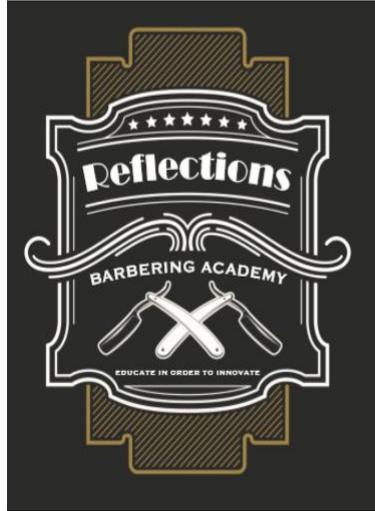




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**Business Development**



**Study Programme**

# **Reflections** *Training Academy*

*Hairdressing - BARBERING - Business Development*

*Educate to Innovate*

## **Apprenticeship Guide**

V2 Feb 2019

# Reflections Training Academy

## Introduction

**The definition of an apprentice is: “A person who works for another in order to learn a trade.”**

**Apprenticeships allow young people to combine practical training in a job with study, learning practical skills while earning a wage, normally the apprentice National Minimum Wage.**

Hairdressing is in the top 10 most popular apprenticeships, with around 14,000 people starting them each year in England alone. Hundreds of hairdressing salons and barber shops around the UK commit time, effort and money on training future generations and future talent.

Apprenticeships provide an opportunity for the apprentice to learn a trade while allowing a salon to grow and develop its own talent and bring the energy, Enthusiasm, commitment and creativity of young people into the business.

Big changes to apprenticeships have been made in England from May 2017 so this guide explains what those changes mean to employers in the hairdressing, barbering and beauty industries in England.

Many of the changes do not affect apprenticeships in Scotland, Wales and Northern Ireland, but information is included where it is relevant to the home nations.



# Trailblazer Apprenticeship standards for hair and beauty

(level 2)



## For your information

Hair and beauty Trailblazer standards for level 3 are under development, expected to be available for delivery in 2019.

## 1 TRAILBLAZERS - WHAT ARE THEY?

Groups of employers responsible for setting apprenticeship standards in England: what an apprentice should know and be able to do before they are ready to work in hairdressing, barbering or beauty. The groups include large, medium and small employers and are supported by the NHF and Habia.

## 2 WHAT'S THE DIFFERENCE BETWEEN THE APPRENTICESHIP FRAMEWORKS AND STANDARDS?

Apprenticeship frameworks are being phased out and replaced by 'hair professional' and 'beauty professional' Trailblazer standards from May 2017.

## 3 HAIR AND BEAUTY STANDARDS

The Trailblazer groups have developed apprenticeship standards at level 2 which have been approved and published by the government.

The hair professional standards include:

- Hairdressing
- Barbering

The new standards are set at a higher level than the apprenticeship frameworks and include knowledge, skills and behaviours.



#### **4 WHEN WILL THE NEW STANDARDS BE AVAILABLE?**

The hair professional became available for delivery from summer 2017.

#### **5 WHAT'S DIFFERENT ABOUT THE NEW APPRENTICESHIP STANDARDS?**

To achieve a hair professional apprenticeship, learners must successfully complete:

- An end-point assessment carried out by an Independent Apprenticeship

Examiner at the end of the apprenticeship, similar to a trade test

- A new qualification, the Diploma for Hair Professionals (Hairdressing / Barbering)
- Math's and English functional skills at level 1 but learners must also take the level 2 functional skills tests (even if they don't pass them). Learners who have achieved Math's and English GCSE at grade A\*-C are exempted from functional skills.
- Apprenticeships will be graded at pass or distinction level depending on the learner's performance in the end-point assessment.

The qualification is assessed as learner's progress through their apprenticeship programme. The final part of the qualification is the end-point assessment. Apart from the end-point assessment, all assessment will be carried out by us training provider as specified by us the Awarding Organisations.



## **6 WHAT LEARNERS SHOULD BE TAUGHT?**

The Employer's Occupational Brief sets out the detailed information about what learners should be able to do and what they should know and understand for each part of the apprenticeship standards and for each unit of the Diploma for Hair Professionals (Hairdressing / Barbering).

## **7 HOW LONG DO THE NEW APPRENTICESHIPS LAST?**

Typically, two years for the hair professional standards, but the minimum duration is one year (372 days).

## **8 HOW ARE THE NEW STANDARDS ASSESSED?**

The Trailblazer groups are also responsible for developing assessment plans which specify what will be assessed, how it will be assessed and who can carry out the assessment.

An Independent Apprenticeship Examiner will observe learners carrying out specified practical tasks, set out in the assessment plan. They will also use oral questioning to check the learner's knowledge, skills and understanding, also set out in the assessment plan. The end-point Assessment will be graded based on the learner's overall performance.

## 9 CAN LEARNERS RETAKE THE END-POINT ASSESSMENT?

Yes, but they must re-do the whole assessment. They cannot retake just parts of the assessment because it is a holistic assessment. Currently there is no time limit on the number of retakes. However, there will be additional costs to the employer for any retakes which are not covered by funding.

Employers are strongly advised to enter learners for the end-point assessment only when they are confident that they are competent in all the skills, knowledge and behaviors required for the end-point assessment.

## 10 WHO CAN CARRY OUT END-POINT ASSESSMENTS?

Independent Apprenticeship Examiners, appointed by Assessment Organisations, who have no connection with the learner, the employer or the training provider. For the hair professional standards, the Assessment Organisation must be an Awarding Organisation, regulated by Ofqual, because the end-point assessment is a compulsory part of the Diploma for Hair Professionals.

## 11 WHAT IS THE APPRENTICESHIP LEVY?

Employers with a pay bill of £3million or more will be required to pay 0.5% of their pay bill into a pot, to be used for Apprenticeship training. The levy applies across the whole of the UK but how the funds can be used varies between England, Wales, Scotland and Northern Ireland.

Large employers will have a £15,000 allowance to offset against their levy payment. Levy funds will be available through a new digital service on GOV. The first funds will appear in digital accounts in late May 2017. 20% of the total cost will be held back, to be paid on completion of the apprenticeship. Any unused funds will expire after 24 month.





## 12 WHAT ABOUT EMPLOYERS WHO DON'T PAY THE LEVY?

This section applies to England only:

- Non-levy paying companies may be required to contribute 5% of the cost of apprenticeship training and assessment
- Small employers (less than 50 employees) who take on 16-18 year olds, or those aged 19-24 who have been in care, or who have a local authority care plan will not pay anything towards the cost of apprenticeship training and assessment.
- Any employer taking on 16-18 year olds or those aged 19-24 who have been in care, or who have a local authority care plan will also receive £1000 to support the additional costs of training these groups and the training provider will also receive £1000. The money is paid in two instalments, £500 after 3 months and the balance at 12 months. Please note payment will be made after these milestones have been achieved. Please liaise with your employer engagement personnel for further information.

## 13 WHAT WILL IT COST ME AS AN EMPLOYER?

In England, Apprenticeship standards are allocated into funding bands once assessment plans have been approved. For the hair professional standards, the funding band is set. The maximum government contribution is £7,000.

Unless they are small employers taking on 16-18 year olds, or those aged 19-24 who have been in care, or who have a local authority care plan employers will be required to pay 5% (£350 + VAT) per apprentice.

## 14 WHAT DOES THAT MEAN FOR ME?

A large employer with a pay bill of £3m or more	0.5% of your paybill
A medium sized employer eg 80 employees	5% or £350 + VAT per apprentice
A medium sized employer eg 80 employees, taking on a 16-18 year old	5% or £350 + VAT per apprentice You and your training provider will each receive an incentive payment of £1000.
A small employer eg 10 employees, taking on a 16-18 year old	Nothing You and your training provider will each receive an incentive payment of £1000.
A small employer eg 10 employees, taking on a 24 year old	5% or £350 + VAT per apprentice

## 15 DO I STILL NEED TO PAY THE APPRENTICESHIP NATIONAL MINIMUM WAGE?

Yes. Employer contributions towards the cost of apprenticeship training and assessment are on top of the wages and any other employment-related costs you already pay for apprentices.

## 16 HOW MUCH OF THE APPRENTICESHIP IS OFF THE JOB TRAINING?

Employers must allow all apprentices to spend a minimum of 20% of their working week (eg 6 hours of a 30 hours working week) doing off the job training, either in the salon or with Reflections training academy. This will be discussed and agreed over how this will be achieved on the Apprentice's commencement.

## 17 WILL APPRENTICESHIP AGREEMENTS CHANGE?

Yes. free of charge from the NHF for members.  
Apprenticeship agreements must include a commitment statement to be signed by employers, apprentices and for 16-18 year olds, parents/carers.

## 18 WILL THE AGE GRANT CONTINUE IN ENGLAND?

No, from May 2017 this was replaced with the new apprenticeship funding arrangements described above.

## 19 HOW WILL DIGITAL VOUCHERS WORK?

A digital voucher system will be introduced in England from May 2017 for levy-paying employers. Non-levy paying employers will continue to make payments direct to providers, moving onto the digital system at a later date (to be announced).



## National Minimum Wage

The apprentice rate of the National Minimum Wage is more complicated than all the other minimum wage rates because it depends on the age of the apprentice and how long they have been on an apprenticeship programme.

The apprentice wage applies to those aged 16-18 on an apprenticeship. It also applies to those aged 19 or over who are in their first year of an apprenticeship. Once they start the second year of an apprenticeship they must be paid at the appropriate age-related rate as a minimum.

Don't forget that you need to pay for time spent training eg at Academy or model nights, even if the training is done outside normal working hours, and for time spent travelling from the salon / barbershop to the academy.

Paying the correct rate is important; it is a legal requirement to do so, and salons/barbershops that get it wrong, even if it's a genuine mistake, can now be fined up to £20,000 per underpaid worker and publicly "named and shamed" by the government.

**You could be fined up to £20,000 per underpaid worker and publicly "named and shamed" by the government**

## National Insurance

From **April 2016**, any business employing an apprentice on a government-approved apprenticeship will now also (in most circumstances) not need to pay employer Class 1 National Insurance Contributions on any earnings below **£827** a week, or **£43,000 a year** the equivalent of

# Delivering apprenticeships

Apprenticeships are all about working and learning skills on the job. Delivery of the apprenticeship therefore involves three partners:

- the apprentice
- the employer
- training provider, Reflections Training Academy

## COMMITMENT

For an apprenticeship to be successful, all parties need to make a commitment to the time and effort involved.

PARTNER	COMMITMENT	ENGAGEMENT
<b>EMPLOYER</b>	<p>To allow the apprentice time to develop skills, to put their learning into practice and to attend off the job training as part of normal working hours.</p> <p>Provide training within the salon/barbershop environment.</p> <p>To delegate a senior member of the team to spend time with the training provider at each visit to discuss the apprentice's progress and complete all paperwork to enable the training to be funded.</p>	<p>To take a full and active role in the skills development of the apprentice.</p> <p>To work with the apprentice and the training provider to ensure skills are developed at a pace that suits all partners.</p>
<b>APPRENTICE</b>	<p>To take full advantage of all skills and training opportunities both within the Salon/barbershop and with the training provider.</p> <p>Complete all work to a high standard and to keep abreast of developments in the industry</p>	<p>Be prepared for all training opportunities, practice skills and ask for help when needed.</p> <p>Watch others working in the Salon/barbershop, ask questions and embrace all opportunities.</p>
<b>TRAINING PROVIDER</b>  <b>Reflections Training Academy</b>	<p>Deliver a training programme that suits the needs of the apprentice and the employer.</p> <p>Assess and train in the salon/barbershop if possible.</p> <p>Provide materials to enable the apprentice to develop skills at their own pace.</p>	<p>Communicate regularly and effectively with the employer and apprentice.</p> <p>Ensure everyone knows what is expected and by when.</p>

## DELIVERY MODELS

Reflections will continue to offer the training for both on and off the job. Employers will be asked to clearly demonstrate how the 20% off the job will be achieved during their Apprenticeship programme. The payment plan will outline this agreement with both employers and providers and discussed with the apprentices. All 20% activity will be recorded on their e-portfolio to monitor this.

Examples such as:

- Teaching theory – off the job within the salon/barbershop
- Online learning/webinars (these are available and published on Moodle)
- Manufacturer training events/days
- Competition work
- Practical training workshop (additional days to the academy outside the normal training days are made available)
- Shadowing colleagues
- Mentoring others
- Research and activity preparation

Support offered and provided and time spent on writing assignment work



# Reflections Training Academy

## Summary of Assessment

There are three stages as detailed below:

### On Programme

### Apprenticeship Standards

#### Stage Step 1

\* Continual development of skills, knowledge and behaviours required to meet the mandatory and optional sections of the standard and the qualification of either of the chosen routes:

Hairdressing Apprenticeship

Barbering Apprenticeship

\* Observations and knowledge tests will be used to assess skills, knowledge and behaviours required for the qualification during the on-programme stage

\* Professionalism, behaviour and values, communication and safe working practices will be embedded into the qualification and on-programme assessment.



### Gateway Stage

#### Step 2

\* The Learner must have successfully completed the on programme assessment requirements, completing all the units of the qualification, before taking the end-point assessment which is the final stage of the apprenticeship.

\* Employer decides the timing of the end point assessment, in consultation with the Reflections Training Academy



### End point Assessment Stage

#### Step 3

End point assessment of the mandatory skills, knowledge and behaviours specified in the standards via:

A practical assessment

Oral questioning

The practical assessment and oral questioning will assess the learner's professionalism, values, behaviours, communication, safe working practices and consultation skills.



### Hair Professional Apprenticeship



## Finding an apprentice

It's worth putting time and effort into developing relationships with us as your training provider and secondary schools, supporting career events or holding open evenings for example, to encourage young people to think about apprenticeships rather than staying on at school or going to college.

You're looking for attitude, enthusiasm and commitment, willingness to learn, some technology skills (eg for salon appointment systems), team-working and, above all, the potential to develop great communication skills for working with clients and other team members.

Remember, apprentices in hairdressing and barbering need to achieve a minimum requirement for maths and English within apprenticeships, so ask what maths and English qualifications they already have or try to get a feel for how likely they are to achieve them. Reflections Training Academy will carry out during the interview process initial assessments against the Math's & English skills.

### INTERVIEWING AN APPRENTICE

Interviewing an apprentice is similar to interviewing anyone else.

You'll want to adapt interview questions to take account of the fact that they haven't got much work experience – so here are some suggestions:

- What do you think would make a person keep coming back to our salon/Barbershop?
- How would you keep up with the latest trends? Why do you think that's important for our business?
- A great haircut or beauty treatment is important, but what else matters to customers?
- If a customer asked for a style that you don't think would suit them or that would be difficult to do with their hair, what would you do? Why?
- Describe a difficult situation you have experienced and how you dealt with it.
- Why do you think it's important to have a health and safety policy in the salon?
- What do you think makes a successful team? What would you bring to a team?
- If your supervisor asks you to do something you don't know how to do, what would you do?
- How would you make a customer feel comfortable and relaxed? Why do you think this is important?
- What have you achieved that you're most proud of (in or out of work)? Why?

## If things go wrong

An apprenticeship is a form of contract of employment, just like anyone else you employ in the salon. Apprenticeship agreements (England and Wales) give apprentices 'employee' status

If there are performance or disciplinary issues that need to be addressed, these should be approached in the same way as you would with any other member of your team.

Apprenticeship reforms are underway in each of the home nations so information will be changing as those reforms are implemented

If you have any further questions, please contact our Employer Engagement Team.

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Further support will be available through Reflections Training Academy Moodle.