

Centre Name Barnsley College

Centre Number 00003

Areas of Expertise

- **Hairdressing Apprenticeship Programme**
- **Beauty Therapy Apprenticeship Programme**

“... students interviewed confirmed that staff deliver bespoke training, according to the salon workload, industry needs and new technical developments.”

Tiffany Tarrant, HSA Industry Assessor for Beauty Therapy

“... strong and thorough training programmes were in place with options for students to complete extra qualifications on full cost recovery Men’s cutting courses and hair extensions courses.”

Mark Izzard, HSA Industry Assessor for Hairdressing

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Summary

Background

Barnsley College has numerous locations across the borough of Barnsley, South Yorkshire. Over recent years, Barnsley College has undergone a massive redevelopment, with many superb facilities. This has resulted in a state-of-the-art learning environment, tailored to the different needs of each individual in their target student population; post-16 education and training for young people, adults and the business community. Barnsley College presently offer Apprenticeship Programmes across the hair and beauty sector; in hairdressing, beauty therapy, barbering, nail services and massage. For the purpose of the Centre of Expertise application, it was decided to focus on Apprenticeship Delivery in the both Hairdressing and Beauty Therapy programmes.

Barnsley College's Vision

"To be a World Class tertiary college"

Barnsley College's Mission

We will provide exceptional opportunities and inspirational learning experiences for young people, adults, business and the diverse communities we serve.

Findings

The Programme Manager for Hair and Apprenticeships, Sarah Seaman, was on hand throughout the Moderation Visit and supported the Industry Assessors with all evidence they required. Named staff with specific responsibilities for employer/industry links were Alison Taylor for Beauty Therapy and Joanne White for Hairdressing.

The centre provided extensive and very well documented CPD records to demonstrate that all staff undertake relevant industry and internal quality improvement CPD, to fulfill their professional development and ensure currency of their skills. There was a wealth of evidence to show that the centre has links with industry organisations, local employers and the community as a whole, supporting local charities. The quality of teaching was graded through an external agency and resulted in observed classes receiving Grades 1 and 2.

Conclusions

The centre has quality driven staff who have developed and continue to build excellent links with local industry as part of their Apprenticeship delivery. Barnsley College has been approved as a Centre of Expertise for Apprenticeship Delivery in Hairdressing and Beauty Therapy as it has clearly demonstrated quality of teaching methods, with excellent student support systems, delivered in state-of-the-art hairdressing and beauty salons and commercial salons, allowing students to gain skills and expertise with products and techniques used currently in commercial practice.

Introduction

Habia Skills Academy

The Habia Skills Academy (HSA) for the Hair and Beauty Sector acts as a catalyst to address the sector's needs. HSA is an initiative to provide innovative products and services that can be cascaded by collaboration with a network of excellent learning providers and other partners to reach the whole industry.

HSA priorities are to:

- raise the quality of the learning experience
- raise the aspirations of students by raising the skills of educators, especially in skills gap areas, ensuring educators can perform specialist skills and have the know-how to teach at an inspirational and credible level
- raise employer expectations of the learning experience and students' capabilities
- raise respect and recognition for the sector in the eyes of Government and society in general.

In *specific* terms the HSA will do this by:

- identifying and signposting this excellent provision and providing e-learning solutions through an **online academy and website**
- creating a **network of Centres of Expertise** assessed and badged as providing high quality training and meeting industry needs
- driving and delivering **professional development for educators**, who will then cascade it within their centres so that employers and students can access the skills needed to meet client demand.

Centre of Expertise

The aim of the Centre of Expertise recognition is to encourage all learning providers to deliver excellent learning and be recognised for this. Learning providers will become part of the HSA by working towards and achieving the HSA Centre of Expertise criteria.

Underpinning all will be the requirements to possess, develop and maintain high quality staff, excellent technical skills, facilities and delivery and content of training programmes.

They will be promoted through the HSA on-line academy and website. The need for an industry led approach has been strengthened by changes in the education inspection regimes to whole college/provider light touch assessments which do not focus or report on individual departments such as hair and beauty, let alone specific areas of expertise.

Background / Course Overview

Barnsley College offers Apprenticeship programmes in hairdressing, barbering, beauty therapy, nail services and massage. The programmes are well regarded within the industry and are very well supported by local employers. The apprenticeship department is overseen by the Programme Manager, Sarah Seaman, and comprises two Course Leaders and three Associate Teachers. The Course Leaders are Joanne White for Hairdressing and Barbering and Alison Taylor for Beauty Therapy and Nails, they are supported by the Associate Teachers, with each staff member being responsible for the delivery of both theory and practical for the entire framework.

Course Description examples

Programme details

Beauty Therapy – General Apprenticeship NVQ Level 2

Course Code HAB1

Entry Requirements 3 GCSEs at Grade A* to C including English Language, **plus** employed or written offer of employment in Beauty Therapy

Content

The programme is offered as an Apprenticeship and involves four days a week learning practical skills in employment and one day attendance at College.

Subjects studied may include:

- Salon organisation
- Skin care and facial massage
- Make-up
- Eyelash and eyebrow treatments
- Reception and retailing
- Manicure and pedicure treatments

All apprentices access 'Skills Week' where general classes are cancelled and external industry professionals are brought in to conduct seminars to students.

Assessment and Qualifications

Course is assessment based, to commercial standards, resulting in Beauty Therapy NVQ Level 2.

Progression

Once fully qualified, students can use their skills to work in high street salons, spa complexes, leisure centres, hotels and department stores, or even on an ocean liner. They could progress to higher level qualifications.

Programme details

Hairdressing – Apprenticeship NVQ Level 2

Course Code HAB1

Entry Requirements 2 GCSEs at Grade A* to D including Maths, plus GCSE English Language Grade A* to E **plus** employed or written offer of employment in Hairdressing

Content

The programme is offered as an Apprenticeship and involves four days a week in employment and one day attendance at College. The skills and knowledge to become a professional hairdresser are developed and learning is applied in a practical and realistic way.

Subjects studied may include:

Advise and consult with clients

Shampoo and condition hair and scalp

Cut and style hair

Change hair colour

Promote products and services

Be aware of and implement health and safety

Set and dress hair

All apprentices access 'Skills Week' where general classes are cancelled and external industry professionals are brought in to conduct seminars to students.

Assessment and Qualifications

Course is assessment based, to commercial standards, resulting in Hairdressing NVQ Level 2.

Progression

Once fully qualified, students can use their skills to work in high street salons, spa complexes, leisure centres, hotels and department stores, or even on an ocean liner. They could progress to Level 3 Advanced Apprenticeship.

Programme details

Hairdressing – Apprenticeship NVQ Level 3

Course Code HAB1

Entry Requirements 5 GCSEs at Grade A* to C including English Language and Maths, **or** Level 2 NVQ in Hairdressing or Level 2 Apprenticeship, **plus** Level 2 Functional Skills in Maths and English, **plus** employed or written offer of employment in Hairdressing

Content

The programme is offered as an Apprenticeship and involves four days a week in employment and one day attendance at College. The skills and knowledge to become a professional hairdresser are developed and learning is applied in a practical and realistic way.

Subjects studied may include:

Advise and consult with clients

Advanced cutting

Colouring and styling skills

Promoting products and services

Styling and dressing hair

Total look and colour corrective techniques

All apprentices access 'Skills Week' where general classes are cancelled and external industry professionals are brought in to conduct seminars to students.

Assessment and Qualifications

Course is assessment based, to commercial standards, resulting in Hairdressing NVQ Level 3.

Progression

Once fully qualified, students can use their skills to work in high street salons, spa complexes, leisure centres, hotels and department stores, or even on an ocean liner. They could progress to higher level qualifications.

Results and Findings

Hairdressing and Beauty Therapy Apprenticeship delivery

Standard 1: Technical skills

1.1 Does the centre deliver technical skills that meet industry standards?

During the moderation visit, the Industry Assessor confirmed that all technical skills delivered met the current National Occupational Standards. This was evidenced in the Quality Assurance process where the November 2010 Ofsted inspection report and the May 2012 External Verifier's report were available for reference. There was also evidence that Teaching Observations were undertaken in March 2012, where Work Based Learning 1:1 visits received Grade 1. All salons within the Barnsley area with apprentices were invited to the Habia Roadshow in October 2011, where new apprenticeship opportunities with local employers were secured.

The Industry Assessor quoted "the National Occupational Standards (NOS) at Level 2 and Level 3 were embedded into the apprenticeship programmes and staff were fully aware of the NOS and the relevant codes of practice."

1.2 Does the centre work with industry to maintain current technical skills?

All apprentices access 'Skills Week' where general classes are cancelled and external industry professionals are brought in to conduct seminars to students. Guest lecturers are invited to present seminars at the centre, to keep students and staff up to date with industry trends and developments. Andrew Barton delivered a series of seminars in January 2012, including cutting demonstrations, and shared useful tips on the work of an international hair designer. These seminars were also opened up to local salon owners, who employ the 64 apprentices who are on programme. A course in semi-permanent lashes was also on offer during 'Skills Week', along with barbering, Henna tattoo, Threading, Hopi ear candling, advanced make-up, advanced nail technology, hair extensions and team building.

The international hairstyling brand, Redken, used the centre to run one of their professional Chromatics Colour Refresher courses.

Habia were invited to the centre in October 2011, to celebrate the opening of their purpose built commercial training salons and to run their Regional showcase event 'The Habia Roadshow'.

The Industry Assessor also viewed evidence of 'Open Evenings' that have been arranged and extensive records of Workplace Co-ordinator visits that had been undertaken.

All staff complete extensive CPD and this is regularly reviewed; full detailed records were submitted with the application and were also made available for the Industry Assessor to view at the time of the visit.

1.3 Does the centre continually update its delivery to reflect latest industry developments?

The apprenticeship team complete an annual self assessment and review, they also work very closely with their support team; the Employer Responsive Unit (ERU). The ERU deals with work placement and apprenticeships throughout the centre. They also send out surveys three times a year for each programme of study and issue exit surveys. Samples of surveys were issued within the application pack and witnessed by the Industry Assessor.

Evidence was provided that the centre continually updates their delivery to reflect latest industry developments, monitor legislation and keep abreast of changing customer and delivery needs. The Industry Assessor for Beauty stated that “at the Standardisation Meetings, the team work together to update treatments and treatment procures and routines, so that they reflect current practice.”

Four members of staff attended the Habia ‘Big Conversation’, receiving up-to-date information on funding, Apprenticeships and industry developments.

World Skills and promotional events were evidenced throughout all Standardisation Meetings. All evidence presented in the application process was confirmed through interviews with selected staff, conducted by the Industry Assessor at the visit.

The Industry Assessor for Hair commented that “Salon Genius was in operation on interactive white board so students are able to see clients and arrival times. Interactive whiteboards were also used to reinforce theory and practical tasks.”

The Department Self-Assessment Report, 6 October 2011, states “Outstanding framework achievements on all apprenticeships 92%”.

Standard 2: Quality of Staff

2.1 Can the centre prove they have the right staff in position to deliver training?

A full staffing structure diagram was submitted as part of the initial application, providing evidence that the right staff are in the right position to deliver the training. The Industry Assessor interviewed selected staff during the moderation visit, to confirm the initial findings.

Staff interviewed:

- Alison Turner – Course Leader for beauty and nail apprenticeships
- Claire Schofield – Programme Manager (maternity cover, fixed for 1yr)
- Sarah Seaman – Programme Manager for hair and beauty apprenticeships (due to go on maternity leave)
- Amy Daniels – Work Based Learning Assessor
- Joanne White – Course Leader for hairdressing and barbering apprenticeships
- Jessica Shaw – Associate Teacher

Sarah Seaman oversees the apprenticeship department as Programme Manager, with two Course Leaders – Alison Turner for beauty and nails and Joanne White for hairdressing and

barbering. There are three Associate Teachers working across apprenticeships in their relevant subject areas. Each staff member is responsible for delivery of both theory and practical across the entire framework. The Self Assessment Report, October 2011, expressed concern over low staff morale and staff absenteeism, but suggested that the new build would resolve this. The Industry Assessor explored this during their visit and it was confirmed that the new development and working environment had addressed all of these concerns. A new staffing structure was put in place, where full time staff have 13 – 17 hours of administration time per week, so there is always someone on standby for cover and support. The Industry Assessor for Hairdressing commented that “Robust cover schedule in place with variable contracted staff that can change hours when needed. Students also confirmed lessons are always covered in case of staff sickness.” They also commented that “Staff to student ratio was 1-6 ensuring; excellent standards of learning were taking place.”

Staff morale was witnessed to be high and staff have a good relationship with students and local employers. The relationship with local employers had been built up over the last 11 years. The Industry Assessor for Beauty confirmed that the student to staff ratio was as at the approved levels and the classes observed at the visit had a ratio of 11 students to 1 tutor.

Both Industry Assessors were satisfied that all staff knew where to access the National Occupational Standards and the appropriate Codes of Practice.

2.2. Does the centre have appropriately experienced named staff who work together to maintain excellent current skills?

The centre submitted extensive evidence of staff CVs, copies of qualifications and CPD records as part of their submission. The Industry Assessor confirmed that all staff providing the training had the necessary qualifications, occupational experience and all worked together to maintain excellent current skills. As a team, they were all strongly committed to achieving the best programme outcomes.

2.3. Do all the centre staff update their technical skills on an annual basis (Continual Professional Development CPD)?

The centre provided extensive CPD records of all staff, demonstrating that everyone undertakes relevant CPD in occupational areas, as well as quality and in-house training. Each staff member has their CPD recorded centrally in centre-held electronic files.

The ‘Skills Week’ is just one opportunity of ensuring that all staff can access up-to-date training using the latest techniques and products. Recent developments within the course provision, following CPD training, have been the introduction of the barbering programme and investment in advanced nail services, where student numbers have overtaken that of beauty. One example is where Joanne White (Course Leader for hairdressing and barbering apprenticeships) has had the opportunity of completing the Cert. Ed and the NVQ Level 2 in Barbering.

Standard 3: Qualifications and/or Training Programme Content

3.1 Does the centre have evidence of high quality delivery over a two year period?

The centre's Self Assessment Report, dated October 2011, reports "Outstanding framework achievements on all apprenticeships 92%". Level 3 WBL Beauty Therapy had 100% retention, achievement and success for 16-18 year olds and 88% retention rate (19+). The SAR combined success rates and timeliness for Apprenticeships and Advanced Apprenticeships, for 2008/09, 2009/10 and 2010/11 were all 100%.

3.2 Does the purpose of each programme clearly relate to clients, students and industry needs?

The centre provided a detailed Self Assessment Report and evidence of continual improvement plans, with training needs analysis data linked to particular qualifications and programmes. Student evaluations are undertaken three times a year and regular contact with local employers, help to formulate the direction of course development. The apprenticeship programmes consist of the full framework and include the main core curriculum, ERR, PLTS and Functional Skills. Various enrichment programmes run throughout the year, including exhibition trips, competitions (World Skills, Redken and AHT), fundraising events and the 'Skills Week'. The Industry Assessor for Beauty commented that "students interviewed confirmed that staff deliver bespoke training, according to the salon workload, industry needs and new technical developments."

3.3 Are the programmes regularly reviewed and updated?

The centre provided extensive data on client and student satisfaction surveys on the content of qualifications and programmes, within their application. All programmes are reviewed three times a year and examples of these course reviews were inspected by the Industry Assessor at the time of the visit. An example of how the centre listened to feedback received was shown in the rearrangement of the mode of delivery of beauty apprenticeships, reflecting the feedback from students and employers.

The staff members interviewed during the Industry Assessor visit confirmed that learning, training and teaching methods were regularly reviewed. The methods used were clearly described in the Self Assessment Report, October 2011; detailing how all new staff are linked with a Grade 1 full time member of staff and that they receive 7 mentored observations within their first year. Good practice was also evident where staff demonstrate resources used, and share new ideas and examples of outstanding practice, within staff meetings. Peer practice is now embedded within the department, with all staff participating in the scheme.

The Industry Assessor for Hairdressing reported that "strong and thorough training programmes were in place with options for students to complete extra qualifications on full cost recovery Men's cutting courses and hair extensions courses. Men's cutting courses are being offered free, as an incentive to attract new apprenticeship business."

Standard 4: Facilities, Equipment and Resources

4.1 Do the premises, facilities, equipment and materials provided meet the requirements of the training programmes?

The centre has undergone a massive redevelopment, with many superb facilities. This has resulted in a state-of-the-art learning environment, tailored to the different needs of each individual in their target student population; post-16 education and training for young people, adults and the business community. There are 4 hair and barbering salons, 4 beauty salons and 1 nail bar/media make-up room.

The Industry Assessor for Beauty commented on how well the Beauty Department was organised and structured. All salons were extremely well equipped in new, built for purpose salons with 20 couches, including 2 hydraulic couches in each. Dermalogica Professional skin care products, St. Tropez and CND products are used. Interactive whiteboards/Smart boards are in place in the salons and there are IT facilities in two classrooms. The department is supported by a very large, purpose built, laundry and dispensary area.

The Industry Assessor for Hairdressing commented on the brand new salons, each with 22 workstations, which had interactive whiteboards, and a full range of Redken professional products for colouring and styling. A fully operating Salon Genius computerized appointment system is in use.

Both Industry Assessors were very impressed with the commercial working practices, realistic working environment and operations in all of the hairdressing, beauty, barbering and nails salons. They commented on the state-of-the-art working environments for staff and students, and that students are able to apply for funding to help with kit costs and equipment if their income is below a certain threshold.

The centre has excellent IT facilities, The Learning Curve, situated on the ground and first floors, with lower and upper balconies on the second and third floors providing further study space with computer access, comfortable seating and free Wi-Fi available for students at all times during College opening times. The Learning Curve provides access to many types of learning materials, including books, DVDs, CDs, e-book readers, newspapers and journals, computers and net books.

4.2 Do the premises meet legal, health and safety requirements?

The centre provided full evidence of an in-depth risk assessment report that was completed by the College Health and Safety department in May 2012. Issues arising were to be auctioned within 3 months and the Industry Assessors confirmed that these had been auctioned and evidenced during their Moderation Visit. The centre provides all relevant PPE for staff and students. Managers regularly perform walkthrough inspections on safe working practices, behaviour and the monitoring of risk assessments. The Industry Assessors also confirmed that they saw records that the centre meets legal, health and safety

requirements, and that they follow procedures for regular maintenance and updating of equipment, servicing records and upgrading schedules.

The students consider the centre to be a safe place to learn, where all staff, students and visitors wear ID badges. There is a designated member of staff who is responsible for the safeguarding of students, and safeguarding is embedded into lesson plans. There are clear policies on bullying and anti-social behaviour which are strictly enforced by group tutorials, induction, 1:1 sessions with students and supported by continuous assessment and monitoring of students. Students understand how to recognise abuse, discrimination, bullying and harassment, including 'cyber-bullying' and what action to take if they or other students are subject to such treatment.

Standard 5: Delivery of Training

5.1 Does the centre deliver training that meets the standards set by industry?

The centre provided extensive evidence that they deliver training that meets industry standards and have positive External Verifier Reports from both City and Guilds and VTCT, holding Direct Claim Status across all qualifications within the department from the former.

The City and Guilds External Verifier, Giovanni Lannantuoni, provided a letter of support for the centre's application. In it, he commented that "All staff have relevant industry qualifications and experience together with teaching, assessor and quality assurance qualifications or are working towards through staff development." He went on to say, "The apprenticeship programme is at intermediate and advanced levels allowing for progression within the industry. The programme is flexible and allows for work based assessment where appropriate and applicable." He concluded, "With the new team that are progressive and the modern facilities that they now have I would hope that they meet the criteria to become a 'Centre of Expertise'.

The Industry Assessor for Beauty interviewed 3 students who all confirmed that they were happy with their programmes, the progress that they were making and the support that they were receiving from their tutors:

Jessica Birkenshaw, who had previously been a full time student on the Level 2 programme, and was now employed at 'Essentials Nail & Skin Therapy' as a Level 3 apprentice.

Sarah Moreton, who had progressed from a Level 2 apprenticeship to a Level 3, and is working at 'Beyond Beauty'.

Abby Precious, who started her Level 2 apprentice at 'Quest Hair and Beauty', having worked there since she was 14 years old.

5.2 Is the training both appropriate and inspirational for students?

The Industry Assessor for Beauty observed Level 3 apprentices during their visit; some had had the opportunity of starting their programme in the August, allowing them 4 weeks over the summer to give them a head start. This arrangement was requested from employers, as they felt the break in delivery did not suit their students. Employers had requested that body massage or stone therapy be delivered during this time, so that their apprentices could

practice this in their salons. Alison Turner, a long standing member of staff, has excellent links and relationships with employers and works very well with Work Placement Assessor, Amy Daniels; they have recognised how the recession is affecting local employers. The centre has adapted their apprenticeship programmes to acknowledge this and now offer programmes with flexible hours.

The Industry Assessor observed body massage being demonstrated and practiced, together with the supportive use of the interactive whiteboard, during their observation session.

The Industry Assessor for Hairdressing observed an hour's Skills input session with Level 1 students concentrating on brickwork winding and setting skills, followed by a commercial hairdressing salon in full operation, with all Levels working together on clients. Current and innovative practice was demonstrated in terms of the restructuring of the staffing and the college procedure. Thanks to the redevelopment of the College, there is a very large commercial salon that is right on the high street, attracting external clients for hairdressing, beauty and nails.

Both Industry Assessors confirmed that the delivery of training undertaken by the centre met the standards set by industry, and that the salon and training environments met the standards set by Habia relating to Realistic Working Environments.

5.3 Is there sufficient training space and do staffing levels enable effective learning?

There are 4 hair and barbering salons, each with 22 workstations, 4 beauty salons, each with 20 couches, and 1 nail bar/media make-up room. Class sizes for apprenticeship programmes vary between 6 and 12, with one tutor per group. Each student also has a Work Placement Assessor that visits them once a month and the mode of delivery is one full day per week at the training centre. The Industry Assessors both confirmed these arrangements took place with the students interviewed at the Moderation Visit.

5.4 What sets the centre aside from other organisations?

The centre has excellent links with local employers and is able to offer flexible learning and assessment that is appropriate to employer and students needs. The centre provides excellent support for students progressing into employment. As well as operating a fully functioning commercial salon, providing inspirational targets for students, the centre also rents out 3 spaces within a professional salon to ex-students, offering hair, beauty and nails.

The centre's IT facilities, The Learning Curve, is situated on the ground and first floors, with lower and upper balconies on the second and third floors and provides further study space with computer access, comfortable seating and free Wi-Fi available for students at all times during College opening times.

The 'Skills Week' provides extensive opportunities for training from external industry experts for students, staff and apprentices. Students and employers are able to access industry facilities that provide up-to-date hair and beauty services and treatments to enhance their course and progression. The Industry Assessor for Beauty commented that 'during the last Skills Week there were opportunities to train with Studex, St. Tropez, Art Deco, Dermalogica and Hopi ear candling, plus introductory presentations into different areas of work, such as

Steiner cruise liners.' The Industry Assessor for Hairdressing added that Redken also hire the centre's salons to run their colouring courses.

5.5 How does the centre ensure a student is at the relevant level on the completion of the programme?

The centre has a tight recruitment process, where all applicants are interviewed carefully and the website states pre-requisite qualifications required. They also demand that applicants to the apprenticeship programmes are employed or have written offer of employment in Hairdressing, Barbering, Beauty Therapy or Nails.

As part of their application, the centre provided copies of all the relevant College Policies, together with extensive examples of WBL course progress reviews undertaken with a variety of students, levels and courses.

Courses are reviewed three times a year and each apprentice has an end of course skills test and review with their tutor and employer. The centre actively encourages students to complete level 2 and level 3.

5.6 Do students have the opportunity to discuss and formulate their starting points, possible goals and relate these to learning opportunities which are acted upon?

There is excellent student support across all aspects of the programme, whether pastoral, academic or any required additional support. The apprentices interviewed by both Industry Assessors confirmed that they were supported, continuously reviewed and their workplace and progress were very well monitored.

Both Industry Assessors reported that each student had their learning needs assessed at the start of the course in the induction period and their prior learning was taken into account. Each student was then directed to the correct level according to their training needs and had a review every 4 weeks where their needs and targets are set. The progress reviews take place in the apprentice's salon with their tutor and the salon owner. SMART targets are set in relation to on the job and off the job, functional skills, ERR, theory work and practical assessments. Students are also encouraged to complete individual tracking so they take ownership of their progress throughout the programme. When the Industry Assessors questioned the students, they were able to demonstrate where they were up to and what they had left to be assessed on.

5.7 Do more than 85% of those who complete the programme/course also achieve the target qualification or course?

Both Industry Assessors confirmed that the evidence they saw at the moderation visit confirmed that more than 85% of students completed their programme and achieved the target qualification. For example, the Self Assessment Report, 2011/12, stated that Level 3 WBL Beauty Therapy had 100% retention, achievement and success for 16-18 year olds and 88% retention rate (19+).

5.8 Work-based learning/apprenticeships only – Do more than 85% of apprentices who complete the course also complete all the outcomes of the apprenticeship framework, and are awarded the apprenticeship completion certificate?

Both Industry Assessors confirmed that the data they saw at the moderation visit on work-based learning/apprenticeship framework confirmed 100% achievement rates, resulting in certification.

5.9 Is there evidence to support the achievement of an 85% overall positive response from a random sample of students and/or employers that they are satisfied with the teaching service they have received?

The centre provided evidence for the Industry Assessors to see, at the time of their Moderation Visit, which indicated in excess of 85% of positive responses. It included completed customer/client surveys and feedback, indicating strong satisfaction with the course, facilities and organisation of the programmes. The monthly review meetings with apprentices and their employers showed that the level of support and teaching was extremely good.

Standard 6: Organisation

6.1 Are the roles and responsibilities of the delivery team, across all assessment sites, clearly allocated and understood?

The centre provided an organisational chart that clearly showed the overall structure of staff roles and responsibilities of the delivery team, work placement team. The Industry Assessors both confirmed that these roles and responsibilities were effectively embedded throughout the department. The staff interviewed were aware of their individual roles and responsibilities and knew and understood the mission and values of the centre.

6.2 Are communication methods effective?

There is an excellent network of communication between the Programme Manager, Course Leaders and delivery staff. There are fortnightly meetings to discuss targets, recruitment, retention, individual students and their progress with the relevant salons. The Programme Manager meets with each relevant Course Leader once a fortnight.

The apprenticeship team meet twice weekly for a 15 minute team talk, to disseminate updates. They all have a fully operational email and telephone extension. For delivery and assessment staff who work remotely, they have access to a work mobile phone.

All staff members interviewed by both Industry Assessors confirmed that there was effective communication within the department.

6.3 Have Health and Safety and Equal Opportunities been effectively embedded?

Both the College Health and Safety Policy and Equal Opportunities Policy were provided at the time of the original application. There was extensive documentation to confirm that the

centre implements regular risk assessments and health and safety checks. All marketing and teaching materials promoted and complied with current legislation on equal opportunities.

The Industry Assessor for beauty commented that some students did have long nails and some were wearing nail polish. This was addressed by the tutor and discussed with the Industry Assessor later, but it was recognised as an ongoing, common issue as the apprentices work in industry and employers want them to have nice nails and do nail extensions in the salons.

The Industry Assessor for hairdressing observed that there were sufficient levels of supervision, and that health and safety and equal opportunities were observed and embedded into the programme, with references made on the lesson plans.

6.4 Is there an established complaints policy available to student and customers?

All documentation relevant to appeals, complaints and grievances were reviewed in staff handbook by the Industry Assessors and they both confirmed that students were fully aware of appeals and complaints procedures.

6.5 Have all requests been complied with for access to premises, records, information, students and staff for the purpose of external monitoring by an HSA assessor?

Both Industry Assessors confirmed that all requests were complied with, relating to access to premises, records, information, documents, students and staff for the purpose of collaborating evidence and for external monitoring.

6.6 Is there a named contact with responsibility for reviewing compliance with HSA criteria and notifying HSA of any relevant changes?

The Programme Area Manager, Sarah Seaman, was the HSA lead contact at the College at the time of the application and was responsible for the collation and generation of the evidence submitted. Sarah Seaman also hosted the moderation visit and liaised with both Industry Assessor and commenced maternity leave very shortly after. Claire Schofield is taking her place for 1 year.

Conclusions and recommendations

Conclusions

The delivery of the apprenticeship programmes in Hairdressing and Beauty Therapy has been recognised as an area of Expertise, therefore Barnsley College has been approved as a Centre of Expertise as it has clearly demonstrated quality teaching methods, with excellent student support systems, delivered in state-of-the-art hairdressing and beauty salons and commercial salons, allowing students to gain skills and expertise with professional products and techniques used currently in commercial practice.

The centre has quality driven staff that have developed and continue to build excellent links with local industry as part of their Apprenticeship delivery. All staff, particularly the Apprenticeship Course Leaders and Programme Area Manager, were devoted to ensuring excellent industrial links with local employers and ensuring continuous improvement of apprenticeship programmes. The programmes concerned were rigorously reviewed and the feedback received was acted upon to the benefit of the centre, students, programmes and employers.

Recommendations

The centre must continue the good practice of evaluating and reviewing the apprenticeship programmes in relation to standards, delivery methods, course content, student satisfaction and employer satisfaction to ensure the programmes meet both industry and student expectations. The existing, excellent contact, support and relationship that the Course Leaders have developed with local employers must continue to be cultivated and strengthened.

The Industry Assessors both agreed with the centre that a greater sample of students at all levels in both hairdressing and beauty therapy, and across a wide variety of NVQ technical Units, were to be made available on the date agreed for the next moderation visit.

The above recommendations were confirmed with the centre.

Barnsley College will receive their next moderation visit in November 2014 to ensure the centre continues to meet the Centre of Expertise standards and criteria.





