

LHAA TRAINING CONTRACT AGREEMENT

To confirm a place on any training courses offered at the LHAA you are required to read and understand the terms and conditions below and sign the agreement

- If you are funding the course through the Advanced Learner Loan then you are required to have submitted your application prior to the start of your learning. Any applications not submitted prior to the start of the course will require you to pay a deposit of £500.00 to start the course. The deposit will be refunded to you once your application is confirmed and approved. You are liable for all costs if your application is unsuccessful. The course fees are published in our literature and on the LHAA website. If you are unsure of your liability you should seek advice from the student liaison team or your course tutor.
- Full payment must be made and received by the LHAA two weeks prior to the start date of the course to qualify for a discount on fees. Failure to make payment within this timeframe will leave you liable to make payment in full against the published course fees.
- If you are offered or elect to pay your course fees in instalments a deposit of £1000.00 must be made 2 weeks prior to learning with the confirm dates for the instalment plan. You must adhere to the payment plan as failure to do so will mean that we are unable to issue your course certificate(s) until payment is made in full.
- All fees paid are non-refundable.
- All fees include VAT unless otherwise shown.
- Fees fall due on the 1st day of each month.
- One full calendar month's written notice to terminate this contract must be given to LHAA before the start of the calendar month in which such notice is to take effect. If notice is served during any calendar month, that notice will be deemed to expire at the end of the next full calendar month.
- All of the appropriate kit and uniform required for the course must be paid for at the beginning of the course. You will be provided with an appropriate kit order form for your course or you can find these on the LHAA website.
- Information entered on your enrolment form needs to be true and accurate: You must print your name exactly as you wish it to appear on your certificate. Mistakes cannot be rectified without applying for a new certificate at the fee as published by the Awarding Organisation.
- You must notify us of any change of address or any other personal information.
- Skin tests are required 24-48 hours before any colour treatment can take place.
- All relevant personal medical information must be disclosed to LHAA 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 or others or damage to the equipment.
- All learners must be prepared to act as a model for other learners to practice treatments on whilst studying.
- It is the responsibility of the learner to arrange your own models for any practical assessments during your programme.
- Models will be required to pay a small contribution towards treatments for the facilities and products used. Please see your course tutor for the scale of fees.
- To complete the course, you must attend all lessons and failure to do so will mean that you will fail the course.
- You must be punctual and attend at or before the start times published for your course. If you cannot attend the Academy you must notify your Tutor.
- You must present yourself professionally at all times and you must adhere to the academy rules and guidelines for dress, personal appearance and behaviour. LHAA operates a zero tolerance in respect of rules governing this requirement. Full details can be found in your student handbook.
- The maximum duration of the programme is shown in your learning offer letter. The LHAA takes no responsibility to re-train the learner or provide refunds if the course hasn't been completed within this period.

- Any additional support or training requested will result in additional fees being payable. This will be charged at £100.00 per training day. You will be notified in writing should you require additional training.
- Deadlines must be met for all case studies and assignments/ tasks unless an extension has been agreed with your tutor.
- All students at the LHAA agree to follow all academy procedures as published or advised in your student handbook.
- Employment standards must be met at all times. If they are not met assessments will not be passed
- Assessment days, practical or theoretical must be attended unless notified in writing and agreed by your course tutor. Failure to do so will require additional tuition and this will be charged as shown above at the rate of £100.00 per training day.
- It is essential that a portfolio of evidence is kept up to date throughout the course and is ready to submit at the end of the course. You are required to take responsibility for maintaining your portfolio.
- Visits by the Awarding Organisation Internal and External Verifier will take place during your course; all learners must attend these in order to gain the qualification.

General Conditions

- All courses are subject to change of dates without prior notice. Once a deposit has been paid or payment plan agreed then course fees will be honoured although we reserve the right to change the date of the course. Should this occur then we will give you 10 days' notice.
- We are not responsible for any loss or damage to your own equipment or personal belongings should you choose to use them or bring them in the LHAA.
- We reserve the right to dismiss a candidate without refund if the student contravenes the academy rules of conduct.
- The Academy will be closed on all Public Holidays.
- You must follow the academy dress code and you must wear the academy uniform whilst in the academy. You will however be required to dress appropriately for services on models at all times. No jeans or trainers will be permitted. All learners must wear closed shoes, no flip flops or sandals will be permitted.
- These conditions are the basis of contract between The LHAA and the learner. Only the Managing Director is entitled to waive these conditions of contract.
- In the event of the student failing to attend the course or complete for any reason whatsoever, no refund will be offered nor does the student have an entitlement to refund.
- Where the student cannot complete the course for grounds agreed with the Managing Director [for medical or agreed personal circumstances] then an alternative date will be agreed with the student.
- The LHAA reserves the right to alternate the course between its academies. Where a change of venue is required then we will endeavour to notify the student 10 days in advance.

The London Hairdressing Apprenticeship Academy commits to learners to:

- Follow the standards set by the awarding body.
- Assess fairly and provide feedback to each learner.
- Arrive punctual for lessons and end each lesson on time within reason.
- Not to change or cancel a lesson unless notified to you 7 days in advance save for unexpected occurrences such as sudden staff illness or delay as a result of any circumstance beyond the control of LHAA.
- All students will be provided with full payment details and will understand the exact costs before enrolling onto the course
- The training centre will have sufficient equipment/products and provide a safe working environment for learners to study.
- Provide a complaints and appeal procedure.
- Provide at least two learner survey questionnaires throughout the course for anonymous feedback.
- Appropriate and sufficient contact time with the tutor will be available to the student whilst working towards their qualification.
- The LHAA will apply for learner certification as soon as all work/assessments/written papers have been passed and internally verified - this will then be mailed by Recorded Delivery to the learners address directly.
- Confidentiality and data protection policies and procedures will be observed at all times.

I agree to follow the terms and conditions set out in this training contract agreement

Learner Name: _____

Date: _____

Learner Signature: _____

Tutor Name: _____

Date: _____

Tutor Signature: _____