

Peter Pyne Training: **2017 You Said We Did.**

More tutors' downstairs.	Staff allocated where timetable allows, additional human resources are currently being sourced.
More gents for barbering.	Marketing team will promote this more.
More English sessions.	This is a mandatory time slot on the timetable. Additional support is offered / provided for those in need.
Don't always get chances to complete things for portfolio while in the salon.	Salon staff to provide more guidance with the bookings. Additional training to be given to students.
(Theory Sessions) Could be longer.	We separate the sessions into two units; technical and non-technical units. Each at 90 minutes per session. Followed by functional skills if applicable. To action this point, our tutors are making great use of our shut-down periods to call students in to provide any extra teachings.
(Salon floor) Too many students.	If there is an overflow of students on the salon floor, an extra tutor will be in place to take students into a theory room and conduct demonstrations on the available work stations.
(Salon floor) Needs more organisation.	Staff now manage per number of students (while in the salon), meaning far greater co-ordination. Visible salon code of conduct and "to do lists" are assigned too per student meaning everyone has additional duties on top of their column work. This is detailed in a routine morning briefing.
(Functional Skills) Would rather have them in the morning than in the morning than afternoon.	Due to not every student needing Maths or English teachings, it's beneficial to have the functional skills sessions in the afternoon, once every student has completed their main aims of Hairdressing or Barbering. Once again, where timetable allows 1:1 tuition is offered for students in need.
(Assessor salon visits) Needs to be more visits.	Both students and employers have contact details for the salon, they can request a meeting at any time. Likewise, for further assessment opportunities while in the salon placement.
Advertise Barber section more for more cuts for barbers.	Our social media team will promote the remodelled barbering section, to get more cuts for the barbers.

Nowhere to eat in bad weather.	Eating areas in the surrounding town centre will be now fed in to the Induction process to give further advice and guidance.
No student communal area.	At this current time, our building does not facilitate a set student communal area, however students are aware of the recommended surrounding areas within the town centre.
Not enough support staff in salon.	We have maintained the updated timetable, allowing for free spaces for tutors to go and support the salon when needed. Additional staff members are being sourced.
More demonstrations.	We encourage peer-teaching for demonstrations; whether this be on block-heads, peers or paying customers. Our marketing team have planned for additional demonstrations / enrichments sessions for 2017/18. Additional resources are going to be provided for theory sessions, meaning further demonstrations can now take place alongside the set work stations, giving further visualisation to theory. During quiet times in the salon as always, our salon staff are encouraged to hold demonstrations for students.
Learners not always given correct clients to help them learn new skills.	To create a life-like salon experience we allow students to operate the booking systems, this is a steep learning curve for many. However, as always, our staff members will provide guidance.
Temperature of rooms.	Heaters are in majority of rooms, however additional portable heaters have been provided.
More electrical equipment in salon.	Equipment booking in/out forms are now in motion to monitor the correct use of equipment – electrical equipment has been and will be provided.
Contact Logs.	A contact log folder is now located in the salon, all students are given clear instructions on the importance of filling these in. Mandatory requirement.