

My Face Lab



Policies 2023

Distance Learning and Assessment Policy

This policy applies to learners undertaking training, either practical, theory or both, online or via correspondence, leading to accredited certification.

It is essential that the delivery of any course by My Face Lab ensures that the student can show the same competency and proficiency in the treatment as if they have attended a course at the training centre.

Distance learning may not be the right approach for some learners, so it is essential that steps are in place to provide the required support, and/or offer alternative training at the training centre if required.

Distance learners will need to have the technical and communication skills, as well as the appropriate resources to enable them to work independently and communicate effectively.

What is distance learning and assessment

Distance learning is a mode of delivering education and instruction, often on an individual basis, to learners who are not physically present in a traditional setting such as a classroom.

Examples of distance learning

Learners studying independently using a virtual learning environment for example:

- Online videos
- Online manuals
- Posted resources such as manuals
- Telephone support
- Facetime, WhatsApp live, Zoom or Skype

What is not distance learning

- Classroom based learning at a training centre
- Training staff in a salon

An integrated learning environment where face to face and online teaching and learning become complementary, with the purpose of giving learners a more diverse and engaging learning.

Distance Assessment is a method of assessment delivered to learners away from a training centre, with little or no face-to-face contact with tutors, where the assessment is designed to be carried out remotely. Distance Assessment enables learners to be assessed even if they are in situations/settings where traditional methods of assessment delivery may be difficult or impossible to operate.

Examples of distance assessment

- Written assignments on the subject/treatment being delivered
- Online tests, asking questions on theory to monitor the learners understanding and retained knowledge on the subject/treatment
- Asking questions during phone calls/video calls to assess knowledge
- Watching the learner perform a treatment via a live video link
- Pre-recorded videos by the learner performing the treatment to assess competency
- Written testimonials from models
- Before and after images on the learner's model. A way to assess authenticity must be established to prevent fraud. For example: the learner can place a newspaper in the image(s) taken or a business card or other object.

What is not distance assessment

- Tests undertaken in a training centre
- Practical assessment undertaken in a training centre

Distance learning and assessment are not appropriate where:

- Practical skills and/or interaction with individuals/equipment need to be demonstrated and assessed.
- The assessment methods chosen by the centre to meet the requirements of distance learning are not the most appropriate to assess learners' achievement of the learning outcomes.
- The learner does not have access to the right equipment, environment, or models to undertake the assessment.
- Treatment involves invasive techniques that need the supervision of a qualified trainer to oversee for safety of the model as well as to ensure correct techniques are used after they are certified.
- The learner does not meet the pre-requisite for the course.

Learner induction and access to resources

Learners will be given a full syllabus of what the course will involve, and the theory covered. Learners must have access to the internet and a computer or tablet on which to complete the theory work and undertake the assessment.

Where practical assessment is to take place virtually, the student should ensure that they have all equipment and the environment needed to undertake the assessment. If not, then the learner will need to arrange a convenient day on which to visit the training centre in order to complete the practical assessment.

Learners will have full access to:

- A suppliers list required to undertake the treatment, and where to purchase items.
- Access to an online portal where they can study the theory and watch any demonstration videos of the procedure.
- Links to additional resources such as further online learning including, but not limited to, YouTube, Professional Blogs, Supplier websites, Reports and Studies and other resources such as books that they can purchase to further expand their knowledge.
- Learners will be given access to ask questions through the online portal, via our trainer's personal email – given to the learner at the time of enrolment, access to a private Facebook group and our contact number for help and support.

Where the training is blended (mixture of online and attendance at the training centre) the student should be provided dates and locations of when and where the practical assessments will take place.

Learners should be fully informed on the assessment procedures and when these will take place. If a course has a limited time frame, students should be made aware of these limitations. Students should be informed on what is expected from them in order to pass an assessment so that they can be prepared beforehand.

Assessment

Theory Assessment

Assessment is essential in order to test and measure not only the delivery of the course content but also the students attained knowledge.

Learners will be assessed in a variety of ways as mentioned previously. In order to pass the theory section of the course, students will need to demonstrate thorough understanding through either written question and answers, assignments, or online tests. A pass rate will be established at the time of creating the course.

Reasonable adjustments and plagiarism - Theory

Where the learner has not demonstrated an understanding of the theory for the course, either by submission of an assignment or failing an online test more than three times, intervention may be required.

Some students may not be suitable for 'watching videos' or 'reading a manual', some may need the theory explaining to them and breaking it down – or allowing them to ask questions on areas they do not understand.

Speaking direct to the student over the phone is easier for communication and the trainer will do this in a manner that is designed to further the students learning experience, rather than to make them feel that this is a special measure. Often assessments can be done via phone or video as some students may be more confident talking than writing out an explanation, or they may have Dyslexia or another learning difficulty. They may have distractions around them or suffer from lack of concentration. It is important to remember the various learning styles and how everyone will learn differently. Supporting the students' needs are Beauty Expert Academy's first priority.

If suspected plagiarism has taken place, then please see our plagiarism policy and procedure.

Practical Assessment

Assessment of the practical via distance learning can be difficult as there are so many things that could affect the assessment.

This may include, connectivity errors, poor quality equipment being used by the student, poor camera angles, or signal issues. Other issues may include; uploading someone else's video or images, unsanitary environment, not having the correct products or equipment to perform the treatment or an unsuitable model.

Therefore, Beauty Expert Academy take the approach that students take responsibility for their own competence and not to perform or undertake any treatment they do not feel competent in. Should you require further support, please reach out.

Case studies

Where case studies are used to assess an outcome via before and after images, it is essential that they are supported by other evidence and/or are progress shots, can be proven to be authentic work by the student and not lifted from the internet or undertaken by a friend and show improvement.

Asking for three or more clients to be treated is a great way to see the student's progression and improvement.

Where the trainer suspects that the case studies are not the work of the student, then they have the right to request a pre-recorded video or live video assessment.

Other Evidence – this can include a testimonial from the model that we can contact for verification, or a witness testimonial from a boss or work colleague.

Authenticity – to ensure authenticity the learner should take all images with a copy of that day's newspaper, a business card with their business details on or a unique object or item discussed beforehand (i.e., placing a piece of paper with the students signature next to the client or placing a sticker on the head rest etc). Please refrain from the use of ID such as drivers' licence or passport due to data protection.

Progress shots – another way to help prove authenticity is through the taking of progress shots, before – during – after, different stages of the procedure, pictures taken before and after the treatment and then again after a few weeks (to check retention/outcome). Pictures taken with the student in the image, performing the procedure. Pictures of the trolley set up and products being used.

Video Assessment

Videos – Videos can be used as a great way to assess students. This allows the trainer to watch the full treatment and provide feedback where necessary. Most learners have access to smart phones with good quality cameras. File sizes of the video may be an issue when submitting the evidence. WeTransfer or Dropbox are good file sharing services that can be used. Videos are a great option where connectivity or signal issues may not allow for live video assessment. Videos ensure that the student performing the procedure and the student being assessed, is the student that will receive the certificate. Written feedback should be provided to the learner on their practical assessment.

Live Videos – Live assessments using Zoom, Skype or other apps are not without their flaws as mentioned above. However, they allow for a more personal and catered practical session and assessment, allowing the trainer to provide hints and tips as well as advice on how to improve their skills. It also allows the trainer to ask the student questions to assess their knowledge. Most insurers prefer assessments to be done via this method. In the event that there are connectivity or signal issues, the learner will need to submit a video.

Reasonable Adjustments

Where a student has failed to provide adequate evidence, or the evidence supplied demonstrates that they are not competent in the treatment, alternative methods of assessment may be offered.

In the first instance, speak with the student over the phone to get a feel for where they are struggling and see what further support can be provided. If after this, the student is struggling with the treatment and not delivering satisfactory outcomes then they need to attend the training centre for further learning.

If suspected plagiarism has taken place, then please see our plagiarism policy and procedure.

Privacy Policy and GDPR

My Face Lab is committed to protecting your right to privacy as a user of our website. It is our policy to respect the privacy of private communication.

The information you provide to us will be held for My Face Lab on secure servers based in the UK. We will not transfer it or authorise its transfer outside of the UK.

We collect basic information about our website visitors in order to help us continually improve the products and services we offer and so that we can enter into commercial arrangements.

My Face Lab will always adhere to UK Data Protection Legislation which, from 25 May 2018, includes EU Regulation 2016/679 General Data Protection Regulation ("GDPR").

Other than as stated below, we do not hold or use any information that you provide or which we collect outside the European Economic Area ("EEA"), nor do we transfer it to, or share it with, others within or outside the EEA (except when we believe in good faith that the law requires it).

This Privacy Policy only relates to the My Face Lab website and does not extend to your use of the Internet outside of the My Face Lab website.

What Data do we collect?

We collect the following non-identifying, website visitor data automatically –

- IP address
- Country of internet connection
- Web browser type
- Operating system type

We collect the following data when you submit a web enquiry via the contact form –

- Name
- Email address
- Telephone number
- Enquiry subject
- Enquiry information

What do we use this data for?

The data we collect automatically is used for analytic purposes only. This data helps us keep track of

our website promotions and allows us to make sure we are targeting the correct geographical internet audience.

The data collected when you submit an enquiry via the contact form is used for communication with you as a potential or current client.

Our processing of your personal data given during a website enquiry is in our legitimate interests and is necessary to contact you regarding your enquiry.

Our use of your personal data is limited to that which is reasonably required in order to provide our service to you and to make improvements to that service which benefit both us and you. We do not use your personal data for any reasons not stated in this Privacy Policy and never use it in an excessive manner that is disproportionate to our aims of providing and improving our service or in a way that is contrary to your interests.

How Long Do We Keep Your Personal Data?

The personal data that you provide when contacting My Face Lab is retained until you ask us to delete it.

You can request that we delete your data by contacting – myfacelab@hotmail.com

How and Where Do We Store or Transfer Your Personal Data?

We only store your personal data in the UK. This means that it will be fully protected under the GDPR.

Any data you provide via this website is transmitted using SSL encryption. We then receive the enquiry via secure email, which is stored on a secure, UK-based server.

Emails are viewed either via an office PC or via our smartphones, both of which use a secure connection to the email server and are regularly scanned for malicious software and viruses.

Do We Share Your Personal Data?

We do not share your data with any third parties unless they are working as subcontractors to our company and need to contact you regarding work being carried out.

Only directors and employees of our company have access to the contact data which you provide. This data is only supplied as and when necessary to contact you.

What Are Your Rights As A Data Subject?

Individual data subjects have the following rights under the GDPR, which we will always work to uphold –

- The right to be informed about our collection and use of your personal data (as described in this Privacy Policy).

- The right to access your personal data by means of a subject access request. You can do this by contacting us (see below).
- The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. You can do this by contacting us (see below).
- The right to erasure. You can do this by contacting us (see below).
- The right to restrict or object to our processing of your personal data for particular purposes. You can do this by contacting us (see below).
- The right to data portability. This means that you can ask us for a copy of your personal data to re-use with another service or business. You can do this by contacting us (see below).
- Rights relating to automated decision-making and profiling. We do not, however, use your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us.

Further information about your rights can be obtained from the Information Commissioner's Office. You also have the right to lodge a complaint with the Information Commissioner's Office if you feel that your rights have been breached.

How Can You Access Your Personal Data?

If you wish to make a data subject access request, please do so in writing, sent to the postal address shown below, clearly marking your correspondence as a subject access request.

We do not normally charge for subject access requests unless they are 'manifestly unfounded or excessive (e.g., repetitive). We will respond to your subject access request within one month of receiving it. In the unlikely event that your request is particularly complex, a further two months may be required, but we will keep you informed if this is the case.

How To Contact Us

For Data Protection queries, please contact – support@beautyexpert.academy

Changes To This Privacy Policy

We may change our Privacy Policy from time to time. This may be necessary, for example, if the law changes or if we change our business in a way that affects personal data protection. If we already hold the contact information you have provided, then we will contact you to make you aware of any future changes.

Code Of Conduct

The code of conduct outlines behaviour standards for all members of an organisation. At My Face Lab, our code of conduct applies to staff, students, and clients. It promotes professionalism by clearly defining expectations for conduct.

Personal Presentation

In the beauty industry, personal presentation is crucial for health, safety, hygiene, and upholding industry standards. Our uniform policy requires staff and students to:

- Students and Staff must wear scrubs or a beauty tunic with hair up when attending a practical course day
- Nails must be kept short and clean with all artificial nails removed prior to treatment
- Gloves and face masks must be worn when performing procedures
- Wear closed-toe shoes with low heels to prevent spills and trips
- Avoid jewellery except wedding bands, fob watches or stud earrings when performing treatments
- Maintain good personal hygiene due to close client contact

Professional attributes for staff and students:

- Attend lessons or notify the school of absences
- Arrive punctually
- Listen during lessons
- Silence mobile devices
- Avoid interrupting clients or colleagues
- Use appropriate language and conversation
- Participate in all class activities
- Show respect for all
- Protect client and colleague confidentiality
- Remain polite to clients and visitors
- Maintain a professional image, uniform, hygiene, grooming and presentation

Other Policies:

- No smoking on premises
- Zero tolerance for bullying, harassment, or discrimination
- No alcohol or recreational drugs on premises
- Compliance with all school health, safety and hygiene policies

Key Policies such as Complaints, Health and Safety, Safeguarding, Equality and Diversity, Appeals, Code of Conduct, and GDPR are available on our website.

This policy is regularly yearly and reviewed if required. **Last reviewed: 13/02/24**

Complaints and Appeal Procedure

Our policy:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Whitstable Beauty School knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not.

Where Complaints Come From

Complaints may come from any person or organisation who has a legitimate interest in My Face Lab. A complaint can be received verbally, by phone, by email or in writing. This policy does not cover complaints from staff, who should use My Face Lab grievance policy

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Director.

How to complain

If you have a complaint about our service, please contact us in order that we can investigate this using our complaints procedure. When making a complaint, please give us the following information if you have it:

- what the complaint is about;
- your full name and learner name if different;
- the qualification or unit title that you are studying;
- copies of any relevant supporting documents.

We promise to:

- acknowledge receipt of your complaint within two working days of receiving it;
- give you a full response within 5 working days. If this is not possible, we will let you know after 10 working days

Complaints may be sent by email to: myfacelab@hotmail.com

Review

This policy is reviewed regularly and updated as required.

Last reviewed: 01/03/2023

Appeals Policy

Appeals procedure

An appeals procedure generally comprises the following four stages:

Stage 1 – The learner should make the appeal to My Face Lab initially to the assessor involved in the decision. If the appeal is unresolved at this level, the learner should be advised of the next stage for appeal.

Stage 2 – The learner should contact the company owner who will try to resolve the matter

Stage 3 – My Face Lab will contact the Awarding Organisation who will attempt to resolve the appeal.

Stage 4 – A written appeal should be made by the learner directly to the AO. They will then carry out an investigation and respond to the learner in writing within a set time frame, as set out in their appeals procedure.

Health and Safety Policy

- Our main guiding principles include:
- The health, safety and welfare of all people (staff, clients, learners) should be maintained at all times and we operate within policy guidelines.
- Hazardous chemicals or substances are handled and stored securely and risk of emission is controlled.
- People should be protected against any risks that may occur as a result of activities in the Academy.
- The Academy provides clean and hygienic facilities, including the availability of drinking water, changing areas and toilets.
- Appropriate equipment should be provided for use and adequately maintained.
- The appointment of qualified staff to provide supervision and instruction (as appropriate) and the provision of additional training, as required, e.g. first aid and health and safety.
- Adequate insurance to cover accidents, e.g. employer and public liability.
- The provision of reporting and recording mechanisms, e.g. accident books.
- Regular review and evaluation of all healthy and safety policies and procedures to ensure they are current, valid and reliable.

Terms and Conditions

Training Courses

1. All our prices advertised are subject to change at any time. Any previously advertised price either printed or found on the internet, will cease to be valid. The price quoted at the time of contact with us either by email, phone or personal visit is only available for a maximum of 7 days and must be in writing from ourselves.
2. All online courses are non-refundable.
3. If you are on a payment plan option and fail to make any payments, you will be withdrawn from the course.
4. Please ensure you have made your own checks with regards to your local bye-laws and insurance costs. Some insurers may require certain prerequisites prior to insuring your business.
5. You have unlimited support available post-training. Some courses need plenty of practice after your course to perfect and refine your skills.
6. No refunds are available due to your inability to perform the treatment or change in your circumstances, or the course not meeting your own personal expectations. Everyone has different learning abilities, it is up to you to inform your tutor at the time of any additional support you may need or of any changes you wish to see on the course to suit your expectations.
7. Please advise the company of any Disabilities or Additional Learning Requirements you may have prior to your course. This is to allow us to assist you in your chosen subject.
8. As part of our service to provide excellent customer service, we operate an equal opportunities policy. Students will not experience discrimination on any counts.

Beauty Expert Academy will not tolerate abuse Physical or verbal abuse from any trainer at any time. Nor will we tolerate any sexism, ageism or racism or any type of discrimination of any sort.

9. We comply with the Data Protection Act 1998. Full information regarding how we use your data will be provided upon request.
10. Attendance by a delegate onto a training course, even with a formal qualification certificate on completion, does not provide any guarantee of workmanship, performance, quality or status of the delegate during future endeavours.
11. All intellectual property rights remain the property of Beauty Expert Academy, and any copies made of course materials, booklets or training aids will be an infringement of copyright unless agreed in writing by Beauty Expert Academy.
12. Delegates must not contact our Trainers or staff personally either by personal phones, home addresses, e-mails or social network sites. However, our staff can be contacted via our business email at support@beautyexpert.academy.
13. Post-training support is available from Monday to Friday, 10 am to 5 pm. There is limited support available over the weekends and evenings; however, we will try to assist where possible.

introduction

Acceptable Use Policy

Use of our Site

You agree not to use this site for any of the following purposes:

- to break any laws or regulations;
- to do anything fraudulent or which has a fraudulent effect;
- to harm or attempt to harm minors;
- to do anything with material that does not meet our content standards (these are listed below);
- to copy in any way or re-sell any part of our site;
- to interfere with or damage any part of our site, equipment, network, software or storage arrangements;
- for unsolicited advertising material (known as spam);
- to transmit any data or material that is harmful to other programs, software, or hardware.

Content Standards

Our content standards apply to all material that you contribute either to our site or to any social media groups you may gain access to through the purchase of any of our Services or Digital Products and to all our interactive services. Your contributions must be accurate, genuine) and within the law. Your contributions must not be defamatory, obscene or offensive, likely to deceive, harass, annoy, threaten, or invade someone else's privacy. Your contributions must not promote material that is sexually explicit, promote violence or discrimination based on race, sex, religion, nationality, age, disability, or sexual orientation, infringe anyone else's intellectual property, be used to impersonate anyone, or misrepresent anyone's identity or encourage or assist anything that breaks the law.

Interactive Services

Where we provide use of interactive services, we will tell you clearly about the service, we will tell you what form of moderation we use for the site, we will try to assess risks on the site (especially for

children) and will moderate if we think it is appropriate. We are not however required to moderate our interactive service and we will not be responsible for any loss or damage to anyone who does not use our site according to our standards (whether or not we have moderated the service).

Notice for Parents

Our services are not intended for the use of minors under the age of 18. However, if you allow a child to use any of our interactive services, this will be subject to parental consent. If you permit your child to use the service we advise you to explain the risks as moderation is not always effective. Please contact us if you have a concern about moderation.

Suspension and Termination

If we believe you are in breach of our Acceptable Use Policy, we will take whatever steps we think are necessary to address this, including stopping your use of the site temporarily or permanently, removing material you have put on the site or any of our social media groups, sending you a formal warning, taking legal action and/or telling the relevant authorities. We will not be held liable for any of your costs arising from any actions we take to deal with any breach of this policy.

Safeguarding Policy

Child safeguarding

Child protection is the activity undertaken to protect children who are suffering, or are likely to suffer significant harm including all forms of abuse and neglect, honour based violence, and extra-familial threats like radicalisation and any kind of child exploitation. Such concerns will be referred into Children Social Care and the police if appropriate.

Adult Safeguarding

The Care Act 2014 defines safeguarding as “protecting an adult’s right to live in safety, free from abuse and neglect”. The above duties apply in relation to any person who is aged 18 or over and at risk of abuse or neglect because of their needs for care and support. Such concerns will be referred into Adult Social Care and the police if appropriate. Whilst these duties have to be met for a referral to Adult Social Care and/or the police,

Special education needs

These learners will have a support profile in place to guide staff in providing additional support to overcome barriers.

Learner on Learner Abuse

Staff are aware that learners and apprentices are capable of abusing their peers. This is generally referred to , but not limited to, bullying, cyberbullying, sexual violence and sexual harassment, physical abuse, sexting, initiating violence and rituals. This will not be tolerate by my face lab

Learner on Learner Sexual Violence and Sexual Harassment Sexual violence and sexual harassment is not acceptable and will not be tolerated by the My Fca eLab. Every report of sexual violence or sexual harassment will be taken seriously and considered on a case by case basis, supported by other agencies such as Children’s Social care and the police as appropriate. The zero tolerance to sexual violence and/or sexual harassment set out in the anti bullying policy discussed with all learners and apprentices at induction, tutorials and training.

learners studying at My Face Lab who are aged between 14-16 years

1. If those learners are still on school roll, but may be attending The Academy through an arrangement with the school, the school has ultimate responsibility for safeguarding these learners. Therefore, any safeguarding concerns that arise through My Face Lab should be reported into the designated member of school staff immediately.

Recruitment

In order to ensure that learners and apprentices are protected whilst at The Academy we will make sure that all staff are carefully trained, DBS checked and supervised. We accept our responsibility to follow the guidance set out in the most up to date version of the statutory guidance 'Keeping Children Safe in Education'. In particular, we will make sure that the following checks are satisfactorily completed before a person takes up a position

Whistleblowing

The NSPCC Whistleblowing helpline is available as an alternative route as well as further guidance on whistleblowing for employees available on the www.gov.uk/whistleblowing website. (My Face Lab director) who liaises directly with employers/managers to conduct meetings and reviews.

Course Content Review Policy

Course reviews are an integral part of My Face Labs quality assurance process. The focus of course reviews is on:

1. The appropriateness of the content and assessment method in order to achieve the learning outcomes,
2. The course content being up to date and accurate.

Responsibility

Responsibility for course review and recommendations being addressed rests with the Training & Development Manager. The responsibility for the Review process lies with the company Directors.

Frequency

Each course is reviewed on an annual basis. The courses are reviewed by a Subject Matter Specialist to ensure their accuracy.

Timing

At the review date, each subject area specialist will have a 30-day period to complete the review of the given subject and all findings reported back to the Training & Development Manager. The Training & Development Manager will then action any appropriate changes to course materials with an additional 30-day period.

Malpractice Policy

My Face Lab has adopted a policy of Malpractice and maladministration. This policy which will focus primarily on all of our centre's Policies and Procedures on malpractice and maladministration.

Such things as:

- Cheating on exams
- falsifying documentation both internal and external
- Centre miss and maladministration
- Sitting exams for other students
- Or all and any act which is deemed to contradict the natural integrity of the courses

This allows us to identify and aims to reduce, the risk and incidents of malpractice or maladministration occurring;

- We have taken necessary and reasonable steps to prevent the occurrence of any malpractice or maladministration in the delivery of the Qualifications;
- Take all reasonable steps to monitor for risks and suspected incidents of malpractice or maladministration,
- Implement the investigation of any such risks or incidents; and where incidents of malpractice or maladministration are identified to take all reasonable steps to prevent such incidents from recurring.

Equal opportunity charter

introduction

- We strive to promote equal opportunities and as such are committed to being an organisation in which everyone enjoys and respects equality of opportunity.
- This policy is aimed at our customers, including learners, who are delivering/enrolled on or have taken an approved course.
- It sets out our intention to deliver a service that is fair, accessible and does not include any unnecessary barriers to entry.

Responsibility

It is important that all staff involved in the delivery of courses and learners are fully aware of the contents of the policy.

Review arrangements

- The Academy at My Face Lab will review the policy annually and revise it as and when necessary in response to customer and learner feedback, changes in our practices, actions from external agencies or changes in legislation.
- The Academy at My Face Lab will provide equality training and guidance as appropriate to our staff; including as part of staff induction training as well as further on-going courses as identified via our internal staff performance review arrangements.

Monitoring the success and relevance of our arrangements

The Academy at My Face Lab is committed to complying with all current and relevant legislation and, which at the time of writing includes, but is not limited to, the Equality Act 2010. It is The Academy at My Face Lab understands that said providers are compliant with The Equality Act 2010 and all future provisions under the Act As part of the learner registration and certification processes for courses The Academy at My Face Lab may collect information on diversity, requests for special considerations, access arrangements and feedback from learners, centres and other stakeholders. All relevant issues identified that suggest that our provision or services may have unnecessarily impacted on learners will

be reported back to our Principal who will be responsible for ensuring that relevant staff introduce, as appropriate, amendments to provision and/or services where necessary.

Malpractice Policy

Introduction

- This policy is aimed at staff delivering My Face Lab approved qualifications or units, and learners registered on such provision, who come across suspected or actual malpractice or maladministration. It is also for use by our staff to ensure they deal with all malpractice and maladministration investigations in a consistent manner. The policy applies to My Face Lab
- It sets out the steps your centre, and learners or other personnel must follow when reporting suspected or actual cases of malpractice / maladministration and Paradise Beauty Academy responsibilities in dealing with such cases. It also sets out the procedural steps that will be followed when reviewing the cases.

Centre responsibilities

- It is important that your staff involved in the management, assessment and quality assurance of our qualifications and your learners, are fully aware of the contents of the policy and that your centre has arrangements in place to prevent and investigate instances of malpractice and maladministration.
- A failure to report suspected or actual malpractice / maladministration cases or have in place effective arrangements to prevent such cases, may lead to sanctions being imposed on your centre.
- Your centre's compliance with this policy and how it takes reasonable steps to prevent and / or investigate instances of malpractice and maladministration will be reviewed by My Face Lab periodically through the on-going centre monitoring arrangements.

Definition of Malpractice

- Malpractice is essentially any deliberate activity or practice which contravenes regulations and compromises the integrity of the internal or external assessment process and/or the validity of certificates. Malpractice may include a range of issues from completing assessments on behalf of learners to the deliberate falsification of records in order to claim certificates.

Definition of Maladministration

- Maladministration is essentially any activity or practice which results in non-compliance with administrative regulations and requirements and includes the application of persistent mistakes or poor administration within a centre (e.g. failure to maintain appropriate learner records).

Examples of malpractice and maladministration

The categories listed below are examples of centre and learner malpractice and maladministration. Please note that this list is not exhaustive and the examples are only intended as indicative guidance on our definition of malpractice:

- Failure to carry out internal assessment, internal moderation or internal verification in accordance with our requirements;
- Deliberate failure to adhere to our learner registration and certification procedures;
- Deliberate or persistent failure to continually adhere to our centre recognition and/or qualification approval criteria or actions assigned to your centre;
- Deliberate failure to maintain appropriate auditable records, e.g. certification claims and/or forgery of evidence;
- Persistent instances of maladministration within the centre;
- Fraudulent claim for certificates;
- The unauthorised use of inappropriate materials / equipment in assessment settings (e.g. mobile phones);
- Intentional withholding of information from us which is critical to maintaining the rigour of quality assurance and standards of qualifications;
- Collusion or permitting collusion in exams/assessments;
- Learners still working towards qualification after certification claims have been made;
- Contravention by our centres and learners of the assessment arrangements we specify for our qualifications;
- A loss, theft of, or a breach of confidentiality in, any assessment materials;
- Plagiarism by learners/staff;
- Unauthorised amendment, copying or distributing of exam/assessment papers/materials;
- Inappropriate assistance to learners by centre staff (e.g. unfairly helping them to pass a unit or qualification);
- Submission of false information to gain a qualification or unit;
- Deliberate failure to adhere to, or to circumvent, the requirements of our Reasonable Adjustments and Special Considerations Policy.

Process for making an allegation of malpractice or maladministration

Anybody who identifies or is made aware of suspected or actual cases of malpractice or maladministration at any time must immediately notify My Face Lab in writing enclosing appropriate supporting evidence.

All allegations must include (as appropriate):

- centre's name, address and number;
- learner's name (where relevant)
 - My Face Lab(name, job role) if they are involved in the case;
- details of the My Fac Lab course/qualification affected, or nature of the service affected;
- nature of the suspected or actual malpractice and associated dates;

- details and outcome of any initial investigation carried out by the centre or anybody else involved in the case, including any mitigating circumstances.
- If a centre has conducted an initial investigation prior to formally notifying us, the centre should ensure that staff involved in the initial investigation are competent and have no personal interest in the outcome of the investigation. However, it is important to note that in all instances the centre must immediately notify us if they suspect malpractice or maladministration has occurred as we have a responsibility to the regulatory authorities to ensure that all investigations are carried out rigorously and effectively.
- In all cases of suspected malpractice and maladministration reported to us we will protect the identity of the complainant in accordance with our duty of confidentiality and/or any other legal duty.

Confidentiality and whistle blowing

- Sometimes a person making an allegation of malpractice or maladministration may wish to remain anonymous. It is always preferable to reveal your identity and contact details to us and if you are concerned about possible adverse consequences request us not to divulge your identity. If it helps to reassure you on this point, we can confirm that we are not obliged (as recommended by the regulatory authorities) to disclose information if to do so would be a breach of confidentiality and/or any other legal duty.
- While My Face Lab are prepared to investigate issues, which are reported to us anonymously we shall always try to confirm an allegation by means of a separate investigation before taking up the matter with those to whom the allegation relates. At all times we will investigate such allegations from whistle-blowers in accordance with the relevant legislation relating to whistle blowing.

Responsibility for the investigation

- In accordance with regulatory requirements all suspected cases of maladministration and malpractice will be examined promptly by My Face Lab to establish if malpractice or maladministration has occurred and will take all reasonable steps to prevent any adverse effect from occurring as defined by the regulatory authorities.
- All suspected cases of malpractice and maladministration will be passed to the Director of My Face Lab who will normally acknowledge receipt, as appropriate, to external parties within 2 working days.
- The Director of My Face Lab will be responsible for ensuring the investigation is carried out in a prompt and effective manner and in accordance with the procedures in this policy and will allocate a relevant member of staff (e.g. an External Verifier) to lead the investigation and establish whether or not the malpractice or maladministration has occurred, and review any supporting evidence received or gathered by My Face Lab
- At all times we will ensure that My Face Lab staff members assigned to the investigation have the appropriate level of training and competence and they have had no previous involvement or personal interest in the matter.

Notifying relevant parties

- In all cases of suspected or actual malpractice, we will notify the Head of the Centre involved in the allegation of the investigation and / or in the case of learner malpractice, we may ask your centre to investigate the issue in liaison with our own personnel. In doing so we may withhold details of the person making the allegation if to do so would breach a duty of confidentiality or any other legal duty.
- Where applicable, the Director of My Face Lab will inform the appropriate regulatory authorities if it is believed there has been an incident of malpractice or maladministration which could either invalidate the award of a qualification or which could affect another awarding organisation.
- Where the allegation may affect another awarding organisation and their provision we will also inform them in accordance with the regulatory requirements and obligations imposed on My Face Lab by the regulatory authorities. If we do not know the details of organisations that might be affected, we will ask the regulatory authorities to help us identify relevant parties that should be informed.

Investigation timelines and summary process

My Face Lab aim to action and resolve all stages of the investigation within 10 working days of receipt of the allegation. Please note that in some cases the investigation may take longer; for example, if a centre visit is required. In such instances, we will keep all parties fully informed of the revised timescales and progress.

The fundamental principle of all investigations is to conduct them in a fair, reasonable and legal manner, ensuring that all relevant evidence is considered without bias. In doing so investigations will be based around the following broad objectives:

- To establish the facts relating to allegations/complaints in order to determine whether any irregularities have occurred;
- to identify the cause of the irregularities and those involved;
- to establish the scale of the irregularities;
- to evaluate any action already taken by the centre;
- to determine whether remedial action is required to reduce the risk to current registered learners and to preserve the integrity of the qualification;
- to ascertain whether any action is required in respect of certificates already issued;
- to obtain clear evidence to support any sanctions to be applied to the centre, and/or to members of staff, in accordance with our Sanctions Policy;
- to identify any adverse patterns or trends.

The investigation may involve a request for further information from relevant parties and/or interviews with personnel involved in the investigation. Therefore, we will:

- Ensure all material collected as part of an investigation must be kept secure. All records and original documentation concerning a completed investigation that ultimately leads to sanctions against a centre will be retained for a period of not less than five years. If an investigation leads to invalidation of certificates, or criminal or civil prosecution, all records and original documentation relating to the case will be retained until the case and any appeals have been heard and for five years thereafter;
- Expect all parties, who are either directly or indirectly involved in the investigation, to fully co-operate with us.
- Either at notification of a suspected or actual case of malpractice or maladministration and / or at any time during the investigation, we reserve the right to impose sanctions on the centre in a in order to protect the interests of learners and the integrity of the qualifications.
- My Face Lab also reserve the right to withhold a learner's, and/or cohorts' results for all the courses / qualifications and / or units they are studying at the time of the notification or investigation of suspected or actual malpractice / maladministration.

- If appropriate, we may find that the complexity of a case or a lack of cooperation from a centre means that we are unable to complete an investigation. In such circumstances we will consult the relevant regulatory authority in order to determine how best to progress the matter.
- Where a member of My Face Lab staff is under investigation we may suspend them, or move them to other duties until the investigation is complete.
- Throughout the investigation our Director of My Face Lab will be responsible for overseeing the work of the investigation team to ensure that due process is being followed, appropriate evidence has been gathered and reviewed and for liaising with and keeping informed relevant external parties.

Investigation report

- After an investigation, a draft report will be produced for the parties concerned to check the factual accuracy. Any subsequent amendments will be agreed between the parties concerned and ourselves.
- The final report will be made available to the parties concerned and to the regulatory authorities and other external agencies as required.
- If My Face lab were notified of the suspected or actual case of malpractice by a third party, they will also be informed of the outcome – normally within 10 working days of making our decision. In doing so we may withhold some details if to disclose such information would breach a duty of confidentiality or any other legal duty.
- Where there is an internal investigation against a member of My Face Lab staff the report will be agreed by the Director of Access and Compliance with the relevant internal line manager(s) and HR and appropriate internal disciplinary procedures will be implemented.

Investigation outcomes

If the investigation confirms that malpractice or maladministration has taken place, we may:

- impose actions in relation to your centre with specified deadlines in order to address the instance of malpractice / maladministration and to prevent it from reoccurring;
- impose sanctions on your centre – if so these will be communicated to you in accordance with our sanctions policy along with the rationale for the sanction(s) selected;
- in cases where certificates are deemed to be invalid, inform your centre and the regulatory authorities why they are invalid and any action to be taken for reassessment and/or for the withdrawal of the certificates. We will also ask your centre to let the affected learners know the action we are taking and that their original certificates are invalid which – where possible – should be returned to Paradise Beauty Academy. We will also amend our database so that duplicates of the invalid certificates cannot be issued and we expect the centre to amend their records to show that the original awards are invalid;
- amend aspects of our qualification assessment and / or monitoring arrangements and associated guidance to prevent the issue from reoccurring;
- inform relevant third parties (e.g. funding bodies) of our findings in case they need to take relevant action in relation to the centre.
- In proven cases of malpractice and / or maladministration by a centre, My Face Lab reserves the right to charge the centre for any resits and reissuing of certificates and/or additional external verifier visits. These fees will be the current Paradise Beauty Academy prices for such activities at the time of the investigation.
- In addition, to the above the Director of My face Lab will record any lessons learnt from the investigation and pass these onto relevant internal colleagues to help My Face Lab prevent the same instance of maladministration or malpractice from reoccurring.

Review arrangements

- We will review the policy regularly as part of our annual self-evaluation arrangements and revise it as and when necessary in response to customer and learner feedback, changes in our practices, actions from the regulatory authorities or external agencies, changes in legislation, or trends identified from previous allegations.
- In addition, this policy may be updated in light of operational feedback to ensure our arrangements for dealing with suspected cases of malpractice and maladministration remain effective.
- If you would like to feedback any views, please contact us via the details provided at the end of this policy.

Contact us

If you've any queries about the contents of the policy, please contact My Face Lab

Briefing and record-keeping

- Anyone involved in the conduct of an investigation should have a clear brief and understanding of their role.
- All investigators must maintain an auditable record of every action during an investigation to demonstrate that they have acted appropriately.
- The officer assigning the investigating officer(s) will stipulate and/or provide secure storage arrangements for all material associated with an investigation in case of subsequent legal challenge.

Establishing the facts

Investigators should review the evidence and associated documentation, including relevant My Face Lab guidance on the delivery of the qualifications and related quality assurance arrangements.

Issues to be determined:

- what occurred (nature of malpractice/substance of the allegations);
- why the incident occurred;
- who was involved in the incident;
- when it occurred;
- where it occurred – there may be more than one location;
- what action, if any, the centre has taken.

Interviews

Interviews should be thoroughly prepared, conducted appropriately and underpinned by clear records of the interviews. For example:

- Interviews should include prepared questions; responses should be recorded;
- Interviewers may find it helpful to use the 'PEACE' technique; o plan ando evaluation. Face-to-face interviews should normally be conducted by two people with one person primarily acting as interviewer and the other as note-taker.

Those being interviewed should be informed that they may have another individual of their choosing present and that they do not have to answer the questions. These arrangements aim to protect the rights of all individuals.

Other contacts

- In some cases, learners or employers may need to be contacted for facts and information. This may be done via face-to-face interviews, telephone interviews, by post or by email.
- Whichever method is used, the investigator will have a set of prepared questions. The responses will be recorded in writing as part of confirmation of the evidence. Investigators should log the number of attempts made to contact an individual.

Documentary evidence

- Wherever possible documentary evidence should be authenticated by reference to the author; this may include asking learners and others to confirm handwriting, dates and signatures.
- Receipts should be given for any documentation removed from a centre.
- Independent expert opinion may be obtained from subject specialists about a learner's evidence and/or from a specialist organisation such as a forensic examiner, who may comment on the validity of documents.

Conclusions

Once the investigators have gathered and reviewed all relevant evidence, a decision is made on the outcome.

Reporting

A draft report is prepared and factual accuracy agreement obtained. The final report is submitted to the Director of My face Lab for review and sign-off and shared with relevant parties in accordance with the arrangements outlined in our Malpractice and Maladministration Policy.

Actions

Any resultant action plan is implemented

Responsible Marketing Policy

Introduction

- The main aim of the policy is to provide clear guidance on how My Face Lab markets itself responsibly. We are committed to delivering high quality teaching and learning, along with exceptional customer service for our stakeholders. This extends to ensuring our services are marketed in a way that is fair, transparent, within legal guidelines and reflective of the communities we serve.
- We also require that our partners and stakeholders adhere to these standards and that unsubstantiated claims aren't made. Any use of data must be verified, and sources confirmed to ensure potential customers are made aware of its origin.
- We are committed to marketing our products and services in a responsible way and so we will regularly review our marketing communications to ensure they are aligned with these principles and that they also fit with industry best practices.

Scope

These guidelines apply to all marketing communications generated by or on behalf of My Face Lab . Within this, 'marketing' means product and services advertising and promotion in all media including, but not limited to, packaging, brand promotions, brand advertising, brand PR, product placement, sponsorship and brand experiential marketing, point of sale material, digital, online and mobile marketing plus social media.

Core Principles

We commit that our marketing communications will be honest, transparent, truthful, within legal guidelines and respectful.

Above this we also commit to:

- Never mislead our customers.
- Always be fair and transparent when promoting our services, enabling our customers to make informed choices. Offering impartial advice and guidance in line with our duty of care as a CPD Approved Provider.
- Be legal, ethical, truthful and conform to accepted principles of fair competition and good business practice.
- Comply with all UK legislative and regulatory requirements.
- Avoid promoting themes associated with aggression, anti-social behaviour or violence.
- Avoid any derogatory, defamatory or offensive statements or imagery in particular in relation to race, gender, sexual orientation, religion and political views.
- Seek to prevent any unsolicited marketing that uses the My Face Lab brand without authorisation
- Never knowingly advertise in media or on websites that contain extremist views or explicit content.
- Never advertise in a way that could cause mental, physical or moral harm to a child.

Compliance

- All new marketing colleagues and key agency personnel are aware of our Core Principles, and we review the principles on a regular basis. In addition, refresher training is available when needed.
- Our marketing team/3rd party agency members, supported by our legal, technical and communications operatives, are responsible for ensuring the compliance of all of our marketing collateral.
- Other, non-marketing collateral which has a customer audience (for example recruitment material or My Face Lab communications) should also comply with these principles. Internally, all imagery is to be approved in isolation, in colour, at full/oversize and in situ/as it will be seen by the customer.

Methods of Reflective Practice

There are numerous different tools and methods that you can utilise for Reflective Practice. A few suggestions are listed here.

Journal / Treatment Logs As best practice, you should keep treatment logs for each treatment that you give. This can be held in a wide number of ways and can include your reflective practice. Review the previous lesson for more information on record keeping and documenting treatments. In addition to treatment logs, or instead of storing your reflective practice on each treatment log, you could keep a journal to document your reflective practice. Rather than being assigned to each client, this becomes a chronology of your reflective practice over time and can incorporate reflections of other experiences that influence your practice, beyond simply each treatment.

Video-based self-reflection A well-documented and growing method of reflective practice is to record and review your practice using video. There are several different tools available to do this, but at its most simple, a standard digital camera or smart phone and mini tripod should do the trick! Make sure that you get consent from your client to record a treatment and be clear with them what the purpose of the recording is. When you review a recording, you may be looking to reflect on a particular area for development that you have already identified, or you may review a massage treatment from start to finish, including the consultation to highlight area/s in which you would like to improve your practice. Review the footage of the areas you wish to improve upon and set yourself targets for improvement. Then record another treatment in a couple of weeks and compare your practice. Have you developed that skill? Does it feel natural or conscious? How can you continue to improve? You do not need to review whole hours of video, but just select a small part of the treatment. A 10-minute section is a good amount to aim to reflect upon.

Peer Feedback / Mentoring Consider working with another practitioner to receive feedback and support. This could be a reciprocal arrangement whereby you each offer feedback on one another's practice.

Self-reflection template Pick a reflective model and create a simple template that you could use to reflect after or share supporting resources (such as forms, pricing list or patient care documents) for feedback. Working with someone else who is trained and experienced, in either a peer/equals or mentor/mentee relationship, is a great way to get constructive critique of your practice to help you to develop and hone your skills.

CPD Plan and Log Having a CPD plan to document how you intend to develop your practice and achieve your goals is important to help keep yourself accountable to your ongoing development. Align your planning with short-term, medium-term, and long-term goals. You should keep a record of any CPD experiences that you have undergone and evaluate the effectiveness of them against your goals. This can help inform your CPD plan. CPD logging is important to not only document your activity and progress, but to have as a reference for updating your CV and also to evidence for renewal of insurance or professional body membership.

Personal Development Plans It is important to remember to view yourself holistically and consider your own personal development needs alongside your professional development. What are your personal strengths and weaknesses and areas that you would like to develop in your personal life? How can you incorporate these into your professional world? Goal-oriented reflection You can use reflective practice to identify areas for development and to help set goals, but you can also use reflective practice to work towards goals that you have already established. Goal Setting To support any professional development, it is important to have short-term, medium-term, and long-term goals established. This will help to focus your CPD plans and visualise what your end-goals are. These goals can be dynamic and change over time, but it's useful to take the time to set them so that you have purpose and direction.

Learner Feedback Form

Course Name

Instructor's Name

Choose the best answer for each of the following.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The instructor clearly stated the instructional objectives of the course.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The instructor clearly stated the method by which our final grade would be determined.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The instructor graded and returned student's exams and papers in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The instructor met the class regularly and at the scheduled times.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The instructor scheduled a reasonable number of office hours per week.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The instructor clearly explained any special requirements of attendance which differ from the attendance policy of the university.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The instructor was enthusiastic about teaching the course.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The instructor's style of presentation held the students interest during class.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The instructor was friendly towards individual students.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I learned and understood the subject materials in this course.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The difficulty and work load of this course was appropriate for the level and credit awarded.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The students were encouraged to participate in class.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The reading assignments contributed to appreciation and understanding of the subject.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The feedback on the examinations and graded materials was valuable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The instructor clearly stated the instructional objectives of the course.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The availability of the instructor outside the classroom was satisfactory.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Submit