

Centre Name           Trafford College

Area of Expertise

### **Beauty Therapy Level 3**

“I identified the centre as an outstanding centre that is set aside from other local providers as they are the only centre to offer employment to their students. The standards within the centre are impeccable with excellent staff who are passionate about their industry.”

**Melanie Doyle, Expert Industry Assessor, Habia**

October 2014

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## Summary

### Background

Trafford College is a leading providers of beauty therapy education and training in Manchester committed to preparing students for a rewarding and successful life in the beauty therapy industry. Developing, gaining and applying new beauty therapy skills is at the heart of all training programmes offered by the College. The College has been recognised as outstanding by Ofsted.

### Findings

Students aspiring to become a fully qualified beauty therapy are able to access beauty therapy programmes at all levels. Courses start at entry level and can lead to Level 3 in beauty therapy. In addition, for those who choose to do so, students can widen their employment opportunities with a wide range of other programmes in areas such as media makeup, spa and complementary therapies. Furthermore, and critical to employment, the College has an innovative approach to the employment of students in their own College salons, thus supporting the opportunities for students to further refine their vocational and employability skills.

### Conclusions

Trafford College is recognised as a Centre of Expertise for the Beauty Therapy Level 3 courses it delivers. Teachers in the department are both motivational and inspirational and provide excellent support, care and guidance for their students. The Habia Industry Assessors found “*the standards within the College, impeccable with excellent staff who are passionate about their industry*”. The Habia Industry Assessor also noted that the training environment could be mistaken for a five star spa resort with the very latest equipment and technology available for beauty therapy students to develop their skills. Trafford College is rightly proud of their reputation as a high quality provider of beauty therapy training.

## Introduction

### Habia Skills Academy

The Habia Skills Academy (HSA) for the Hair and Beauty Sector acts a catalyst to address the sector's needs. HSA is an innovative provision, providing 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, ensuring educators can perform skills and have the know-how to teach skills 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.

## Background / Course Overview

The Habia Industry Assessor Visit took place on 4 October 2014 at Trafford College premises in Manchester, during a normal day of training and operation of the business, therefore all evidence and observations witnessed by the Habia Industry Assessor was deemed to be naturally occurring.

Trafford College provides a wide range of beauty therapy courses, ranging from entry level through to courses delivering the most up-to-date advanced techniques required for fully qualified therapists. In addition, students have the opportunity to widen their employability skills for techniques such as media makeup, spa and complementary therapies. The Level 3 beauty therapy course includes additional training such as in sauna and steam treatments. Additional qualifications are included in Level 3 beauty therapy courses, for example a Piro Certificate for the use of anti-aging skin products as well as additional training for Babor professional skin care.

The beauty therapy department values each member of staff and sees them as an integral part of their business and recognising the need for continual professional development and investment in their development within the College. The tutors are all highly qualified and experienced, with some still working in commercial beauty salons. This gives added value in their ability to impart their current, highly technical experience to students.

## Programme Details

Trafford College is a major and influential provider of beauty therapy programmes from Entry Level to Level 3. The wide and diverse range of courses enables progression for all students, leading to the ultimate level of qualification enabling a rewarding and successful working life in beauty therapy.

The following information related to courses is correct at October 2014 and taken from the Trafford College prospectus.

### Examples of course description and progression opportunities

#### Entry to Beauty Therapy

This course is for students who would like to study beauty subjects with the aim of progressing to a Level 1 course, work-based learning or employment. The programme aims to build self-confidence and extend basic and social skills.

##### Entry requirements:

Potential students will need a GCSE profile of Fs, Gs and Us or an Entry Level 2 qualification, a school reference and successful interview. Exceptions may be made for students with no qualifications

##### Areas of study:

Literacy/Communications, Numeracy, ICT, Citizenship and Beauty (Introduction to Beauty Therapy, Manicure and assisting with facials.

**Functional skills** are included to prepare students for a higher level course, employment or university. Students are required to achieve a functional skills qualification in mathematics, English and ICT. These qualifications are studied at the appropriate level for the personal development and progression needs of the student.

#### Level 1 Introduction to the hair and beauty industry

This course is designed to provide an overview of the skills and knowledge required for the hair and beauty industry.

##### Entry requirements:

Potential students will need 5 GCSE's at grade E or above including mathematics and English.

**Areas of study:**

Module Units covered are: Health and safety, Working in the hair industry, Shampoo and condition hair, Colour hair, Styling women's hair, Styling men's hair, Hand care, Reception duties, Plaiting hair and Create a hair and beauty image using colour.

**Level 2 Diploma in Beauty Therapy**

This course is for students over the age of 16 who wish to work towards a career in beauty therapy

**Entry requirements:**

Potential students will need 5 GCSEs at grade D including mathematics and English, a school reference and successful interview.

**Areas of Study**

The programme is modular, consisting of 9 mandatory units of the VRQ Level 2 and 2 modules of a Body Massage Certificate

**Mandatory units** include: Working in beauty related industries, Follow health and safety in the salon, Client care and communication in beauty related industries, Promote products and service to clients in a salon, Salon reception duties, Provide facial skincare, Remove hair using waxing techniques, Provide manicure treatments, Provide pedicure treatments, Provide eyelash and brow treatments, Apply make-up, Create an image based on a theme within the hair and beauty sector.

**Functional Skills** are included to prepare students for a higher level course, employment or university you will be required to achieve a qualification in mathematics and English. These qualifications are studied at the appropriate level for the personal development and progression needs of the student.

**Work experience** is part of the course and the College will assist students with any work placements.

**Visits** are offered and provide an opportunity to see beauty therapy exhibitions and competitions throughout the programme.

**Level 3 Diploma in Beauty Therapy**

This course is for students over the age of 17 who wish to work in the beauty therapy industry.

**Entry requirements:**

Potential students will be over the age of 17 who have completed an NVQ Level 2 in Beauty Therapy or an equivalent qualification. Experience gained in industry may be accredited through APL (Accreditation of Prior Learning) where appropriate.



### **Areas of Study**

The programme is modular, consisting of the required units plus additional units and training. Students have the option of the following

### **Required Units**

Working with colleagues within beauty related industries, Monitor and maintain health and safety practice in the salon, Client care and communication in beauty related industries, Promote and sell products and services to the client, Provide body massage, Provide facial electro therapy, Provide body electro therapy

### **Option 1**

Provide electrical epilation  
Apply microdermabrasion

### **Option 2**

Provide massage using pre-blended aromatherapy oils  
Monitor and maintain spa area  
Provide spa treatments

**Additional training** includes Sauna and Steam Treatments; Advanced Skin Care Techniques, Advanced Manicure & Pedicure Techniques.

**Additional Qualifications** includes Priori Certificate.

**Technical and Practical Training** in Priori and Vitage Advanced Skin Care Techniques and Babor facial training.

In addition, students will take part in work experience in have a work placement. Day release work experience is advisable during the programme. The section also offers the opportunity to visit exhibitions and competitions throughout the programme

## Results and Findings

### Standard 1: Technical skills

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

The college offers a wide range of programmes designed to effectively support the requirements of the beauty industry. Students are able to progress from entry level programmes right through to those required for a successful and rewarding career in the beauty therapy industry. Beauty therapy programmes are enhanced with opportunities to further develop skills through additional training and qualifications recognised and valued by employers. Training salons replicate the very best that is found and expected by employers and clients and are open throughout the calendar year. Students benefit from exceptional care, guidance and support throughout their course and the programmes are delivered by motivated and inspirational tutors.

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

Staff at Trafford College work closely with Habia and Awarding Bodies to ensure technical skills meet industry standards and developments within the industry. The Level 3 programme manager is a member of the British Institute and Association of Electrolysis. In addition, staff are engaged in valuable judging work for the UK skill competitions. Teaching staff have up to date knowledge and experience in Babor and Priori skincare systems that are used for the Level 3 programme and all students receive full training.

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

Trafford College continually reflect on the provision offered by consulting with stakeholders such as employers and students to measure the effectiveness and success of their learning programmes. In addition, tutors keep up to date and reflect latest industry development through a comprehensive programme of continuous professional development. The Habia Industry Assessor noted that *“Staff CPD files were up to date and showing evidence that staff work within the industry offering treatments in micro-pigmentation, electrolysis and other Level 3 treatments, ensuring staff are current in their subject”*.

### Standard 2: Quality of Staff

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

Trafford College can demonstrate that all staff have high levels of experience in the beauty therapy industry and that they are all qualified both vocationally and educationally. Some staff still work commercially in the beauty therapy industry and can support students with qualifications and training that go beyond the requirements for Level 3. The Habia Industry

Assessor was able to verify the highly appropriate range of CPD which is used to support the up-to-date knowledge and skills required by students entering the beauty therapy industry.

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

The beauty therapy team at Trafford College are led by enthusiastic and knowledgeable leaders. The teaching team consists 5 full-time staff, 3 part time and 3 regular agency staff who are all specialists within their subjects. This ensures that there sufficient highly qualified staff to ensure that students benefit very well from a good, small ratio of staff to student ratio in learning sessions where students work in spacious salons. Additional technical support for students is also available.

The team hold regular, weekly meetings and communicate to ensure the high standards are maintained throughout the beauty therapy department for qualification and health and safety requirements. Team meetings are also effectively used to share good practice.

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

A central record is held to record the extensive CPD carried out by staff at Trafford College. All staff attend trade shows and seminars such as the Professional Beauty Show and Beauty UK to ensure knowledge is current and up to date. All tutors, assessors and verifiers completed their specific requirements for CPD through both internal and external courses. The Habia Industry Assessor noted that during her visit that *“staff CPD files are up to date and show current relevant industry training that has taken place and new future training for CPD that is already planned was also discussed which showed great future planning for CPD”*.

## **Standard 3: Qualifications and/or Training Programme Content**

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

Success and retention rates for students on beauty therapy programmes are outstanding. 100% of students achieve their target qualifications required for their programmes. Attendance to learning programmes is also very good. Attendance is monitored by a personal tutor to ensure that students do not fall behind work. Students that require additional support if they have missed a learning session are able to access learning through a virtual learning environment from their own home.

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

Students and clients benefit enormously from excellent realistic working environments which replicate the standards expected in the beauty therapy industry. Salons are open throughout the year, ensuring that the very good client based is maintained during holiday periods. In addition the extended opening times for salons enables students to further refine and consolidate their skills prior to entry to employment. Students of all abilities have a wide range of courses to choose from to ensure the programme meets their individual requirements. The qualifications are chosen to ensure students are armed with the skills and knowledge to succeed in the beauty therapy industry. Level 3 students maintain their Level 2 skills during commercial client salons.

### **3.3 Are the programmes regularly reviewed and updated?**

Learning programmes are reviewed as part of standard College policy and for the development of the Self-Assessment Report and the Quality Improvement Plan. In addition, all beauty therapy programmes are regularly reviewed and updated using the findings of internal observers and external agencies. The reviews are embedded in detailed schemes of work which demonstrate very good and clear planning for learning programmes, including that for the embedding of English and mathematics. Updating of learning programmes extends beyond the salons and classrooms. The VLE is regularly updated with high quality learning materials that students can access from within the College or at home. Resources are reviewed regularly to ensure that students have access to appropriate, high quality and commercially acceptable products. For example, during the review for Centre of Expertise, the Habia Industry Assessor observed a review for skin care products was being carried out.

Feedback for students and clients is reviewed and used to adjust and amend areas that require improvement for the delivery of beauty therapy treatments or learning programmes. A team of experienced observers are used to monitor and manage the quality of all learning programmes offered in the beauty therapy department at Trafford College.

## Standard 4: Facilities, Equipment and Resources

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

The Habia Industry Assessor noted that the College facilities for the course programmes are outstanding. The salons replicate the high industry standards expected by discerning clients. All equipment is of a good standard and students follow all health and safety requirements. Machines available for the treatments on the Level 3 programme for electrical facials and body electrics are Silhouette, current standard machines that would be found within the industry. The products available within the salon for the students to use are of a professional quality and are in plentiful supply with a good range covering all skin types. The Habia Industry assessor said *“The Spa area was of such a high standard with outstanding facilities such as a dry flotation area I would have to say it could be mistaken for a 4 or 5 star spa that could be found out there in the industry”*.

Clients benefit from highly commercial environments where the salon décor is professional and atmosphere relaxing. Students benefit from a well-designed student area in which they can enjoy a relaxing lunch break.

Facilities are also very good outside the beauty therapy area. For example, there are exceptional library services, technical room, toilets and food outlets are available throughout the departments and across college for all students.

The salons throughout the department were all of a high standard with excellent facilities in each salon that gave the appearance of a professional business.

## Standard 5: Delivery of Training

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

Trafford College is able to demonstrate they are consistent in their delivery of high quality courses underpinned by rigorous professional ethics. In addition to the standards, skills and knowledge students gain through the achievement of their qualifications, they are also well supported for competition work such as UK Skills, and students have achieved success in regional heats.

Feedback from students through the well-established ‘Student Voice’ provides evidence that students find the College and their tutors ‘inspiring’ and that they value the additional benefits of motivational speakers, and the innovative practice demonstrated by tutors.

Students are well prepared for employment by taking up paid employment within the College industrial salon which is open Thursday to Saturday. In addition to payment for services,

students receive regular and free industry training to further update their skills for new treatments.

### **5.2 Is the training both appropriate and inspirational for students?**

The Habia Industry Assessor spoke to students who confirmed their delight and enjoyment of their time at Trafford College. Many students return to the College and progress to further and higher level learning programmes. The Habia Industry assessor spoke to students who gave a number of examples of how teaching and learning for beauty therapy is highly inspirational and motivational. Students are carefully selected for their learning programmes. Each student is individually interviewed and their skills are trade tested to ensure the right student is on a programme which meets their individual needs. 100% of students achieve success on completion of their programmes and some are employed in the College salons where they continue to receive additional, free training for the latest products and treatments.

### **5.3 Is there sufficient training space and staffing levels available to support students?**

Trafford College beauty therapy salons meet all requirements and expectations of high quality commercial salons. Class sizes are appropriate with the Habia Industry Assessor noting a ratio of 12 students to one tutor during learning sessions. In addition further support is provided for students by a technician working in partnership with the tutor.

### **5.4 What sets the centre aside from other organisations?**

Providing excellent training and providing students for a successful and rewarding life in the beauty therapy industry is at the heart of Trafford College. The quality of the College salons are outstanding, providing students with an experience which replicates the very best expected of salon resources. The College salons are highly commercial and have plentiful clients supporting the development of employability skills by students. Furthermore, students can refine their skills through employment in the College salon to support the further refinement and consolidation of skills at the end of their learning programmes.

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

Success rates for beauty therapy at Trafford College are outstanding. 100% of students achieve their qualification at the end of their learning programme. Students' skills are tested and assessed against the national standards for their qualification. Assessment judgement are rigorously verified by internal and external quality assurers to ensure that the students have achieved skills and knowledge at the correct level.

**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?**

Trafford College has a wide range of beauty therapy programme types set at different levels from entry to Level 3 and beyond, thus ensuring that potential students are able to access a programme which meets their individual needs. Students are carefully selected for their learning programmes. Each student is individually interviewed and, should they wish to progress to the next level, their skills are trade tested to ensure they have the potential to meet the expectations of the qualification

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

Success rates are outstanding with 100% achievement of qualifications.

**5.8 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?**

This point is not relevant to this particular application or report.

**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?**

Evidence provided from student and client feedback questionnaires provided as part of the application process, and those sampled by the Habia Industry Assessor, provided evidence of highly satisfied students and clients. In addition, the results of student surveys indicate 100% student satisfaction for the beauty therapy level 3 programmes and consistently high and very high on all other programmes. Feedback from clients is carefully analysed and reported to students in group discussions or in one-to-one meetings. The Habia Industry assessor noted that the beauty therapy department works closely with local employers to ensure that standards are kept high and qualifications are relevant and up to date. For example, a College coordinator works closely with employers to monitor the standards of work and behaviour of students who are in work placements or taking part in work experience. In addition, a regular forum meeting is held with local employers and salons to ensure communication is kept at all times

## Standard 6: Organisation

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

The team at Trafford College are well informed and highly aware of their roles and responsibilities. Regular, weekly team meetings are used to share good practice, standardise working practice and disseminate important and relevant information to maintain the high quality of beauty therapy programmes.

### 6.2 Are communication methods effective?

The Habia Industry Assessor was satisfied that communication methods used at Trafford College are effective. Communication is supported by effective and regular team meetings and continual updating through electronic communications within the College.

### 6.3 Has Health and Safety and Equal Opportunities been effectively embedded?

In terms of health and safety, all staff and students work safely adhering to all relevant and appropriate health and safety legislation. Staff are regularly updated on any changes in health and safety legislation through the good communication found in team meetings. PPE is provided and students use appropriate PPE in salons. Equality and diversity is embedded in all aspects of College life. For example, students are carefully selected to ensure their learning programme will support their specific needs. A wide and diverse range of clients attend for treatments in College salons and students benefit by communicating and working on such a range of clients, confidently meeting their individual requirements. Staff benefit from regular training for equality and diversity issues. Learning sessions are carefully planned and inclusive, accounting for individual student support.

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

A comprehensive system is in place to deal with complaints by students or clients. The process first involves an informal approach to the resolution of issues. This can be escalated to a more in-depth, confidential approach if issues are not resolved. Clients unhappy with treatments are compensated with additional treatments to ensure they are satisfied their complaint has been addressed.

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

The Industry Assessor was able to confirm that all information, access to students, access to staff records, training programmes and policies and procedures were made available on the day of the visit. All submitted evidence, as part of the application process, was corroborated by the Industry Assessor.



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

Yes; Andrea Plimmer Head of Hair, Beauty and Spa Therapy at Trafford College

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## Conclusions and recommendations

### Conclusions

The Beauty Therapy provision at Trafford College encompass all that is good in terms of student development of skills and achievement of qualifications. Combined with highly qualified and passionate staff and the support of a wide range of loyal clients, students are able to prepare well for future employment in the beauty therapy industry. The Colleges' innovative approach to closely relocating the high expectations of commercial industry salons means that in addition to mainstream qualifications, students are able to develop the wider employability skills highly valued by employers as part of their learning programmes. Therefore, Trafford College are approved as a Centre of Expertise.

### Recommendations

Trafford College must now continue with their highly professional practices demonstrated by staff and students which replicate that required by employers. Their well established and innovative approach to the development of employability skills developed in commercial salons should be maintained to ensure they continue to provide opportunities which sets them aside from other organisations.

**Trafford College will receive their next moderation visit in October 2015 to ensure that they continue to meet the Centre of Expertise standards and criteria.**

