



Employer **Handbook**

Reflections

Training Academy

2023/2024

Reflections Training Academy

Policies and Procedures

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Welcome to Reflections!

Hello there! You're now one of our valued Employers. We are very excited to start working with you.

Established in 1984, our Training Academies are based in Bristol and Birmingham.

Reflections Training Academy has over 30 years experience within teaching hairdressing apprenticeships. We offer work based learning which means learners are based in a salon, earning money whilst attending training sessions at Reflections on a regular basis. Here they will learn and develop their hairdressing skills and achieve a highly creative qualification.

Reflections values itself on high standard structured training. Using all latest equipment and technologies with up to date training methods to ensure learners receive high end industry lead training. Reflections Training Academy believes to develop professionalism within all creative hairdressers; it is essential to continually encourage training and advancement to all learners. We have two Training Academies, centrally located in Birmingham and Bristol. Both Academies are City and Guilds approved centres and funded by the Skills Funding Agency and the European Social fund.

We look forward to a long and successful relationship with you.

Best regards,

Phil Davis and Cheryl Townsend
Directors of Reflections Training Academy



[Self Assessment Summary Report 22-23](#)

Reflections Training Academy Team - Bristol

Who to Contact

Recruitment

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Company Managing Director



Lucy Agnew

Divisional Director of Training



Phil Davis

Director of Reflections Training Academy



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Senior Apprenticeship Manager



Jordan Cross

Divisional Health & Safety Manager/IT support Lead



Rachael McKenzie

Lead IQA



Michelle Wheeler

Divisional Data and Finance Manager



Briony Ah-Tow

Admin Manager



Suzanne Sewell

S/G/Prevent/SENCO



Shelly Bush

*Tutor/Assessor
EPA Lead*



Mikey Davis

Study Programme Manager



Becky Williams

Tutor/Assessor



Dan Fisher

Tutor/Assessor



Miguel Salgado

Tutor/Assessor



Lucie Dunning

Tutor/Assessor



Danni Cooper

Tutor/Assessor



Kim Parker

Tutor/Assessor



Theo Davies

Tutor/Assessor



Archie Hill

Skills Support Tutor



Helen Holt

Functional Skills Tutor



Samantha Watt

Employer Engagement



Lotty Hart

Employer Engagement



Kean Albalos

Recruitment



Mariah Churchley

Receptionist



Ruby Sherratt

Admin Apprentice

Reflections Training Academy Birmingham

Who to Contact

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Employer Queries

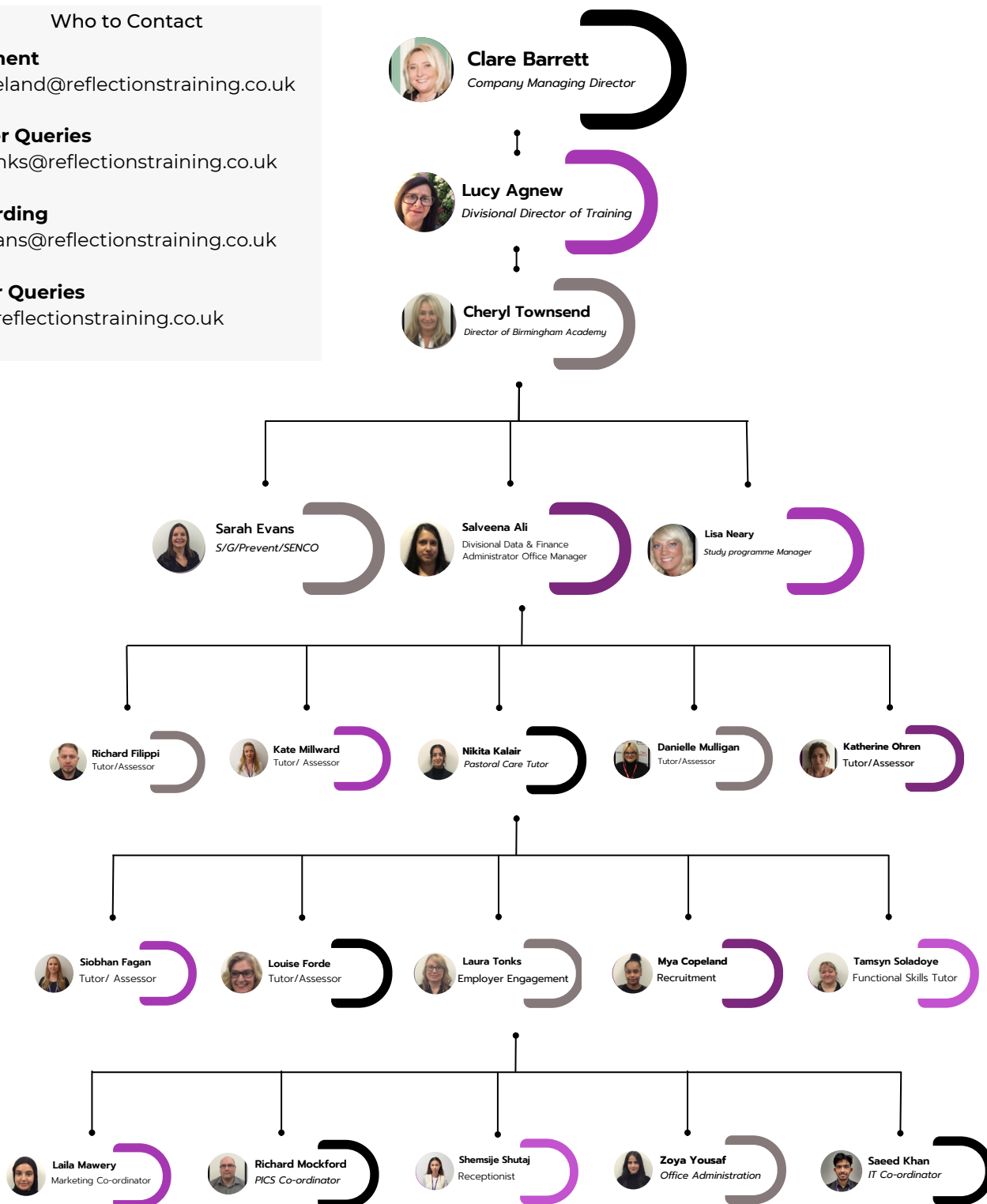
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All Other Queries

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- BANK HOLIDAY
- OPEN DAY
- SITE VISITS M&E
- LEARNER COMPETITION
- REVIEWS/MATHS & ENGLISH WORKSHOPS
- GROUP A WORKSHOPS
- AMBASSADORS MEETING
- GROUP B WORKSHOPS

JANUARY

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Levy Contract



Non-Levy Contract



Are you a Levy employer or a non-Levy employer?

The Apprenticeship Levy is a small tax levied on UK employers who pay over £3m in their annual wage bill

The Apprenticeship Levy gets paid through PAYE, alongside a business's usual tax and National Insurance payments. Once HMRC have received the Levy payment, it is set aside for the training of apprentices.

The Apprenticeship Levy is paid monthly, in a similar way to Income Tax and National Insurance contributions.

>> Payment Plan

>> Apprentice Agreement

>> Incentive Agreement

**>> Barbering Level 2
Training Plan**

**>> Hair Dressing Level 2
Training Plan**

**>> Hair Dressing Level 3
Training Plan**

Steps to Hiring an Apprentice



Create a DAS Account

First, you will need to [create an employer account](#). You'll need an email address you have access to, the Government Gateway login for your company or your accounts office reference number if you are a non-levy employer. You'll also need authority to add PAYE schemes to the account and to accept the employer agreement on behalf of your company.

You'll need to:

- Create an account
- Add a PAYE scheme on behalf of your company
- Accept the employer agreement with the ESFA.



Grant Permissions

Once you have created an account, you will need to grant us permission to advertise for apprentices on your behalf, and permission to apply for apprenticeship funding on your behalf. The GOV website is one of the best places for us to post apprenticeship roles, so without permission to advertise on your behalf, we will miss out on lots of candidates.

You can also grant other staff within your company access to the DAS account. It is important for at least one other team member to have full access to the account in case the account owner is away or leaves the company, someone else can sign in and make changes.



Secure Your Funding

First, you will need to establish if you are a levy or a non-levy paying employer. Employers who have to pay into the [apprenticeship levy](#) have an annual pay bill more than £3 million.

If you are a levy payer, your levy pot will cover the cost of the apprenticeship funding. If you don't have enough funds in your account at the time a payment is required, you must pay towards the 5% employer contribution.

If you are not a levy payer, you will need to log onto your [apprenticeship service account](#) and reserve funds for the apprentice training in the 'finance' section. You will need to apply for 100% of the training cost, but you will only contribute 5% towards the cost yourself.



Advertise and Recruit

We will advertise your apprenticeship vacancies on the GOV website on your behalf once you have granted us permission. We will take your job description and adapt it to fit the GOV requirements and then pre-interview any applicants before sending them your way. The GOV site is used by thousands of candidates so is a great tool to utilise.

We will send you the link to apply to your job role, and it makes a huge difference if you are able to post and share on your own social media accounts that you are hiring.



Add Your Apprentice

Once you have recruited an apprentice, you will need to add the apprentice onto your account so that the funding you have applied for is allocated to an apprentice. If you already have an apprentice lined up when you apply for funding, you can do this all at the same time.

If you are enrolling one of your existing staff onto one of our courses then you can skip the recruitment process and add your staff onto your DAS account, along with their funding application, right away.

Apprenticeship Funding and Minimum Wage 2024

Apprentice Age	Month 1-12 Minimum Wage	Month 13+ Minimum Wage
16	£6.40	£6.40
17	£6.40	£6.40
18	£6.40	£8.60
19	£6.40	£8.60
20	£6.40	£8.60
21	£6.40	£11.44
22	£6.40	£11.44
23+	£6.40	£11.44

Apprenticeship Funding Rules and Guidance for Employers 2023-2024

What is 'all about ME'

'All about ME' is a campaign to raise awareness of the importance of Maths and English in apprenticeships and everyday life skills.

Maths and English are two of the most fundamental subjects that society needs for the practicalities of life.

Functional Skills maths and English are qualifications put in place for those who have not attained their GCSE C grade, or grade 4. This qualification is a mandatory criterion for all learners completing their apprenticeship regardless of their profession.

What if my apprentice already has maths and English qualifications?

They will not be required to sit any maths or English exams. They will take part in group sessions on their training days to enhance their current skills and complete mandatory projects in the academy and the workplace. The sessions aim to expand on the key areas vital for their profession.



All About ME Information
Booklet

Assessment Plans



Hair Professional



**Advanced and Creative
Hair Professional**



Barbering Professional

What are Assessment Plans?

Assessment Plans are designed to ensure that apprentices are meeting the required standards of knowledge, skills, and behaviour to receive their qualification.

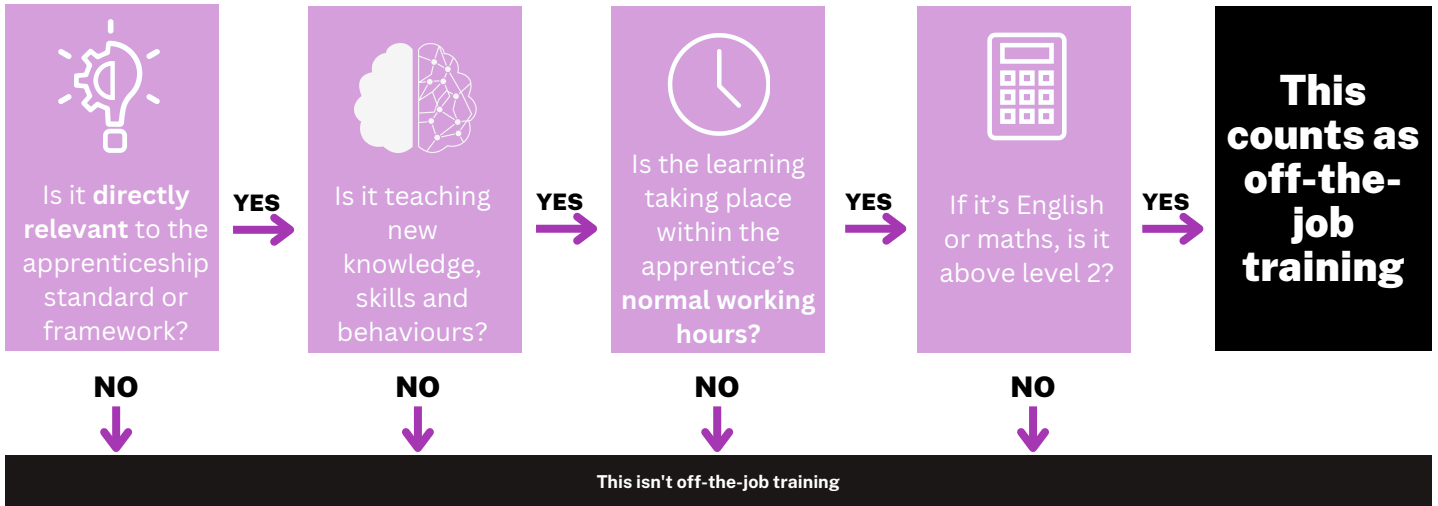
These plans outline the criteria and methods for assessing the apprentices' competence in various areas, including client consultation, cutting and styling hair, colouring hair, and providing a range of other hair services.

The assessment plans also provide guidance on the types of evidence that must be produced to demonstrate the apprentice's skills and knowledge. Successful completion of the assessment plan leads to the apprenticeship certificate, which is a recognised qualification in the hair industry.

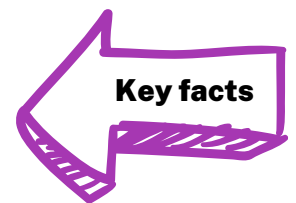


Off-the-Job Training

Steps to help determine if something counts as off-the-job training



- 1 Off-the-job training must make up at least 20% of the apprentice's normal working hours (working hours capped at 30 hours a week for funding purposes only). For a full-time apprentice, this is an average of 6 hours a week over the planned duration of the apprenticeship.
- 2 You can deliver off-the-job training in the apprentices' normal workplace or at an external location.
- 3 Time spent on initial assessment, onboarding, progress reviews, on-programme assessments and English and maths up to level 2 does not count towards off-the-job training.



MYTH VS FACT

Off-the-Job

<p>"My apprentice will spend a lot of time away from the workplace"</p>		<ul style="list-style-type: none"> • Apprenticeships are about up-skilling an individual. Reaching occupational competency takes time; for full-time apprentices this is an average of 6 hours per week for the duration of the programme. • Many employers and apprentices have praised the positive effect that off-the-job training has on their productivity and apprentices feel valued by the significant investment in their training. • Off-the-job training must be away from the apprentice's productive job role and must teach new knowledge, skills and behaviours relevant to the specific apprenticeship. It can be delivered flexibly, for example, as a part of each day, one day per week, or in blocks.
<p>"Off-the-job training must be delivered by a provider in a classroom, at an external location"</p>		<ul style="list-style-type: none"> • This is not true. Off-the-job training can be delivered in a flexible way. This can be at the apprentice's usual place of work or at an external location. It can include, for example, the teaching of theory, practical training, and writing assignments. • Providers have developed a range of delivery styles to suit employer and apprentice needs. Employers should work with them to decide when and where off-the-job training should take place and who is best placed to deliver it.
<p>"I need to document all of the apprentice's off-the-job training"</p>		<ul style="list-style-type: none"> • A training plan must be in place from the beginning of the apprenticeship, setting out the training content an apprentice will receive, and which elements count towards the off-the-job training. The apprentice's evidence pack needs to demonstrate what training has been delivered against the training plan.
<p>"English and maths counts towards the minimum requirement for off-the-job training"</p>		<ul style="list-style-type: none"> • This is not true: English and maths (at level 2 or below) does not count towards the minimum off-the-job training requirement. • Apprenticeships are about developing occupational competency and they are designed on the basis that the apprentice already has the required level of English and maths. Training for English and maths must be on top of occupational off-the-job training.
<p>"Off-the-job training can be done in the apprentice's own time"</p>		<ul style="list-style-type: none"> • An apprenticeship is a work-based programme so all off-the-job training must take place within the apprentice's normal working hours*. If planned off-the-job training is unable to take place, it must be rearranged. <p>*Excluding overtime</p>

On-the-Job Training

What is 'On-the-Job' training?

As the employer, it is your responsibility to provide ongoing training and support for your apprentice throughout their programme.

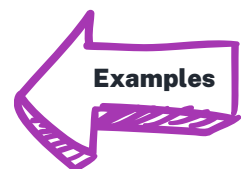
On-the-Job training will be delivered by you, as the employer. It will consist of any training received by your employee which is required to fulfil their role but falls outside of what is covered within the apprenticeship programme.

On-the-Job training looks different for every apprentice depending on their job role and what apprenticeship standard they are working on. On-the-Job may be different as they are different standards and skills , knowledge and requirements. company as these are very different roles but within the same standard.

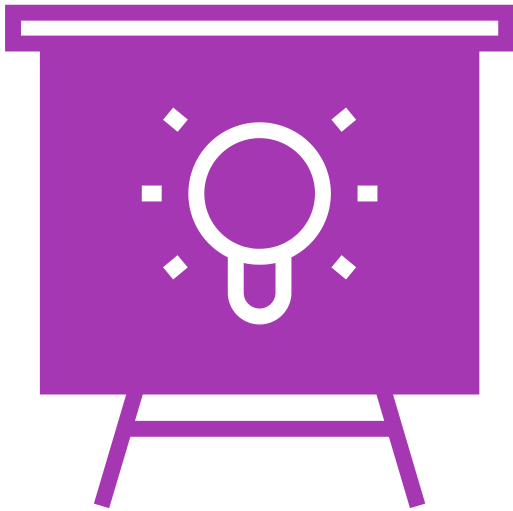
Some employers will develop a comprehensive training plan to fit alongside the apprenticeship curriculum to enhance their learners development. These can be taken though extend

Some examples of On-the-Job training

- 1 Your companies internal systems such as CRM, accounting, data management, etc.**
- 2 Arranging for your apprentice to shadow other employees within different departments where the work falls outside of the scope of the apprenticeship standard.**
- 3 ETF modules (Safeguarding, Prevent, Equality and Diversity, Wellbeing).**



Smart Assessor for Employers



**Click to open
presentation**

**Click to open
presentation
with videos**



British Values

At Reflections we believe the wide range of curriculum and enhancement opportunities we provide across programmes ensure our learners are equipped to be citizens in modern day Britain.

DEMOCRACY

- Student Reps
- Student Council
- Learner Voice
- Working together on community based projects

INDIVIDUAL LIBERTY

- Enthusiasm
- Thinking Outside the Box
- Production Planning
- Creative Independence
- Idea Development
- Know Your Target Audience
- Managing Constructive Feedback
- Show Initiative

MUTUAL RESPECT

- Equipment Hire - Following Protocol
- Teamwork
- Respecting Others Creative Opinion
- Creating and Working in Production Teams

TOLERANCE OF DIFFERENT FAITHS AND BELIEFS

- Alert to Emerging Social Concerns and Expectations
- Listening to Others Views and Opinions
- Engaging and Having the Confidence to Express Own Views and Opinions
- Taste and Decency - Audience Appropriate Material

THE RULE OF ETHICS

- Professional Codes of Practice
- Trade Union
- Fair Representation
- Research into Potentially Sensitive Topics
- Fair Representation in Broadcasting
- Compliance
- Policies and Procedures
- Taste and Decency

THE RULE OF LAW

- Copyright
- Libel and Slander
- Broadcasting Act
- Equality Act
- Obscene Publications Act
- OFCOM
- Health and Safety at Work Act
- BBFC - British Board of Film Classification
- National Minimum Wage
- Statutory Sick Pay
- Employers Liability

Reflections Training Academy Values



Reflections Training Academy
Care

For our people, learners and employers in how we make our decisions. In meeting the objectives within recognition, etc.



Reflections Training Academy
image

How we look to others not only in appearance but in what we are. Academy looks, presentation standards, resources, etc.



Reflections Training Academy
professionalism

Is how we are with our people. Is how we promote and develop The Academy. Is how we approach and challenge tasks / duties.



Reflections Training Academy
quality

Is what this is in looks, detail, level of accuracy and standards of work within presentation and delivering style, etc.



Reflections Training Academy
passion

Is what we feel and how we bring this to others; staff, learners and employers. That we will maintain and develop this within the industry.

Policies

» [Employer Engagement](#)

» [Apprentice Attendance & Punctuality](#)

» [Apprentice Expectations & Behaviours](#)

» [Equality & Diversity](#)

» [Modern Slavery](#)

» [Data Protection/Privacy Policy](#)

» [Safeguarding Children](#)

» [Complaints & Appeals Procedure](#)

» [Prevent Policy](#)

» [Online Safety Policy](#)

» [SEND Policy](#)

H&S Resources

» [COSHH](#)

» [Fire Safety](#)

» [Risk Assessments](#)

» [H&S Assessment](#)

» [H&S Policy](#)

Safeguarding Resources



Welfare and Wellbeing



Safeguarding your Apprentice



Safeguarding is important in apprenticeships to ensure that apprentices are protected from harm, abuse, or neglect while they are in training.

Apprentices may be vulnerable to a range of risks, such as bullying, harassment, discrimination, or exploitation, and it is essential that measures are put in place to prevent these from occurring.

Safeguarding policies and procedures provide a framework for identifying and responding to any concerns or issues that may arise, and ensure that appropriate action is taken to protect the welfare of apprentices. This can include training for apprentices and staff on safeguarding issues, risk assessments, clear reporting and escalation procedures, and support services for apprentices who may be experiencing difficulties.

By prioritising safeguarding in apprenticeships, employers and training providers can create a safe and supportive learning environment that enables apprentices to thrive and reach their full potential.

Get in touch

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