

# The LHA Training Contract Agreement 2024/2025



All students are required to read and understand the terms and conditions below, signing the agreement indicates all conditions have been understood and accepted.

## 1. Academy Fee's (Funded tuition, Private tuition & Additional fee's)

### 1.1 Funded Students.

Students at The LHA who receive government funding from the Learn Harrow are required to have submitted all funding evidence prior to the start of your learning (Passport, Proof of residency, Proof of benefits, Proof of low income) and met all 4 application conditions learners who have not met these conditions can be removed at any point during the course.

1.2 Government funding only covers the tuition fee amount of £3345 and does not cover additional costs such as kits, enrichment day tickets etc.

1.3 The £500 holding deposit is held by the premises and is fully refundable for all funded students who remain on the programme to ensure against any damages, learners who leave the programme either before or during the course are not eligible for a refund.

1.4 Funded students who leave the programme or are removed from the programme are liable to pay the £3345 tuition fee back to the Learn Harrow funding providers.

### 1.5 Private Students.

The private course and tuition fees are published in our literature sent via email and on The LHA website. If you are unsure of your liability, you should seek advice from the Enrolment team or your centre manager.

1.6 All Private paying learners' must ensure payments have been made to The LHA by the set due date as stated in your agreement. Failure to make payment within the correct timeframe can result in your seat on the programme being transferred to another candidate.

## 2. Additional Fee Information.

2.1 All Tuition fee's paid are non-refundable by either the academy or student.

2.2 All Student kits and additional items that are required for the course must be purchased by the learner before the course start date and is not included in the tuition, funding or deposit fee costs, all kits belong to students.

2.3 Students may be required to attend 1 Enrichment day out.

2.4 Should any additional support or training be offered by the academy for the learner in order to complete the programme due to low attendance, missed deadlines or for any other reason will result in additional fees being payable by the learner. This will be charged at £25 per hour needed. You will be notified in writing should this be available. (Extra training is subject to availability and is dependent on the academy timetable and lecturer programme, extra training being available for students is not guaranteed).

2.5 The maximum duration of the programme is shown in your learning programme timetable. The LHA takes no responsibility to re-train the learner or provide refunds if the course has not been completed by the learner within this time period.

2.6 We reserve the right to withdraw a candidate without refund if the student contravenes the academy's or VTCT'S rules of conduct pertaining to any violations of the clauses mentioned in this agreement.

2.7 Funded students who withdraw themselves from the programme or are withdrawn by the academy (either before or during the terms schedule) will result in the tuition fee to be paid back to Learn Harrows government funding scheme. The funding body is a separate entity to The LHA and funds the tuition fees for all funded students, the body will request payment from students to be paid back to themselves if withdrawn or removed.

2.8 Private students who withdraw themselves from the programme (before or during the term schedule) or are withdrawn by the academy due to missed classes, missed deadlines, misconduct, behaviour concerns or false information during application reference checks will not be refunded any fee's paid.

2.9 Should any terms be disrupted by Covid19 or any other unplanned circumstances outside of The LHA's control will result in deferral of the programme until able to reopen, should for any reason The LHA decide to permanently cancel the term students will receive a full refund of Tuition fee's & deposits.

### **3. Student requirements**

- 3.1 All students are on probation throughout the entirety of the course and can be removed at any time should they fail to comply with The LHA and VTCT rules and conduct, this includes attendance, behaviour, missed deadlines and any other violations regardless of the cause of circumstances.
- 3.2 To complete the course, students must attend all lessons. No additional holidays are permitted during term time other than those scheduled in your timetable, failure to attend regularly will result in removal from the programme.
- 3.3 All students are required to be punctual to class and arrive at the centre 15 minutes prior to the lesson start times published for your course. If you cannot attend the Academy or are late for any reason you must notify the centre manager via WhatsApp, text or phone call.
- 3.4 Absent learners must notify the centre manager in advance with evidence of extenuating circumstances.
- 3.5 You must always present yourself professionally and adhere to the academy rules and guidelines for dress, personal appearance and behaviour. The LHA operates a zero tolerance in respect of rules governing this requirement.
- 3.6 Deadlines must be met for all case studies and assignments / tasks unless an extension has been requested and agreed with your tutor due to exceptional circumstances, exceptional circumstances evidence must be sent to the centre manager.
- 3.7 You must notify us of any change of address and any other personal information changes.
- 3.8 All holidays are to be arranged on study weeks and not during term time.
- 3.9 Students will be required to act as model for one another during training.
- 3.10 Photography will take place on the premises, on days out and may be posted on social media, online platforms and publications. Learners agree to inform the academy beforehand if this may be an issue.
- 3.11 All students at the LHA agree to follow all academy procedures as published or advised in your student guide and induction seminar.
- 3.12 VTCT & The LHA standards must be met at all times. Failure to do so will result in assessments not being passed.
- 3.13 Assessment days, practical days and theory days must be attended unless notified in writing (with evidence) and agreed by your course tutor & centre manager. Failure to do so can result in additional tuition needed at the end of the programme, should this be the case extra tutoring this will be charged at the rate of £25 per extra hour needed or removal from the programme. Please refer to section 2.4.
- 3.14 Visits by the Awarding Organisation Internal and External Verifier will take place during your course on class days; all learners must attend these in order to be assessed and successfully gain your qualification.
- 3.15 You must follow the academy dress code and you must wear the academy uniform whilst in the academy. You will always be required to dress appropriately for services on models. All learners must wear closed shoes, no flip flops or sandals will be permitted. Full details can be found in your online E-induction pack.
- 3.16 Students understand that repeated late or missed classes and/or deadlines will be removed from the programme regardless of extenuating circumstances due to the nature of a 1 year programme being delivered in 18-weeks the learner will fall behind and not able to catch up in the programme.
- 3.17 Students understand failure to communicate with their lecturer / staff or ignore instructions can result in immediate removal from the programme, as with all colleges and universities within the UK learners are responsible for their own progressions and are not forced to stay on the programme, this behaviour will not be tolerated by future employers and we are unable to keep students on the programme who display this behaviour.

### **4. Models**

- 4.1 Skin tests are required 48 hours before any colour treatment can take place, students are required to check Models notes for skin tests.
- 4.2 It is the responsibility of the learner to arrange your own models for any practical assessments during your programme should for any reason the academy not be able to due to extenuating circumstances at present the academy has been able to provide models for all learners during class.
- 4.3 Students will be required to model for each other when training and completing formatives.
- 4.4 Challenging Models must be dealt with professionally therefore any concerns or help needed must be reported to a member of staff either before or during the service.
- 4.5 Students are not permitted to deal with challenging models themselves in an unprofessional, rude or aggressive manner.
- 4.6 Model bookings must be confirmed on the booking calendar. Students are to ensure the correct services has been booked online and a correct quote has been given before proceeding.

## **5. Health and safety**

- 5.1** All relevant personal medical information must be disclosed to LHA prior to commencing the course particularly if you are using electronic equipment or intend to act as a model for another student who intends to use electronic equipment as part of their learning programme. Failure to do so will mean that you are not covered by our insurance policy for safe working practices and you may be liable for any and all associated costs as a result of an injury to yourself, others or damage to the equipment.
- 5.2** Any changes to emergency contact details and health conditions must be reported to the lecturer and centre manager.
- 5.3** Students are not permitted to enter the premises on non-academy days. Should anything be left at the salon accidentally the centre manager must be contacted to arrange a day for this to be collected.

## **6. Theft, Loss and breach of contract**

- 6.1** The LHA are not responsible for any loss or damage to your own equipment, personal or valuable belongings should you choose to use them or bring them into the LHA or accidentally left behind.
- 6.2** The academy adheres to strict rulings for the theft, loss and breach of contract whilst on the programme and will enforce any measures it deems viable, this can include exclusion from the programme and/or court proceedings.
- 6.3** The LHA uses surveillance cameras and audio within the academy which can be used in court at a later date if required.

## **7. General Conditions**

- 7.1** All courses are subject to (reasonable) change of start dates without prior notice.
- 7.2** We reserve the right to withdraw a candidate without a refund if the student contravenes the academy rules of conduct.
- 7.3** These conditions are the basis of the contract between The LHA and the learner. Only the Director is entitled to waive these conditions of contract.
- 7.4** In the event of the student failing to attend the course or complete set work for any reason whatsoever, no refund will be offered nor does the student have an entitlement to a refund should they be removed.
- 7.5** The LHA reserves the right to alternate the course. Where a change of venue is required then we will endeavour to notify the student 10 days in advance.

## **8. The London Hairdressing Academy commits to their learners to:**

- 8.1** Follow the standards set by the awarding body (VTCT) & our Funding providers.
- 8.2** Assess fairly and provide feedback to each learner.
- 8.3** Not to change or cancel a lesson unless notified to you 5 days in advance, exceptions for this rule; unexpected occurrences such as sudden staff illness, adverse weather conditions or delay as a result of any circumstance beyond the control of the LHA.
- 8.4** All students will be provided with full payment details on our website and will understand the exact costs before enrolling onto the course.
- 8.5** The college will have sufficient equipment/products and provide a safe working environment for learners to study.
- 8.6** Provide an appeals procedure to all students.
- 8.7** Provide a learner survey questionnaires throughout the course for anonymous feedback.
- 8.8** Appropriate and sufficient contact time with the tutor will be available to the student whilst working towards their qualification.
- 8.9** The LHA will apply for learner certification as soon as all work/assessments/written papers have been passed and internally verified - this will then be mailed to the academy & learners are required to collect this along with their portfolio, learners are required to request in writing to the centre manager should this be collected by a third party other than themselves. Certificates cannot be posted out to learners.
- 8.10** Confidentiality and data protection policies and procedures will always be observed.

I agree that by completing payment and enrolment I have read and understood the terms and conditions set out in this training contract agreement and will follow all set conditions.

Learner name \_\_\_\_\_

Signed \_\_\_\_\_

Date \_\_\_\_\_