

DEBUT
ACADEMY

www.debutacademy.com



Beauty Salon & Training Academy

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LEARNER HANDBOOK

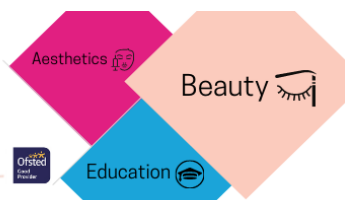


Table of Contents

Topic	Page No.
Revision History	2
A History of Debut Academy	3
Introduction	3
Mission Statement	3
Management/Staffing Structure	4
The Learning Programme	5
VTCT & HABIA	5
Individual Learning Plan (ILP)	6
Learner Support & Mentoring	6
Learner NVQ Portfolio Folder	7
Course Textbooks	7
Specialised Learning Workbooks	7
Enrichment Diploma Courses	7
Transition into Apprenticeship	8
Traineeships	8
Learner Email Accounts	8
Appeals & Complaints Procedure	8
Completing Work	9
Refreshment Breaks	9
Personal Belongings	9
Right to Search	10
Uniform Dress Code & Therapist Presentation	10
Banned Substances	11
Academy Resources	11
Customer Care	12
Student Incentive Awards	11
Student Suggestions	11
Charity Links	12
Open Salon Assessment	12
Academic Year Calendar	13
Complaints Procedure	13
Student Cards	13
Equal Opportunities	14
Safeguarding	14
PREVENT Awareness	14
County Lines	15
Fundamental British Values	15
Special Educational Needs	15
Code Of Conduct	16
Disciplinary Procedure	17
Confidentiality	17
Communication	17
Learner Voice	18
Leave of Absence/Reporting in Sick/Punctuality	18
Data Protection & GDPR	19
Appropriate Use of Technology	19
Health & Safety	20
Handbook & E&D	20
Student Charter	21
Every Learner Matters	22
Roles within Debut Academy	23
Careers Support & Links	23
Useful Numbers	24
Glossary	24

Revision History

Date	Description of Review/Amendment	Issue
December 2011	Complete Review of Handbook	1.0
July 2012	Amendments to Handbook	2.0
February 2013	Amendments to Handbook	3.0
January 2014	Amendments to Handbook	4.0
March 2015	Complete Review of Handbook	5.0
January 2016	Complete Review of Handbook	6.0
November 2016	Amendments to Handbook	7.0
March 2018	Amendments to Handbook	8.0
April 2020	Amendments to Handbook	9.0
Sept 2021	Amendments to Handbook	10.0
Apr 2022	Amendments to Handbook	11.0



A History of Debut Academy

The very first Debut Salon was established in September 1999, founded by Carla Hales at the age of 19. Carla then went on to open a second salon in 2001. Debut Training Academy was formed in 2005 operating from premises at 46a High Street Wickford. Owing to the Academy's early success it was necessary to move into new premises at 38 High Street Wickford, to incorporate its expansion and accommodate a growing number of learners and classes.

Debut Academy provides NVQ and short diploma training for between 150 and 250 students per year, made up of differing ages, abilities, ethnic backgrounds and genders. Debut has an established team of dedicated Assessors, encompassing over 50 years' experience between them. The knowledge and lifelong experience afforded by our Assessor's is invaluable, which undoubtedly offers our learners all important future life skills.

Debut Academy has placed over 150 students into employment positions locally. Debut is fortunate to be recognised by manufacturers such as Entity, Lash FX, Nail Harmony and Gelish and is also able to offer Diploma certificates which are also Insurance or HABIA (Hair and Beauty Industry Authority) recognised. Debut Academy continues to maintain an ongoing partnership contract with South Essex College, who recognises us as a specialist training provider for classroom and work-based apprenticeships within the Industry.

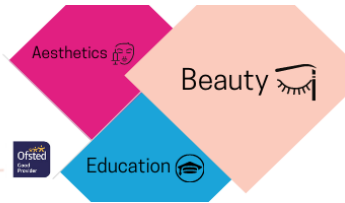
Introduction to New Learners

We are delighted that you have chosen to study one or more of our NVQ programmes. We hope the experience of gaining your award will be challenging, exciting and enjoyable. When you complete your programme you will have gained a nationally recognised qualification.

This learner handbook has been compiled by the Management of Debut Academy to ensure that all learners are aware of the conditions which both support and affect their training. It is not, nor intended to be, a complete handbook as it is not practical to include all policies in full. It is only provided as a quick and easy guide for reference purposes only. Amendments to the handbook will be issued by the Management as necessary. These sections should be inserted into your copy of the handbook so that it is always up-to-date. A copy of this handbook will always be available for reference via the learner notice board.

Our Mission Statement

Debut Academy Limited aims to offer both a professional and **educational environment** that is centred on **fun** and **exciting** learning. This gives our learners the **passion** to want to advance to the highest level possible. We are committed to **inspiring** our learners to show dedication and enthusiasm, and in return offer first class training by **industry professionals**, together with the latest teaching techniques which aid our learners to achieve their skills and qualifications and progress into **employment** opportunities.



Academy Management & Staffing Structure

Managing Director
Carla Hales

Center Director Ware
Zoe Moseley

Business Director
Kersti Harding

Centre Manager Wickford
Linda Edwards

Apprenticeship Manager
Zoe Jones

Head of Teaching & Learning
Charlotte Hughes

Center IQAs
Carla Hales Kay Dodd
Kersti Harding Zoe Jones
Charlotte Hughes Kailea Walsh

Assessor/Tutors
Charlotte Hughes Zoe Jones Anna Vassou
Kailea Walsh Emma Smith Lucy Russell Charlotte Gale
Kay Dodd Kym Moody Stephanie Polley
Saffron Hirsch Jodie Harris Harriet Brown

Functional Skills & GCSE
Tutor
Stephanie Williams

Student Liaison
Jade Schaverien

Learner Registrar Wickford
Jenny Dobson

Data Coordinator
Bobbie Hales

Safeguarding/Welfare
Linda Edwards

Sales & Marketing
Nikki Roberts

The Learning Programme

Debut Academy offers training in NVQ Level 2, 3 and 4 qualifications and Functional Skills Levels 1 and 2. Our qualified Tutors and Assessors to maintain a high standard of teaching, which combines both practical and theory learning.

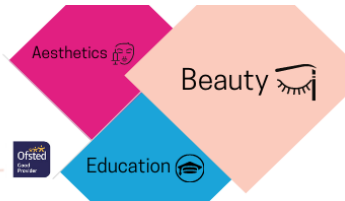
- We monitor and review each learner's progress against their ILP (Individual Learning Plan) at period of approximately every 4-6 weeks (depending on the length of course undertaken).
- We ensure all learners are taught and assessed by experienced and fully qualified assessors and we hold regular Standardisation Meetings to relay feedback from EQA visits and update tutors on any changes to standards or qualification criteria.
- We promote equal opportunities and we ensure that all learners are treated equally and fairly in accordance to their learning ability and personal needs. We will apply for reasonable adjustments for any learners that may need additional support.
- We provide a safe and healthy environment to carry out all aspects of learning and regularly risk assess our premises and the processes we provide.
- All learning programmes are managed by a tailor-made Scheme of Work (SOW) that tutors use as a delivery model, to ensure all elements of the NVQ standards are delivered, the tutoring is at a manageable but challenging pace and will include set exam, assessment and workshop dates.
- Our Assessors undertake pre-planned and impromptu learning walkthroughs, peer observations and lesson observations to monitor quality of teaching.
- Our Assessors continually upskill themselves with additional 'Continuous Improvement Training' (CPD) in beauty related or teaching qualifications each academic year.
- Debut's designated staff member for Awarding Body and Exam registrations is Jenny Dobson, who can be contacted at jenny@debutacademy.com

VTCT and HABIA

HABIA (Hair and Beauty Industry Authority) is the Government approved standards setting Body for hair, beauty, nails and spa, and creates the standards that form the basis of all qualifications in our industry, including NVQs. VTCT is the Awarding Organisation that will issue your certification relating to the NVQ or Functional Skill (if applicable) that you have completed. All learners will have a Lifelong Registration number provided to them from VTCT when they are registered for their qualification. If you have completed a qualification with VTCT previously you will use the same registration number.

In order to prove your competence in your chosen area, all learners will be assessed both practically, via knowledge based assignments and by end of unit testing. You will also be required to produce a portfolio of evidence. Our Assessors will 'sign off' units as and when your competency is proved and all elements are completed to the standards required.

- Once you have completed your NVQ training your portfolio will be examined and your qualification signed off by your Assessor (Tutor).
- Your portfolio is forwarded to a designated Center IQA (Internal Quality Assurer) to moderate evidence and complete a Claim for Certification if all evidence is in place.
- A request for certification claim is requested from VTCT. It usually takes approximately 2-4 weeks for certificates to be sent to Debut Academy, although this may be longer during busy periods (June/July/August).
- Debut will then contact you to let you know that you can collect your portfolio and certificate(s), which will have to be signed upon collection.
- Portfolios must be kept by learners for a minimum of 12 months after finishing the course for audit purposes, should the External Verifier request it.
- If you need to replace any of your NVQ certificates (caused by damage or loss) then you will be charged a fee for additional copies which may be £35 each or more.



- Debut's staff members for any matter's relating to certification are Jenny Dobson at jenny@debutacademy.com

Individual Learning Plan (Learning Journey)

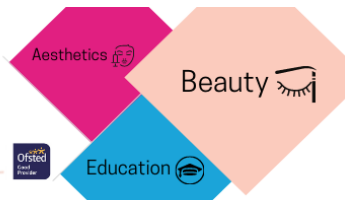
Training Programme

- A programme of training is arranged between the Debut Academy staff and the learner and it is planned by means of an Individual Learning Plan (ILP) Learning Journey.
- Each specific class has a tailor-made Scheme of Work in which the tutor(s) will deliver the qualification to learners
- Assessors will monitor each learner's progress and arrange individualised training as required. The learner's record of progress and achievements is tracked as an ongoing process. Learners will set their own SMART targets at reviews to encourage and stretch themselves.
- An Individual Learning Plan (ILP) is agreed with the learner, assessor (and employer, if applicable) at the beginning of their training programme. It will include details of the main NVQ programme and any additional aims that may be included, such as Functional Skills English and Maths, GCSE resits, work experience or Diploma Enrichment training.
- Additional staff members, such as Support Staff also have a valuable input into a learner's ILP and will provide feedback on any sign-posted support in place or ongoing progress.
- At the end of each academic year, all SOWs are evaluated and Assessors are asked for their input and reflection on in-class delivery. This feedback forms the basis of continuous improvement for the following year's programme delivery.
- Schemes of Work are created, overseen and managed by Charlotte Hughes at Charlotte@debutacademy.com or Zoe Jones at zoe@debutacademy.com

Learner Support & Mentoring

Learner Support & Mentoring

- Debut is a proactive training provider in adhering to Ofsted's guidelines relating to learner Personal Development, Behaviour & Welfare.
- Debut Academy staff are responsible for your welfare whilst you are on your programme. Learners are strongly advised to contact them immediately if they experience any difficulties or circumstances that may impact on their learning or prevent them from completing their course.
- All learners are asked to complete a Personal, Social & Emotional Development Questionnaire PSED self-assessment to disclose any matter that has previously or may still be currently impacting upon them. Debut will signpost learners to appropriate support, as well as providing ongoing advice and guidance. Learners who are receiving additional learner support throughout their programme will have regular reviews to monitor the impact of its effectiveness and adapt it should it be required.
- Our Learner Mentors are either Tutoring Staff or Senior Staff who will provide support and advice to learners relating to personal matters, learning difficulties, obtaining employment, including how to build a CV, how to prepare for interviews or other soft skills or employability skills for future life.
- Debut will also provide extra support if a learner has disclosed they have or are likely to have difficulties such as dyslexia/dyscalculia, other learning disability or if they have poor literacy or numeracy or perhaps are not IT literate. We will arrange a meeting with the learner and Tutor to discuss how best to support a learner and this is detailed in their ILP so they are able to work towards and achieve any targets. Learners will be asked to complete a screening assessment so that information can feed into their ILP. Basic IT online courses may be offered to provide learners with elementary skills in using a computer and document production.
- If a learner is struggling to fulfil and complete any particular assessment elements, Debut will provide additional learning to help them overcome any specific areas to work towards being assessment



ready. Additional 'catch up' sessions are included in learner's timetables and learners can attend on Fridays at Debut Wickford for this.

- Please refer to Debut's Learner Support, PSED Support, Counselling and Review & Appraisal Policies for further guidance.
- Debut has designated readers and scribes available for learners who may need them.
- Learners who may require additional support during exams will be notified to VTCT and 'Reasonable Adjustment' will be applied for.

Debut's Lead Support Officer is Jean Ancient and she can be contacted at

jean@debutacademy.com

Learner NVQ Portfolio Folder

Learner Portfolio Folder

On commencement of a course, learners will be issued with a Portfolio folder with tailor-made workbooks for each module, learner expectation guidelines, model price list for assessments, grading specification criteria, tracking forms and other information relevant to their qualification. This folder will store all NVQ workbooks for each module, homework, case study evidence, consultation sheets and much more. They may also hold NVQ log books if Manage Assess is not set up to track ongoing qualification evidence.

Although Portfolios are the property of the learner and their responsibility, we strongly recommend they stay on site at Debut, so that they are available at all times for any Internal Verifier auditing purposes or if they need to be accessed by their tutor or other Debut staff. Should a learner need any information from the folder to complete a homework assignment or revise, then they may temporarily remove any information and return it afterwards. Once learners have left the Academy, they should retain their Portfolio for a minimum of 12 months as it is still subject to audit/review during that time.

If a portfolio folder is lost then the evidence contained within it would have to be reproduced by repeating all the work again. Should a learner lose their Portfolio then a charge of £25.00 will be administered to cover costs to provide workbooks and other log books. Learners should advise their Tutor in the first instance if their folder has been mislaid or lost.

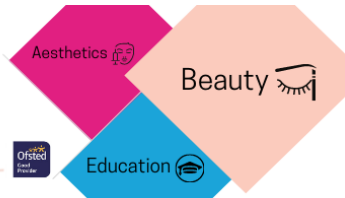
Course Textbooks

Debut provides online theory for each module for each level of qualification which support learners throughout their course. This theory or video tutorials have been written and developed by our Assessors and Senior staff to provide learning opportunities and information on their qualifications. They can be used as a support tool for learning, revision guide or to help the learner complete any work assignments required of their NVQ.

If learners wish to obtain a text book to additionally support their learning, Debut recommends the following which compliments the modules they will study.

City & Guilds The Official Guide to Level 2 Beauty Therapy
City & Guilds The Official Guide to Level 3 Beauty Therapy
City & Guilds The Official Guide to Level 3 Nail Services

These text books are fully endorsed by HABIA and cost between £35 and £42 each depending on the qualification and are available from the academy. Learners may order them through Debut or purchase them independently. These text books contain relevant theory for all modules within the qualifications we deliver and will support learners throughout their learning. We strongly recommend that learners add their name their text books to ensure that they can be returned to their rightful owner if left in class.



Enrichment Diploma Courses

Debut offers free enrichment diploma training to learners who have to fulfil a larger amount of guided learning hours on their programme (usually FE learners) as more funding is available for us to do this. If planned into your timetable, you must attend these. Some may require case study practice and need a kit. The diploma courses offered provide learners with additional skills to support them into the workplace. These diplomas can be booked as a private paying learner.

A selection of diploma training courses taught at Debut are:

- Gel Polish
- Liquid & Powder Acrylic
- Hard Gel
- Gel Acrylic
- Threading
- Female Intimate Waxing
- Hopi Ear Candles
- Lash FX Semi Permanent Eyelashes
- Russian Lashes
- 3D Brows
- Brow Fusion Extensions

Transition to Apprenticeship

Debut successfully provides apprenticeship progression and this includes matching learners to employers or workplaces. We have an ever-growing database of local Employers within the industry and regularly advertise when vacancies arise. Gaining an apprenticeship position is similar to gaining a job. CVs of potential candidates are forwarded to employers who shortlist for interview. Additional processes such as commencing first as work experience, undertaking a trial day or trade test may be requested prior to selection. Apprentice programmes usually run for 12-18 months (depending on the qualification) and must include a minimum of 30 hours in work hours and scheduled training sessions with their Assessor as set out in their course programme, both in class and in the workplace.

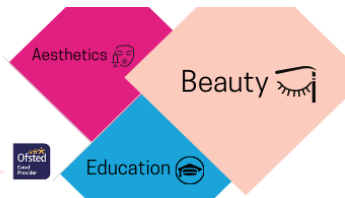
Debut is committed to providing learners with the opportunity to progress into work based employment and fulfil their career objectives. Debut's Apprenticeship Project Manager is Zoe Jones who can be contacted at on zoe@debutacademy.com

Traineeships (a pre-apprenticeship option)

If a learner feels a bit overwhelmed about committing to a full 12-18 month apprenticeship, the alternative would be to undertake a Traineeship. This provides valuable work related skills and a Level 1 Employability qualification. Learners are usually on programme from anything from 12-26 weeks, depending on gaining a successful placement and job offer. Learners complete one day in class weekly with other days working in a placement (salon) carrying out volunteer work experience. Debut usually include additional elements on this programme so learners can gain beauty skills so they are more employable when they finish. Debut's Traineeship Manager is Zoe Jones who can be contacted at on zoe@debutacademy.com

NVQ Exams

Testing is a mandatory element of all NVQ qualifications for all courses and there is usually a minimum of one exam for each module. These are usually in the format of multiple choice questioning, completed online. All exams are mandatory and learners are required to attain a 70% and above to achieve a pass or a resit will be scheduled. Oral questioning is a supplementary requirement to verify learner knowledge. Learners



may also be provided with a 'reader' or 'scribe' as required if evidence is provided for reasonable adjustment. Learners are required to abide by Debut's Invigilation Policy and Academic Work Completion & Plagiarism Policies.

Appeals & Complaints Procedure

The Academic & Vocational Appeals Policy clearly outlines the steps a learner can take if they feel that any element of their NVQ qualification grading or marking has been incorrect. This includes grading, assignments, assessment, case study evidence or any additional homework study elements. In the first instance, learners should raise any concern with their tutor and if they are still dissatisfied, they should write to their designated IQA within 10 days, outlining their reasons for complaint. Learners are notified of the appeals process at induction, when they have assessment days or via posters in the Academy. Please refer to the full policy for guidance on the process and decision processes.

Completing Work

On most NVQ courses learners are asked to complete the following:

- Assignments – these are usually relating to the NVQ topic and level they are studying. They are emailed out to the learner and they will have a deadline in which to complete and submit it. It is marked and graded using standardised criteria. Any assignments which do not meet a pass criteria are returned to the learner to amend and resubmit.
- Class Markers – These are online multiple-choice assessments that are sent to the learner by an email link. Not only do they act as a revision tool prior to taking an NVQ exam but also provide the learner with an insight into their knowledge and how prepared they are. Learners have to achieve 100% pass on each class marker in order for it to be signed off and uploaded to their file.
- Homework – as you have embarked onto further education, it is expected that you will be provided with homework tasks to complete outside of class hours. This could range from completing a workbook, researching, making a poster/aftercare leaflet, writing a short essay, completing maths/English work, catching up on work if a lesson has been missed or practising treatments.
- Online Courses – these are sent out over the course of your learning programme. They may cover a wide range of topics that are embedded on your course. Learners receive certificates of completion and these are uploaded to their learner folder.
- Maths & English – you may be asked to regularly log into BKSB to complete skills activities and complete a set amount of tasks throughout your programme. Additionally, if you are undertaking a Maths GCSE resit you may have to log into an Oplex Online account which would have been set up for you to complete modules in specific maths subjects followed by an end assessment.

Refreshment Breaks

Learners are permitted set breaks during their study or work based sessions; these allow sufficient time for both learners and staff to have comfort breaks and have refreshments. The learning session has been assessed to allow sufficient break periods and learners are asked to respect timings. Learners returning from breaks late impacts and disrupts the teaching and learning of others and will not be tolerated. The rules regarding taking breaks are:

- The tutor will advise learners when breaks will commence and finish, and they are required to return from breaks at the designated time specified. Learners not returning on time will be required to stay behind after end of class to make up any minutes and a late form will be recorded on their personal file.
- Food and drink must not be consumed in training rooms unless all other zones are full or being used for an alternative purpose. Bottled water is only allowed during lesson time.
- Learners are welcome to make themselves hot drinks from the resources in the kitchen as long as they tidy up after themselves and remove any personal food/drink items from the fridge when they leave at the end of the day.



- Smoking breaks are to be taken when rest breaks are permitted only. Smoking breaks should be taken away from Debut premises and not within the immediate location or adjacent alleyway. Any infringement in this rule will result in a breach of our Code of Conduct. Please remember that the smell of smoke may be offensive to others when performing treatments so please try to use a mint to freshen your breath or smoke out in the open so your clothing does not smell strongly.
-

Personal Belongings

DA accepts no responsibility for loss or damage to any personal belongings of learners, visitors or staff whilst training or working at the Academy. We strongly recommend that learners do not wear any expensive jewellery or bring valuable items to class as storage lockers are limited. Learners must use storage cupboards at all opportunities. If they have something valuable they have brought onsite they can leave it with the Center Manager who will lock it away and they can collect it at the end of the day.

Coats

Coat hooks are provided to hang outside clothing. Coats must not be hung over chairs as they could cause a health and safety risk (tripping etc). Learners are advised to use the coat hooks provided.

Bags

Bags should be stored in the pull out drawers provided in each classroom. These are not secure lockers, therefore do not bring in anything more than what you require for your lesson.

Lost Property

Any lost property that is found and handed into Debut will be stored by Admin for a period of 2 weeks. A notice will be put up informing all students that lost property should be claimed within a given time frame, after which the items will be donated to a charity shop. Debut cannot store lost property items for an indefinite period and it is the learner's responsibility to claim any items that belong to them.

Right to Search

The main purpose of searching any individual is to reduce the risk of:

- inappropriate items being brought onto site
- to prevent unauthorised access
- and to reduce the risk of unauthorised removal of company property.

This policy gives a member of the Senior Management Team (SMT) the powers to search a person who is entering, leaving, or who is already on the premises. It also allows them to search any article in that person's possession. SMT may also require the removal of a coat, jacket, headgear, gloves or footwear.

It is the responsibility of all employees, learners and visitors to Debut Academy to be aware that they may be asked to participate in a search at any time whilst on our premises and that we expect them to co-operate with any reasonable request made. Searches may be randomly and at any time. Please refer to Debut's Right to Search Policy for further guidance.

Uniform Dress Code & Therapist Presentation

Debut asks learners for a 100% commitment to personal appearance and to comply with specific standards for the industry that they are learning. Salons, Spas and other working environments expect high standards of its employees, therefore it is expected that therapists (qualified or unqualified) should ensure they comply with expectations by:

- Ensuring a good standard of cleanliness and hygiene at all times
- Ensuring their uniform is clean, tidy and ironed at all times and available prior to each lesson



- Ensuring their personal appearance depicts high standards (wearing make-up, very tidy hair)
- Ensuring their code of conduct reflects professionalism at all times
- Ensuring full uniform is worn for educational trips (unless otherwise notified)

Learners can purchase uniform items directly from Debut. Uniform items are available in all sizes and for male/female learners. Pregnant learners may use maternity trousers provided they are in similar to standard uniform trousers. Learners will be provided with PPE (Personal Protective Equipment) such as apron, gloves etc., as required to ensure their uniform stays clean and tidy. Please refer to Debut's Code of Conduct (Learner) and Dress Code Policies for further guidance.

Uniform items include the following:

Dress Code:

- A clean pressed black tunic.
- Black full length smart trousers (not leggings, jeggings, cropped trousers).
- Flat black covered non-slip footwear (not trainers, heavy shoes, flip-flops, sandals, boots)
- Hair should be neat and tidy and tied back off of face, either in a neat pony tail or a bun if hair is long enough to be put up
- The only jewellery permitted is a wedding band and stud earrings.
- Facial piercings will be required to be removed or covered with a dignified plaster.
- Learners should refrain from smoking or eating strong smelling foods prior to giving treatments.
- Learners should ensure they have bare arms when performing assessments. In class they are permitted to wear a waist length plain black cardigan.

Make-up, Perfume, Body Art and Nails

Body art, if visible, should not be offensive and visible body piercing should be limited.

Make-up should be of a natural look and not excessive. Remember, that some people are allergic to the chemicals in perfumes and make-up, so wear these substances with restraint. Nails should be clean, tidy and short and also polish free in order for Assessor's to check for contra-indications. Learners regularly practice treatments within the classroom and as such they may be required to remove their daily make up, so that facials, waxing, eye treatments etc can be performed.

Hats and Head Covering

Hats are not permitted in the college. Head covers that are required for religious purposes or to honour a cultural tradition are allowed.

Equality & Diversity

These guidelines are designed to apply equally to male and female students. There will, however inevitably be instances where similar items of clothing are suitable for one gender but not another. Special dispensation on medical grounds for alternative clothing to be worn will only be allowed with a letter from a GP.

Uniform checks are carried out at the beginning of each lesson and workplace experience to ensure any breaches are noted and rectified and these are entered on a learner's progress review. Continued breaches of uniform dress code will result in a Stage 1 Disciplinary procedure being implemented. DA adopts a strict zero tolerance policy regarding dress code and learners may be asked to go back home and amend any breach, returning to training on the same day, or otherwise making up time lost. Learners cannot be assessed if they are not in full uniform. Learners are expected to take responsibility for their own uniform compliance and make sure their uniform is available for each lesson. It is not an acceptable excuse that uniform items are 'in the wash' or still wet. Learners must plan ahead to ensure uniform items are ready or asked to make sure they have sufficient items available when items are being washed.

Banned Substances

DA maintains a zero tolerance policy towards any banned substances being used by any learner on premises or within its vicinity. If any learner is found to have used a banned substance or provided another



learner with any such substance they will be dismissed from their course with immediate effect. Please refer to Debut's Banned Substances Policy for further guidance.

Academy Resources

DA invests a considerable sum in training resources and consumable products relating to both beauty and nail courses. During training and Open (assessment) Salon these resources are available to all learners.

Learners are required to treat all resources with the respect they deserve, including returning items safely to their storage facility after use. DA can only continue to support learners if resources are not taken from the college, thus depriving others in subsequent lessons. On occasion, it will be necessary for learners to use items from their own kits or brought in from home. If it is found that items are missing that belong to other learners or the academy, then the whole class will be asked to return any items before leaving or a bag search will be performed. Debut recommends that learners name their kit items if they are bringing them in to use from home.

Debut offers the use of laptops or tablets to learners if they need to complete any study work. These may only be used on Debut premises and learners should contact admin to book in advance to ensure availability. Should any learners misuse any electrical IT equipment they will be subject to repair or replacement of that equipment. Please refer to Debut's Appropriate Use of Technology Policy or Resource Loan Policy for further guidance.

Customer Care

Customer care is always in the forefront of DA's ethos and we would like all customer's experiences and treatments to be of a high standard. We therefore ask learners to:

- refrain from eating foodstuffs that may permeate their clothing or linger on their breath prior to performing treatments on clients or other learners.
- refrain from smoking during breaks to avoid permeation of tobacco smells to their clothing or linger on their breath prior to performing treatments on clients or other learners.
- Ensure that they arrange for their models to have any patch testing prior to any specific treatments to minimise any allergic reactions.

Learners are also checked at the beginning of training lessons and workplace experience for any contra indications on their hands to ensure customer and learner health and safety is maintained. Tutors or staff members will ask learners to wear gloves as required or refrain from giving treatments to others. Learners must always be mindful of Debut's policy and procedures regarding Code of Conduct and professionalism at all times.

Student Incentive Awards

DA prides itself in acknowledging learners efforts in all areas of their learning. We have a programme in place that is open to all students and every two months we acknowledge learners for:

- Achieving consistent and excellent punctuality and timekeeping.
- Completing homework on time, being helpful towards others.
- Demonstrating a responsible work ethic, respecting others, working well in groups and adhering to the uniform dress code.
- Being a mentor to other learners, achieving their qualification despite personal circumstances or other difficulties.

Nominees for awards are shortlisted by administration, assessors and other peers. We encourage all tutor nominated learners to promote their achievements via the learner awards board, by means of a photograph as well as through the media of Facebook and the Debut Website.



Student Suggestions

DA prides itself in acknowledging learner ideas and values their input. We give all learners the opportunity to put forward their suggestions or ideas relating to any aspect of the college or their course. In addition, learners can feedback their views via surveys or via their tutor.

A suggestion box is situated in the academy, together with suggestion cards. We aim to respond to all valid suggestions and any that we feel are of particular help or would benefit the college or other learners are recognised by a small award.

Charity Links

DA nominates a charity each year to support and provide fundraising or practical support, which could be in the way of supplying treatments to any vulnerable group etc. We openly encourage learners to get involved with fundraising on themed days which may be via Open Salon Spa Days, themed charity days, donating items or asking for small donations for tea and coffee.

Open Salon Assessment

As part of a Learner's training, they will be required to attend Open Salon Assessment days. These assessment days will fall on pre-set assessment weeks and are planned into a learner's timetable so they know of them in advance and plan appropriately. Assessment days should be treated formally as they are in essence an exam. Professionalism must be upheld at all times.

When a learner's training has achieved a level of competency within class then they will be asked by their Tutor to arrange for models to attend to perform treatments to be assessed under their learning programme. Learners will be overseen by a Qualified Assessor who will either grade them with a 'competent' or 'not yet competent' decision, in addition to a grade (distinction, pass, merit, ungraded). Learners are asked to self-assess their performance with a standardised scoring system. Assessors will provide full and detailed feedback on their treatment and give industry advice how to improve their standards or performance. Usually learners are required to bring in their own models, and in some circumstances learners who have difficulty in doing so, will be provided with a contact list of possible models to use to book clients for themselves. Please refer to Debut's Access to Fair Assessment and Grading, Academic Standards & Feedback Policy for further guidance.

Academic Year Calendar

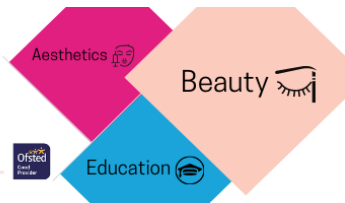
DA's academic year usually runs from 1st September to 31st August. The Academy does not shut for half terms or extended summer breaks. Learners will be provided with all shutdown dates on their individual timetables. These will include any educational trips, exam weeks, assessment weeks and enrichment training. It may be necessary from time to time to plan in impromptu teacher training sessions, and whilst Debut will ensure the impact of these on the learner is taken into account, it may be necessary to notify learners of study days or extra planned tutorials if a teacher training date has been implemented.

Complaints Procedure

Should a learner have a complaint about any part of their learning programme or other learner or member of staff then the following procedure needs to be followed:

Complaints regarding other learners

- Send or give your complaint to your Tutor, (complaints forms can be obtained from Admin).



- The complaint will be investigated within 7 days.
- You will be contacted by Carla Hales to discuss your issues.
- You may request an independent representative to support you when the complaint is made.
- Complaints forms are available from your Tutor or the Center Manager (Linda Edwards)

Complaints regarding learning programme or members of staff or the service you have received

- Send or give your complaint to Carla Hales, the Academy Director (complaints forms can be obtained from Admin).
- The complaint will be investigated within seven days.
- You will be contacted by Carla Hales to discuss your issues.
- You may request an independent representative to support you when the complaint is made.
- Complaints forms are available from Debut Admin.

On conclusion of the investigation, you will receive a written report to the findings of the investigation. This will normally take place within 14 days of receipt of the original complaint. If the procedure is delayed then you will be kept informed throughout. If you are not satisfied with the conclusion then we will invite you to discuss further options. A full copy of the Complaints Procedure can be seen and accessed via the Academy's Policies & Procedures (located in Admin).

All complaints are logged during each academic year and a summary of which is sent to SEC for information if you are funded via the college.

Bullying & Harassment

All learners, staff and visitors should not be subjected to any form of bullying or harassment. Harassment can take the form of sexual, racial or other type of harassment that can take the form of verbal, physical or visual abuse. Anyone verbally or physically abusing others will be disciplined and should the matter persist the accused person will be excluded from DA. DA's full Harassment Policy is displayed on the learner notice board. Debut's Anti Bullying Officer is **Linda Edwards**.

Appeals Procedure

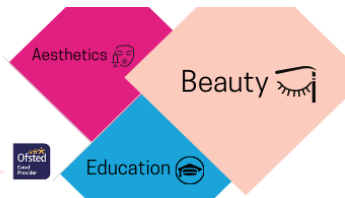
If at any time you are unhappy with any investigation's decision, you have the right to appeal. Please refer to Debut's Academic & Vocational Appeals Policy for further guidance.

Equal Opportunities

All learners are notified of DA's Equal Opportunities & Inclusion Policy during their Induction and a copy is displayed within the Center. Learners are responsible for familiarising themselves with it and ignorance of the policy will not be accepted as an excuse for breaches of it. DA's Equal Opportunities Policy aims to ensure that the Academy and Salon is accessible to all, regardless of personal circumstances or ethnicity. Debut is an equal opportunity company and is committed to a policy of treating all its learners, employees and job applicants equally. It is the policy of the Company to take all reasonable steps to recruit learners and to employ and promote employees on the basis of their abilities and qualifications without regard to race, religion, colour, sex, age, national origin, disability or sexual orientation.

The company has a strong commitment to helping employed and voluntary groups of workers to increase their skills. To this end, the company strives to recruit learners onto programmes regardless of their perceived barriers to learning. These barriers may be basic skills needs such as literacy or numeracy needs caused by dyslexia, lack of formal education or due to the learner being a speaker of a language other than English or barriers in relation to their disability.

Debut's Equal Opportunities Officers are **Carla Hales** and **Linda Edwards** and learners receive continuous E&D training throughout their programme, with their knowledge assessed on a regular basis. All tutors and staff receive E&D training and it is regularly refreshed. Please refer to Debut's Equal Opportunities & Inclusion Policy for further guidance.



Safeguarding

DA's Safeguarding Officer is **Linda Edwards** and she can be contacted at linda@debutacademy.com. DA recognises the responsibility it has to ensure that all staff, learners and visitors. We ensure that we adopt and fulfil the needs of our Safeguarding Policy relating to safer recruiting, supporting staff and learners either at college or within their work placements. All Tutors and staff receive safeguarding training and it is regularly refreshed. All learners are advised of safeguarding matters as part of their learning. We also have links with Women's Aid and learners are offered the opportunity to take part in workshops. Please refer to Debut's Safeguarding & Safeguarding Vulnerable Adults Policy for further guidance.

PREVENT Awareness

Prevent is the Home Office and the Police counter-terrorism strategy and aims to stop people from becoming terrorists or supporting terrorism by working with individuals and communities to address issues before they become a criminal matter to stop people moving from extremism into terrorist-related activity. Debut adopts the ethos of 'Notice, Check, Share' where there are concerns that an individual may be vulnerable.

Notice – Recognition of any changes in behaviour or appearance similar to those outlined above.

Check – Speak with someone you trust like a tutor and see what they recommend but trust your instinct if you are still concerned.

Share – Speak to one of the named contacts to report your concerns. Remember trust your instinct. Please refer to Debut's Prevent Policy for further guidance. Debut's named contacts for reporting any concerns are:

Carla Hales – Director of Tuition – Carla@debutacademy.com

Linda Edwards – Center Manager & Safeguarding Officer – linda@debutacademy.com

The link to Essex Channel Panel Team for reporting any matters is <https://www.essex.police.uk/about-us/prevent/> or ring 101 and ask for the Prevent Team.

County Lines Awareness

This relates to criminal exploitation and is known as 'county lines' and is when gangs and organised crime networks groom and exploit children to sell drugs. Often these children are made to travel across counties, and they use dedicated mobile phone 'lines' to supply drugs. It is sometimes the more vulnerable children who are targeted, such as homeless, those with learning difficulties or are going through family breakdowns, struggling at school, living in care homes or trapped in poverty. This is why it is so important that learners are educated on this subject whilst on programme so they have an awareness and can recognise any dangers.

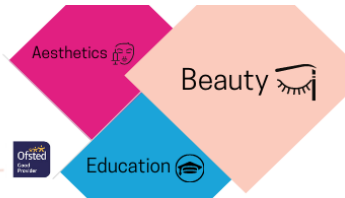
Fundamental British Values

As of September 2014, the DfE requires all schools to promote the historical and current values that underpin the national identity known as being British. Within this, all providers are required to ensure that the curriculum actively promotes these fundamental British values. Debut is a multicultural community within which we celebrate learners and cultures from all over the world. Alongside this, the Academy is keen to support all learners in learning about and deepening their understanding of British values, culture and systems. Debut ensures elements of BV are embedded within lessons and learners have a growing knowledge of this topic.

What is 'Britishness'?

Fundamental British values are defined by the DfE as:

- Democracy**: Respect for democracy and support for participation in the democratic process
- The rule of law**: Respect for the basis on which the law is made and applies in England
- Individual liberty**: Support and respect for the liberties of all within the law



(d) **Mutual respect and tolerance:** Support for equality of opportunity for all and respect and tolerance of different faiths and religious and other beliefs

Special Educational Needs

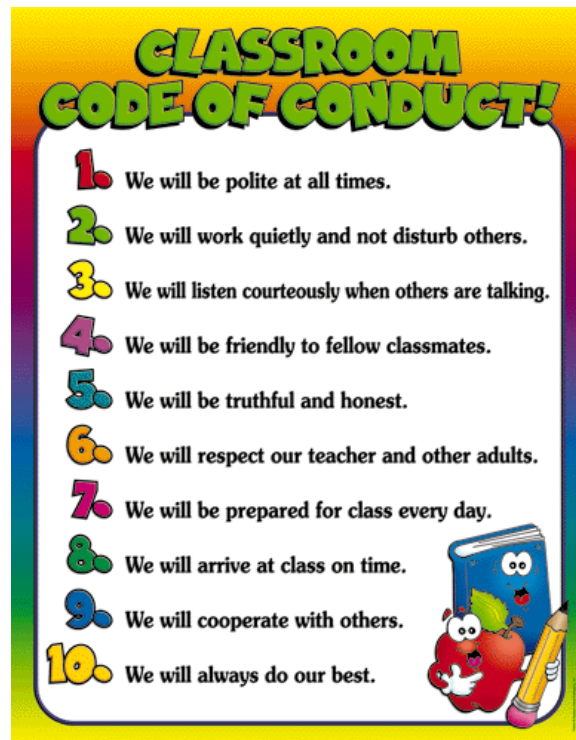
DA understands the importance of supporting all learners throughout their learning and providing equal opportunities for all. Learners are requested and asked to notify DA of any special educational needs requirements that may affect their learning on enrolment, in order that measures can be put in place to help them achieve their learning to the best of their ability. This will be in the form of a support plan incorporated within their ILP.

SEN may relate to dyslexia, dyspraxia or dyscalculia. A learner’s ILP will outline what additional support a student will require and help will be provided at key times. Your Assessor will monitor your learning and ensure any extra support you may need is provided, evaluating it and adjusting it as necessary. Debut’s Learning Support Officer is **Joanne Carter**. Any learners that may require support, Debut will seek advice from outside agencies if further help is required.

Access to Assessment

DA seeks to provide equal access to assessment for all learners, ensuring that there are not unnecessary barriers to assessment and that any special arrangements for learners preserve the validity, reliability and integrity of the qualification. DA will promote special arrangements for learners with a particular assessment requirement, according to individual need, ensuring such learners are not disadvantaged or advantaged in relation to other learners. DA will provide learners with the help of a ‘scribe’ if problems are encountered relating to the understanding of questions within written test papers or on-line tests or a ‘reader’ for written or on-line test papers. This is applied for in the form of ‘reasonable adjustment’.

Code of Conduct





Debut Academy aims to provide high quality services, which reflect our general ethos. The Code of Conduct is designed to promote a safe and pleasant working and training environment. Each learner is asked to read and sign the 'Student Contract' to signify their acceptance of its guidelines. A copy of the charter is displayed in the academy. For the purpose of this document, Debut Academy will be known as DA in the following text.

General

- All learners shall endeavour to represent DA in a positive and professional manner at all times in dealing with other learners, visitors, customers, staff and outside agencies.
- Learners shall not contravene DA's Equal Opportunities & Inclusion Policy.
- Learners shall endeavour to be aware and take responsibility for their own behaviour in dealing with each other.
- Learners shall act with honesty and integrity and are responsible for notifying DA of any complaints received against themselves or any other person.
- Learners shall demonstrate openness to learning from and listening to each other and their Assessors or Support Staff.
- Any challenge that a Learner wishes to make to DA policy or decisions or to an individual's actions shall be made in the appropriate manner.
- Learners are encouraged to raise issues at an early stage and to adopt a positive approach to problem solving or to conflicts.

Breaches of the Code of Conduct or other Disciplinary Matters

Breaches of the Code of Conduct or other disciplinary matters by Learners or Apprentices shall be dealt with in accordance with the Disciplinary Procedure, copies of which are available from Admin. Breaches of the Code of Conduct by Learners or Apprentices shall be investigated by the Center Manager and/or a Senior Tutor, who shall present their recommendations to the Management for consideration.

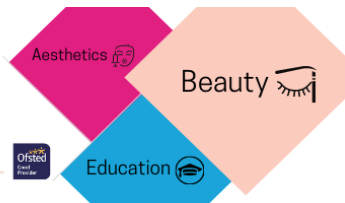
Disciplinary Procedure

The disciplinary procedure is designed to help and encourage all learners to achieve and maintain standards of conduct, attendance and job performance. It is the aim of the procedure to ensure objective, consistent and fair treatment for all regardless of their gender, ethnic or national origin, social background, sexual orientation, creed, religious belief, political opinion or gender reassignment.

Learners involved in a disciplinary process will be made aware of the issues that they are being disciplined for. They will be made aware of the possible consequences of failing to meet performance standards or breaking the disciplinary rules by their line manager or assessor. Learners will be encouraged to be accompanied by a parent/guardian, fellow learner, friend or other representative if a disciplinary hearing is scheduled. A first step may be an Intervention Meeting (parent/guardian attending with the learner if under 18 years). A higher level of process will be a disciplinary hearing and notes are taken at both types of process. A full copy of the Disciplinary Policy is available from DA Administration. Debut's Disciplinary Officer is **Linda Edwards**.

Confidentiality

- Learners are made known of DA's Confidentiality Policy during their Induction and a copy is displayed in the Academy. Learners are responsible for familiarising themselves with it. Ignorance of the policy will not be accepted as an excuse for breaches of it.
- DA's Confidentiality Policy aims to protect the confidentiality of information relating to other learners, customers, staff and management. A breach of confidentiality and non-adherence to the DA Confidentiality Policy will be considered a disciplinary matter.
- A full copy of the Confidentiality Policy can viewed and accessed via the Academy's Policies & Procedures (located in Admin or on the website).



Communication

Communication Protocol

- Learners are encouraged to communicate openly and in the first instance with their Tutor. If any matter requires further involvement (by the Senior Tutor, Center Manager, Safeguarding Officer or Director of Tuition) this will be put in place.
- Telephone calls to the Academy will be taken between 9.00am and 5.00pm, unless in an emergency situation.
- Learners are not permitted to contact Tutors direct (by mobile phone to mobile phone). They are to use the Academy contact number of 07826 916947.
- Learners must always keep DA updated of any changes of circumstances, such as new address, new contact phone number, alternative/nominated next of kin or new email address. Additionally, learners must advise immediately to Debut of any matters that may impact on their learning or achievement so support measures or advice can be provided as early as possible.
- Text messaging is not an acceptable form of communication unless it relates to absence notification – learners must ring in on 01268 560552 or email their assessor directly on any course matter.
- Minutes of learner support meetings, learner disciplinary meetings or learner welfare meetings will be taken and a copy will be provided to the learner, and a copy will be held on their personal file.
- DA's Senior Tutor/Head of Teaching & Learning is **Charlotte Hughes**.

Emails and WhatsApp Information Groups

- Learners are required to check their email accounts or any WhatsApp chat they are added to for their class on a regular basis (ideally 3-4 times per week) to ensure they receive messages from Debut or their Assessor in a timely fashion.
- Learners must only use their Tutor's Debut email to send emails regarding NVQ related work or enquiries or homework.
- If a learner's encounters problems with their email account and they cannot access it to receive important information or work from their tutor, they must let them know as soon as possible. An email alternative must be provided so the learner can complete work expected of them in a timely manner.

Learner Voice

Effective engagement with the learner voice is encouraging and ensuring that learners (individually and collectively) have a say in the way they are taught and the way their College is run and working together to improve the learner experience.

At Debut Academy our mission is to provide excellent education, training and personal guidance ensuring that learners fulfil their potential and to support the development of local enterprise and the community. The College stretches and challenges our learners to achieve, succeed and progress so that they are ready for further or higher education, employment or enterprise. Debut Academy is committed to ensuring that the learner voice is at the heart of everything we do. We will not only consult learners on their views but actively involve and collaborate with learners to shape college decisions at all levels.

Debut ensures that all learners have opportunity to put themselves forward as a class representative and voting procedures ensure all entries are considered fairly and with equality and diversity at its core. An overall lead voice representative will be also voted and approved by the collective representatives. Each learner voice has specific duties and responsibilities to ensure each learners 'voice' is listened to and feedback is given. The main responsibilities of a learner voice representative are:



- Understanding the importance of being a role model for your class
 - Being of good integrity, adhering to confidentiality and having a sense of responsibility
 - Possibly being called upon to be an ambassador for the college at open days or speaking at inductions about your role.
 - Ensuring that the matters raised by all learners are listened to, valued and passed on as applicable.
 - Ensuring that full feedback to other cohort learners is an important part of the learner voice. Debut's Learner Voice Lead is Linda Edwards and she can be contacted at linda@debutacademy.com
- Please refer to Debut's Learner Contribution & Learner Voice Policy for further information.

Leave of Absence

Holiday Leave Reporting

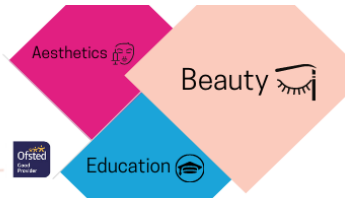
- The Academy expects learners to attend all classes associated with their programme of study.
- Wherever possible, learners are requested to try to keep holiday absences to a minimum in order to keep their schedule of learning and progress on track.
- Absences must be notified in advance by completing an Absence Notification form and obtaining approval from their Assessor.
- As explained at your induction, our courses at DA are designed to get you qualified and ready for employment at the earliest opportunity, therefore our programmes of study are condensed into a shorter timeframe compared to the delivery methods of other equivalent college environments. We therefore require your total commitment with regard to attendance to achieve this aim.

Sick Leave and Procedure for Reporting Sickness

- Attendance is strictly monitored at DA to ensure learners fulfil the learning hours required to fulfil their training.
- In the event of illness learners should notify the DA Admin Office when it opens at 9.00am (weekdays) on **01268 560552** or **07826 916947** or email to nikki@debutacademy.com. Text messages to other learners i.e. passing on your absence) is not acceptable. Messages for weekend class absences or lateness reporting can be notified to 07826 916947.
- If learners fail to ring in to report their absence from class then DA Admin will make contact with them to find out the circumstances of the absence.
- It is essential that regular contact be maintained with DA during longer term illness in order to let the Academy know when return to their learning programme will recommence.
- Following a period of sickness absence a Self-Certification form must be completed (on your return to class) and you must make every effort to catch up on any learning you would have missed. An extension to your learning schedule may be necessary in order to fulfil the requirements of your course, or alternatively you may be required to join another class to complete learning modules you have missed. Self-Certification forms can be obtained via your Tutor or Debut Admin.
- If a learner has 4 weeks continual absence then they will be removed from the course, with a possible offer to re-join another course at a later date. A course termination letter will be sent to them to confirm cancellation of their learning.
- If a learner's absences are frequent and intermittent then they will be requested to attend an interview with their Assessor or the Attendance Lead Officer to discuss their attendance record.
- Learners must keep DA updated of any change in circumstances relating to their health, such as becoming pregnant, undertaking frequent medical appointments, extending their sickness absence, being diagnosed with long term or serious medical conditions. All these and other factors may have an impact on a student's schedule of learning and ability to fulfil any practical assessments. We therefore ask you to let us know as soon as possible of any medical circumstances so we can fully support you, via a Key Worker interview and updating your learning plan.

Punctuality

- Debut understand that learners may sometimes be late to class due to unforeseen circumstances and this is accepted. However, blatant and continuous lateness to class will not be acceptable. Punctuality



is strictly monitored at DA. Learners are requested to ring in to DA Admin on **01268 560552** or **07826 916947** if a delay is envisaged, so a message can be passed onto your Assessor.

- Learners are also required to return from breaks on time. On-going timekeeping issues will be dealt with by requesting the learner to attend an interview with their Tutor/Mentor to discuss their punctuality record and may lead to a Stage 1 disciplinary.
- Learners may be notified that Debut will only tolerate a specific cushion of lateness for a session (usually set at 15 minutes after the session start time). This is to make any allowances for transport delays. If the learner arrives after a cushion of time has been notified then the learner will be sent home.
- Learners will also be asked to complete a late form on arrival to provide full reason for lateness and now they will make up the time lost. This is recorded on their attendance record.

Data Protection and GDPR

DA has a committed policy of protecting the rights and privacy of individuals in accordance with the EU's General Data Protection Regulation. Personal learner data is stored in such a way that it is accessible to only those staff members that need to have access to it, ensuring it is locked away in secure cabinets when not in use. By enrolling at Debut, learners funded via Central Training or the ESFA accept their data is stored and retained for a minimum of 25 years to comply with audit legislation. Information will be stored as it stands at closedown of course and is not amended and you have a right to apply to Debut to see what is held. If information is held by Debut then allow 30 days for data to be provided, if held by Central then allow 3 months. DA Staff ensure that any personal data is not disclosed to any unauthorised third party (unless it is necessary for enrolment, funding, bursary, safeguarding, complaints or examination purposes). Any data stored on electronic filing systems is protected by password entry. Any sensitive documentation containing personal data that is unwanted is disposed of by shredding by a designated and approved company.

Appropriate Use of Technology

Appropriate Use of Technology

DA upholds strict rules regarding use of technology within the Academy environment and all learners, apprentices and staff are obliged to adhere to the rules without exception.

Use of Mobile Phones

Use of mobile phones is not permitted within a training room unless in an emergency, such as dialling 999 (emergency services) or if a learner has been given permission from their Assessor to use their phone to undertake research for a learning task in class.

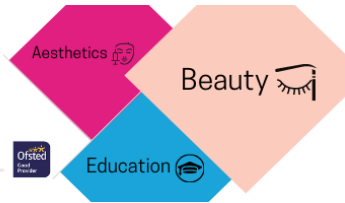
Learners are required to:

- Turn mobile phones to silent when they enter the training room and put them in the storage box provided.
- Emergency Academy contact numbers can be passed on and learners will be notified of any calls and will leave the classroom to take them.
- Phones only accessed during breaks and used within the kitchen or meeting areas within the Academy or outside the premises.

MODELS RECEIVING TREATMENTS IN CLASSROOMS ARE NOT PERMITTED TO USE PHONES

Any violations of the above rules will result in:

The mobile phone being taken away from the learner for the remainder of the lesson and will not be returned until they leave at the end of the day. If the learner breaches any of the rules in a subsequent lesson then the phone will be confiscated and either their parent/partner will be required to come to DA to collect it for them. It will not be handed back to the learner being disciplined. Any continued breach of unauthorised phone use will lead to a Stage 1 disciplinary.



Taking of Images

Taking photographic or video images using any form of technology (mobile phones, iPods or video recorders) within training rooms is not permitted under any circumstances. DA upholds strict data protection and all learners, staff and visitors and they should respect the privacy of others. Permission is sought from parents/guardians of learners under 18 years of age relating to photographs for the learner awards board, prospectus or website.

Social Networking Sites

Any learners and staff members who use social networking sites in a negative way towards any other member of DA will be disciplined in accordance with the Disciplinary Procedure. DA will not allow networking sites to be used to air grievances, harass others, bully, or degrade the reputation of others training or working at DA. If a learner has a complaint or matter that they are not happy with, then they are asked to go to their Tutor, the Senior Tutor a Key Worker or complete a Complaints Form which will be dealt with in accordance with the Academy's Complaints Procedure.

Debut Academy Facebook Page

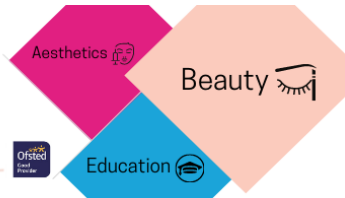
DA has an independent Facebook Page from the Salon. Learners are invited to 'like' the page to join it and use it as a source of information about courses, events or upload images or news about their course assessments (sharing it with other learners). The Academy uses the site to upload photographs from Awards Evenings, Diploma Courses or other specialised training or good news. This site must not be used inappropriately to make complaints, bully or harass other learners or air grievances of any nature. Inappropriate use of the Facebook page will be a disciplinary offence. Please refer to DA's Appropriate Use of Technology Policy for more information.

Health & Safety

- Learners are made known of DA's Health & Safety Policy during their Induction and a copy is displayed in the Academy. Learners are responsible for familiarising themselves with it and ignorance of the policy will not be accepted as an excuse for breaches of it.
- All learners complete Health & Safety training as one of their modules; they also complete a Health & Safety Induction Checklist upon starting at the Training Academy.
- DA's Health & Safety Policy aims to protect the welfare of all our learners, visitors and staff.
- All those on premises at the time of any practice fire drills and any other practiced evacuations as required by DA are required to comply and take part.
- Learners who are expectant mothers whilst training with DA are asked to inform the academy as soon as possible, whereby they are asked to complete an 'New & Expectant Mothers Risk Assessment', which is reviewed during their time at DA.
- DA's Health & Safety Officer is **Carla Hales** and the Health & Safety Deputies are **Kay Dodd** and **Linda Edwards**.
- DA carries out intermittent Fire Drills, and some are forewarned and others may be carried out without warning. Learners are informed of the Fire Drill evacuation procedure on Induction. DA's Fire Officer is **Linda Edwards**.

Handbook

Please apply to Debut Academy if you require this handbook in a larger print format or on coloured paper format. This handbook is available for viewing in the Center and can be accessed at any time and our website or emailed to learners.



Student Charter

Learners can have mutual respect for each other by:

- ✓ Treating everyone equally
- ✓ Valuing and listening to people's view, opinions and beliefs
- ✓ Having responsibility for our own and other people's property
- ✓ Be on first name terms with our colleagues
- ✓ Be courteous and polite towards each other and to those in authority
- ✓ Treat others as you would like to be treated
- ✓ Help create an environment that will encourage a friendly place to work

Learners can comply with Health and Safety requirements by:

- ✓ Following health and safety protocols
- ✓ Being responsible for our own safety and the safety of those around us
- ✓ Maintaining personal hygiene
- ✓ Always ensure equipment is safe to use and the method of work is correct
- ✓ Maintaining good housekeeping – leave things as you like to find them

Learners can contribute to their learning programme by ensuring:

- ✓ They are punctual
- ✓ They conduct themselves in a professional manner
- ✓ They study and achieve the expected standard
- ✓ They work to the best of their ability
- ✓ They share thoughts and ideas with others

Learners will be recognised for:

- ✓ Good attendance
- ✓ Good work
- ✓ Good time keeping
- ✓ Meeting targets
- ✓ Being successful

All learners are encouraged to seek advice or guidance if there are any issues which may be troubling them at work, home or anywhere else. Any member of staff would treat such an approach with discretion at all times.



Every Learner Matters

'Every Child Matters' is a Government initiative aimed at every young person up to the age of 18. The College is committed to meeting the aims of this initiative, which are that you should:

Be healthy

We offer opportunities for you to find out about healthy lifestyles, and provide free drinking water and display information regarding healthy meal options in the student kitchen area.

Stay safe

We take the safety of all our learners seriously and our Assessors and Student Support Team are in place to make sure that the College is a safe and welcoming environment in which to work and learn and both teams offer advice on personal safety. Key staff have also received training with Basildon Women's Aid, in order to support and guidance of where to obtain help/advice.

We include Health and Safety, Safeguarding and Anti-Bullying as an integral part of a Learner Induction process and all staff working at the Academy are CRB checked. Workshops in these topics provide students with invaluable knowledge alongside their chosen course.

Child Protection

Our Learner Safeguarding policy states that:

The purpose of the policy is to ensure that Debut Academy adheres to its legal obligation and social responsibility in relation to safeguarding children, young people and vulnerable adults. This is in accordance with legislation such as the Safeguarding Vulnerable Groups Act 2006 and in practice and policy directed by the Governments publication, Every Child Matters – Change for Children.

The term learner within this document refers to young people and any other student enrolled at Debut Academy and or engaged in any activity on our premises.

Debut Academy is committed to improving and promoting best practice throughout the organisation and ensuring that the wellbeing of learners is safeguarded, that they are protected from harm and feel that Debut provides them with a safe environment. This will in turn promote opportunities for them to thrive and benefit from their learning experience. Debut believes that all individuals have a right to freedom from abuse and harm and promotes this throughout the organisation.

Under this policy abuse and neglect are defined as forms of maltreatment to any learner. This may be by omission or commission i.e. inflicting harm or failing to prevent harm. We recognise a learner can be abused in a family, an institution or community setting by those known to them or more rarely by a stranger. Abuse may be by an adult or a peer.

The four main categories of abuse are:

1. Neglect
2. Physical abuse
3. Sexual abuse
4. Emotional abuse

Enjoy and achieve

Your success is our top priority – and there are lots of opportunities to take part in our varied programme of extra-curricular activities on and off course.

- Volunteer work providing treatments to charities
- Choosing additional Diploma Course(s) as an Enrichment Opportunity to build on their training and knowledge
- Participating in Awards Evenings



- Participating in Educational Visits outside Training (Beauty Show/Exhibitions)
- To participate in skills competitions to further their industry skills
- To participate in work experience opportunities to provide work-based skills and encourage job application success and destination
- Learners are actively encouraged to progress to the next stage of their qualification in either the same subject or another subject.

Make a positive contribution

We want you to get involved in the College, for example by being a learner mentor or by joining the learner/staff liaison groups – you are encouraged at all times to let us know your views and engage fully in student life. We count on your views to help us continually improve!

Learners are encouraged to air their views and submit suggestions via the Academy's suggestion box or Learner Voice.

Achieve economic well-being

- We will give you all the help possible to ensure you can complete your course and progress successfully on to your next step. Our Student Liaison Officers and Mentors can give you information on the following:
- The Princes Trust
- Support with cost of travel, resources, uniform, bursary support
- Loan of use of Internet and Laptop facilities for study and learning
- Workshops in ERR (Employers Rights & Responsibilities)
- Workshops on Interview Techniques, CV Writing and building a Portfolio

To us, every learner matters!

Roles within Debut Academy

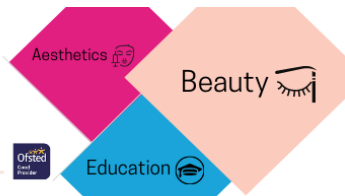
The Learner – You become a learner of an organisation once you have been registered with them. Through practical and written work and training, you learn and progress through the national standards until you are assessed as being competent. You will be committed, focused and take ownership of your own learning and progress. A learner may be on a classroom-based learning programme or apprentice work based programme. Learners may be enrolled at Debut from 16 years.

The Assessor – We appoint an assessor and he/she will be qualified and occupationally competent to assess your evidence. They will arrange observation sessions at suitable points during your training period. They will judge your evidence and provide guidance and learning where appropriate to make sure you meet the national standards. They will make sure their assessment practice meets Awarding Body guidelines. All assessors are observed and moderated to ensure all elements of the Teaching and Learning Policy is upheld to high standards.

The Learner Mentor – He/ she will support and guide you throughout the programme and meet you regularly for review meetings. Review meetings may be held weekly, fortnightly or less often, depending on the support plan you have in place.

The Internal Quality Assessor (IQA) – Our Center has a Lead IQA and other specialised IQAs to make sure assessment is consistent with the awarding organisation. They may sample your work and that of other learners. They will make sure that there is consistent assessment by observing assessors in the workplace, examining portfolios and interviewing learners.

The External Quality Assessor (EQA) – The EV is appointed and trained by the Awarding Body VTCT. They may visit Debut approximately twice a year to make sure that codes of practice are being followed. They will monitor learner's evidence and internal quality assurance procedures, perhaps observe the assessment process and make sure that the policy of equality and diversity and open access is followed.



Careers Support & Links

Debut understands that the transition into employment can be overwhelming and to give learners the skills to be as successful as possible the following elements are provided within the learning programme:

- ✓ CV Writing
- ✓ Covering Letters or Personal Profiles
- ✓ Interview Techniques
- ✓ Mock Interviews
- ✓ Vacancies for Work Experience
- ✓ Work Experience Pre Packs (Learners self-assess their strengths and weaknesses)
- ✓ Work Experience Log Book (Learners self-assess how work experience has given them additional skills to support themselves in the workplace).
- ✓ We invite the National Careers Service to provide workshops on careers guidance
- ✓ We provide useful links to....

JOB CENTER PLUS, APPRENTICESHIPS WEBSITE, PRINCES TRUST, NATIONAL CAREERS SERVICE, UNIVERSAL JOB MATCH and WOMEN LIKE US on our website : www.debutacademy.com
Click the link at the top titled **CAREERS** and select **USEFUL LINKS**.

Useful Numbers

Organisation	Contact Details
Al-Anon (alcoholic support)	0207 403888
Basildon Women's Aid	01268 581591 (in emergency) 01268 521666 (appointments)
Bereaved Parents' Network	02920 810800
Brentwood & Billericay Family Mediation	01277 655623
Bridge Counselling (Family Issues)	01268 822800
Change 4 Life (healthy tips)	www.nhs.uk/change4life
Citizens Advice	(Bas) 0870 1264042 (S/End) 01702 610610
Connexions (support for 10-19yrs)	01245 706806 or 0808 0113219
Cruse Bereavement Care	0844 477940
Cry-sis (sleepless & demanding Babies)	0845 1228669
Essex County Council Benefits Plus	01245 434205
Family Planning Association	0845 3101334
Gingerbread (single parent family Support)	0808 8020925
Jobcentre Plus	0845 606 0234
Kidscape (Bullying)	0845 1205204
NHS Teen Life Check	www.nhs.uk/teenlifecheck
Relate	0845 2709410
Samaritans	01268 412000
SNAP (Special Needs & Parents)	01277 211300
Someone to Tell (Bullying)	0808 800 2222
St Luke's Hospice	01375 648170
Talk to FRANK (drug advice)	0800 776600
The Child Bereavement Charity	01494 568900
Victim Support Essex	0845 4565995
Who Cares? (support for carers)	0800 085 7935

Glossary



Abbreviation	Meaning
DA	Debut Academy
IQA	Internal Quality Assessor
EQA	External Quality Assessor
HABIA	Hair And Beauty Industry Authority
NVQ	National Vocational Qualification
L2B	Level 2 Beauty Therapy
L3B	Level 3 Beauty Therapy
L2N	Level 2 Nail Services
L3Mup	Level 3 Make Up
CETs	Certificate in Education & Training
VTCT	Vocational Training Charitable Trust (Awarding Body)
SEC	South Essex College
ILP	Individual Learning Plan
SOW	Scheme of Work (Plan of how a qualification is delivered week by week)
CPD	Continuous Personal Development
PPE	Personal Protective Equipment