

blhairdressing
the real alternative to college

Employer Toolkit

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BLHT EMPLOYER TOOLKIT

INTRODUCTION

Welcome to the BLHT Employer Toolkit, this has been designed to help you understand your role and clarify your level of commitment as an employer in relation to the Apprenticeship programmes. It will also outline our responsibility in relation to providing support mechanisms for you and your learners.

We hope you find this guide useful however; you may call any of our training centres if you require further support or advice.

Introducing

BLHT 'Philosophy of Learning'

'I forget what I was taught; I only remember what I have learnt.'
(Patrick White, novelist and Nobel Prize winner)

With this in mind we have designed a comprehensive training tool for you to use in conjunction with our own learning programme.

- **BLHT Salon Training Manual** – an effective guide to co-ordinate on and off the job training and the content of the NVQ.
- Information relevant to employers and contact website details

This will be accessible on the website and you can request hard copies once you have BLHT learners placed in your salon.

BL Hairdressing Training – a brief history

Established since 1986 with a small training centre in Newcastle originally with 20 learners. We expanded to include training centres in Middlesbrough and Darlington in 1997 and then acquired training centres in Durham and Sunderland in 2003. We have since expanded to new premises in Ashington in 2008, due to demand from employers in the area. We now provide quality training for on average 500 learners a year!

What Stakeholders think of us.....

Employer Quotes;

- 'BL in my experience is one of the best training companies I have dealt with in 20 years of owning my own business.'
(Alpha H&B, Durham)
- 'Fully satisfied with BL and their staff, they always seem to cover everything and I only have to pick up the phone if I need support in any area.'
(Cutting Station, Whitley Bay)
David Sherlock, Chief Inspectorate ALI
- 'It's a credit to the team at BLHT that they have been recognised in my annual report. The standard of work is very high and they put their learners at the heart of everything they do!'

BLHT SENIOR MANAGEMENT TEAM

Kelvin Brennan
Managing Director



Gail Dalton
Director



Julie Ritson
Director



Durham
35 Front Street
Framwellgate Moor
Durham
DH1 5EE
0191 3847712

Head Office
40 Dean Street
Newcastle upon Tyne
NE1 1PG
0191 2619636

Ashington
83 Station Road
Ashington
Northumberland
NE63 8RS
01670 855531

Darlington
92 Bondgate
Darlington
DL 3 7JY
01325 480665

Sunderland
23-25 Borough Road
Sunderland
SR1 1JY
0191 5655172

Middlesbrough
73 Borough Road
Middlesbrough
TS1 3AA
01642 248322

We are a government-funded provider and receive funding for the learners on our courses, this is supplied by the Learning and Skills Council also we receive matched funding for learners from the European Social Fund.

Funded by:



Leading learning and skills

Section One

Employer Information



SECTION ONE – EMPLOYER INFORMATION

APPRENTICESHIP PROGRAMMES

BL Hairdressing Training (BLHT) provides Apprenticeships for learners who are employed in a salon and attend our training centres for their NVQ qualifications. Employers provide the on-the-job training and BLHT provide the off-the-job training. We encourage assessment opportunities at work and a BLHT assessor will visit your salon on a monthly basis to carry out observations in the workplace.

There are two levels of Apprenticeships:

- Apprenticeships are the foundational programme to gain a hairdressing NVQ level 2 qualifications. This framework also includes key skills qualifications in communication, application of number and ICT at NVQ level one. The timescales for this programme will vary depending on the individual but as a guide this programme should be completed between 18 and 20 months.
- Advanced Apprenticeships are catering for stylists who wish to accredit their experience and skills in hairdressing and gain an NVQ level 3 qualifications. This framework includes optional units such as creative styling, promotional work and supervisory skills for staff who wish to extend their 'people skills' and work towards achieving key skills at NVQ level 2. The timescales for this programme again will vary but as a guide learners should complete between 12 and 18 months. This qualification can be accessed through our Graduate stylist programme, which is upon invite only so contact us for more details.

Introducing the Graduate Stylist programme

A new and exciting way to gain an advanced apprenticeship qualification!

This programme has been specially devised to build on practical skills through a series of creative hairdressing workshops and supported with knowledge sessions.

Employer Training Commitment

As an employer, you will be constantly looking for the right members of staff and build a successful team for your business. To achieve your goals you need to invest in quality staff training and allow learners the time to study and support them with internal and external training opportunities.

BLHT Commitment

We are also committed to this goal so you maybe interested to know all our staff have an 'annual staff training plan' which has allocated events to ensure the minimum 30hrs CPD required by C&G are completed to keep their skills up to date.

We can also offer your existing stylists a chance to gain more qualifications by accessing the A1/A2 assessor's award via referrals. This is an ideal way to further your staff training commitment and give your apprentices more assessment opportunities in the workplace. Contact us for more details.

KEYSKILLS AND SKILLS FOR LIFE – AN EMPLOYERS ROLE

These are classed as 'essential skills', which are used in everyday life activities. The government have looked at what employers want from qualifications and identified essential employability skills. These areas have been identified as developing communication skills with customers and work colleagues, how to work and apply number skills, also ICT is a growing area in many businesses.

So many Apprenticeship frameworks now incorporate Key Skills, which are communication, application of number and ICT as the main options but also, extend to problem solving and working with others as additional units. Basic Skills often known as 'Skills for Life' cover training in Literacy and Numeracy at a pre-entry level to level 2 (A-C GCSE grade). Learners may need extra support whilst at college so we offer these 'Additional Learning Needs' via our team of Basic skills staff who have gained or working towards an NVQ level 2/3 Basic Skills qualification. Basic skills may need to be improved in order to achieve Key skills. These will be updated in the future to introduce 'Functional skills' in 2010.

- What can employer do to support 'Skills for Life'?

We have devised a '**BLHT Salon Training Manual**', a guide to the contents of the NVQ. This manual contains Task Sheets for every practical element in the NVQ, which identifies what skills a learner needs to have to complete the qualification.

Each Task Sheet is broken down into sub-sections

What I need to learn..... (Links to salon procedures)

What I need to do..... (Links to practical training needs)

What I need to know..... (Links to knowledge requirements for assessment)

Key /Functional skill links..... (How key skill is practiced in the salon and types of evidence which can be collected)

Example: - Key / Functional skills in the salon

When calculating a bill at reception we use:

Application of number – to add or subtract the cost of a service.

Communication – when speaking to clients, making appointments in person and over the phone.

ICT – many salons now use computers to organise the appointments, order stock and send mail merges to clients for special offers.

BLHT have also produced a **Scheme of Work**, which is a timetable of learning and helps identify what sequence the units will be taught at college and has the co-ordinating salon training as a guide. This will help us work together to maximise the learning potential.

As an employer, you play a vital role in the training cycle and your support will help that employee to develop their skills, thus developing your business!

QUALITY ASSURANCE

Based on the Learner Entitlement and Every Child Matters framework, we continually strive to quality assure all aspects of the learning programme to meet our obligation to the learners.

All aspects of the qualification are quality assured. This includes a process of audits, H&S checks and verification by internal and external sources. See diagram below:



For more information on the Learner Entitlement and Every Child Matters
www.everychildmatters.gov.uk
www.dfes.gov.uk
www.connexionsteesvalley.co.uk

Section 2

Employer commitment



SECTION 2 - EMPLOYER COMMITMENT

Your support, as an employer, is vital to learners/employees on our training and employment programmes, as they gain valuable work experience and on the job training opportunities in the workplace. Employers can support training in various ways. We have to ensure that all our learners experience and make progress on their programmes.

How employers can help . . .

- Release learners/employees for planned off the job training, arranged by us
- Ensure health and safety and welfare of the learner/employee
- Discuss learners/employees progress at work and contribute to our progress reviews every 12 weeks
- Ensure that opportunities for NVQ and other assessment are available – this might include changing the learners/employers duties to help gain experience and opportunity for NVQ assessment
- Raise any concerns or issues you and/or the learner/employee may have about the programme

The Process . . .

Initial Visit

On our first visit, our representative will listen to your requirements and discuss how we can help. This might include help with recruitment or a work placement and explaining our different programmes. Once a learner/employee is ready to start the programme with you, we complete some necessary details and documentation with you.

Copies of the following key documents should be stored in this Toolkit for easy future reference – H&S vet.

Employer Agreement / Salon Contact

This is your commitment, as the employer, to support your learner/employee during their training or employment programme.

Health and Safety

We have a duty to ensure that anyone on our learning programmes is not placed at any health and safety risk whilst in the workplace. Our representative carries out a Health and Safety check of the work areas and will discuss existing arrangements with you. See the section on H&S at the end of this toolkit.

Learning Plan (LP)

This is the contract between the learner and us and requires your agreement. It sets out what training (and qualifications) is necessary and how they will be achieved. A copy is in the learner's portfolio and a copy could be included in this Toolkit, upon request.

Equal Opportunities

We have a duty to ensure that anyone on our learning programmes is not treated unfairly or differently than anyone else. We will discuss your training and support arrangements with you and can provide help and information if necessary. See the section on Equal Opportunities in this Toolkit.

Employers Liability Insurance

You have a duty to ensure that your business policy is current and covers the learner. We suggest that a copy of your current Employers Liability Insurance Certificate is inserted in this Toolkit.

Learner Progress Reviews

We review the learners/employees progress on their programme at every 12 weeks. Progress reviews ensure progress is being made on the programme and gives the learner/employee the opportunity to comment on how they feel they're doing and also to highlight any problems or concerns that they may have. We expect your involvement in progress reviews; your views are important, as most of their time is spent with you in the workplace.

What is discussed?

- Progress towards their Learning Plan (LP)
- Progress towards their training programme both on and off the job
- Scheme of work progression
- Progression report explained
- Achievement of targets set at the previous review
- Setting of short term targets to be achievement by the following review
- Discuss long term targets
- Knowledge of Health and Safety in the workplace
- Knowledge of Equal Opportunities
- Any extra help or additional training and/or learning needs – e.g. basic skills
- Satisfaction with their learning programme

Who is involved?

- The learner/employee
- Allocated BL Assessor
- The employer

Good Practice

- All parties receive a copy of the review including parents or guardians
- Progress reviews give the learner/employee the opportunity for (confidential) discussion about any learning / social issues they may have
- Copy reviews may be stored in this Toolkit for future reference.

Contracts of Employment

All learner/employees must have a contract of employment, and we must have a copy for our records. We provide a basic Terms and conditions for you to use if you wish or you may have your own (NHF contract). If you need current information regarding employment issues please contact:

www.acas.org.uk

www.businesslink.gov.uk

Section 3

Equality and Diversity



SECTION 3 – EQUALITY AND DIVERSITY

Equal opportunities are about everyone having the right to be treated equally – not the same but as individuals. We all have certain rights regardless of our:

- **Gender**
- **Race**
- **Ethnicity or national origin**
- **Religion**
- **Age**
- **Caring responsibilities**
- **Marital status**
- **Sexual orientation**
- **Disability / Physical ability or mental health**
- **Spent or irrelevant convictions**
- **Safeguarding young people and vulnerable adults**

What are people's rights?

Everyone should be treated fairly and with respect.

No one should be treated differently than others because of personal characteristics such as race, disability, age, gender or sexual orientation – or just by being different. Laws protect us if we are treated differently i.e. discriminated against because of our gender, race, disability or sexuality.

Our scheme of work includes information and training about equal opportunities. We also stress importance of their responsibility to others at work and in everyday life. They are also advised that they can talk in confidence to us at anytime, if they feel that they are being treated unfairly. For example, if they feel they are being bullied, harassed or victimised in anyway, they are reminded that they can bring a formal complaint. If this happens in one of our centres, they can follow our normal complaints procedure. (A copy is given at induction)

Alternatively, if it happens at their work place, we recommend that they follow their employers complaints procedure – although, they may wish to discuss any issues with a member of our staff first.

Equal Opportunities Checklist

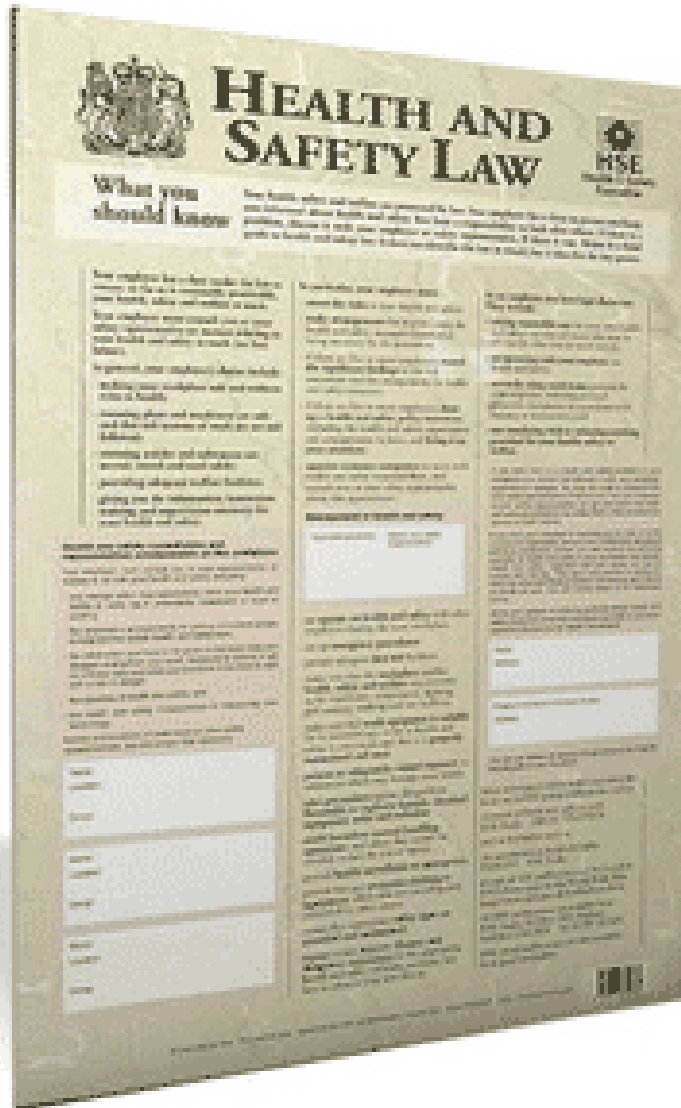
Many employers don't have an Equal Opportunities Policy, which would help promote positive practice and ensure that both employers and employees are safeguard and adhere to legislation.

We can often help employers to improve their arrangements for ensuring equality by providing information and/or training or by directing to them other agencies that can provide specialist advice.

Should you require further information on any aspect of equality of opportunity, please contact us or visit the Equal Opportunities Commission website – www.eoc.org.uk

Section 4

Health and Safety



SECTION 4 - HEALTH & SAFETY

We have a duty to ensure that anyone on our learning programmes is not placed at any risk whilst in the workplace. On the initial visit to your premises, our representative carries out a health and safety check of the work areas and will discuss existing arrangements with you. An H&S vetting form is completed, prior to a learner being placed in a salon and accepted on the course.

Any actions are noted and Health and Safety is monitored at subsequent visits.

A copy of the BL Health and Safety Policy is included in this section so you may see our health and safety arrangements.

For further information, speak to your BL contact or visit the Health and Safety Executive website – www.hse.gov.uk

As part of our service in supporting you and your H&S obligations, you can access free advice and organise a consultant to visit your premises.

Ask for a Workplace Health Connect advisor; www.workplacementconnect.co.uk

HEALTH AND SAFETY

Insurance – policies which employers should be familiar with are:

Employers liability insurance: Mandatory to be in force and displayed

- Public liability insurance: Required if the public can gain access to your site
- Motor Vehicle/business use insurance: Essential for employees with driving duties

Fire

Issues relating to fire, which should be addressed by an employer are:

- Premises should possess valid fire certificates (issued by local fire authorities) dependant on factors such as occupancy numbers and building age. In addition as from 1st October 2006 a fire risk assessment must be completed and maintained. We will be monitoring this in our vetting process however if you wish you may access a copy and complete it in preparation for our visit.
- Fire assembly points, regular fire alarm tests, fire evacuation drills, appointed fire marshals and regularly maintained fire extinguishers
- Fire evacuation procedures posters for employees and visitors to read

First Aid

All premises require an accident book (ISBN0717626032) and appropriate first aid kits for occupancy levels and risks faced.

Hairdressing is classed as a medium risk category – see guidelines below for advice.

Category of Risk	Numbers employed at that location	Suggested number of First Aides (FA) or Appointed Persons (AP)
Medium Risk (E.g. light engineering, food processing and warehousing)	Fewer than 20	At least one AP
	20-100	At least one FA for every 50 employees (or part thereof)
	More than 100	One additional FA for every 100 employees

BLHT ACCIDENT / INCIDENT REPORTING PROCEDURE

If a learner has an accident whilst at work you must follow the following procedure:



Useful website addresses for further information;

If absent from work for more than 3 working days complete;
RIDDOR FORM F2508A if dermatitis or F2508 any other condition

www.riddor.gov.uk

www.hse.gov.uk

BLHT contact LSC and complete incident form:

Go to Funded Organisations section, then click on accidents and incidents, and then click on Incident record

www.safelearner.info

For more advice;

Alan Erwin/Jill Miller at T&W LSC

www.lsc.gov.uk

Health and Safety

Maintenance - H&S issues are related to faulty/defective equipment or premises so good maintenance and defect reporting systems are essential to prevent accidents. Heating, lighting and ventilation systems should be regularly maintained to ensure effective operations.

Welfare - Employers must provide and maintain toilets and drying facilities, which supply an adequate supply of wholesome drinking water. Facilities should also be provided for employees to eat meals and allocate times for breaks.

As from Summer 2007 all working premises must be smoke free, there may be changes you need to be aware of in relation to your current provision for smokers. You can access up to date information on the following website;

www.freshne.com

PPE – Salon must provide free of charge to all staff suitable personal protective equipment such as gloves, gowns, capes. Also have barrier cream available and follow risk assessment guidelines for such conditions as dermatitis and asthma.

Rules and Procedures – Rules and procedures should form an integral part of the companies H&S policy. Effective enforcement relating to smoking, PPE and house keeping is essential for a positive H&S culture.

TRAINING, SUPERVISION, INSTRUCTION & INFORMATION

All employers must provide an induction for new employees, including general H&S information (e.g. fire/emergency procedures) and specific H&S information related to any hazardous or dangerous substances that the employee may be exposed to. Furthermore employers must provide information instruction and appropriate supervision for all employees.

Risk Assessment

The employer must provide employees with up to date risk assessments relating to any significant hazards within the company (written if more than 5 employees)

The basic 5 steps for risk assessment are:

1. Look for the hazards
2. Decide who might be harmed and how
3. Evaluate the risks and decide whether the existing precautions are adequate or whether more should be done
4. Record your findings
5. Review your assessment and advice it if necessary

Areas that should be covered by Risk Assessments are:

- **Fire** – focus on flammable substances, combustible materials stored on premises and housekeeping.
- **Chemicals** – substances which may adversely affect health, e.g. acids, solvents etc will require COSHH assessments
- **Housekeeping** – ensure a tidy work area and provide a system for dealing with slip/trip hazards
- **Manual Handling** - Any transport or supporting of a load by hand or body or bodily force (e.g. lifting, putting down, pushing, pulling, carrying or moving). Train staff in correct lifting techniques. Provide mechanical aids and take into account age and physical capabilities
- **Personal Protective Equipment** – to be available free of charge and used.
- **Electricity**: Ensure annual portable appliance and main supply testing by a 'competent person'.

Copies of our risk assessments are available for you to access as a guide, however you must complete your own records:

AND FINALLY

Safety information within this document is not intended to be all-inclusive but is produced to help employers develop H&S policy and procedures within their company.

Any further information may be accessed through:

Ring HSE Info line – 0845 345 0055

Email

hseinformationservices@natbrit.com

Or write to:

HSE Information Services, Caerphilly Business Park, Caerphilly CF83 3GG.

BL Hairdressing Training would like to welcome you to our team, supporting quality training and enhanced learning.