

FINGERTIPS & BEAUTY LEARNING AGREEMENT

This learning agreement is made between you, (the “Student”), and FINGERTIPS HAIR & BEAUTY TRAINING AND ASSESSMENT CENTRE (the “Centre”) and covers all qualifications/Diploma’s offered by the Centre whether virtual, in-person, based in the UK or based internationally.

The agreement is to give you a clear understanding of your entitlements and what the Centre expects of you during your programme of study. The below sections have been formulated to guide and assist our students in achieving the most from their course(s) undertaken at the Centre. Please read each section in detail as they contain information relating directly to your course delivery and/or assessments and may help to answer any questions you may have.

The Student agrees to:

1. Follow and abide by all sections of this Learning Agreement, its Appendix’s, and **Fingertips Hair & Beauty Student Handbook** (provided to you upon enrolment) as follows:
 - Appearance & Behaviour Policy
 - Appearance Frequently Asked Questions
 - Health & Safety Policy
 - Equal Opportunity & Diversity Policy
 - Continual Professional Development
 - Guide to Assessments
 - Appeals Procedure
 - Complaints Procedure
 - Respect staff / colleagues / clients
2. Make an active effort to meet attendance and study work requirements and standards for the programme as per the **8 Point-Progressive Course Guidance** (attached as Appendix 1).
3. Take responsibility for their own learning to help learners to develop independency skills e.g. if absent, it is the duty of the Student to catch up on the missed content using avenues made available to you for your ease and reference such as virtual class recordings, class notes and revision diagrams.

The Student confirms that with regard to their own programme of study:

1. Any evidence of prior qualifications, identification and personal details entered on my enrolment form are correct and where applicable discussed with me in relation to my choice of programme.
2. I understand that it is my responsibility to provide my own models for assessments, this will help to facilitate your progression on your learning programme and reliability of model attendance. Many qualifications require real clients in a live environment. Charges to clients

are necessary to create a realistic working environment. Under extenuating circumstances, the Centre may assist me in sourcing clients and I am responsible for ensuring I am present when clients are booked and expected

3. **Hygiene (Factoring Post-Covid-19) Good Practise:** As we operate in a close-contact industry, in the interest of health, safety and hygiene, the Centre strongly encourages Students to purchase their own kit and towels for practise and assessments. This maximises pre-sterilisation of items and it encourages home practise and development of skills. My kit and products will be required at each session. Fingertips Hair & Beauty do not accept responsibility for lost items. We recommend that Students label or include identifiable tags on their own kit items to reduce confusion and mistakes.
4. The objectives, purpose and intended outcomes of the programme have been explained to me, including the implications for my future career and the opportunities for progression of further study in the Nails, Beauty & Aesthetics industry.
5. I understand that a professional commitment and conduct is required of me, both inside and outside the Centre to successfully complete the programme.
6. I understand that the Centre has a programme for delivery of each qualification. Once Students progress into their assessments, the Centre cannot guarantee a fixed completion date as this pertains to my individual performance during the required assessments as a Student. The Centre will monitor my progress and provide additional and/ or alternative support as per my needs and within reasonable scope. Some avenues of support may incur an additional charge. I understand that in circumstances where the support required is likely to incur an additional charge, the fee's will be discussed and agreed with both parties prior to implementation.
7. I understand the responsibilities (e.g. fees, certificate fees, equipment, textbook, uniform etc.) arising from the programme to assist me in my success on my course(s) and these have been explained to me either in written format via the enrolment process and/or the Fingertips & Beauty Student Induction Pack.
8. I understand and agree with the programme of study to assist in my development of knowledge, class work, home assignments, training and assessment – practical/oral/written.
9. I understand that I need to attend if selected and requested by the Centre's External Verifier / Quality Assurer as per the Awarding Body Requirements (External Visit) document provided to me in my Induction Process. This is an opportunity to showcase your skills. There is normally a bi-annual (twice a year) visit to which I will carry out the requested skill and be assessed by Fingertips staff with the observation of Fingertips Internal Verifier and the Awarding Body's External Verifier. We are all here to enlighten and not frighten you, helping you towards success.

10. I understand that my course is **not** complete until I have received my certificate.
11. I agree to abide by the rules and regulations of the centre.
12. The Centre may be required to retain assessment evidence for a period of time. We therefore recommend to Students to keep extra copies of any evidence photo's or assignments if they wish, this is optional.
13. RPL (Recognised Prior Learning) procedures are available, depending on particular criteria. Where applicable, Reasonable Adjustments may be applied for on an individual basis, e.g. extra time added to theory test examinations. Please make the Centre aware of any potential learning requirements at the time of enrolment to allow us to assist you and facilitate adjustments where required, such as Dyslexia. Please allow us 6 to 8 weeks prior to theory examinations to apply for such adjustments as this requires external approval.
14. I understand that as of September 2020, my chosen course(s) have a prerequisite qualification "Infection Prevention Control", which I will need to undertake and complete my homework for, prior to undertaking any practical assessments associated with my chosen course(s).
15. I understand and agree that my selected course(s) may be delivered at various Fingertips & Beauty locations.
16. *For those enrolling on the **Level 3 or Level 4 Education & Training (Teacher's Training) courses***; I understand that these qualifications allow me to tutor/teach, however, do not allow me to assess vocational skills towards qualification achievement.
17. I understand that from time to time the Centre engages trainee tutors/assessors who are working towards their Teachers Training and/or Assessors Award qualifications. My course delivery sessions and/or assessments may be conducted either in full or in part by a trainee tutor/assessor, however, periodically or fully under the supervision of a qualified tutor as required.
18. The Centre reserves the right to withdraw from the Centre and the respective qualification(s), any student who causes disharmony. e.g. attends the centre under the influence of alcohol or drugs.

Attendance

- Students are required to report sickness/illnesses to the Centre as soon as possible as per the Centre's **Sickness Policy (attached as Appendix 2)**. An agreed continuation date will be mutually arranged between the Student and the Centre.

- ***Non-attendance without prior notification and agreement with the Centre is not permitted.***
Students who do not attend (or communicate via text/email) their course sessions and/or assessments for a period of 2 months (8 weeks) or more following their last attendance date will be subject to a course continuation fee of 35% of your original course fees payable directly to Fingertips & Beauty via bank transfer or telephone card payment prior to returning to sessions/assessments. Non-communication or agreement regarding continuation will result in an automatic de-registration and withdrawal from the course/assessments to which there are no refunds applicable.

As non-attendance is not permitted, any Student who does not return to the Centre to continue and/or complete their qualification, the Centre reserves the right to automatically withdraw and de-register the Student from their qualification(s) after 2 months (8 weeks) following their last attendance date. In these circumstances, payment fees paid to this point will not be reimbursed.

Assessment Re-sits

Each qualification offered by the Centre includes assessments that must be completed by the Student in order for our qualified assessment team to ascertain competency within the subject field. Assessments can be undertaken in the form of (but not limited to):

- Practical Observations
- Theory Examinations
- Homework Assignments
- Case Studies
- Professional Discussions
- Witness Statements
- Audio-Visual Media
- Evidence of prior learning or attainment
- Written questions
- Oral questions

The Centre incorporates delivery of teaching and facilitation of assessments into the initial course fee(s). If a Student fails any type of assessment, it must be repeated until competency is achieved. **One** re-sit of each assessment method is incorporated within your course fee. Any 3rd attempt of any assessment method requires payment 10 days prior to the assessment at a cost to the Student of £85.00 per exam, payable to the Centre via bank transfer or telephone card payment. Costs subject to change or increase as determined by the Centre.

Transferring (Deferring) Assessment Dates (Theory & Practical Examinations)

The Centre understands that from time-to-time unforeseen circumstances may arise, preventing a Student from attending a scheduled assessment date, therefore, **one** transfer of assessment date is included within your initial course fee. Any and all further transfer/deferment of assessment dates can be arranged at a chargeable fee to the Student of £85.00 per sitting, payable via bank transfer or credit/debit card over the phone to our offices on 0208 861 1459 or 07931 536 808 and there will be

no reimbursement for absenteeism. Costs subject to change or increase as determined by the Centre.

Verification

Each qualification offered by the Centre includes assessments that must be completed by the Student in order for our qualified assessment team to ascertain competency within the subject field. A review process to ensure that all of the qualification criteria has been met is conducted for each Student for every qualification. This involves the Student's assessment evidence undergoing a verification process prior to certification. Depending upon the time of year, estimated processing time is between 6-8 weeks following completion/submission of all required elements of assessment.

Refunds

Course, registration, continuation, re-sit or associated fees are non-refundable, however, are transferable and there will be no reimbursement for absenteeism.

Payment Agreement

If the Student chooses to pay for their course in instalment payments, the Student agrees to pay each instalment payment on the date and time mutually agreed between the Student and the Centre at the time of enrolment. The Student understands that non-payment of course fees or non-payment of instalment payments will result in automatic withdrawal and de-registration of the Student from their qualification(s). If a student completes their course delivery and assessment process prior to completing full payment of the course fees (and/or associated fees such as re-sit of continuation fees), the Student will not move into verification or certification until such fees are settled in full. Instalment options are interest free, however, may include a monthly transaction fee.

Payments can be made via credit or debit card over the phone to our Head Office on telephone number: 0208 861 1459 or 07931 536 808 or via bank transfer using the following payment details:

Company Name:

Fingertips Hair & Beauty

Bank: Lloyd's Bank

Account Number: 00883540

Sort Code: 30-93-92

***For any bank transfer transactions you MUST include your full name as the payment reference**

Points of Contact

Topic	Email
Sales & Payments	enrol@fingertipsandbeauty.com
General Enquiries	officeadmin@fingertipsandbeauty.com

I have read, understood and agree to the terms contained within my Learning Agreement:

PRINT NAME: _____

LEARNER SIGNATURE: _____

DATE: _____

Appendix 1:

8 Point-Progressive Course Guidance

8-POINT PROGRESSIVE COURSE GUIDANCE



REGULAR ATTENDANCE

PREPARATION

Adequate preparation for sessions e.g. pre-read subject

notes/resource from student online portal.

EQUIPMENT

Equipment to maximise home practice - resulting in better success in assessments.

REVISION

Adequate theory preparation for theory test minimising re-sits.

DATES

When booking test try to keep to dates booked unless ill.

ASSIGNMENTS

Punctuality and regular assignments handed in, with name, subject title with questions and answers clearly indicated.

MODELS

Organise and book own models in addition to the centres input.

RESPONSIBILITY

Monitor and take responsibility of outstanding work to complete practical and theory. Take ownership and management of your learning programme.

Appendix 2:

Fingertips & Beauty Sickness Policy

Fingertips & Beauty Sickness Policy

Our duty of care to all students, staff, models and contractors

In light of recent government advice and information regarding the current COVID-19 Coronavirus pandemic, we find it necessary to implement this sickness policy as a duty of care to all of our students, staff, models and contractors.

We ask our students, staff, models and contractors to appreciate, extend and adopt this duty of care by observing and adhering to the following:

- Please **do not attend** the centre under any circumstances if you suspect or show any symptoms of illness, including but not limited to, coughing, sneezing, vomiting, fever or high temperature symptoms until you have been free of symptoms for at least 14 days and feel well.
- Please **do not attend** the centre under any circumstances if you have been in contact with any persons or family members that are suspected or show any symptoms of illness, including but not limited to, coughing, sneezing, vomiting, fever or high temperature symptoms until they have been free of symptoms for at least 14 days and feel well.
- Please **do not attend** the centre under any circumstances if you, or, any persons or family members you have been in contact with, have travelled to any of the affected countries as per the live update list on <https://www.worldometers.info/coronavirus/#countries> website, until you or they have been back in the United Kingdom for at least 15 days and feel well.
- Please exercise good and sensible judgement and adopt extra Health & Safety measures and precautions, keeping yourself and others in mind whom may be vulnerable or susceptible to illness during this unexpected and unprecedented time.

Fingertips & Beauty is committed to maintaining and exercising our duty of care as detailed within this policy and **will ask those whom do not adhere to this policy or appear to show any symptoms of illness to leave the premises and refrain from returning to the centre for a minimum of 15 days from the date of incident.**

I recognize that the staff at Fingertips & Beauty are closely monitoring this situation and have put in place reasonable preventative measures targeted to reduce the spread of this virus. However, given the nature of the virus, I understand that there is still an inherent risk of becoming infected with COVID-19 if I enter the premises and/or proceed with an elective treatment or service due to the nature of the industry.

This consent applies to any follow-up or additional services being provided.

I understand and agree to the above Sickness Policy:

PRINT NAME: _____ SIGN: _____

DATE: _____

July 2020