



PPT
PETER PYNE
TRAINING



Styling your success for the future.

2A Darwall Street,
Walsall West Midlands,
WS1 1DA

01922 724700

STUDENT ENROLMENT HANDBOOK



ABOUT OUR ACADEMY

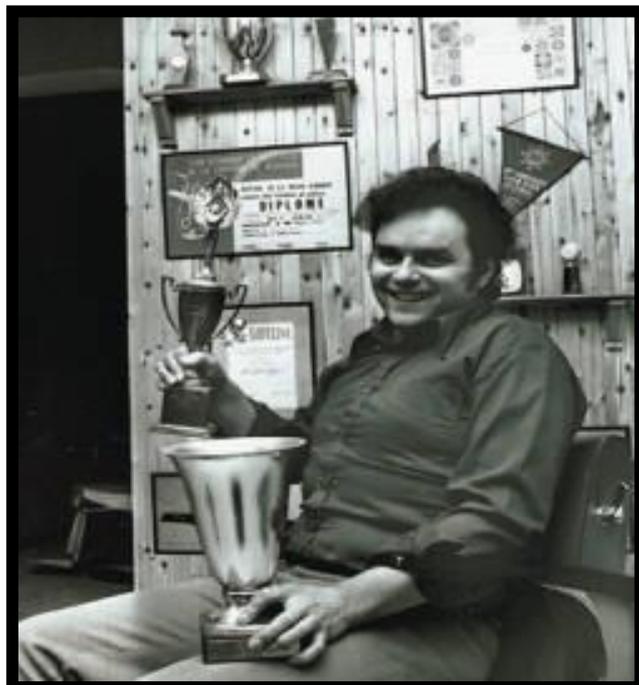
Congratulations on enrolling with one of the West Midlands leading training providers of Hairdressing and Barbering training.

We've been helping individuals achieve their dreams of working in the hair industry since 1991.

The Organisation enrolls students throughout the year.

Courses are scheduled to create flexibility and fully accommodate a time when you are ready to start.

There are many members of our team who can offer support and guidance and will discuss the most appropriate route for you and your learners.



ACADEMY AIMS:

We believe that Peter Pyne Training is a fantastic environment to learn the trade of either Hairdressing or Barbering.

We are very lucky to have a commercially run salon with a shop front in a very busy part of the town.

This means you have excellent opportunity to experience a wealth of different clientele and gain experience in a working salon.

Our aim is to work with each student to develop skilled Hairdressers and Barbers with successful careers.



STUDENT CODE OF CONDUCT

A code of conduct is a set of rules outlining the social normalities, responsibilities and common practice of an individual. Following a set code of conduct ensures that all the students share a common goal, this leads to greater professionalism and increased success.

Our Expected Code of Conduct:

- ✂ Sessions begin at 9:30 AM. You should arrive on time and be ready to start work without the need to be prompted.

- ✂ If you're more than 5 minutes late, this will be noted by your tutor who will monitor this, 3-lates in a month means you will be called in additionally to speak to your Course Coordinator with your salon also being made aware. If this behaviour continues, then we are left with no choice but to start disciplinary procedures with you.

- ✂ Any sickness / absences must be reported to reception on 01922 724700 by 9:30 AM. Failure to do this will result in an unauthorised absence. Your salon placement is made aware of each time you do not attend.

- ✂ Unless permitted by your session tutor, we do not allow mobile phones whilst in training, all phones must be switched off or on silent. Should anyone be seen answering non-urgent calls, phones will be confiscated by the tutor until the end of session.

- ✂ Computers are for training purposes only. Please do not use these for personal use i.e. Facebook, Twitter etc. If found doing so, this will result in disciplinary action.

- ✂ We have zero tolerance towards bullying and harassment, bad language, drugs and lack of respect towards staff and other trainees.



ARRIVAL PROCEDURE

Once you arrive in the building;

1. All bags, phones and any valuables are to be locked away in the lockers. Keys for the lockers will be provided by reception (must be returned at the end of the day, or you will incur the charge of a replacement).
2. Coats hung on the hooks provided (2nd floor).
3. No chewing gum, food or hot drinks are allowed in session.
4. You will need to bring your kit and portfolio to every session, otherwise you will be sent home and your salon informed.
5. If you are due into the salon for 9:30, you need to have your kit set up ready for 9:30.
6. For theory sessions, you need to have your notes, pen and paper and sat ready for registration for 9:30.

Break Time:

Smoking and hanging around is not permitted at the front of the salon.

For lunch times there are various facilities located within the town centre that you can take full advantage of.

There are tables on the 2nd floor for you to eat your dinner at lunch time.



PERSONAL APPEARANCE & HYGIENE

Uniform guideline:

All these items can be purchased from our Hair Academy.

- T-Shirts: £10
- Hoodie: £15
- Blockhead: £40
- Kit: £30

Hygiene:

- You must be well presented; well groomed (facial appearance).
- A daily shower, brushed teeth and deodorant as a minimum.

Peter Pyne Training: *Men's Uniform*

Uniform Checklist:

- Official Peter Pyne Training T-shirt.
- Smart Plain Black Trousers:
 - Must have no visible fading and no rips.
- Smart Plain Black Shoes

Non adherence to the correct uniform on training days will result in you being requested to return home to change into appropriate clothing within uniform guidelines. Your employer/work placement will be informed if you fail to comply.












Peter Pyne Training: *Ladies Uniform*

Uniform Checklist:

- Official Peter Pyne Training T-shirt.
- Smart Plain Black Trousers:
 - Must have no visible fading and no rips.
- Smart Plain Black Shoes:
 - No heels and no open toes.

Non adherence to the correct uniform on training days will result in you being requested to return home to change into appropriate clothing within uniform guidelines. Your employer/work placement will be informed if you fail to comply.














SALON ETIQUETTE: A GUIDE TO ALL LEARNERS

Good Attitude: Which you should present in your working & Training environment

- ∴ Be polite and show respect to clients, colleagues and senior members of staff
- ∴ Personal Appearance – be neat and tidy, uniform, hairstyle, make-up, nails etc.....
- ∴ Personality – friendly, cheerful and professional
- ∴ Efficient – be professional, helpful and caring
- ∴ Willingness to learn and be 'keen' – show positive career interest
- ∴ Always show good / well behaved manners
- ∴ Willingness to observe, 'health, safety and hygiene', rules and regulations, keep the salon clean and tidy and keep yourself neat and tidy
- ∴ Appear bright and alert
- ∴ Keep personal feelings 'well hidden'
- ∴ Correct speech (do not use slang or bad language)

Bad Attitude: Which you should never portray in your Working or Training environment

- ∴ General rudeness – bad mannered, sulky, ignorant, bad tempered, ignoring the 'clients', arguing with the clients and / or other members of staff and talking about them behind their backs (snide remarks)
- ∴ Bad language, use of slang
- ∴ Eating in the salon
- ∴ Chewing gum in the salon
- ∴ Showing little or no interest towards your Hairdressing/Beauty career
- ∴ Arriving late to work, worse still arriving with a 'hang over' and late
- ∴ Not working as a team – laziness in the salon, being unhelpful and uncooperative, moaning when you are asked to do something, losing your temper, banging things down and snapping at people
- ∴ Looking fed up (even if you are, since personal feelings should be kept hidden whilst you are at work), being grumpy and showing depression
- ∴ Bad odour, bad breath, scruffy / dirty uniform just general bad appearance
- ∴ General bitchiness

Good Manners Attitudes, Behaviours, and Manners you should portray in your Salon & Training environment

- ∴ Be Polite at all times, never ignore your Client, and try not to be too distant or too familiar with clients (both can cause the client to be uncomfortable)
- ∴ Never Argue: Either with other members of staff and / or clients. Beware of argumentative subjects e.g. politics and / or religion (some clients may have very strong opinions; you could easily offend them even unintentionally)
- ∴ Be careful of your conversation: Whilst dealing with a client, it is, Very Rude whilst doing a treatment to discuss over his / her head with another member of staff about what you did the previous night
- ∴ Personal Appearance and Personal Hygiene
- ∴ Personal cleanliness is extremely important in any walk of life, but particularly in the salon where assistants very often work physically hard in warm surroundings (which increases the risk of sweating), and also in the proximity of the client
- ∴ Body odour and bad breath can be offensive to both the client and other members of staff, therefore steps should be taken to ensure personal freshness at all times (e.g. keep a deodorant and / or body spray on you at all times.

Client Care – The Ten Commandments

- 1 - The Client is the most important person in the salon
- 2 - The Client is not dependant on you – you are dependent on them
- 3 - The Client is not an interruption of your work – but the purpose of it
- 4 - The Client does the favour when they call – you are not doing them a favour by serving them
- 5 - The Client is the important part of your business and is not an outsider
- 6 - The Client is not a statistic, but an important human with feelings and emotions
- 7 - The Client is not someone with whom you should ever argue
- 8 - The Client brings you their needs which you should and must fulfil
- 9 - The Client deserves the most courteous and attentive treatment you can give them
- 10 - The Client is the lifeblood of you – and your competitors’ business

Maintaining Salon Hygiene: Keeping Health, Safety & Hygiene efficient in the Salon and Training Centre

Shop Floors - The floors should be swept and mopped every day, (more often if required). Check all floor coverings are secured, (any loose tiles, lino, carpet etc can be dangerous to staff and clients)

Reception - This area should always appear clean and tidy, always remember this is the first area your client will see and his / her first impressions will be formulated.

Worktops - These should be kept free of litter (i.e. empty canisters). They should be wiped over regularly and kept free from dust.

Towels / Gowns - Dirty towels should be removed from sight and placed in a linen basket. Dirty towels should never be littered around the salon and should never be used on a client. Clean towels should only be used on a client, gowns should be laundered regularly and kept fresh and clean.

Magazines - Keep all magazines tidy (and as up-to-date as possible). Discard / throw away any tatty / ripped magazines. Always keep a good selection of magazines for the client to browse through. Always remember temptation to the client.

Equipment / Tools – With careful handling and correct maintenance, equipment can and will respond to a long life and a good service. All equipment must be sterilised after each use and kept in a sterilising cabinet (where available)

- ∴ Light fittings should be kept clean, it is important that the salon is well lit from all angles
- ∴ Keep all cabinets clean inside and out

Efficiency - Always be efficient and act professionally in your salon work placement. Always find something to do. Sloppiness and laziness are not tolerated. Set examples, not take examples as portrayed by some senior members of staff

STUDENT TIMETABLE

Our timetable runs on a Week 1, Week 2 basis. Which means;

- One week will be Theory (9:30 – 4:30)
- One week will be Practical (9:30 – 4:30)
- 1 hour break

Apprentices: 1 Day a Week

Study Programme / Traineeship: Multiple Days a week

Functional Skills (if needed), will be incorporated into your theory lessons.



QUALIFICATIONS

We offer a range of qualifications. We've spent ample time making sure that our courses flow accordingly to ensure you have the best progression opportunities.

Study Programme

Study Programme is structured to the individuals learning needs. It involves vocational and subject learning, personal and social development and functional skills. Spanning a duration of 12 or 24 weeks.

Traineeship

Traineeship is an education & training programme with work experience that is focused on giving young people the skills and experience employers are looking for. Along with functional skills, personal and social development. Spanning a duration of 20 weeks.

Intermediate Apprenticeship

An apprenticeship is a work-based learning programme to gain a full qualification, to do this the learner would need to be in a placement and attend training once a week. Spanning a duration of 12 – 24 months.

Advanced Apprenticeship

This level 3 qualification gives learners that next step progressing from their prior level 2. This qualification will focus on developing the learner into more of a senior stylist within their salon. Spanning a duration of 12 – 24 months.



SAFEGUARDING

Peter Pyne Training's Policy is to protect children and vulnerable adults. Safeguarding describes the broader preventative and precautionary approach to planning procedures that are necessary to be in place to protect children and vulnerable adults from any potential harm or damage.

What is abuse?

- Physical Abuse
- Emotional Abuse
- Sexual Abuse
- Financial or Material Abuse
- Neglect
- Domestic Violence
- Bullying (Physical/Verbal/Emotional)

There are additional safeguarding issues that you should also be aware of;

- Child Sexual Exploitation (CSE)
- Fabricated or Induced Illness
- Bullying Including Cyberbullying
- Domestic Violence
- Female Genital Mutilation (FGM)
- Mental Health
- Sexting
- Gender-based Violence / Violence against Women & Girls (VAWG)
- Teenage Relationship Abuse
- Radicalisation
- Drugs
- Forced Marriage
- Private Fostering
- Gangs and Youth Violence
- Faith Abuse

If you have any safeguarding concerns, please do not hesitate to discuss them with any member of staff.

Alternatively, the designated Person responsible for Safeguarding /Child Protection is **Donna Kraushaar-Paddock** in her absence **Amanda Pyne** will be available, who will then follow the relevant company procedure.

PREVENT STRATEGY

Peter Pyne Training is committed to fulfilling the Government 'Prevent Strategy' by educating our learners on the four elements of 'British Values'.

1. Democracy
2. Rule of Law
3. Individual Liberty
4. Mutual Respect and Tolerance

By following this strategy, Peter Pyne Training can help to respond to the challenge of the threat of terrorism in the UK and prevent people from being drawn into terrorism.

Peter Pyne Training can do this by ensuring our learners, understand how 'Racialisation' occurs by giving them the tools to avoid the process by knowing how terrorist groups engage young people. Peter Pyne Training has trained Staff, who can identify the steps of Racialisation, and know the appropriate agencies to contact to report issues for further investigation – Channel or MASH (Multi Agency Safeguarding Hub) as well as the Office for Security and Counter Terrorism. Staff are fully aware of the Counter Terrorist Strategy and work within the team to report any situations to the DSO – Donna Kraushaar Paddock.

Counter Terrorist Strategy

- PURSUE -Stop by finding those involved
- PREVENT- People from becoming radicalised
- PROTECT- UK and citizens from the threat of terrorism
- PREPARE -In order to mitigate impact of any terrorist attack

If you have any queries or concerns regarding the PREVENT STRATEGY, please do not hesitate to contact the designated Safeguarding Officer Donna Kraushaar-Paddock or the onsite PREVENT officer Donna Kraushaar-Paddock on 01922 724700

MEET THE TEAM

Director

AMANDA PYNE

Centre Manager

DONNA KRAUSHAAR-PADDOCK

Assessor

CHRISSY RICHARDS

Recruitment & Marketing

KAYLEY PRITCHARD

Assessor

SUE CROOK

Salon Lead

KAYLEY PRITCHARD

Salon Support

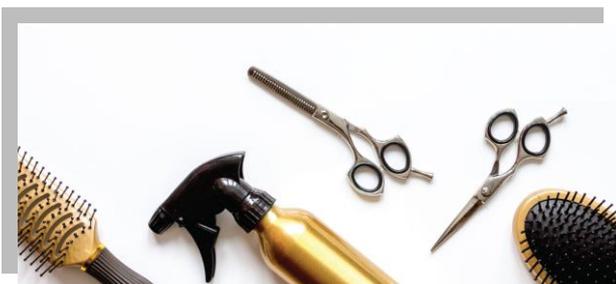
KAYLEIGH WEBSTER AND KATRINA SPRAGG

Centre Administrator

DANIEL PYNE

Facilitator

LAURA GALSWORTHY



GETTING IN TOUCH

Our office hours operate Monday to Friday 8:30 – 16:30, and there are various ways to keep in contact.

We also post regular updates on our social media accounts!

✂ Each salon will be appointed a designated assessor to work with you from start to finish.

✂ Phone: 01922 724 700

✂ Email: admin@peterpynetraining.co.uk

✂ Facebook (Peter Pyne Training)

✂ Instagram (PeterPyneTrainingAcademy)

✂ Twitter (@PyneTraining)

✂ YouTube (Peter Pyne Training)

✂ Our Blog on our website (www.peterpynetraining.co.uk)

Find us on:

