reviews and complete the tasks as agreed with your Trainer/Assessor
- Complete On-Programme Tasks factsheets as agreed with your Trainer/Assessor
- Ask for help from your peers, trainers, managers, other colleagues, parents or carers when needed

ON PROGRAMME TASKS (OPT)

You are expected to:

- Complete each of the tasks to meet the target dates on your ILJ
- Read each question carefully
- When you write your answers, pay attention to good spelling, punctuation and grammar
- Check your answers and correct any errors *before* submitting for marking
- Have an awareness of your rights and responsibilities as an employee, in particular with regard to:
 - Health and Safety
 - Equality and Diversity
 - Employment Terms and Conditions
 - Employment Acts and Legislation
 - Sources of Information and Advice on ERR
 - Disciplinary Procedures
 - Grievance Procedures
 - Career Structure, Qualifications and Industry Organisations

- Issues of Public Concern

- Be aware of the potential risks to your safety when online (e-safety)
- Be alert to the potential risks of radicalisation and knowing how to deal with these (Prevent)
- Be alert to the potential risks of extremism (Prevent)
- Safeguard your personal safety and well-being (Safeguarding)
- Know how to report a concern such as bullying; safeguarding; discrimination, etc.
- Pay attention to your writing - good spelling, punctuation and grammar (SPaG)
- Check your answers and correct any errors *before* submitting for marking

END POINT ASSESSMENT (EPA)

The end point assessment stage of your learning journey will provide a 'snap shot' holistic assessment of your practical skills and is similar to an industry trade test.

It can only be taken a minimum of 12 months after the start of an apprenticeship and must be successfully completed before an apprenticeship completion certificate can be issued.

You must have completed all the on-programme requirements for the Diploma for Hair Professionals and achieved the required level of English and maths before being put forward for the end point assessment.

Your employer, in discussion with you and ITS, will confirm your readiness for the EPA. This decision process is known as the 'gateway' to the EPA and you will be given support to prepare for this.

The EPA is carried out by an Independent Assessment Examiner (IAE) who will observe you carrying out services on models and asking you oral questions. You will need to provide your own models and should go prepared with your own products, tools and equipment that you'll need.

You will demonstrate that you can complete a range of services on a number of models to industry standards and within commercial timings. Consultation skills, communication skills, safe working practices, professionalism, and values and behaviours will be assessed by practical observation and oral questioning. You will work on a minimum of two models and they can be familiar to you. The EPA will take a maximum of six hours, excluding breaks.

Once you have read and understood what is expected of you, please sign and date below:

Learner's name: _____

Learner's signature: _____

Date: _____

Learning is an adventure.

*The more that you know, the more
places you'll go.*