



National
Hairdressing
Apprenticeship

Employer Information Guide

A flagship standard for the
Irish hairdressing industry





Style



Colour



Cut



Career



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Summary of the Roles and
Responsibilities

Lead

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Limerick and Clare Education and Training Board will act with approved collaborating providers, the consortium steering group and employers to deliver the new national apprenticeship programme as validated by Quality and Qualifications Ireland (QQI).

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Introduction

Limerick and Clare Education and Training Board has been appointed as the lead co-ordinating provider for the new National Hairdressing Apprenticeship. The apprenticeship was developed by a consortium of industry and education providers and, as a statutory apprenticeship programme, is governed by the *Industrial Training Act, 1967*.

Limerick and Clare Education and Training Board will act with approved collaborating providers, the consortium steering group and employers to deliver the new national apprenticeship programme as validated by Quality and Qualifications Ireland (QQI). This guide provides an overview of the new award for employers. It is based on the Quality Assurance Procedures for New Apprenticeship Programmes (2018) and on the **SOLAS Apprenticeship Code of Practice¹**.

The guide was developed to assist employers with implementation and delivery of the National Hairdressing Apprenticeship. It outlines the application procedures and operating mechanisms, employer responsibilities in relation to staffing,

physical facilities and materials required for the programme. Details of the relationships between stakeholders are also set out in this guide.

“Guidance and support you need as an employer.” Limerick and Clare Education and Training Board and our colleagues

in the collaborating provider Education and Training Boards around the country will be delighted to provide you with any guidance and supports you need as an employer. We welcome our industry partners in a spirit of collaboration towards shaping the future of the hairdressing industry in Ireland.

¹ This document should be read in conjunction with:

- **The SOLAS Apprenticeship Code of Practice** <http://www.apprenticeship.ie/Documents/ApprenticeshipCodeOfPractice.pdf>
- **The National Hairdressing Apprenticeship Occupational Profile** <http://hairdressingapprenticeship.ie/occupational-profile/>

Programme Overview

Programme Title

National Hairdressing Apprenticeship

Duration

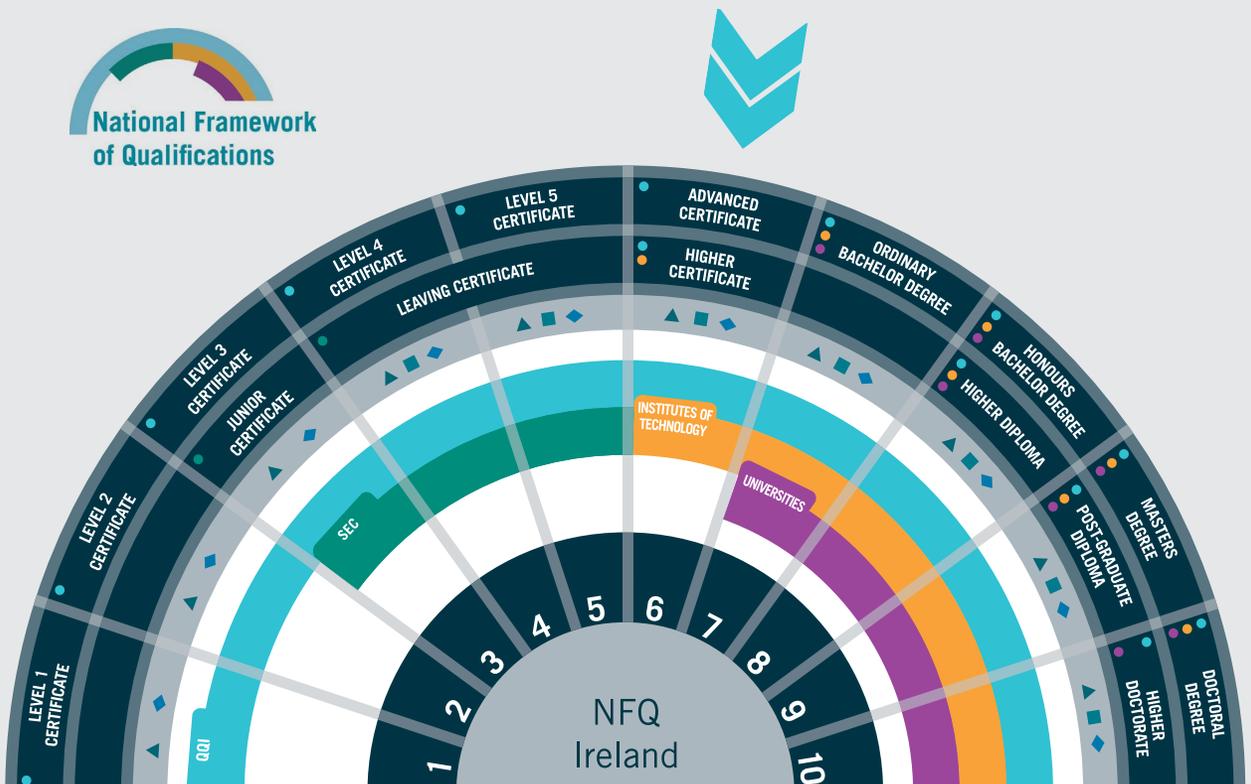
Minimum three years in duration

Level

Level 6 Major Award on the National Framework of Qualifications

Certification

Quality and Qualifications Ireland (QQI) issues certificates as the awarding body



Entry Requirements

The apprentice must secure employment with a SOLAS-approved employer and meet the following entry requirements:

- QQI Level 4 Major Award, or a recognised equivalent (e.g. Leaving Certificate Applied), or two years full-time experience working within a salon
- CEFR B2+ level of English (where English is not a first language)

Non-Standard Entry

In a case where an applicant does not meet the educational requirements specified above, they must satisfactorily complete an informative panel interview facilitated by the Programme Manager.

Advanced Entry

Where applicable, advanced entry is permitted into Year 2 only through the Recognition of Prior Learning process.

Job Ratio

- 80% on-the-job education and training with an employer.
- 20% off-the-job training and education in a provider Further Education and Training Centre or college.

“

Level 6 Major Award on the National Framework of Qualifications.

Quality and Qualifications Ireland (QQI) issues certificates as the awarding body. ”



Aims and Objectives

Programme Aims

The programme aims to ensure that theoretical learning in a Further Education and Training Centre or college is reinforced by the practical experience of undertaking a real job. It equips the participant to absorb workplace culture and business processes, whilst honing employability skills.

“They will demonstrate an extensive range of skills and services.”

This three-year apprenticeship programme is aimed at secondary school leavers who have completed their Leaving Certificate, early school leavers who have at least two years' experience working full-time in a salon, or mature applicants who wish to pursue a career in hairdressing or change their profession to a career in hairdressing.

Apprentices will be employed by a range of hairdressing salons, which are approved by Senior Training Advisors/Authorised Officers. On-the-job learning will take place within that salon and the apprentice will also attend off-the-job education and training on a day release basis at the Further Education and Training Centre or college of the co-ordinating provider or the collaborating provider.

The programme leads to a Level 6 Advanced Certificate in Hairdressing awarded by QQI. It is designed to provide the hairdressing apprentice with the knowledge, skills and competencies to become a skilled and confident hairdresser. Hairdressers will be qualified to work autonomously in a competent, professional and independent capacity, with the ability to use the knowledge, skills and competencies required in their professional practice. They will demonstrate an extensive range of skills and services, from styling, colouring and cutting hair to performing scalp treatments.

Programme Objectives



To equip apprentices with the knowledge, skill and competency required to perform effectively as professional hairdressers.



To foster and facilitate a level of ability over the underpinning knowledge, skills and competencies relevant to their industry. Skills are demonstrated by the ability of the hairdresser to apply their skills and knowledge in different contexts, and to exercise initiative and solve problems by determining possible solutions and judging the appropriateness of different approaches to challenges as they arise in the workplace.



To develop highly skilled employees who can work autonomously, contribute to a salon team and take personal responsibility for completing projects to relevant quality standards in a timely manner.



To acquire a foundation of skills and knowledge which ensures that the apprentice can interact effectively with colleagues and customers in a salon setting which is experiencing constant and progressive change.



To develop levels of self-awareness in their problem solving, critical thinking and communication skills; linking their classroom learning with the challenges they face in the hairdressing industry



To equip apprentices with the knowledge and skills required for progression in further education and/or specialist areas in the hairdressing industry.



To increase the apprentice's personal and academic confidence through regular feedback and continued improvement in a varied learning environment, thus paving the way for lifelong learning.

The Occupational Profile for the National Hairdressing Apprenticeship developed by the Consortium Steering Group sets out the requirements for the occupation for which the programme will provide training.

You can download a copy of the Occupational Profile on our website here:
<http://hairdressingapprenticeship.ie/occupational-profile/>



Registration Process

An employer who wishes to register an apprentice must first be approved by SOLAS, the Further Education and Training Authority. This involves completing an Expression of Interest form on the NHA website www.hairdressingapprenticeship.ie. Your local Education and Training Board will then make contact to arrange a site visit to the employer salon by its Subject Matter Expert and will discuss the salon resources and facilities required to train an apprentice. Following the successful completion of the Subject Matter Expert site visit, a Senior Training Advisor/SOLAS Authorised Officer will be in touch to make an appointment with you. They will visit the salon and assist the employer through the registration process.

“The entire process takes approximately a week to ten days to complete.”

The Senior Training Advisor/Authorised Officer guides you through completion of a Suitability to Train application form, and will process the application with SOLAS on behalf of the employer. You will then be notified of the outcome when your application has been processed. Where an employer does not meet the SOLAS criteria, the Senior Training Advisor/Authorised Officer will assist and advise you on the next steps.

Once an employer is approved by SOLAS they can then take on an apprentice by completing an Apprentice Registration Form and submitting the relevant supporting documentation. The employer must ensure that the apprentice meets the entry requirements. The form is available from the Senior Training Advisor/Authorised Officer.

The entire process takes approximately a week to ten days to complete.

Key Steps

01

Request to become a registered SOLAS employer

- Register an expression of interest.

The expression of interest form is available on the NHA website www.hairdressingapprenticeship.ie or by calling **061 487 940**.

02

Visit from the Provider Subject Matter Expert

The Subject Matter Expert will support the salon and will:

- Telephone to make an appointment for a site visit to the salon.
- Visit to discuss the salon facilities required to train an apprentice and discuss the requirements of the workplace mentor.
- Determine employer capacity to deliver the on-the-job training and forward a report to the Senior Training Advisor/SOLAS Authorised Officer.

03

Visit from the Senior Training Advisor/SOLAS Authorised Officer

- The Senior Training Advisor/Authorised Officer will telephone to make an appointment for a visit to the salon to complete a Suitability to Train form.
- This is part of the formal statutory employer approval process.
- The Senior Training Advisor/Authorised Officer will guide and assist the employer with the suitability to train process.
- If suitable, the Senior Training Advisor/Authorised Officer recommends the employer to SOLAS for statutory approval to train apprentices.

04

Suitability to Train Approval

- The employer will be contacted to confirm approval through a formal SOLAS communication.
- Where an employer is not approved, the Senior Training Advisor/Authorised Officer will advise the employer on the next steps.

05

Apprentice Registration

- The employer will submit an Apprentice Registration Form.
- This form is available from the Senior Training Advisor/Authorised Officer.



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Apprentices and employers agree to comply with a Code of Practice as part of the statutory apprenticeship process.

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“The employer is a critical part of the apprenticeship programme.”

The Employer

The employer is a critical part of the apprenticeship programme. Employers are expected to recruit their own apprentices and pay the apprentice during the on-the-job and off-the-job training. Employers must comply with all statutory health and safety, employment and apprenticeship regulations.

Apprentices and employers agree to comply with a Code of Practice³ as part of the statutory apprenticeship process. Please refer to the SOLAS Apprenticeship Code of Practice which sets out participating employers' and apprentices' duties and responsibilities.

³ You can download a copy of the SOLAS Apprenticeship Code of Practice here: <http://www.apprenticeship.ie/Documents/ApprenticeshipCodeOfPractice.pdf>

✓ Employer Key Considerations

- 1. Are you clear on your role and responsibility as an apprentice employer?
- 2. Can you hire the apprentice on a three year full-time contract for the entirety of the 3-year programme?
- 3. Will you release the apprentice to attend the required off-the-job training and education?
- 4. Can you provide access for the apprentice to the range of salon services and activities that will allow the apprentice gain the experience and develop the skills they need?
- 5. Can you provide the time, facilities and equipment necessary to support the apprentice in respect of both on and off-the-job training?
- 6. Can you provide a mentor to offer support and guidance to the apprentice in the workplace?
- 7. Will the apprentice be provided with opportunities to test their learning in the workplace?
- 8. Are you aware that the workplace mentor must attend a mandatory 1-day Mentor training workshop?
- 9. Will your company engage with the co-ordinating provider in relation to feedback surveys and salon visits?

“The workplace mentor plays a critical role in the integration, organisation and oversight of work-based learning.”

The Workplace Mentor

Workplace mentors will be appointed by the employer and approved by a Senior Training Advisor/Authorised Officer. They should be occupationally qualified with appropriate experience to deliver the on-the-job elements of the validated programme.

The mentor should have a minimum of 5 years' experience working as a senior stylist in a hair salon. They will be provided with workplace mentor training where they will be provided with a mentor training pack. The one-day workplace mentor training will be fully funded by the Education and Training Board.

This workplace mentor will be supported by the programme teacher/tutor and/or Programme Leader. The workplace mentor plays a critical role in the integration, organisation and oversight of work-based learning. In addition, this experienced practitioner performs a critical function in monitoring progress and in guiding, informing and caring for the apprentice.

The integrated role of the workplace mentor encapsulates the following:



1. Ensure the apprentice is introduced to their colleagues and peers and is familiar with the workplace environment.
2. Provide opportunities to enable the apprentice to achieve the minimum intended programme learning outcomes as documented in the validated programme documentation.
3. Facilitate the apprentice's learning in the workplace by shadowing, coaching, observing and guiding.
4. Support the apprentice in communicating with the employer on training-related issues.
5. Support the apprentice in the workplace by ensuring that the apprentice is conversant with the normal work practices and rules pertaining to the occupation, including its history, staffing structure, customer base and competitive position, and as far as is possible, include the apprentice in the community of practice within the workplace.
6. Develop a sense of professionalism in the apprentice including attributes such as dependability, maturity, politeness, respect, loyalty and the ability to communicate effectively.
7. Liaise with the apprentice off-the-job education provider.
8. Attend a mandatory briefing day and effective mentoring skills workshop.
9. Guide the apprentice in completing their Work-based Competency Task Book and sign off on the assessment sheets when the standard for each task has been reached.
10. Ensure the apprentice uploads all assessment documents and evidence of workplace assessment on Moodle.
11. Communicate with the ETB teacher/tutor on issues to do with the apprentice and the programme.
12. Attend National Programme Board meetings if required and co-operate with reviews of the programme.

Other Key Roles within the Apprenticeship

Education and Training Providers

Education and Training Providers have a lead role in co-ordinating delivery of the apprenticeship programme, and providing the off-the-job learning. Providers will usually be one of the 16 Education and Training Boards across Ireland. The provider will deliver the off-the-job education and training, and provide a teacher/tutor to support the apprentice and the workplace mentor. This support is fully funded by the Education and Training Board.

Senior Training Advisors/Authorised Officers

Senior Training Advisors/Authorised Officers are available to guide and assist employers through the approval and registration process. They ensure the integrity of the overall apprenticeship programme is maintained and are a critical link between the education provider, the apprentice and the employer.

The Apprentice

The apprentice secures a contract with an employer to complete apprenticeship training. They participate fully in learning on-the-job and in off-the-job education, becoming an autonomous and competent worker in a particular occupation. Apprentices are paid by the employer for the duration of their apprenticeship. Each apprentice agrees to abide by a formal Code of Practice for apprenticeship.

Provider Teacher/Tutor

Each education provider will assign a teacher/tutor to each apprentice and they will be responsible for the pastoral care and the academic progress of the apprentice; supporting the apprentice in small groups and on a one-to-one basis. The teacher/tutor will liaise with the workplace mentor on the work-based assessments and will visit the apprentice and mentor in their workplace.

Programme Learning Environment

The relationship between providers and employer is key to the success of the apprentice. Co-operation and collaboration between provider and employer will ensure integration of the on-the-job and the off-the-job learning environment.



The Learning Environment

Off-the-job Education Environment

"A supportive environment which promotes a problem-based learning approach."

Education centre-based elements will be delivered within an applied classroom-based environment or teaching salon where class interaction will be central. Tutors on the programme will have module expertise in their discipline area. Site visits will be organised for specific specialist areas as appropriate.

Classes will be taught in a supportive environment which promotes a problem-based learning approach wherein apprentices will be exposed to real industry learning. Apprentices will be encouraged to think independently and expected to apply knowledge, skills and techniques to solve real world problems.

The Learning Environment

On-the-job Learning Environment

The work-based learning will be carried out in a salon setting. The apprentice will benefit from the vast reservoir of knowledge which is the accumulation of the collective knowledge and skills within the company.

“The apprentice works with experienced stylists and is supervised in the acquisition and practice of the skills. ”

The purpose of the work-based learning element is to provide the apprentice the opportunity to practise the skills acquired off-the-job and to develop new workplace skills and competencies. It is the main function of the work-based element to transfer off-the-job skill acquisition into workplace competence. This requires effective integration of knowledge, practical and personal skills in the workplace. During the work-based stages the apprentice will build up a level of experience while working alongside senior stylists, supervisors and managers in specific, relevant work contexts.

During the on-the-job element of the programme, the apprentice will practise in the real workplace environment the newly learned skills to the required standards of accuracy, speed and quality, and with the confidence which characterises competence. These skills are stated in the module learning outcomes. The apprentice works with experienced stylists and is supervised in the acquisition and practice of the skills. The apprentice will be advised and monitored by an approved mentor.





Workplace Assessment

Workplace Competence Assessment is carried out during the work-based learning. Assessment in the workplace provides evidence of the apprentice competence at completing certain tasks. Workplace competence for the purpose of the hairdressing apprenticeship is defined as the application of skills, knowledge and ability to perform tasks or combinations of tasks to commercial standards under operational conditions.

Assessment schedules detailing requirements for each module are provided. These are contained in the Work-based Competency Task Book. A checklist of assessment points for each assessment is also included. Assessment checklists will be retained by the employer for the duration of the apprenticeship stage/year and returned to the provider with all supporting evidence at the end of each stage.

What Does the Provider/Employer Relationship Look Like?

When the apprentice obtains employment with the company, the company assigns that apprentice to a mentor. The mentor will normally mentor two apprentices but no more than four. The mentor will receive training on the duties and responsibilities of the role and is approved by the National Programme Manager. The mentor should have the qualifications or experience as previously stipulated. The work-based training is organised by a mentor who in association with the relevant ETB teacher/tutor will ensure that the training tasks and assessments cover the learning outcomes of the modules for each particular stage.

The programme teachers/tutors will work closely with the work-based mentors to assist them in providing the apprentices with a professional programme, by ensuring that the Minimum Intended Module Learning Outcomes are met. The teachers/tutors will assist the mentors and assessors in developing training tasks and assessments for the modules in each stage of the programme. In the initial years of the programme, the teacher/tutor will visit the mentor on a regular basis. As the mentor gains experience of the programme, the visits will be reduced.

The mentor will provide an on-the-job observation report which takes the form of the Work-based Competency Task Book. The task book will be kept securely by the mentor and will contain a record of the individual apprentice's achievements during the work-based learning stage.



Summary of the Roles and Responsibilities of Employers and Education Providers

01. Recruitment, Registration and Induction

Employer

- Recruit the apprentice and present the apprentice for registration.
- Ensure that the apprentice is a suitable candidate for training.
- Make the apprentice available for this induction process if it occurs in advance of the off-the-job period.
- Introduce the new apprentice to the community of practice within the enterprise and ensure that the apprentice is recognised as a novice member of the community.
- Provide individualised support to the apprentice where necessary, especially in the early stages of the apprenticeship.

Provider - ETB

- Acquaint the apprentice with the details of the training schedule, of the assessment procedures and the academic and apprentice regulations and the supports available.
- Provide adequate induction to the programme.
- This will include assessment of any deficits in prior learning, which can be addressed by suitable support.
- Introduce the apprentice to the wider community of practice outside the enterprise as far as it is possible.

02. On-the-Job Training Curriculum

Employer

- Ensure that the apprentice is given the learning opportunities required for the programme. These opportunities should include skills knowledge and competencies designed to achieve the intended programme outcomes.
- Co-operate with the provider in implementing the quality assurance procedures.
- Ensure that the apprentice is freed to take advantage of training opportunities required by the programme that are not available in the enterprise.

Provider - ETB

- Acquaint the employer with the curriculum of the on-the-job phases of the programme, of the assessment processes and of the indicative schedule of training.
- Ensure that the employer accepts the quality assurance procedures for the programmes.
- Identify deficiencies in provision available from the employer and arrange the permanent or temporary transfer of the apprentice to an alternative employer.

03. On-the-Job Training Workplace Mentors/Assessors and Supporting the Apprentice

Employer

- Appoint experienced and qualified staff as workplace mentors to the apprentice and free them for any necessary workplace mentor assessor or assessment training and for necessary attendance at National Programme Board meetings.
- Ensure that the workplace mentor carries out his/her duties with respect to the apprentice and to the provider. In this regard they will liaise with the provider.

Provider – ETB

- Ensure that there are sufficient workplace mentors, that they are suitably qualified and that they receive training as workplace mentors and in assessment.
- Provide training for the workplace mentor/assessor, acquaint the workplace mentors/assessors with the curriculum, the assessment system and the reporting and communication lines between the workplace mentor/assessor and the programme team.

04. On-the-Job Training – Management

Employer

- Appoint a member of staff as contact person for the National Programme Co-ordinator.
- Allow programme team members access to and observation of the apprentice at work.
- Ensure that the apprentice keeps continuous records of experience and assessment and makes them available to the provider.

Provider – ETB

- Appoint programme team members who will be observing the apprentice and liaising with the workplace mentor/assessor.
- Ensure that the programme team members do not disrupt the normal operation of the enterprise.

05. Off-the-Job Training

Employer

- Release the apprentice for scheduled training.

Provider – ETB

- Schedule the training for the apprentice.
- Inform the apprentice and the employer of any changes to the schedule.
- Ensure that the apprentice is fully briefed on the requirements of the off-the-job element and provide the apprentice with the materials and information necessary for the successful completion of this element.

06. Programme Development and Periodic Review

Employer

- Ensure that the provider is informed about relevant changes in the occupation.
- Co-operate with the periodic review of the programme.
- Support the Consortium Steering Group in its activities.

Provider – ETB

- Ensure that the programme is subject to ongoing development, in collaboration with the National Programme Board and the Consortium Steering Group.
- Organise the periodic review of the programme.
- Organise and manage the National Programme Board.

Useful Links

For more information on the new National Hairdressing Apprenticeship and express your interest to become a registered employer, visit our website:

www.hairdressingapprenticeship.ie

For more information on Apprenticeship and download a copy of the *Apprenticeship Code of Practice*, visit the national SOLAS apprenticeship website:

www.apprenticeship.ie

For information on Education and Training Boards, which are the collaborating providers all over the country for the new National Hairdressing Apprenticeship, visit the ETBI website:

www.etbi.ie

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The apprentice will benefit from the vast reservoir of knowledge which is the accumulation of the collective knowledge and skills within the company.

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Co-ordinating Provider



Bord Oideachais & Ollíúna
LUIMNIGH & AN CHLÁIR
LIMERICK & CLARE
Education & Training Board

Further Education and Training Centre
Raheen Campus
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**GENERATION
APPRENTICESHIP**
www.apprenticeship.ie



**National Framework
of Qualifications**



QQI AWARD