

**&M^{eso}
&M^{ore} Training Academy**

WELCOME

INDUCTION TO YOUR NEW TRAINING COURSE



&Meso
&More Training Academy

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&M More Training Academy**

**WHAT CAN YOU EXPECT
FROM US:**

**CHOOSE A PROGRAMME
TO SUIT YOU**

ADVISE YOU REGULARLY

**SAFE AND SECURE
ENVIRONMENT**

**SUPPORT THROUGHOUT
YOUR COURSE AND
AFTER**

**UPDATES INCLUDING
INDUSTRY
DEVELOPMENT**

**MARKING HAS A 14 DAY
RETURN DEADLINE**



WHAT WE EXPECT FROM OUR LEARNERS:

**TAKE RESPONSIBILITY FOR
YOUR LEARNING**

SEEK HELP IF YOU NEED IT

**TREAT EVERYONE WITH
RESPECT AND DIGNITY**

**TAKE AN ACTIVE PART IN
EQUAL OPPORTUNITIES**

**REFUSE TO PARTAKE IN
DEGRADING BEHAVIOUR
TO OTHERS**

**TALK TO US IF YOU
EXPERIENCE ANY
PROBLEMS**



STUDENT RECORDS

**EACH LEARNER WILL
HAVE:**

**A REGISTRATION
DOCUMENT**

**INDIVIDUAL LEARNING
PLAN**

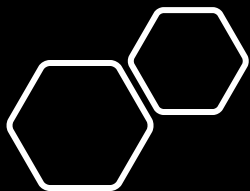
**RECORD OF
ACHIEVEMENT**

What if I want to appeal my assessors decision?

The appeals procedure is highlighted in the learner handbook, and is also available in full on request

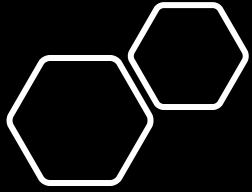
All learners have the right to appeal against a decision

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EQA AND IQA

- To assist all quality measures – we record ALL video/conference calls and some telephone calls. We will let you know if we are recording a telephone call before the recording begins. This is solely for the purpose of quality assurance ONLY. We do not record these for use in our training packages.
- Internal Quality Assurer (IQA) – Please see your email confirmation for your allocated assessment team, including their direct email addresses.
- All generic quality assurance queries, or appeals can be directed to Shelley.murray@ntlworld.com
- External Quality Assurer – Supplied by the examination board
- IQA and EQA will visit
- **You may need to attend this visit;** however, your evidence may be sampled by the EQA. In some rare cases, we may be asked to hold your certificate claim until this has taken place. If this is the case, we will contact you directly.
- IQA and EQA undertake random sampling of learner work. ALL learners will be subject to IQA measures, including the viewing of recorded teaching practice.
- In some cases, the IQA and/or EQA may request a video/telephone call with you to confirm that the quality standards required are being met. We strongly recommend that you take part in this to prevent delays with your certification. The calls are usually no longer than 20 minutes and can be completed at a time to suit you.



Learner Commitment

Attendance & Punctuality Matter!

You will gain the most from your course if you attend every session and you are punctual. Being late or missing a session can negatively impact yours or your classes learning. There is a minimum attendance of 90% EXPECTED on all our courses.

Smoking

Meso & More Training Academy Ltd is a Non Smoking premises.

Presentation

You are expected to attend all lessons in scrubs, uniform or appropriate salon wear. Your hair must be tied back, clothes fresh and clean and enclosed footwear.

Parking

There is a multi-story car park close to the academy. Please be aware these do carry parking charges.



Keep Safe

You have the right to be and feel safe where you learn. All learners will complete an initial health and safety induction if face to face training and your tutor will give you all the information you need. For your safety and that of others, please follow the Academy's Health & Safety regulations, including those relevant to your course.

Protect yourself and others from virus infections by following good hygiene. You may bring into the class materials and tools recommended by your tutor.

Fire

Make yourself aware of the fire drill procedure if face to face training. Please take the Fire Drills seriously - this practice saves lives in an emergency. Never block fire doors. Make sure you know how to raise the alarm; what the alarm sounds like; where the fire exits are and where the assembly point is.

Accidents

If you have an accident, report this to either reception or your tutor. Reception has a first aid box and can usually contact a qualified first-aider.



Safeguarding our learners

Personal Safety

Learn to plan ahead and take practical precautions to keep yourself safe. At the end of a class, walk to bus stops and stations with other learners especially if your class finishes late.

Respect

Other people should not threaten you, hurt, or abuse you in any way. Your responsibilities are to respect other people's rights to safety; not to hurt or abuse others. We have staff to support you and to make your place of learning safe. Contact the safeguarding officer or your tutor, if you have any concerns.

When moving about the centre please be aware of, and show respect to, other users of the building. You are asked to give priority to wheelchair users and people with mobility difficulties.

Behaviour

Abusive or aggressive behaviour will not be tolerated under any circumstances. If you are a victim of this, please bring this to the Academy's attention immediately. If you are presenting this behaviour, you will simply be asked to leave.

Your safeguarding officer is: Shelley Murray

The Complaints Procedure

Stage 1

Complaints of a minor nature should be raised with the member of staff responsible, or the teacher leading your course, with the aim of resolving the problem directly and informally. It is anticipated that the vast majority of complaints will be resolved in this way. You should raise your concerns within 7 days of the matter in question. Your Teacher will fully investigate your concerns and address accordingly. If your complaint is about the teacher then and it would be inappropriate to discuss the matter with them you may begin with step 2.

Stage 2

If you are not satisfied with the outcome of stage 1 or if you are no longer on your course please contact Meso and More Training Academy by email mesoandmore@gmail.com where your concerns will be investigated. A response will be sent to you within 5 working days.

Stage 3

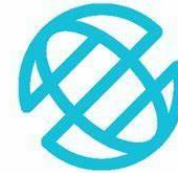
If you are not satisfied with the outcome of stage 2 you will need to complete the complaint/appeals form and forward to the student liaison officer Hannah@mesoandmoretraining.co.uk. This may be in writing or by email. You are likely at this stage to be requested to substantiate any complaints or allegations with full written factual evidence and/or signed statements from witnesses. This will assist in reaching a speedy conclusion to the complaint.

A response to your appeal will be sent to you within 28 days.

The logo for Meso & More Training Academy is displayed in white text on a black rectangular background. The text features a large, stylized ampersand (&) that is part of the word 'Meso', followed by 'More Training Academy' in a serif font.



VTCT



iTEC

**Meso
& More Training Academy**



Awarding Bodies

Meso and More training academy are educational centres providing CIBTAC, VTCT, Qualifi, Gatehouse Awards and FOCUS Awards. In the event of being unhappy with your training academy and its services and support, you do have the right to contact the awarding organisation that you are registered with for your qualification.

FOCUS AWARDS

Meso & More Training Academy

We hope you enjoy your educational journey with us !