

Student Handbook

Everything you need to know as a learner at E-Salon Academy — what we expect, what you can expect from us, and where to find help.

Welcome

You're joining an academy with over 25 years of experience training hairdressers and barbers in the South West. We work alongside Cheynes Training to deliver your qualification, with day-to-day support from Richard Cherry, Claire Sturgeon and Sam Cowell. This handbook covers the practical detail of your time with us — keep it somewhere you can refer back to it.

Attendance & punctuality

- Minimum expected attendance: 95%.
- Arrive 10 minutes before your session start so you're ready on the floor.
- Report absence by 8.30am — phone or email the academy office.
- Persistent lateness or absence is reviewed and may affect progression.

Uniform & presentation

Smart casual appearance — like you'd wear in your own salon. A few things to keep in mind:

- Plan a plain coloured top — black, for example, helps silhouette the model's head clearly in the mirror.
- Comfortable, closed-toe shoes you can stand in all day.
- Hair clean, styled and off the face; nails short; minimal jewellery.
- You represent the salon to every client who sits in your chair.

Conduct

We expect professional behaviour at all times. That means respect for tutors, fellow learners and clients; honesty about your work; and care for the salon environment and equipment.

Health & safety

- Follow COSHH guidance — patch tests, ventilation, PPE.
- Report any accident, breakage or hazard immediately.
- Keep your station clean and tools sterilised between clients.

Assessment & progression

Your tutor will agree a learning plan with you at induction. You'll be assessed through practical observation, written tasks, online theory tests and a portfolio. We review progress termly and flag early any unit at risk so we can put support in place.

Support & wellbeing

- Pastoral lead: Claire Sturgeon — for personal or wellbeing concerns.
- Additional learning support: available on request, no labels needed.
- Safeguarding: speak to any tutor in confidence, any time.

Complaints, appeals & malpractice

If something isn't right, tell us. Raise it informally with your tutor first; if it isn't resolved, ask for the academy manager. Formal appeals follow the awarding body's published procedure — copies available on request.

Key contacts

Academy office

01803 295195

Email

info@e-salon.co.uk

Address

E-Salon Academy, Torquay

Academy manager

Richard Cherry

Pastoral / safeguarding lead

Claire Sturgeon

Training coordinator

Sam Cowell
