

Learner Information Handbook



<p>Lavender Thai Therapy 16 Station Parade Elm Park Hornchurch RM12 5AB</p> <p>01708 477505</p>	<p>Trainer Contact: Chinda Lavender chinda@lavenderthaitherapy.co.uk 07502233555</p> <p>Assessor Contact: Bill Lavender bill@lavenderthaitherapy.co.uk 07973121360</p>
<p>IQA Contact: Somjaree Chabsritong (Cat) csomjaree@yahoo.com 07972277913</p>	<p>Cat works inside our college; she checks our assessment procedures are being carried out correctly.</p>
<p>EQA Contact: Anneka Brookes AnnekaBrookes@vtct.org.uk 07982233038</p>	<p>Anneka is from outside our college. She is appointed by VTCT. Anneka checks that agreed procedures are being carried out correctly. Anneka visits twice a year to meet learners and review their portfolios.</p>
<p>VTCT Aspire House Annealing Close Eastleigh Hampshire, SO50 9PX customersupport@vtct.org.uk 02380 684 500</p>	<p>Recommended publications</p> <ul style="list-style-type: none"> • Anatomy and Physiology Ross & Wilson • Encyclopaedia of Thai Massage C. Pierce Salguero

VTCT Qualifications

Vocational Training Charitable Trust (VTCT) is a specialist awarding and assessment organisation offering vocational and technical qualifications in a range of service sectors. VTCT will award your certificate in Thai Massage.

Lavender Thai Therapy is an accredited VTCT training centre. We also provide assessments that are subject to both internal and external quality assurance.

Attendance and punctuality

The award is subject to guided learning hours. You must attend all training. If you are going to be late or cannot attend it is professional to let us know. We can then re-schedule your appointment as needed.

Thai Massage Award

We provide details of this award in both electronic and hard copy format. There are 3 Units that are completed in the form of three Assignments.

1. Monitor and maintain **Health & Safety** practice in the Salon
2. **Client Care and communication** in beauty-related industries
3. Provide **Thai Massage**

Following training, you are assessed on each of these three areas. The **performance criteria, knowledge and range statements** are given in the VTCT Award information that we provide. You will practice giving treatments until you get to the stage where you are assessed as being **competent**. Treatments will be on non-paying clients.

We will provide an evidence portfolio to be completed by you while you progress through the course. This will be regularly checked by your Assessor, and by the IQA. Random checks may be carried out by our EQA.

Complaints and Appeals

During your induction we will explain our policy and procedures regarding how to make a complaint, should you need to, or appeal, if you think an assessment decision is unfair. We provide two further separate documents that provide details about how to complain or appeal.

Training and Assessment

We will provide practical training in each of the areas of study. Support with theory will be provided online. While performance feedback will be verbal, written Action Plans are available where needed to ensure that competences are achieved. We will plan and agree formal “summative assessments” only when you are ready.

Rules of the Shop and Business Policies

We are a commercial working business; with all the functions of a shop you would expect. You will be expected to always follow the rules of the shop when you attend our premises. We also have professional business policies. These are posted on our noticeboard, and are also available as a hard copy, or an electronic version.

Please do read and ask us if you have any questions.