

Director: Brita Hirsch

Date: 1 September 2024

Review Date: 1 September 2025

## LEARNER HANDBOOK

### 1. Introduction

Our aim in producing this document was to create a one-stop information point where you can access all the information you are likely to need during your time with us. This Handbook and corresponding policy documents form part of your course agreement with The Tailoring Academy Ltd. ('TA').

The document gives an overview of the terms and conditions of your enrolment, and outlines what you can expect from us as your training provider. In return we ask you for a high degree of commitment, dedication and loyalty to help us achieve the aims and objectives of the TA.

I hope you find this a useful guide during your enrolment with us. However, if you are unable to find the answer to your question here, please don't hesitate to discuss your query with me.



Brita Hirsch

Director, Head Tutor and Assessor

## **2. The Tailoring Academy Ltd.**

### **a. About the TA**

The Tailoring Academy Ltd. was founded in 2018 by Brita Hirsch with the main aim of delivering the highest standard of tailoring training to the next generation of bespoke cutter and tailors. We strive to educate independent, fully rounded craftspeople by providing them with the full set of heritage craft skills in a modern learning environment.

We have grown steadily since then, and currently our main products / services are:

- Delivery of the Qfqual-regulated Level 5 Diploma in Bespoke Tailoring
- Delivery of approved short courses (up to six months) in Bespoke Tailoring
- Delivery of short in-person and online tailoring courses
- Delivery of short in-person and online pattern construction courses

We have a workforce of three trained staff, based at our premises in Macclesfield/UK.

You can get more information on our website at [www.tailoringacademy.co.uk](http://www.tailoringacademy.co.uk)

### **b. Your Induction**

The Tailoring Academy recognises its responsibility to ensure all learners are afforded appropriate support throughout their enrolment, beginning at the induction stage.

Our aim is to support learners so that they feel confident to undertake the course and ultimately be successful in completing the programme.

Induction will take place during the first week of your course. The director will outline this in detail to you on your first day with us.

### **c. Statement of Enrolment Terms and Conditions**

As our learner you have received a document setting out specific terms and conditions of service as they relate to your enrolment.

Further detailed policies and procedures which may not be mentioned as part of this document, but which still form part of your conditions of enrolment with us, can be accessed through the director.

TA reserves the right to change its terms & conditions and enrolment policies from time to time. You will be notified at the earliest opportunity of these changes by way of general notice to all learners affected by the change. Where a contractual change in your terms and conditions of enrolment results in a change to your written statement of particulars of enrolment, we will give you a written statement of the change at the earliest opportunity.

#### **d. Standards of Performance and Behaviour**

##### *i) TA Premises*

You must not bring any unauthorised person onto our premises without the director's prior agreement. You are responsible for ensuring that your visitors sign the fire register upon arrival and exit, that they are appropriately monitored during their stay and that they do not access areas or TA property inappropriately.

You must not remove TA property from the organisation's premises unless staff has given prior authority.

##### *ii) Personal Property*

Any personal property such as jewellery, cash, credit cards, clothes, etc. left on TA premises is done so entirely at your own risk. You are strongly advised not to leave any valuables unattended, either on our premises. TA does not accept liability for loss or damage to any personal property whatsoever.

##### *iii) Confidentiality*

It is a condition of your enrolment that you have a duty of confidentiality with regards to TA. During your enrolment, you may find yourself in possession of sensitive information, the disclosure of which could be construed as a breach of confidentiality.

It is a condition of your enrolment that you have a duty of confidentiality to the TA, and you must not discuss any TA sensitive or confidential matter whatsoever with any outside individual or organisation including the media.

##### *iv) Computer, email and Internet use*

If you have access to the TA's computers including email and access to the internet, you must not abuse this by using these facilities for purposes unrelated to TA business.

Limited personal use of the internet is permitted during your formal breaks. Accessing pornographic or other unsuitable sites is strictly prohibited and would be considered a serious disciplinary offence which may result in dismissal.

Only software packages properly authorised and installed by the TA may be used on TA equipment, you must therefore not load any unauthorised software onto TA computers.

You must not refer to the TA or its services or represent yourself on behalf of the TA on social media without prior permission from the TA to do so.

v) *Attendance and Punctuality*

The Tailoring Academy is committed to providing high quality training in order to contribute to our participants' success. To achieve this, we expect all learners to maintain good punctuality and attendance.

Please refer to our Policy for Attendance and Punctuality for further details.

**e. Data Protection and Access to Information**

TA will comply with all statutory requirements of the 2018 Data Protection Act by registering personal data held on its computers and/or related electronic equipment and by taking all reasonable steps to ensure the accuracy and confidentiality of such information.

Please refer to our Data Protection and Privacy Notice for further details.

Learners can request access to the information held on them by the TA. All requests by learners to gain access to their personnel records should be made in writing. There is no charge for this service.

**f. Changes in Personal Information for Enrolment Purposes**

It is important that our records are correct, as inaccurate or out of date information may cause difficulties in situations where contact is required for emergencies. You must notify the director immediately of all changes in the following personal information:

- Name
- Home address
- Telephone number
- Emergency contact
- Criminal charge, caution or conviction
- Conflict, or potential conflict of interest

Personal data on learners is held in accordance with the provisions of the TA's Data Protection Policy which is available for inspection by you.

### 3. Valuing Diversity and Dignity

#### a. Valuing Diversity

##### i) *Statement*

TA has an Equality and Diversity policy and is committed to valuing diversity.

The TA will not tolerate direct or indirect discrimination against any person on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation whether in the field of recruitment or terms and conditions of enrolment.

It is also the responsibility of all learners in their daily actions, decisions and behaviour to endeavour to promote these concepts, to comply with all relevant legislation and to ensure that they do not discriminate against co-learners, staff or any other person associated with the TA.

##### ii) *Key Actions*

In adopting these principles, the TA:

1. Will not tolerate acts that breach this policy, and all such breaches or alleged breaches will be taken seriously, be fully investigated and may be subject to disciplinary action where appropriate.
2. Fully recognises its legal obligations under all relevant legislation.
3. Will allow learners to pursue any matter through the internal policies and procedures which they believe has exposed them to inequitable treatment within the scope of this policy. You have access to the relevant policies and procedures.
4. Will select candidates only based on their ability to be successful on our programmes, using a clear and transparent process.
5. Will provide all reasonable assistance to learners who are or who become disabled, making reasonable adjustments wherever possible to provide continued enrolment. We will ensure an appropriate risk assessment is carried out and that appropriate specialist advice is obtained when necessary.
6. Will distribute and publicise this policy statement throughout the TA.

## **b. Dignity at the Place of Study**

### *i) Statement*

The TA believes that the learning environment should be supportive of the dignity of individuals. If a complaint of harassment is brought to the attention of the director, it will be investigated promptly, and appropriate action will be taken.

### *ii) Harassment*

Harassment can be defined as conduct which is unwanted and offensive and affects the dignity of an individual or group of individuals.

Sexual harassment is defined as “unwanted conduct of a sexual nature, or other conduct based on sex, affecting the dignity of women and men”. This can include unwelcome physical, verbal or non-verbal conduct.

People can be subject to harassment on a wide variety of grounds including:

- race, ethnic origin, nationality or skin colour
- sex or sexual orientation
- religious or political convictions
- willingness to challenge harassment, leading to victimisation
- disabilities, sensory impairments or learning difficulties
- age

Forms may include:

- physical contact ranging from touching to serious assault
- verbal and written harassment through jokes, offensive language, gossip and slander, sectarian songs, letters and so on
- visual display of posters, graffiti, obscene gestures, flags and emblems
- isolation or non-cooperation, exclusion from social activities
- coercion ranging from pressure for sexual favours to pressure to participate in political/religious groups
- intrusion by pestering, spying, following someone
- bullying

### *iii) Cyberbullying*

Cyberbullying can be defined as ‘the use of electronic communication, particularly mobile phones and the internet, to bully a person, typically by sending messages of an intimidating or threatening nature: victims may be reluctant to admit to being the victims of cyberbullying’.

Cyber bullying can take several different forms: threats and intimidation, harassment or 'cyber-stalking' (e.g., repeatedly sending unwanted texts or instant messages), sexting (e.g., sending and receiving sexually explicit messages, primarily between mobile phones) vilification/defamation, exclusion/peer rejection, impersonation, unauthorised publication of private information/images and 'trolling' (abusing the internet to provoke or offend others online).

It can be an extension of face-to-face bullying, with technology providing the bully with another route to harass their target.

However, it differs from other forms of bullying in several significant ways:

- by facilitating a far more extreme invasion of personal space. Cyberbullying can take place at any time and intrude into spaces that have previously been regarded as safe and personal.
- the potential for anonymity on the part of the bully. This can be extremely distressing for the victim.
- the potential for the bully to play very rapidly to a larger audience so the scale and scope of cyberbullying can be greater than for other forms of bullying.
- through the knowledge that the data is in the world-wide domain, disproportionately amplifying the negative effect on the victim, even though the bully may feel his / her actual actions had been no worse than conventional forms of bullying.
- the difficulty in controlling electronically circulated messages as more people get drawn in as accessories. By passing on a humiliating picture or message a bystander becomes an accessory to the bullying.
- the profile of the bully and target can be different to other forms of bullying as cyberbullying can take place between peers and across generations. Teachers can be victims and age and size are not important.
- many cyberbullying incidents can themselves act as evidence, so it is important the victim saves the information.

*iv) What should I do if subjected to Harassment or Cyberbullying?*

Harassment and bullying are never acceptable. TA fully recognizes its duty to protect all learners and staff and to provide a safe, healthy environment for everyone.

If you feel you are being harassed or bullied, you are strongly encouraged to seek early advice/support from the director, who will treat your request as confidential and deal with the incident immediately.

You should also keep a written record detailing the incidents of harassment and any requests made to the harasser to stop.

## **4. Health and Safety**

### **a. Introduction**

TA recognises and accepts its responsibility as a training provider to maintain, so far as is reasonably practicable, the safety and health of its learners, and of other persons who may be affected by its activities.

It is your duty as a learner not to put at risk yourself or others by your acts or omissions. You have access to and should ensure that you are familiar with the TA Health and Safety policy. Should you feel concern over any health and safety aspects affecting your study, this should be brought to the director's attention immediately.

We regularly review our Risk Assessment, which is available for your review.

### **b. Procedure in the Event of an Accident**

An Accident Book is kept by the director, and it is the responsibility of each individual learner to report and record any accident involving personal injury. Any accident or near miss occurrence (i.e., no one was injured but the incident had the potential to injure or kill) at our premises should be reported immediately to the director.

### **c. First Aid**

The TA believes that best practice is to ensure all learners and staff have access to a trained First Aider (someone who can take charge in the event of an accident). Details of this member of staff is displayed in our Health & Safety policy and you should familiarise yourself with their name and contact details.

### **d. Fire Safety**

Learners should follow these steps to help prevent fires:

- Before you use any electrical appliances carry out a quick check to make sure that the cables, plugs etc are not damaged.
- Do not use any electrical equipment that shows signs of damage, even if you think it is only minor. Report any faults to the director.

Action to take when the fire alarm goes off:

- Immediately stop what you are doing and walk (do not run) to the nearest available safe fire exit. If your nearest exit/route is obstructed, choose another route. Make sure that you are aware of the fire exits and routes in your area.
- Follow the instructions of your designated Fire Warden.
- Direction signs should indicate the route to your fire exit. These comprise a



white arrow on a green background sometimes accompanied by the words 'FIRE EXIT' and a pictogram of a running man. The arrows indicate the direction of the nearest fire exit.

- Do not use a lift to leave the building - always use designated stairs.
- Make your way to the appropriate assembly point.
- Once you are at the assembly point you should report to the Fire Warden, so that they can account for the people in their designated area.
- Do not leave the designated assembly point, or attempt to re-enter the building, until you have been instructed to do so by the Fire Warden.

Action to take if you discover a fire:

- **RAISE THE ALARM!** This can be achieved by breaking the glass on the call points or by shouting the instruction "Fire – call the fire brigade".
- Raise the alarm even if your building is fitted with an automatic fire alarm system, which has not yet activated - you must not wait for it to do so of its own accord. The alarm must be raised for every occurrence of a fire, no matter how small it appears to be. This will ensure that people in the building have adequate notice to evacuate should it begin to spread quickly. In addition, modern furnishings may allow the fire to develop unnoticed, so time is of the essence if everyone is to get out safely.
- Call the fire brigade at the earliest available, and safe, opportunity and do not attempt to tackle the fire unless you have been appropriately trained and can safely do so e.g., a small fire in a wastepaper basket. Unless you have been trained you could be putting yourself or somebody else at risk.

## 5. Quality Assurance

TA has systems and processes in place to review and evaluate its training offer. It undertakes a programme of regular evaluations and uses feedback from independent internal verification as well as external moderation by the awarding organisation. Reviews also include feedback from learners, staff and other stakeholders.

Internal moderation is a key process carried out by TA throughout the delivery of its training offer to ensure that assessment methods are consistent across all tutors and assessors and that outcomes are fair to all learners.

Please consult our Procedure for Quality Assurance Review and Internal Moderation Policy for full details.

## 6. Assessment

### **a. Introduction**

TA's regulated training programme is assessed internally and externally. Please consult the SEG Awards Level 5 Diploma in Bespoke Tailoring (RQF) Qualification Guide and TA Assessment Plan for full details.

### **b. Student Support**

TA has a Student Support Strategy, which aims to provide a clear plan for the overall organisation, management, development and resourcing of the various services which support our learners in achieving their goals.

### **c. Access to Assessment**

TA demonstrates its commitment to ensuring that individual learners can access the qualification and assessments by recognising their diverse needs and by removing barriers wherever reasonably possible. Please consult our Statement on Access to Assessment for full details.

### **d. Enquiries and Appeals**

TA has a Procedure for dealing with Enquiries and Appeals against internal and external assessment decisions, which is available to learners.

### **e. Malpractice**

TA commits to notifying the awarding organisation SEG Awards as soon as possible of any instances of suspected malpractice by learners/candidates, TA staff or others involved in the provision of assessment.

Likewise, TA will notify the awarding organisation of any instances of suspected maladministration on the part of the training provider and its staff, or any other party involved in the assessment process.

TA will co-operate fully in any investigation that may ensue. Please consult our Procedure for dealing with Malpractice/Maladministration for full details.

## 7. Complaints

Our procedure for dealing with complaints is intended as the tool by which a learner may formally make a complaint. The TA will consider complaints regarding its regulated functions and any other service it may provide to stakeholders.

Please consult our Complaints Procedure for full details.

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## Data Protection and Privacy Policy

### Our contact details:

Name: The Tailoring Academy Ltd  
Phone Number: +44 7402 999 101  
E-mail: brita@tailoringacademy.co.uk

### The type of personal information we collect:

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details);
- From learners and customers: body measurements as part of our pattern construction courses;
- From online learners: video and still photography as part of our online classes;

### How we obtain the personal information and why we have it:

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- For employees: name, age, contact details, professional history and banking information, video and/or still imagery for online courses and marketing collateral;
- For learners: name, contact details, professional history and banking information;
- For online learners: name, contact details, professional history, banking information, video and/or still imagery;
- For applicants: name, contact details, professional history;
- For suppliers: name, contact details and banking information;
- For customers: name, contact details and banking information.

We also receive personal information indirectly, from the following sources in the following scenarios:

- We record our online classes for record-keeping and internal quality assurance. Instructors' and learners' details (name and image) are collected in the course of this.

**We use the information that you have given us in order to:**

- For employees: to allow us to discharge our responsibilities as an employer;
- For learners (on premise and online): to allow us to consummate and discharge our educational offerings;
- For applicants: to keep records during the application process.
- For suppliers: to keep records for accounting and operational purposes;
- For customers: to keep records for accounting and operational purposes.

**We may share this information with awarding bodies (e.g. ABC/Certa Awards) and our accountants (for purposes of accounting and taxation).**

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting us using the details set out herein above
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a vital interest.
- (e) We have a legitimate interest.

**How we store your personal information:**

Your information is securely stored on encrypted hard drives and/or encrypted cloud storage.

We keep all personal information for seven (7) years following the conclusion of our relationship with you. We will then dispose your information by permanently deleting it from our records.

**Your data protection rights:**

Under data protection law, you have rights including:

- *Your right of access* – You have the right to ask us for copies of your personal information.
- *Your right to rectification* – You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- *Your right to erasure* – You have the right to ask us to erase your personal information in certain circumstances.
- *Your right to restriction of processing* – You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- *Your right to object to processing* – You have the the right to object to the processing of your personal information in certain circumstances.
- *Your right to data portability* – You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please contact us at using the details set out herein above if you wish to make a request.

**How to complain:**

If you have any concerns about our use of your personal information, you can make a complaint to us by contacting us using the details set out herein above.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address is:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

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## **Policy for Attendance and Punctuality**

### **POLICY STATEMENT**

The Tailoring Academy ('TA') is committed to providing high quality training in order to contribute to our participants' success. To achieve this, we maximise learning opportunities by

- Setting high expectations for attendance and punctuality at all timetabled sessions.
- Working in partnership with participants and, where applicable, their employers, to ensure good attendance and punctuality for embedding a culture of reliability and commitment.
- Monitoring and taking action to improve attendance and punctuality where necessary.

### **OUR EXPECTATIONS AND MINIMUM STANDARD**

The Tailoring Academy expects 100% attendance and punctuality at all scheduled sessions. Any participant who has not achieved at least 90% attendance without full justification will be withdrawn from The Tailoring Academy through disciplinary procedure.

Procedures and implementation:

1. Attendance will be regularly monitored throughout the programme.
2. Attendance of all participants will be reviewed each Friday during term time.
3. Participants are expected to give a good reason with evidence for any planned absence, prior to and at the earliest opportunity before the absence, to the director in writing.
4. In case of unforeseen absences, such as illness, the participant must inform the director, in writing and as early as possible, on the first day of absence and on every subsequent day unless they are signed off by a doctor for a given period.
5. Non-attendance may be dealt under The Tailoring Academy's disciplinary procedure and may result in a final written warning or expulsion.

Participants and staff are normally expected to make medical and other appointments outside the timetabled hours.

## **STAFF PROCEDURES AND GUIDANCE**

This document covers only the most common situations that could occur. When the policy does not appear to cover an unforeseen situation, teaching staff should consult with the director.

Attendance procedure:

- The fire / attendance register must be marked in time and accurately.
- The staff member responsible for the session must complete the register markings before the end of the training day.
- If the staff member persistently fails to mark a register or marks register late, he / she may be subject to disciplinary action. Where the attendance register remains outstanding for 5 days the presumption will be for disciplinary action.
- Staff writing academic references for participant / student may refer to participant or student record of attendance.
- Participants will be withdrawn from their course / training if they fail to respond to warnings or breach the terms of their Course Agreement.
- A formal written report on a participant's attendance may be made to the participant's sponsor or his/her employer.

### **WHEN AUTHORISING ABSENCES TA WILL CONSIDER:**

- Whether the case is reasonable
- The number of absences taken by the individual
- Repetitions of the same justification
- Whether the justification is with evidence

### **EXAMPLES OF LEGITIMATE REASONS FOR ABSENCE MIGHT INCLUDE:**

- Medical appointments which cannot be made outside of timetabled hours
- Religious holiday
- Attendance at a funeral
- Severe disruption to the transport network
- Driving test

### **AN ABSENCE WILL NOT BE AUTHORISED FOR ANY OF THE FOLLOWING REASONS:**

- Holidays
- Baby- or pet sitting
- Driving lessons
- Leisure activities
- Full or part-time work (other than work experience)

If a pattern of non-attendance emerges, the director will follow this up at the earliest opportunity and record information on the participant's personal file.

## **FURTHER STAFF RESPONSIBILITIES**

Staff are responsible for ensuring the good attendance and punctuality of their participants and for dealing with attendance and punctuality issues whenever they occur.

The trainer / teacher responsible for a session must:

1. Promote good punctuality and attendance through his/her own behaviour and teaching standards.
2. Complete the register markings before the end of the training day.
3. Follow-up absence on participant' arrival on the day next to absent day.
4. Working with the participant to improve attendance.
5. Reporting to the director any personal/pastoral issues that they believe affects poor attendance and punctuality.
6. Reporting persistent issues of participants to the director and follow up any absences and ascertain reasons.
7. Ensuring that changes to timetables are communicated to participants in advance.