



Apprenticeships: Guide to changes in England from May 2017



Supporting the hair, beauty
and barbering industries



Introduction

The definition of an apprentice is: “A person who works for another in order to learn a trade.” Apprenticeships allow young people to combine practical training in a job with study, learning practical skills while earning a wage, normally the apprentice National Minimum Wage.

Hairdressing is in the top 10 most popular apprenticeships, with around 14,000 people starting them each year in England alone. Hundreds of hairdressing salons and barber shops around the UK commit time, effort and money on training future generations and future talent.

Apprenticeships provide an opportunity for the apprentice to learn a trade while allowing a salon to grow and develop its own talent and bring the energy, enthusiasm, commitment and creativity of young people into the business.

Big changes to apprenticeships are coming in England from May 2017 so this guide explains what those changes mean to employers in the hairdressing, barbering and beauty industries in England.

Many of the changes do not affect apprenticeships in Scotland, Wales and Northern Ireland, but information is included where it is relevant to the home nations.

For more information

- Visit the supplier's directory: www.nhf.info/online-directory/affiliates/learning-resources/
- NHF Guide on Recruitment
- NHF Guide to Managing Performance

How the NHF can help

- Free Apprentice Agreements (England) which will be updated for May 2017 to include a commitment statement to be signed by employers, apprentices and parents/carers and other changes due to new Trailblazer apprenticeship standards coming into effect
- Free staff handbooks
- Legal helpline, available 24 hours a day 7 days a week
- The NHF health and safety toolkit includes all the materials needed by a salon to ensure the working environment for apprentices meets health and safety requirements, including risk assessment templates for young workers. Call us on 01234 831965.
- NHF Guide on the National Minimum Wage and the National Living Wage for hairdressing, barbering and beauty employers, includes important information on apprenticeship rates
- Access at special rates for NHF members to MHDPro.com online CPD courses for professionals and student multimedia learning resource MHDAcademy.com, and also Salonability learning resource materials from PivotPoint.



Trailblazer apprenticeship standards for hair and beauty (level 2)

For your information

Hair and beauty Trailblazer standards for level 3 are under development, expected to be available for delivery in 2018.

The information which follows only applies to England, although section 12 on the apprenticeship levy applies to Scotland, Wales and Northern Ireland too. The NHF provides free Apprenticeship Agreements (Wales) and free Deeds of Apprenticeship (Scotland and Ireland) for members.

1 TRAILBLAZERS - WHAT ARE THEY?

Groups of employers responsible for setting apprenticeship standards in England: what an apprentice should know and be able to do before they are ready to work in hairdressing, barbering or beauty. The groups include large, medium and small employers and are supported by the NHF and Habia.

2 WHAT'S THE DIFFERENCE BETWEEN APPRENTICESHIP FRAMEWORKS AND STANDARDS?

Apprenticeship frameworks are being phased out and replaced by 'hair professional' and 'beauty professional' Trailblazer standards from May 2017.

3 HAIR AND BEAUTY STANDARDS

The Trailblazer groups have developed apprenticeship standards at level 2 which have been approved and published by the government.

The hair professional standards include:

- Hairdressing
- Barbering

The new standards are set at a higher level than the apprenticeship frameworks and include some knowledge, skills or behaviours which were at level 3 in the old frameworks, being phased out.

www.gov.uk/government/publications/apprenticeship-standard-hair-professional

The beauty professional standards include:

- Beauty and make-up consultancy
- Beauty therapy
- Nail services

The beauty and make-up consultancy route is an entirely new standard covering those who work in beauty retail settings.

www.gov.uk/government/publications/apprenticeship-standard-beauty-professional



4 WHEN WILL THE NEW STANDARDS BE AVAILABLE?

Although the hair and beauty apprenticeship standards are now published, standards are not available for delivery until assessment plans are also approved and published by the government.

The hair professional assessment plans have just been published, but as they include new qualifications which still have to be developed, the hair professional standards will not be available for delivery until May 2017.

We expect the beauty professional standards to be approved shortly, also aiming for launch from May 2017.

5 WHAT'S DIFFERENT ABOUT THE NEW APPRENTICESHIP STANDARDS?

To achieve a hair professional apprenticeship, learners must successfully complete:

- An end-point assessment carried out by an Independent Apprenticeship

Examiner at the end of the apprenticeship, similar to a trade test

- A new qualification, the Diploma for Hair Professionals (Hairdressing / Barbering)
- Maths and English functional skills at level 1 but learners must also take the level 2 functional skills tests (even if they don't pass them). Learners who have achieved Maths and English GCSE at grade A*-C are exempted from functional skills.
- Apprenticeships will be graded at pass or distinction level depending on the learner's performance in the end-point assessment.

The qualification is assessed as learners progress through their apprenticeship programme. The final part of the qualification is the end-point assessment. Apart from the end-point assessment, all assessment will be carried out by the training provider/centre as specified by the Awarding Organisations.



6 HOW DO I KNOW WHAT LEARNERS SHOULD BE TAUGHT?

The Employer's Occupational Brief sets out the detailed information about what learners should be able to do and what they should know and understand for each part of the apprenticeship standards and for each unit of the Diploma for Hair Professionals (Hairdressing / Barbering).

The Employer's Occupational Briefs are available for both hairdressing and barbering and can be found at www.nhf.info/apprenticeships.

7 HOW LONG DO THE NEW APPRENTICESHIPS LAST?

Typically, two years for the hair professional standards, but the minimum duration is one year (372 days).

For the beauty professional standards one year (372 days) is the minimum which should be long enough for most learners to achieve the standards required.

8 HOW ARE THE NEW STANDARDS ASSESSED?

The Trailblazer groups are also responsible for developing assessment plans which specify what will be assessed, how it will be assessed and who can carry out the assessment.

An Independent Apprenticeship Examiner will observe learners carrying out specified practical tasks, set out in the assessment plan. They will also use oral questioning to check the learner's knowledge, skills and understanding, also set out in the assessment plan. The end-point assessment will be graded based on the learner's overall performance.

Visit www.nhf.info/apprenticeships for the Hair Professional assessment plan.

The Beauty Professional assessment plan has not yet been approved.

9 CAN LEARNERS RETAKE THE END-POINT ASSESSMENT?

Yes, but they must re-do the whole assessment. They cannot retake just parts of the assessment because it is a holistic assessment. At the time of writing, there is no time limit on the number of retakes. However, there will be additional costs for any retakes which are unlikely to be covered by funding.

Employers are strongly advised to enter learners for the end-point assessment only when they are confident that they are competent in all the skills, knowledge and behaviours required for the end-point assessment.

10 WHO CAN CARRY OUT END-POINT ASSESSMENTS?

Independent Apprenticeship Examiners, appointed by Assessment Organisations, who have no connection with the learner, the employer or the training provider. For the hair professional standards, the Assessment Organisation must be an Awarding Organisation, regulated by Ofqual, because the end-point assessment is a compulsory part of the Diploma for Hair Professionals.

Although the beauty assessment plans are not yet approved, we expect the end-point assessment to be a compulsory part of the Diploma for Beauty Professionals.

11 WOULD YOU LIKE TO BE AN INDEPENDENT APPRENTICESHIP EXAMINER?

If you are interested in becoming an Independent Apprenticeship Examiner, check that you meet the criteria (see page 5 of the hair professional assessment plan) and email enquiries@nhf.info with information about your skills and experience together with your contact details. These will be passed on to the Awarding Organisations which are approved for the qualification.

12 WHAT IS THE APPRENTICESHIP LEVY?

Employers with a pay bill of £3million or more will be required to pay 0.5% of their pay bill into a pot, to be used for apprenticeship training. The levy applies across the whole of the UK but how the funds can be used varies between England, Wales, Scotland and Northern Ireland.

Large employers will have a £15,000 allowance to offset against their levy payment. Levy funds will be available through a new digital service on GOV.UK. The first funds will appear in digital accounts in late May 2017. 20% of the total cost will be held back, to be paid on completion of the apprenticeship. Any unused funds will expire after 24 months.

Click here for a link to government information about how the apprenticeship levy will work:

www.gov.uk/government/publications/apprenticeship-levy-how-it-will-work/apprenticeship-levy-how-it-will-work



Important

Contributions from employers must be in cash, not kind, but can be spread over time.

13 WHAT ABOUT EMPLOYERS WHO DON'T PAY THE LEVY?

This section applies to England only:

- Non-levy paying companies must contribute 10% of the cost of apprenticeship training and assessment
- Small employers (less than 50 employees) who take on 16-18 year olds, or those aged 19-24 who have been in care, or who have a local authority care plan will not pay anything towards the cost of apprenticeship training and assessment.
- Any employer taking on 16-18 year olds or those aged 19-24 who have been in care, or who have a local authority care plan will also receive £1000 to support the additional costs of training these groups and the training provider will also receive £1000. The money is paid in two instalments, £500 after 3 months and the balance at 12 months.

14 WHAT WILL IT COST ME AS AN EMPLOYER?

In England, Apprenticeship standards are allocated into one of 15 funding bands once assessment plans have been approved. For the hair professional standards, the funding band is set at Band 9 which means that the maximum government contribution is £9,000.

Unless they are small employers taking on 16-18 year olds, or those aged 19-24 who have been in care, or who have a local authority care plan employers will be required to pay 10% (£900) per apprentice.

Employers are expected to negotiate the price of training and assessment with training providers, so if you negotiate a price which is lower than the maximum allowed, your contribution will be 10% of the lower price you negotiate.

15 WHAT DOES THAT MEAN FOR ME?

IF YOU ARE:	IT WILL COST ME:
A large employer with a pay bill of £3m or more	0.5% of your paybill
A medium sized employer eg 80 employees	10% or £900 per apprentice
A medium sized employer eg 80 employees, taking on a 16-18 year old	10% or £900 per apprentice You and your training provider will each receive an incentive payment of £1000.
A small employer eg 10 employees, taking on a 16-18 year old	Nothing You and your training provider will each receive an incentive payment of £1000.
A small employer eg 10 employees, taking on a 24 year old	10% or £900 per apprentice

16 DO I STILL NEED TO PAY THE APPRENTICESHIP NATIONAL MINIMUM WAGE?

Yes. Employer contributions towards the cost of apprenticeship training and assessment are on top of the wages and any other employment-related costs you already pay for apprentices.

17 HOW MUCH OF THE APPRENTICESHIP IS OFF THE JOB TRAINING?

Employers must allow all apprentices to spend a minimum of 20% of their working week (eg 6 hours of a 30 hours working week) doing off the job training, either in the salon or with a recognised training provider, academy or college.

18 WILL APPRENTICESHIP AGREEMENTS CHANGE?

Yes. Anyone starting on the Trailblazer apprenticeships will need a new-style apprenticeship agreement, available free of charge from the NHF for members. Apprenticeship agreements must include a commitment statement to be signed by employers, apprentices and for 16-18 year olds, parents/carers.

19 WILL THE AGE GRANT CONTINUE IN ENGLAND?

No, from May 2017 it will be replaced with the new apprenticeship funding arrangements described above.

20 HOW WILL DIGITAL VOUCHERS WORK?

A digital voucher system will be introduced in England from May 2017 for levy-paying employers. Non-levy paying employers will continue to make payments direct to providers, moving onto the digital system at a later date (to be announced).





National Minimum Wage

The apprentice rate of the National Minimum Wage is more complicated than all the other minimum wage rates because it depends on the age of the apprentice and how long they have been on an apprenticeship programme.

The apprentice wage applies to those aged 16-18 on an apprenticeship. It also applies to those aged 19 or over who are in the first year of an apprenticeship. Once they start the second year of an apprenticeship they must be paid at the appropriate age-related rate as a minimum.

Don't forget that you need to pay for time spent training eg at college or model nights, even if the training is done outside normal working hours, and for time spent travelling from the salon / barbershop to the college.

Paying the correct rate is important; it is a legal requirement to do so, and salons that get it wrong, even if it's a genuine mistake, can now be fined up to £20,000 per underpaid worker and publicly "named and shamed" by the government.

Download the **NHF Guide to Minimum Wages** which covers the hours you have to pay for, uniforms and equipment, deductions, apprenticeship contracts and more to give you confidence you're paying correct rates.

National Insurance

From **April 2016**, any business employing an apprentice on a government-approved apprenticeship will now also (in most circumstances) not need to pay employer Class 1 National Insurance Contributions on any earnings below **£827** a week, or the equivalent of **£43,000 a year**.

You could be fined up to £20,000 per underpaid worker and publicly "named and shamed" by the government

Delivering apprenticeships

Apprenticeships are all about working and learning skills on the job. Delivery of the apprenticeship therefore involves three partners:

- the apprentice
- the employer
- training provider, normally a college of further education or an independent or private training provider, and sometimes also run by a salon.

COMMITMENT

For an apprenticeship to be successful, all parties need to make a commitment to the time and effort involved.

PARTNER	COMMITMENT	ENGAGEMENT
EMPLOYER	<p>To allow the apprentice time to develop skills, to put their learning into practice and to attend off the job training as part of normal working hours.</p> <p>Provide training within the salon environment.</p> <p>To delegate a senior member of the team to spend time with the training provider at each visit to discuss the apprentice's progress and complete all paperwork to enable the training to be funded.</p>	<p>To take a full and active role in the skills development of the apprentice.</p> <p>To work with the apprentice and the training provider to ensure skills are developed at a pace that suits all partners.</p>
APPRENTICE	<p>To take full advantage of all skills and training opportunities both within the salon and with the training provider.</p> <p>Complete all work to a high standard and to keep abreast of developments in the industry</p>	<p>Be prepared for all training opportunities, practice skills and ask for help when needed.</p> <p>Watch others working in the salon, ask questions and embrace all opportunities.</p>
TRAINING PROVIDER	<p>Deliver a training programme that suits the needs of the apprentice and the employer.</p> <p>Assess and train in the salon if possible.</p> <p>Provide materials to enable the apprentice to develop skills at their own pace.</p>	<p>Communicate regularly and effectively with the employer and apprentice.</p> <p>Ensure everyone knows what is expected and by when.</p>

DELIVERY MODELS

Ultimately a training provider should work with the employer and apprentice to offer them the most appropriate model of delivery. Below are some of the most common delivery models available:

DELIVERY MODEL	FREQUENCY	HOW THIS WORKS...
DAY RELEASE	Weekly	The apprentice attends training all day in a college or other venue and does both theory and practical training and assessment. This would be in term time September-June.
TRAINING DAY	Weekly/monthly	The apprentice attends a college or other venue where they receive theory training, practical training and assessment. This takes place all year round.
EVENING TRAINING	Weekly	This is similar to day release but takes place after normal working hours.
ASSESSING IN THE SALON	Every two weeks or monthly	The apprentice is visited in the salon by an assessor who will review progress, deliver training and assess practical skills.
RECOGNITION OF PRIOR LEARNING (RPL)	As required or as appropriate	Prior learning is recognised and built in as evidence to the qualification that is currently being worked towards.





Important

Training providers have a responsibility to check that the salon / barbershop environment is a healthy and safe one, especially for young people under the age of 18.

Call us on 01234 831965 for details of the NHF health and safety kit.

Choosing a training provider and negotiating the right fee

When the new funding systems come in, salons and barbershops will be negotiating a price to pay training providers to deliver apprenticeships.

So, choosing the right training provider and agreeing the right financial deal will be very important.

Trevor Luker of the London Hairdressing Apprenticeship Academy says that employers should check exactly how the training is going to work. Make sure you're getting value for money by asking your training provider these questions:

- Is the training going to be mainly work-based or delivered through the training provider or college? And how will the cost reflect this?
- How often will the apprentice attend college for offsite learning and for how long?
- How will you communicate with me (the employer) and with the apprentice during the training programme?
- How often will you visit the salon?
- Can you provide me with a copy of the learning programme, so I know exactly what the learner is going to need to do on a week by week basis, and so the

person supervising my apprentice in the salon will also know what is going on and can support the learning?

- What learning resources will you make available to the learner and to the salon? For example, will there be an e-portfolio that can be accessed 24/7, and will I have access to it so I can follow the apprentice's progress and see any assessment comments?
- As well as text books, do you provide any of your own guides to shampooing, cutting, blow drying, colouring and so on, and what other additional resources do you offer?
- How big are the class sizes, what sort of tutor support will learners get and how is the assessment carried out by the tutor?
- What are your results like?
- What support do you offer around safeguarding and ensuring young people are protected?
- How can I provide feedback my views on the apprentice's progress to you?
- How often do you do reviews (every 8 to 10 weeks?)



Finding an apprentice

It's worth putting time and effort into developing relationships with local training providers and secondary schools, supporting career events or holding open evenings for example, to encourage young people to think about apprenticeships rather than staying on at school or going to college.

You're looking for attitude, enthusiasm and commitment, willingness to learn, some technology skills (eg for salon appointment systems), team-working and, above all, the potential to develop great communication skills for working with clients and other team members.

Remember, apprentices in hairdressing and barbering need to achieve a minimum requirement for Maths and English within apprenticeships, so ask what maths and English qualifications they already have or try to get a feel for how likely they are to achieve them. Many training providers will have tests which can help to assess how much support learners will need.

INTERVIEWING AN APPRENTICE

Interviewing an apprentice is similar to interviewing anyone else, so take a look at the [NHF Guide to Recruitment](#).

You'll want to adapt interview questions to take account of the fact that they haven't got much work experience – so here are some suggestions:

- What do you think would make a person keep coming back to our salon?
- How would you keep up with the latest trends? Why do you think that's important for our business?
- A great haircut or beauty treatment is important, but what else matters to customers?
- If a customer asked for a style that you don't think would suit them or that would be difficult to do with their hair, what would you do? Why?
- Describe a difficult situation you have experienced and how you dealt with it.
- Why do you think it's important to have a health and safety policy in the salon?
- What do you think makes a successful team? What would you bring to a team?
- If your supervisor asks you to do something you don't know how to do, what would you do?
- How would you make a customer feel comfortable and relaxed? Why do you think this is important?
- What have you achieved that you're most proud of (in or out of work)? Why?

If things go wrong

An apprenticeship is a form of contract of employment, just like anyone else you employ in the salon. Apprenticeship agreements (England and Wales) give apprentices 'employee' status and allow employers to dismiss an apprentice with less than 2 years' service.

Apprenticeship deeds (Scotland and Northern Ireland) are more restrictive on employers. If you are contemplating dismissal, you should always take legal advice.

If there are performance or disciplinary issues that need to be addressed, these should be approached in the same way as you would with any other member of your team.

APPRENTICESHIPS IN WALES, SCOTLAND AND NORTHERN IRELAND

As has been highlighted earlier, the most significant reform programme around apprenticeships is currently going on within England. But there are also moves to change apprenticeships in Scotland, Wales and Northern Ireland.

Check the websites for:

- Skills Development Scotland
- Welsh government
- Northern Ireland Assembly

Apprenticeship reforms are underway in each of the home nations so information will be changing as those reforms are implemented.

Check out the NHF's other guides on all aspects of running a hair or beauty business,

NHF Guides

- Allergy alert testing
- Apprenticeships
- Becoming a training provider
- Business finance
- Card payment processing
- Careers
- Chair renting
- Client experience
- Complaints
- Data protection and wi-fi
- Employing people
- Franchising
- Health and safety (part of kit)
- Managing performance
- Marketing your salon
- Minimum wages
- Pensions
- Prices, wages and profit
- Recruitment
- Salon fit-out
- Salon software
- Self-employment
- Start-up guide (updated)





NHF, One Abbey Court, Fraser Road, Priory Business Park, Bedford MK44 3WH.

Phone: 01234 831965 | **Email:** enquiries@nhf.info | **Web:** www.nhf.info

