

Candidate Induction



This document is yours to keep. It provides a handy reference to help you get the most from your qualification as well as providing you with essential contact information.

Welcome to Yve Holistic Training

Your induction Program and Pack is designed to:

- Inform you about all those who will be involved in your assessment and what their different roles and responsibilities will be throughout
- Ensure you know about your assessment centre and what you can expect from them in supporting you to achieve your VTCT qualification
- Inform you about how a VTCT qualification is assessed and what you should expect
- Inform you of your role and responsibilities as a candidate
- Inform you about what you can do if things go wrong
- Inform you about how and when you can expect to “get started”
- Inform you about the structure of the award and how to identify, submit and organise your evidence

Introduction to the National Vocational Qualification process

VTCT qualifications are nationally recognised qualifications. In order to achieve a VTCT qualification you must prove that you are competent in a number of areas. You will

need to demonstrate that you can do the work consistently to the nationally recognised standards and know why you have to do it in agreed ways.

You will be asked to confirm that you have received and understood this induction by downloading, signing and including our Candidate Charter in your Portfolio of Evidence.

You will be asked to gather evidence so that your assessor can judge whether you are competent or not yet competent. If you are judged by your assessor to be 'not yet competent', this does not mean that you are incompetent or that you are not capable, it simply means that you haven't yet met the criteria across each area of the nationally agreed standard for the qualification that you are working towards. Your assessor will measure your skills and knowledge against the national standards and advise you if you need to provide additional evidence.

Your tutor / assessor is the person who will be with you every step of the way, providing help and support to ensure your success. They will contact you within 48 hours of enrolment to set up an initial meeting and access to our online Virtual Learning Resource. During this first meeting we may ask you to take an initial assessment, this will help to determine your current academic level, allowing us to identify any learning support you may need and determine the correct program for you.

Between now and meeting with your tutor / assessor please familiarise yourself with the contents in this pack. Take time to complete the 'Candidate Profile' and the 'Learning Styles Self-Assessment Questionnaire found within our online Virtual Learning Resource. This information will help us help you by tailoring learning and assessment styles to your individual needs.

It is recommended that you have a good level of general education comparable to GCSEs. You should have a caring disposition and be committed to fulfilling both Practical and Theory Elements. You must meet the required Guided Learning Hours (GLH) by attending our centre for the Practical Elements and by working through the Theory Elements, taking part in online discussions, assessments and reviews with your tutor / assessor via our Virtual Learning. Practical elements may be of mixed sex and learners will be required to work on each another.

Who will be involved in my qualification?

A number of people will be involved in your qualification at different times and at varying levels. The most important person is you, the candidate. Others include;

- **Assessor:** You will be allocated a named assessor who will be trained and experienced in the field covered by your specific qualification. Your assessor is there to guide and assist you and ultimately make the judgement as to when you are deemed to be competent.

- **The Assessment Centre:** Yve Holistic Training is an approved VTCT assessment centre for QCF qualifications. We are responsible for registering you, arranging assessment visits with your assessor and carrying out quality assurance to ensure that your qualification is robust and meaningful according to the current standards.
- **Internal Quality Assurance:** The person employed by Yve Holistic Training who is part of the quality assurance process. Prior to certification your assessment decisions will be reviewed by the IQA and checked for compliance against the standards and consistent across all awards. The IQA is responsible for any complaints or appeals you may feel you need to make.

The people who may be involved in your assessment are outlined below.

Assessor Names:	Sharon Tomasso/Yvonne Potter
Mobile Telephone No:	07877073406
Assessors Email Address:	info@massagetrainingnorfolk.co.uk
Internal Quality Assurer Names:	Sharon Tomasso
Contact Numbers:	Tel: 07877073406
IQA Email Address:	tomassosharon@gmail.com
Centre Name:	Yve Holistic Training
Centre No:	0397/001
Centre Postal Address:	Norwich Wellbeing Centre 15 Chapel Field East Norwich, Norfolk NR2 1SF
Website Address:	https://www.massagetrainingnorfolk.co.uk
Online Virtual Learning Resource	https://www.massagetrainingnorfolk.co.uk

Your assessor is available to help you achieve your qualification as quickly and efficiently as possible. Please call or email him/her with any questions or concerns. If your assessor is unavailable please feel free to contact the IQA or Centre Manager.

Internal Quality Assurer (IQA):

The IQA is someone who checks the work of the Assessor, acting as a sort of 'double check' to ensure that they keep to an acceptable standard, and that the assessment of different assessors is consistent across the team. To do this they will sample the marking of assignments that have already been assessed by the assessors. Our IQA is Sharon Tomasso.

External Quality Assurer (EQA):

The EQA is appointed independently of Yve Holistic Training to represent VTCT and to quality check on their behalf. The EQA visits twice a year to examine how we are running the VTCT qualifications. The EV may want to meet with a sample of the candidates taking VTCT qualifications at the time of his/her visit.

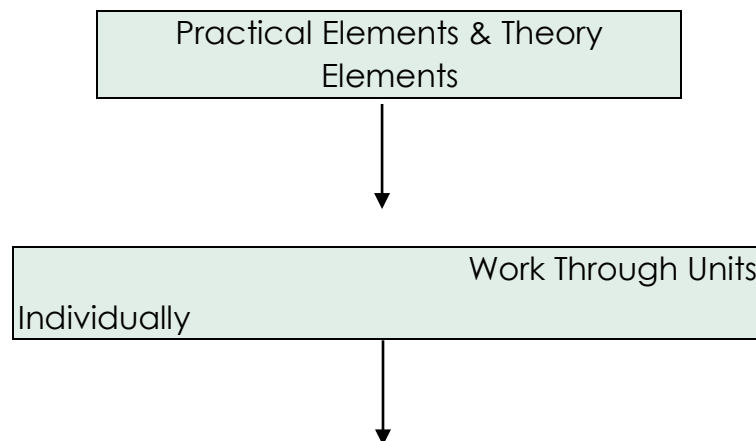
The EQA is:

Your role as the VTCT candidate:

As your training provider we will provide you with all the resources, trainers, training materials, support and guidance during and after training, the necessary VTCT documents and guidance on their use, to become successful in the training, the work itself and in obtaining the VTCT qualification. However you too have a central and vital part to play and you have your own responsibilities to fulfil.

You should attend all the Practical Element sessions and participate fully in the activities. Once your training is underway you should get on with completing the assessment and assignment work, don't be tempted to leave it, put it off, or do it 'tomorrow'.

How it all Works...

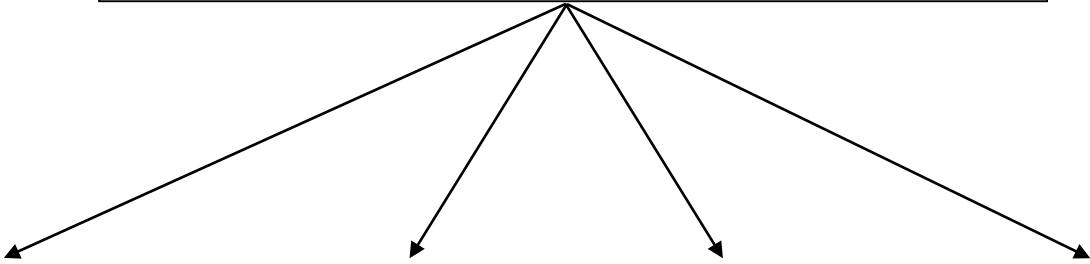


Assessment & Assignment

Feedback



This will help with knowledge and understanding towards:



Portfolio of Evidence
Construction & Completion

Mandatory written exam papers

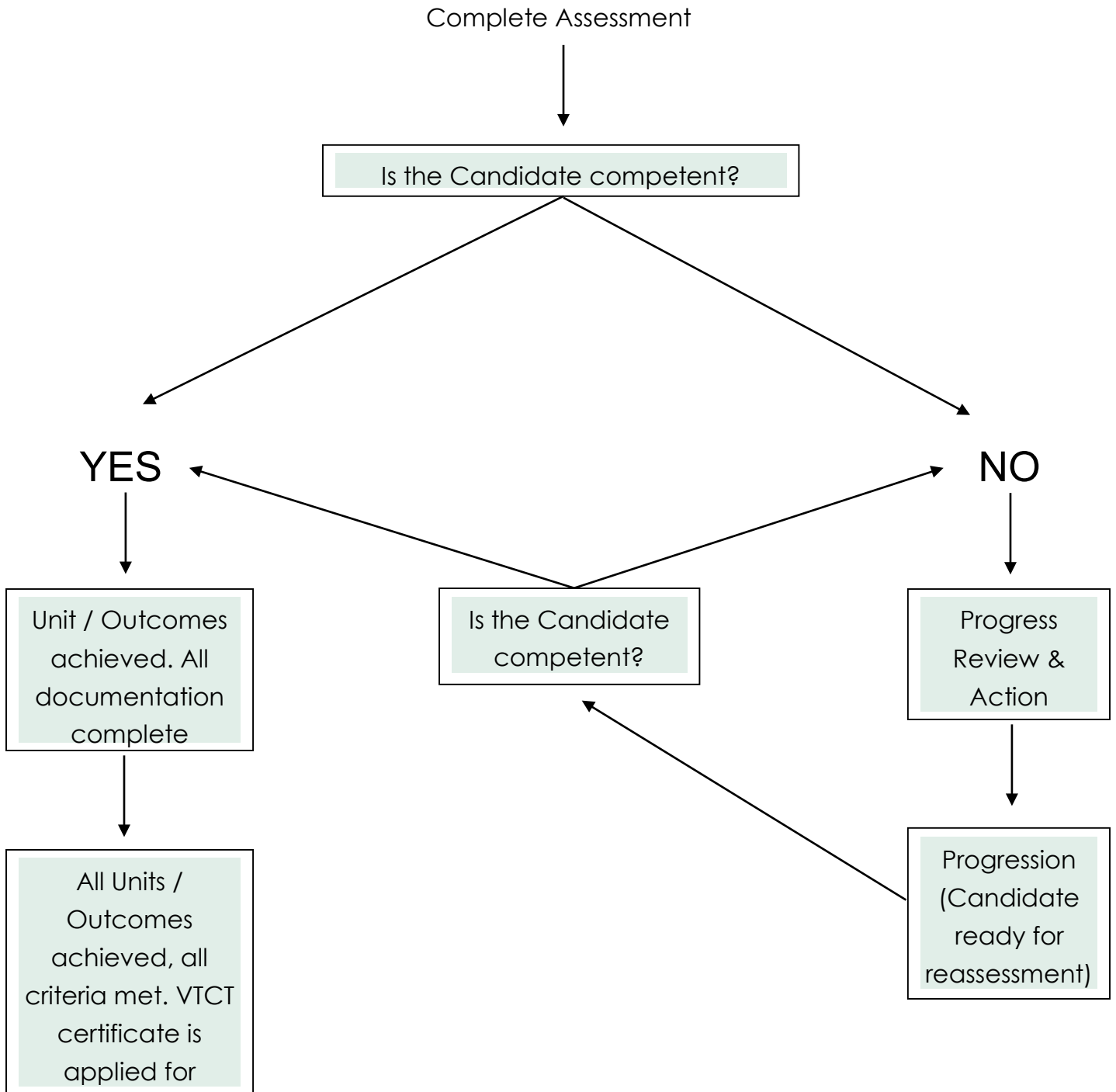
Specific answers to knowledge & Understanding questions

Practical Element sessions and case study work

Flow Procedure for Assessment

Assessment Plan agreed with Candidate





How will I be assessed?

The most valuable method of assessment is by direct observation of your working activity and discussions about how, where, when and why you do work related activity in a certain way. This provides a combination of performance evidence (actually doing the job) and knowledge evidence (how and why you do the job).

Your work activities / observations may be recorded by your assessor using video and photographic evidence. This ensures that your normal working activity / observation is not interrupted. It's important to know that you cannot simulate working, it must be real

working activity for it to be valid. Discussions about your work activity / observation will be recorded and your assessor will use this information to make a judgement decision about your competence. Remember, you have either met the national standards (competent) or you haven't (not yet competent).

This qualification requires you to provide evidence of competence in the form of case studies or individual treatments to cover range statements, demonstrate sufficient knowledge to be able to explain the treatment and provide it safely, effectively and consistently. Independent study is an essential part of this course and you will be required to complete both practical and theoretical assignments at home. Observation Assessments will take place during the course and again when all your case studies and Portfolio of Evidence are completed. Competent performance of Observation outcomes must be demonstrated on a number of occasions. Knowledge and understanding in this will be assessed by assignments and external papers. Unit assessment methods include Portfolio of Evidence, Written Assignments, Case Studies, Practical Elements/Final Assessments, and written Question Papers.

Assessments and Assignments

Each unit is assessed through our centre by your assessor. Assessment activities have been developed by Yve Holistic Training, which have been approved by VTCT. The Record of Assessment Book gives information regarding exactly what needs to be covered and other supporting information such as word count and referencing guide where appropriate.

You should submit your assessment work or any queries regarding the assessment work to your tutor / assessor for assessment. They will assess your work and complete a marksheet and give you feedback. You will be allowed one re-submission of your work. Once they are satisfied that your work reaches the required standards, this will then go through a process of internal quality assurance within Yve Holistic Training and then a process of external quality assurance through VTCT. These procedures are laid down by the Awarding Organisation and are rigidly followed by Yve Holistic Training. These are all administered through the online Virtual Learning Resource and VTCT's e-portfolio.

Case studies: You must carry out and document evidence a set number of treatments on a set number of clients. Each case study must include a client questionnaire, lifestyle assessment, consent form, consultation record, treatment record, after care advice and client feedback.

What is evidence and how will I collect it?

Evidence is anything which is naturally occurs during the work activity. These will relate specifically to your own work activity and will be used by your assessor as part of his/her judgement decision of your competence.

In addition to documentary evidence your assessor will observe you carrying out your normally working activity and may record this using video and photographs as well as audio recordings describing what you are doing. All this evidence is then put together as an electronic portfolio which your assessor will use cross reference your performance and knowledge to the standards.

If there are any gaps in your evidence you will be asked to collect this and submit it during your next assessment or review visit.

You can also send photographs and videos directly to your assessor. The photographs and videos must be of you working and your assessor must be able to validate them.

What is a Portfolio and how long will it take to be deemed competent?

A portfolio is a collection of all the evidence you submit along with all the evidence you produce with you assessor. This evidence is cross referenced to the standards and is used to claim competence.

We anticipate that each candidate would be able to complete a VTCT Qualification within 5 - 12 months after being inducted.

The actual amount of time it takes would depend on your past experience, amount of time available to commit to both the practical and theory elements of the course and the opportunities you have for assessment.

Your assessor will help you to plan a timely completion of the VTCT qualification will review your progress at interval of not more than 12 weeks. It's important that you stay in contact with your tutor / assessor to ensure that all available assessment opportunities are covered.

When will my initial assessment take place and what is involved?

Your initial assessment will take place as soon as you are ready and when you can agree a convenient date with your assessor. The assessment may be dependent on your work activities. Your assessment will be by direct observation carrying out these tasks as well as recorded discussions about your work activity.

Equality of Opportunity, Appeals and Complaints

Yve Holistic Training is committed to treating all our candidates fairly, consistently and equally.

This means that we respect you as an individual and you will have equal access to the qualifications which we deliver irrespective of your race, religion, sexuality or gender. We will also ensure that you are not disadvantaged because of your circumstances at home or at work.

We will also ensure that you have access to appropriate support if you have any difficulties which may affect you such reading and writing issues. Any issues of this kind are strictly confidential.

Your assessor is assigned to you and he/she will work closely with you to ensure that all the evidence that you submit is valid. Ultimately, your assessor will make a judgment decision about when he/she feels that you have met all the standards and therefore deemed to be competent.

If your assessor feels that you have not fully met the standard and therefore not yet competent, he/she will discuss this with you and agree an action plan. You may have a number of action plans according to how quickly you can gather the evidence. If you do not agree with the decision made by your assessor you have the right to appeal the decision. The first step is to discuss your concerns with your assessor. He/she may be able to explain the decision further and clarify and possible misunderstanding.

If you are still not happy with the outcome you can approach the Internal Quality Assurer (IQA) at Yve Holistic Training. They will listen to your concerns and reasons for appeal. You will be notified of the outcome which will either support the judgement of the assessor or it may suggest that the assessor reviews his/her decision.

If you still feel that you concerns you can appeal to the awarding body directly.

Yve Holistic Training is committed to providing a high level of service with complete respect for each individual whether they are a candidate, visitor or member of the general public. If we do not meet with your expectations please do not hesitate to contact us. Your satisfaction is our success.

What is the centre's data security policy?

Yve Holistic Training is required to collect certain personal information in order to register you for VTCT qualifications and to record your achievements. We will only ever use your personal information for this purpose and we will never disclose any information to a third party (other than VTCT) unless we are required to do so by law.

We will only keep your personal information for as long as we are required to do so and we will protect it using all reasonable security measures available.

Candidate Registration

The registration period is the time in which a candidate is registered onto the qualification and in which they must complete this. For this qualification, the registration period is three years. It is vital that you complete the Candidate Profile within your online Virtual Learning Resource as soon as possible and prior to the submission of your first assessment work to your tutor. Your VTCT registration will be processed at this time so that we are able to claim successful completion of your units and qualifications at the appropriate time. If you are not registered, we will be not able to claim your certificate, regardless of whether you have produced the work and been assessed as passing.

When we register you for your qualification with VTCT we receive a lifetime registration number if you do not already have one. This allows the records of all your future qualifications (including this one) to be centrally recorded.

This will help you at a later date by ensuring that you are given proper credit for your achievements and that you do not duplicate learning and assessments in areas that you may have already covered. Registration fees are included in your course costs and personal information is used only by the awarding body to keep a record of your learning achievements.

Planning your progress?

In order for you to complete your VTCT qualification in a timely manner we will stay in touch with you at intervals not exceeding 12 weeks. In reality we will contact you more frequently either by email or telephone. It is important that you stay in touch with your assessor and if an assessment opportunity arises you should make contact immediately to try to arrange an assessment visit. After you have completed your VTCT qualification you may find that there are other career opportunities available to you.

You will be required to complete a Personal Development Plan and submit it to your tutor so that an Individual Learning Plan can be arranged for you.

Most VTCT qualifications are specialist standalone qualifications and progression to all complementary therapy qualifications is possible. You will also possess the skills to enable you to provide treatments for clients via employment or self-employment in the complementary and healthcare sector.

You may of course wish to carry on in your current role safe in the knowledge that you have been deemed competent and that you have achieved a formal and nationally recognised qualification.

Guided Learning Hours

This denotes the general amount of time you will spend on the unit. This includes working on materials and reading you have been sent, responding to tutorial input, additional reading and research, completing your assessment, receiving and acting upon feedback from your assessor, contact with your assessor.

Plagiarism

Plagiarism, that is the presentation of another person's thoughts or words as though they were your own, must be avoided, with particular care in assignments. Note that you are encouraged to read, evaluate, critique, contrast and compare the work of others as much as possible at this level. You are expected to incorporate this in your thinking and in your assignments. You must acknowledge and reference your sources.

Direct quotations from the published or unpublished work of others, from the internet, or from any other source must always be clearly identified as such. A full reference to their source must be provided in the proper form and quotation marks used. Remember that a series of short quotations from several different sources, if not clearly identified as such, constitutes plagiarism just as much as a single unacknowledged long quotation from a single source. Equally, if you summarise another person's ideas or judgments, figures or diagrams, you must refer to that person in your text, and include the work referred to in your bibliography or as footnotes or endnotes.

The direct and unacknowledged repetition of your own work which has already been submitted for assessment can constitute self-plagiarism.

Policies and Principles

All courses are developed and designed to be delivered in English, and therefore a good standard of English is required to offer maximum chance of success, enjoyment, participation and learning.

We will use your feedback within course reviews, annual self-evaluation for our business and will ask permission to use this for marketing purposes.

We believe that no student should be disadvantaged by reason of disability.

We expect reasonable behaviour from our candidates and their representatives, and for them to refrain from bad language that may be thought of as offensive, abusive, racist, libellous or defamatory. We reserve the right to terminate the registration of candidates or their representatives should behaviour be found, in our opinion, to be unreasonable.

All of our policies and documents are available within our online Virtual Learning Resource and candidates are required to download them and familiarise themselves with them.

Once you have successfully completed all the assessment work necessary for your qualification, your certificate will be claimed through VTCT's external quality assurance process by Yve Holistic Training.

Appearance

Candidates are expected to observe personal hygiene, dress in a manner conducive to the profession and working environment.

College dress code must be adhered to, candidates must present an overall smart appearance; no jean wear or false or painted nails.

Professional Etiquette

Candidates are expected to conduct themselves professionally during Practical Element sessions and assessments, especially when VTCT representatives or client models are present.

Candidates must observe all rules of professional conduct, when working with client models during Practical Elements. There is no exception to chewing gum, smoking, eating or drinking whilst working with a client model. In case of difficulties please consult with your tutor / assessor.

Remember candidates are expected to offer a professional service to their client model in a realistic working environment.

Complaints and Appeals Procedure

Before having recourse to the Complaints Procedure, a candidate should make every effort to resolve a problem with the individual(s) concerned or consult his/her tutor for help and advice. Only when these steps have failed, or when the learner has good cause for not pursuing these means of resolving the issue, should the Complaints Procedure be invoked.

The Complaints Procedure shall not apply to cases in which an individual wishes to appeal against an academic decision by the centre or an awarding organisation; in such instances the applicant should follow the Appeals Procedure.

No action will be taken in the case of complaints made anonymously.

Candidates shall not be disadvantaged for lodging a complaint in good faith.

Referrals and resubmissions

If you do not pass first time we will advise you as to what you need to do to amend the work. You will then be allowed to resubmit it for re-assessment. Practical Observation

Working Guidelines during Practical Element sessions and cases study work (summary)

Remove jewellery to ensure that your client model is adequately protected

Communication is essential between you and your client. When conducting the consultation ensure that you use the appropriate consultation techniques

Make sure you complete all appropriate consultation forms fully

Ensure you fully inform your clients of aftercare advice

Need to know requirements

- Know the fire drill
- All accidents must be reported and logged in the accident report book, which is located next to the first aid box
- Health and safety guidelines must be observed
- Familiarise yourself with notices around the centre
- Ensure that all spillages / breakages are reported to your tutor.
- Ensure all walkways are free of coats, bags etc. Please hang up in necessary area.

Preparation of Work Areas

1. Ensure that equipment is safely set out on the trolley you are working on
2. All equipment must be clean and treated with a relevant antiseptic before use
3. Under no circumstances must damaged equipment be used
4. For every client model a consultation form must be completed

5. All practical work must be observed, recorded and assessed by your assessor

Floor Debris

Any debris left on the surface of the floor is a potential hazard. Please ensure that floors are kept clean and clear. This will reduce the risk of infection and avoid slippage for you, your client model, tutor and other candidates. Always clean up immediately a spillage of any nature and report to the tutor / assessor.

Dermatitis

An occupational hazard for therapists is dermatitis. This is a skin condition usually found on the hands which is irritated by the constant use of water and products. Always dry your hands thoroughly after treating a client model and regularly protect your skin by using a barrier cream to help prevent dryness occurring. On the first sign of a skin complaint, please inform your tutor and consult your doctor immediately

Heavy Objects

Please get help if you are unsure of an object's weight. If an object is too heavy or awkward to carry, do not attempt to carry it yourself as you may cause injury to yourself and others by doing so.

Bins

Although the centre carries a non-smoking policy, never place contents of ashtrays, or sharp objects in a general waste bin. If you see sharp objects or ashtray contents in a bin, please alert your tutor immediately prior to emptying the bin. Sharps have a specific bin, and are easily recognised by their bright yellow appearance.

Trailing leads

Never leave long leads, or wires where they may be tripped over or caught together. Always ensure that large items are cleared from the path of walkways, aisles, etc.

Please note that under no circumstances should electrical leads come into contact with water.

Fire Drill

- On hearing the alarm please evacuate the building immediately, if there are client models present please instruct them to leave briskly and in an orderly fashion.
- Your tutor will call the fire brigade.
- Do not stop to pick up coats or items.
- Exit by the marked fire escape.
- Assemble at the rear of the premises - designated sign.
- Stay in your group.
- Tutor to call the register.
- Do not enter the building until you are told it is safe to do so, by the fire brigade or tutor.

Preventing Fire Accidents

1. Ensure that all flammable liquids are kept safe under lock and key
2. Do not overload electrical circuits by using multi socket plugs
3. Ensure that all cigarettes are safely extinguished
4. All firefighting equipment must be within easy reach and accessible
5. All firefighting equipment must be maintained correctly.

Prevention of Accidents

Falling Accidents

- The treatment /training room must be well lit with no dark areas
- The floor must be non-slip
- Any spillage must be wiped or mopped up immediately
- Ensure that there are no trailing leads
- Ensure that any sharp angles or projections are removed from furniture or wall units

Electrical Accidents

- Ensure that all wiring and electrical appliances are maintained or repaired by a qualified Electrical Contractor. Never attempt to repair equipment yourself.
- Ensure all appliances are switched off after use.
- Check all appliances before use.
- If an appliance is fused or does not work, please inform your tutor immediately.
- Under no circumstances should you handle any electrical equipment with wet hands.

Hair

Professional appearance, especially where hair is concerned is one of the most important assets to a therapist. It conveys advertisement for the training centre and the individual. Therefore, it is essential that your hair looks and feels good. It does not mean your hair needs to be fashionable, but simply clean, neat and healthy looking.

This can be achieved by:

1. Regular cutting and trimming
2. Use a good choice of hair products related to your hair type
3. Healthy living (diet etc)

Posture

Bad posture can lead to fatigue and possibly ill health. Strain on calf, back and other areas of the body will also be apparent if you do not stand correctly.

Rounding or hunching of shoulders can lead to compression of the chest, which could lead to respiratory and circulation problems.

Appearance will also be affected if posture and composure is not correct.

A good appearance is to stand upright and vertically move by bending your knees slowly whilst keeping your back in flow with your movement.

Fatigue

Muscle Fatigue: Caused by prolonged working which results in aching muscles and slow muscle reaction.

Posture Fatigue: Straining of ligaments and cramp feeling due to bad and stayed posture.

Mental Fatigue: Prolonged mental focus. Result is forgetfulness, mistakes and nausea.

Heat Fatigue: Due to working in a hot atmosphere. Result is dizziness, faint, feeling nausea and dehydration.

Frequently Asked Questions

Here are the answers to some of the questions we are most often asked. If your query is not dealt with here please ask your tutor / assessor.

Q. How long will it take me to achieve this qualification?

A. You can start working through the units within our online Virtual Learning Resource as soon as you have enrolled and submit assessment work as soon as it's completed. You must complete one unit at a time and all exercises, questions and assignments must be marked and passed, before you can move on to the next.

In terms of a minimum time, we recommend that you get started as soon as you can. But for case study requirements you will need to work for sufficiently long with your case study client models to be able to show genuine evidence in your knowledge and understanding and of progress made by that person over. That cannot be done in just one or two weeks.

In terms of a maximum time, your VTCT registration lasts for up to three years so in theory you have that long to complete everything. But in practice we know that those who do take so long are very unlikely indeed, to complete. So we will normally expect you to aim to achieve the qualification within 6 months to a year and we will look for you to do so. If you have not completed in that time scale, we may ask for firm evidence of a continued commitment on your part before we agree to allow you to take further time over the qualification. It is within our right as a centre to do this, notwithstanding the VTCT 3 year registration period. Of course, where there are reasonable circumstances we will always consider an extension of time allowed.

Q. What sort of support and guidance will I get to help me gain the qualification?

A. You will receive the documents needed to complete the qualification and these contain explanatory notes as to how they should be used. Thereafter, on-going advice and support is available from your tutor / assessor via telephone, email and within the Notification and Discussion sections within our online Virtual Learning Resource throughout the time you.

Q. Who will assess my work and how will that be done?

A. When you have completed each unit it will be marked by your assessor and feedback will be given. Successive units are completed and submitted in the same way.

Q. What if my assignment work doesn't meet with the assessor's full approval?

A. In that case the assessor will say so on the assessment marking sheet they will give full detail about why the evidence is not yet acceptable and which parts of the unit this refers to. They will also indicate what you need to do in order to amend the unit so that

it does meet the requirement. You can then make the necessary changes following the assessor's guidance, and submit it again for reassessment.

Q. What if I don't agree with an aspect of the assessment?

A. We have processes in place you can use to appeal against an assessment decision.

Q. What if I'm not happy with other aspects of the training or the qualification?

A. Again, we have processes in place and a general complaints procedure.

Q. How does Yve Holistic Training make sure the assessors are carrying out assessments fairly?

A. Our Internal Quality Assurer (IQA) regularly monitors the work of the assessors by checking samples of their marking to ensure standardisation across all assessors and across all assessment decisions; and to make sure that assessments meet VTCT requirements for good practice. VTCT themselves through their External Quality Assurer also examine our records of general program management, our assessments and the records of our internal quality assurance, at regular intervals.

Q. How soon will my VTCT certificate arrive, after I have completed everything?

A. As soon as you have completed everything and met all the necessary requirements we will apply to VTCT for your final certificate. This process normally takes between 2 and 6 weeks and for us to post it to you.