



Candidate Induction

This document is yours to keep. It provides a handy reference to help you get the most out of your qualification and provides you with essential contact information.

Welcome to IFlourish Beauty Academy

Your induction Program and Pack is designed to:

- Introduce to those who will be involved in your assessment and what their roles and responsibilities would be.
- Familiarize you with the assessment center and what support to expect from them to help you achieve your VTCT qualification.
- Inform you about how a VTCT qualification is assessed and what you should expect.
- Inform you of your role and responsibilities as a candidate.
- Inform you about what you can do if things go wrong.
- Inform you about how and when you can expect to "get started".
- Inform you about the structure of the award and how to identify, submit, and organize your evidence.

Introduction to the National Vocational Qualification process

VTCT qualifications are nationally recognized qualifications. To achieve a VTCT qualification, you must show that you are competent in several areas and that you can work consistently with the nationally recognized standards while understanding why you must do so in the approved ways. You will be asked to confirm that you have received and understood this induction by downloading, signing, and including our Candidate Charter in your Portfolio of Evidence.

With the evidence gathered, your assessor can judge whether you are "competent" or "not yet competent". If you are judged by your assessor to be 'not yet competent', this does not mean that you are incompetent or that you are not capable, it simply means that you have not yet met the criteria across each area of the nationally agreed standard for the qualification that you are working in that direction. Your assessor will measure your skills and knowledge against the national standards and advise you to provide additional evidence.



Your tutor/assessor is the person who will be with you always- providing help and support to ensure you succeed. You will be contacted within 48 hours of enrolment to set up an initial meeting and obtain access to our online Virtual Learning Resource. During this first meeting, you may be asked to take an initial assessment to help us determine your current academic level, identify all the learning support you need, and establish the right program for you.

Before meeting with your tutor/assessor, you are advised to familiarize yourself with the contents in this pack. Take time to complete the 'Candidate Profile' and the 'Learning Styles Self-Assessment Questionnaire' found within our Online Virtual Learning Resource. This information will help us tailor your learning and assessment styles to your individual needs. It is recommended that you have a good level of general education comparable to GCSEs. You should have a caring nature and be committed to fulfilling both Practical and Theory Elements. You must also meet the required Guided Learning Hours (GLH) by attending our center for the Practical Elements and by working through the Theory Elements, taking part in online discussions, assessments, and reviews with your tutor/assessor via our Virtual Learning. Practical elements may be of mixed sex, and learners will be required to work on each other.

Who will be involved in my qualification?

Several people will be involved in your qualification at different times and varying levels. The most important person is YOU, the candidate. Others include:

- Assessor: You will be allocated a named assessor who will be trained and experienced in the field covered by your specific qualification. Your assessor would guide and assist you and ultimately, when you are deemed to be competent.
- The Assessment Centre: IFlourish Beauty Academy is an approved VTCT assessment center for QCF qualifications. We would be responsible for registering you, arranging assessment visits with your assessor, and carrying out quality assurance to ensure that your skill is robust and meaningful according to the current standards.
- Internal Quality Assurance: The IQA is employed by IFlourish Beauty Academy to be part of the quality assurance process. Before certification, your assessment decisions will be reviewed by the IQA and checked for conformance to standards and consistency across all awards. The IQA is responsible for any complaints or appeals you may need to make.



The people who may be involved in your assessment are outlined below.

Assessor Names:	Helen Ekong
Mobile Telephone No:	08080028333
Assessors Email Address:	iflourishesthetiqueskincare@gmail.com
Internal Quality Assurer Names:	Helen Ekong
Contact Numbers: Tel:	08080028333
IQA Email Address:	iflourishesthetiqueskincare@gmail.com

Centre Name:	IFlourish Beauty Academy
Centre Postal Address:	37 Akpan Etuk Street, Uyo, Nigeria.
Website Address:	https://www.instagram.com/iflourish_esthetique/
Online Virtual Learning Resource:	https://www.instagram.com/iflourish_esthetique/

Your assessor would be available to help you achieve your qualification as quickly and efficiently as possible. You can call or email him/her with any questions or concerns. If your assessor is unavailable, kindly feel free to contact the IQA or Centre Manager.

Internal Quality Assurer (IQA):

The role of the IQA is to check the work of the assessor, a sort of 'double-check' to ensure that the acceptable standard is adhered to and that the assessment of different assessors is consistent across the team. To do this, they will sample the marking of assignments that have already been assessed by the assessors. Our IQA is Helen Ekong.

External Quality Assurer (EQA):

The EQA is appointed independently of IFlourish Beauty Academy to represent VTCT and to do a quality check on their behalf. The EQA visits twice a year to examine how VTCT qualifications are being run. The EV may want to meet with a sample of the candidates taking VTCT qualifications at the time of his/her visit.

Your role as the VTCT candidate:



As your training provider, we will provide you with all the resources, trainers, training materials, support, and guidance during and after training. You would also get the necessary VTCT documents and guidance on their use, to become successful in the training, the work itself, and in obtaining the VTCT qualification. However, you have a fundamental and vital part to play as well as your responsibilities to fulfill. You should attend all the Practical Element sessions and participate fully in the activities. Once your training commences, you should proceed with completing the assessment and assignment work- do not be tempted to leave it, put it off, or do it the next day.

How will I be assessed?

The most important assessment method is by direct observation of your working activity and discussions about when, where, why, and how you do the work-related activity. This provides a combination of performance evidence (how you do the job) and knowledge evidence (why you do the job). Your work activities/observations may be recorded by your assessor using video and photographic evidence which will be used to decide on your competence. This ensures that your normal working activity/observation is not interrupted. It is important to know that you cannot simulate working, it must be a real working activity for it to be valid. It is either you meet the national standards (competent) or do not (not yet competent). This qualification requires you to provide evidence of competence in the form of case studies or individual treatments to cover range statements, demonstrate sufficient knowledge to be able to explain the treatment and provide it safely, effectively, and consistently. Independent study is an essential part of this course and you will be required to complete both practical and theoretical assignments at home. Observation Assessments will take place during the course and when all your case studies and Portfolio of Evidence are completed. Observation Assessment competency must be demonstrated on several occasions. Assignments and external papers will assess knowledge and understanding of this.

Unit assessment methods include Portfolio of Evidence, Written Assignments, Case Studies, Practical Elements/Final Assessments, and written Question Papers.

Assessments and Assignments

Your assessor is responsible for assessing each unit. Assessment activities have been developed by IFlourish Beauty Academy and approved by VTCT. The Record of Assessment Book gives information



concerning exactly what needs to be covered and other supporting information such as word count and referencing guide where appropriate. Your assessment work or any queries regarding the assessment work should be submitted to your tutor/assessor who will assess your work and complete a mark-sheet and give you feedback. You will be allowed one re-submission of your work. Once your work is satisfactory- reaches the required standards, it will go through a process of internal quality assurance within IFlourish Beauty Academy and then a process of external quality assurance through VTCT. These procedures are laid down by the Awarding Organization and are rigidly followed by IFlourish Beauty Academy. These are all administered through the online Virtual Learning Resource and VTCT's e-portfolio.

Case studies: You must carry out and document evidence of a fixed number of treatments on a fixed number of clients. Each case study must include a client questionnaire, lifestyle assessment, consent form, consultation record, treatment record, after-care advice, and client feedback.

What is evidence and how will I collect it?

Evidence is anything that occurs naturally during the work activity. These will relate specifically to your work activity and will be used by your assessor as part of his/her judgement decision of your competence. In addition to documentary evidence, your assessor will observe you while you carry out your normal working activity and may take photographs, video, and audio recordings describing what you are doing. All this evidence is then put together as an electronic portfolio that your assessor will use to cross-reference your performance and knowledge to the standards.

If there are any gaps in your evidence, you will be asked to collect this and submit it during your next assessment or review visit. You can also send photographs and videos directly to your assessor. The photographs and videos must be of you working and your assessor must be able to validate them.

What is a Portfolio and how long will it take to be deemed competent?

A portfolio is a collection of all the evidence you will submit and all the evidence you produce with your assessor. This evidence is cross-referenced to the standards and is used to claim competence. We expect that each candidate would be able to complete a VTCT Qualification within 5 - 12 months after being inducted depending on your experience, the amount of time available to commit to both



the practical and theory elements of the course, and the chances you have for assessment. Your assessor will help you to plan a timely completion of the VTCT qualification and will review your progress at intervals (not more than 12 weeks). You must keep in touch with your tutor/assessor to ensure that all available assessment opportunities are covered.

When will my initial assessment take place and what is involved?

Your initial assessment will take place immediately you are ready and when you can decide a convenient date with your assessor. The assessment may be dependent on your work activities. Your assessment will be by direct observation while carrying out expected tasks and recorded discussions about your work activity.

Equality of Opportunity, Appeals and Complaints

IFlourish Beauty Academy is committed to treating all our candidates equally, consistently, and fairly. We respect you as an individual and we assure you of equal access to the qualifications which we deliver irrespective of your race, religion, sexuality, or gender. We will also ensure that you are not deprived of your circumstances at home or work. You will have access to appropriate support if you have any difficulties that may affect you such as reading and writing issues. Such issues are strictly confidential.

Your assessor is assigned to you and he/she will work closely with you to ensure that all the evidence that you submit is valid. Ultimately, your assessor will make a judgment decision about when he/she feels that you have met all the standards and therefore deemed to be competent. If your assessor feels that you have not fully met the standard and therefore not yet competent, he/she will discuss this with you and agree on an action plan. You may have a number of action plans according to how quickly you can gather the evidence. If you do not agree with the decision made by your assessor, you have the right to appeal the decision. The first step is to discuss your concerns with your assessor. He/she may be able to explain the decision further and clarify any possible misunderstanding.

You can approach the Internal Quality Assurer (IQA) at IFlourish Beauty Academy If you still disagree with the outcome. They will listen to your concerns and reasons for the appeal. You will be notified of



the outcome which will either support the judgement of the assessor or suggest that the assessor reviews his/her decision. If after this, you still have concerns, you can appeal to the awarding body directly.

Flourish Beauty Academy is committed to providing a high level of service with complete respect for every individual be it a candidate, visitor, or member of the public. If we do not meet your expectations, please do not hesitate to contact us. Your satisfaction is our success.

What is the center's data security policy?

Flourish Beauty Academy is required to collect certain personal information to register you for VTCT qualifications and to record your achievements. Your personal information will only be used for this purpose and we will never disclose any information to a third party (other than VTCT) unless we are required to do so by law. We will only keep your personal information for as long as we are required to do so, and we will protect it using all reasonable security measures available.

Candidate Registration

For this qualification, the registration period is three years. The registration period is the time in which a candidate is registered onto the qualification and in which they must complete it. Ensure that you complete the Candidate Profile within your online Virtual Learning Resource before the submission of your first assessment work to your tutor and as soon as possible. Your VTCT registration will be processed at this time so that we can claim the successful completion of your units and qualifications at the appropriate time. If you are not registered, we will be not able to claim your certificate regardless of whether you have produced the work and have been assessed as passing.

When we register you for your qualification with VTCT, we receive a lifetime registration number if you do not already have one. This allows the records of all your future qualifications (including this one) to be centrally recorded. This will help you later by ensuring that you are given proper credit for your achievements and that you do not duplicate learning and assessments in areas that you may have already covered. Registration fees are included in your course costs and personal information is used only by the awarding body to keep a record of your learning achievements.

Planning your progress?



For you to complete your VTCT qualification on time, we will stay in touch with you at intervals not exceeding 12 weeks. We will contact you more frequently by email or telephone. You must stay in touch with your assessor and if an assessment opportunity arises you should make contact immediately to arrange an assessment visit. After you have completed your VTCT qualification, you may find that there are other career opportunities available to you. You will be required to complete a Personal Development Plan and submit it to your tutor so that an Individual Learning Plan can be arranged for you. Most VTCT qualifications are specialists-standalone qualifications and progression to all possible complementary therapy qualifications. You will also possess the skills to enable you to provide treatments for clients via employment or self-employment in the complementary and healthcare sector. You may probably wish to continue in your current role satisfied that you have been deemed competent and that you have achieved a formal and nationally recognized qualification.

Guided Learning Hours

This denotes the general amount of time you will spend on the unit. This includes time spent on reading and working on materials you have been sent, responding to tutorial input, additional reading and research, completing your assessment, receiving and acting upon feedback from your assessor, and contact with your assessor.

Plagiarism

Plagiarism is the presentation of someone else's thoughts or words as though they were your own. Plagiarism must be avoided, with particular care in assignments. You are encouraged to read, evaluate, critique, contrast, and compare the work of others as much as possible at this level. You must acknowledge and reference your sources. Direct quotations from the published or unpublished work of others, from the internet, or any other source must always be identified by providing a full reference to their source in the proper form. Remember that a series of short quotations from several different sources, if not identified as such, constitutes plagiarism just as much as a single unacknowledged long quotation from a single source. Equally, if you summarize another person's ideas or judgments, figures, or diagrams, you must refer to that person in your text, and include the work referred to in your bibliography or as footnotes or endnotes. The direct and unacknowledged repetition of your work which has already been submitted for assessment can constitute self-plagiarism.

Policies and Principles



All courses are developed and designed to be delivered in English, and therefore a good standard of English is required to offer a maximum chance of success, enjoyment, participation, and learning. We will use your feedback within course reviews and annual self-evaluation for our business. We will seek permission to use this for marketing purposes.

We believe that no student should be disadvantaged because of disability. We expect reasonable behavior from our candidates and their representatives, and for them to refrain from bad language that may be thought of as offensive, abusive, racist, libelous, or defamatory. We reserve the right to terminate the registration of candidates or their representatives and such behavior, in our opinion, is found to be

unreasonable. All our policies and documents are available within our online Virtual Learning Resource and candidates are required to download them and familiarize themselves with them.

Once you have completed all the assessment work necessary for your qualification, your certificate will be claimed through VTCT's external quality assurance process by IFlourish Beauty Academy.

Appearance

Candidates are expected to observe personal hygiene, dress acceptably to the profession, and working environment. College dress code must be adhered to, candidates must present an overall smart appearance; Jean wear and false or painted nails are unacceptable.

Hair

Professional appearance, especially where the hair is concerned is one of the most important assets to a therapist. It conveys an advertisement for the training center and the individual. Therefore, it is essential that your hair looks and feels good. It does not mean your hair needs to be fashionable, but simply clean, neat, and healthy-looking. This can be achieved by:

- Regular cutting and trimming
- Use a good choice of hair products related to your hair type
- Healthy living (diet etc.)

Posture

Bad posture can lead to fatigue and possibly ill health. A Strain on the calf, back, and other areas of the body will also be apparent if you do not stand correctly. Rounding or hunching of shoulders can



lead to compression of the chest, which could lead to respiratory and circulation problems. Your appearance will also be affected if posture and composure are not correct. A good appearance is to stand upright and vertically move by bending your knees slowly whilst keeping your back in flow with your movement.

Fatigue

- Muscle Fatigue: Caused by a prolonged working which results in aching muscles and slow muscle reaction.
- Posture Fatigue: Straining of ligaments and cramp feeling due to bad and stayed posture.
- Mental Fatigue: Prolonged mental focus. The result is forgetfulness, mistakes, and nausea.
- Heat Fatigue: Due to working in a hot atmosphere. The result is dizziness, faint, feeling nausea, and dehydration.

Professional Etiquette

Candidates are expected to conduct themselves professionally during Practical Element sessions and assessments, especially when VTCT representatives or client models are present. Candidates must observe all rules of professional conduct when working with client models during Practical Elements. Chewing gum, smoking, eating, or drinking whilst working with a client model is unprofessional and improper. In case of difficulties please consult with your tutor/assessor.

Remember candidates are expected to offer a professional service to their client model in a realistic working environment.

Complaints and Appeals Procedure

Before having recourse to the Complaints Procedure, a candidate should make every effort to resolve a problem with the individual(s) concerned or consult his/her tutor for help and advice. Only when these steps have failed, or when the learner has good cause for not pursuing these means of resolving the issue, should the Complaints Procedure be invoked. The Complaints Procedure shall not apply to cases in which an individual wishes to appeal against an academic decision by the center or an awarding organization. In



such instances, the applicant should follow the Appeals Procedure. No action will be taken in the case of complaints made anonymously. Candidates shall not be disadvantaged for lodging a complaint in good faith.

Referrals and Resubmissions

If you do not pass the first time, we will advise on what you need to do to amend the work. You will then be allowed to resubmit it for re-assessment.

Practical Observation

Working Guidelines during Practical Element sessions and cases study work (Summary)

- Communication is essential between you and your client.
- Ensure that you use the appropriate consultation techniques when consultation is required.
- Make sure you complete all appropriate consultation forms fully.
- Ensure you fully inform your clients of aftercare advice.
- Remove jewelry to ensure that your client model is adequately protected

Need to know requirements

- Know the fire drill
- All accidents must be reported and logged in the accident report book (located next to the first aid box)
- Health and safety guidelines must be observed
- Ensure that all spillages/breakages are reported to your tutor.
- Ensure all walkways are free of foreign objects like coats, bags, etc.

Preparation of Work Areas

- For every client model, a consultation form must be completed
- Ensure that all equipment is safely set out on the trolley you are working on
- All equipment must be clean and treated with the relevant antiseptic before use
- Never use damaged equipment
- All practical work must be observed, recorded, and assessed by your assessor



Floor Debris

Any debris left on the surface of the floor is a potential hazard. Hence, ensure that floors remain clean and clear. This will reduce the risk of infection and avoid slippage for you, your client model, tutor, and other candidates. Always clean up immediately there is a spillage of any nature and report to the tutor/assessor.

Dermatitis

Dermatitis is a common occupational hazard for therapists. It is a skin condition usually found on the hands where skin irritation occurs due to the constant use of water and products. Always dry your hands thoroughly after treating a client model and regularly protect your skin by using a barrier cream to help prevent dryness from occurring. On the first sign of a skin complaint, please inform your tutor and consult your doctor immediately.

Heavy Objects

Please get help if you are unsure of an object's weight. If an object is too heavy or awkward to carry, do not attempt to carry it yourself as you may cause injury to yourself and others by doing so.

Bins

Although the center carries a non-smoking policy, never place contents of ashtrays or sharp objects in a general waste bin. If you see sharp objects or ashtray contents in a bin, please alert your tutor immediately before emptying the bin. Sharps have a specific bin and are easily recognized by their bright yellow appearance.

Trailing leads

Never leave long leads or wires where they may be tripped over or caught together. Always ensure that large items are cleared from the path of walkways, aisles, etc. Please note that under no circumstances should electrical leads come into contact whatsoever with water.

Fire Drill

- When the fire alarm sounds, everyone should evacuate the building with immediate effect and in an orderly manner.
- Do not stop to pick up coats and other items.
- Exit by the marked fire escape.
- Assemble at the rear of the premises (Muster point)



- Stay in your group.
- Your tutor will call the register.
- Your tutor will call the fire brigade.
- Do not return building until you are told it is safe to do so, by the fire brigade or tutor.

Preventing Fire Accidents

- Ensure that all flammable liquids are kept safe under lock and key
- Do not overload electrical circuits by using multi-socket plugs
- Ensure that all cigarettes are safely extinguished
- All firefighting equipment must be within easy reach and accessible
- All firefighting equipment must be maintained correctly.

Prevention of Accidents

Falling Accidents

- The treatment /training room must be well lit with no dark areas
- The floor must be non-slip
- Any spillage must be wiped or mopped up immediately
- Ensure that there are no trailing leads
- Ensure that any sharp angles or projections are removed from furniture or wall units

Electrical Accidents

- Ensure that all wiring and electrical appliances are maintained or repaired by a qualified electrical Contractor. Never attempt to repair equipment yourself.
- Ensure all appliances are switched off after use.
- Check all appliances before use.
- If an appliance is fused or does not work, please inform your tutor immediately.
- Under no circumstances should you handle any electrical equipment with wet hands.

Frequently Asked Questions (FAQs)

Here are the answers to some of the questions we are most often asked. If your query is not dealt with here please ask your tutor/assessor.



Q. How long will it take me to achieve this qualification?

A. You can start working through the units within our online Virtual Learning Resource immediately you enroll and submit assessment work. You must complete one unit at a time and all exercises, questions, and assignments must be marked and passed before you can move on to the next. In terms of minimum time, we recommend that you get started as soon as you can. But for case study requirements, you will need to work for sufficiently long with your case study client models to be able to show genuine evidence in your knowledge and understanding and of progress made by that person, which cannot be done in just one or two weeks.

In terms of maximum time, your VTCT registration lasts for up to three years so, in theory, you have that long to complete everything. But in practice we know that those who do take so long are very unlikely indeed, to complete. So, we will normally expect you to aim to achieve the qualification within 6 months to a year and we will look forward to you doing so. If you have not completed in that time scale, we may ask for firm evidence of a continued commitment on your part before we agree to allow you to take further time over the qualification. It is within our right as a center to do this, notwithstanding the VTCT 3-year registration period. Of course, where there are reasonable circumstances, we will always consider an extension of time allowed.

Q. What sort of support and guidance will I get to help me gain the qualification?

A. You will receive the documents needed to complete the qualification and these contain explanatory notes as to how they should be used. Thereafter, on-going advice and support are available from your tutor/assessor via telephone, email and within the notification and discussion sections within our online Virtual Learning Resource.

Q. Who will assess my work and how will that be done?

A. When you have completed each unit it will be marked by your assessor and feedback will be given. Successive units are completed and submitted in the same way.

Q. What if my assignment work does not meet with the assessor's full approval?

A. In that case, the assessor will state that on the assessment marking sheet and give you full detail about why the evidence is not yet acceptable and which parts of the unit it refers to. They will also



indicate what you need to do to amend the unit so that it meets the requirement. You can then make the necessary changes following the assessor's guidance and submit it again for reassessment.

Q. What if I don't agree with an aspect of the assessment?

A. We have processes in place which you can use to appeal against an assessment decision.

Q. What if I'm not happy with other aspects of the training or the qualification?

A. Again, we have processes in place and a general complaints procedure.

Q. How does Flourish Beauty Academy make sure the assessors are carrying out assessments fairly?

A. Our Internal Quality Assurer (IQA) regularly monitors the work of the assessors by checking samples of their marking to ensure standardization across all assessors and all assessment decisions, and to make sure that assessments meet VTCT requirements for good practice. VTCT themselves through their External Quality Assurer also examine our records of general program management, our assessments, and the records of our internal quality assurance at regular intervals.

Q. How soon will my VTCT certificate arrive, after I have completed everything?

A. As soon as you have completed everything and met all the requirements, we will apply to VTCT for your final certificate. This process normally takes between 2 and 6 weeks and for us to post it to you.