



# LEARNER HANDBOOK

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## **Introduction**

Congratulations on selecting a CIBTAC Centre. Welcome to your CIBTAC Learner handbook. This handbook will supply you with information you may need while studying your CIBTAC Qualification.

It is your responsibility to ensure that all rules are adhered to it at all times when doing qualifications in association with CIBTAC.

## **Who is CIBTAC?**

CIBTAC, the Confederation of International Beauty Therapy and Cosmetology has been trading as an International Awarding Organisation and Examination Council since 1977.

CIBTAC is responsible for the education and training of Beauty, Spa and Complementary therapy worldwide and has established a reputation for high levels of training and strict quality standards. CIBTAC's reputation is maintained by only accrediting Centres that offer a truly professional environment. All Centres must satisfy CIBTAC that they consistently meet and maintain our very high standards.

CIBTAC offers a variety of Awards, Certificates and Diplomas. CIBTAC provide specific syllabi to enable Centres to provide comprehensive training. At the end of the delivery of each CIBTAC syllabus you will complete examinations to test your knowledge and skills. Only those that satisfy the CIBTAC external Examiner will be eligible to receive the internationally renowned CIBTAC qualification certificates.

Employers recognise the value of CIBTAC qualifications and the standards provided by CIBTAC professionals, giving the assurance that they will be safe, competent and an asset to their business.

## **What qualifications do CIBTAC offer?**

We have a wide range of Regulated and Bespoke qualifications to suit all types of Learners and Centres.

### **RQF qualifications**

These are divided into three structures with a variety of levels that represents the level of challenge to the Learner. Credits are awarded for the number of hours that are allocated to each qualification structure.

One Credit is approximately 10 hours of learning.

### **Awards**

Are recognised as any qualification with up to 13 credits and approximately 130 hours of learning

### **Certificates**

Are recognised as any qualification with between 13 credits and approximately 130 hours of training and up to 37 credits and approximately 370 hours of learning

### **Diplomas**

Are recognised as any qualification that is over 37 credits or 370 hours of learning

## **Bespoke qualifications**

These are CIBTAC traditional qualifications that have been recognised worldwide for over 35 years but do not sit on the UK regulated framework.

## **What are pre-requisites and do they apply to me?**

CIBTAC sets clear entry criteria for each qualification. It is the Centre and Learners responsibility to ensure these requirements are met. There may be an age restriction e.g. to do the Level 3 Award in Education and Training the Learner needs to be 19 years or older.

If a CIBTAC qualification requires a pre-requisite, it must be completed, marked and passed prior to the examinations taking place.

CIBTAC external Examiners will check pre-requisite information with your Centre during the administration time on the first day of the examination timetable. If any Learners have not achieved the required pre-requisite, they will be unable to sit any part of the examination.

## **Is there an age restriction?**

All CIBTAC examinations can only be taken by Learners who are 16 years or older, some, such as the Level 4 aesthetics qualifications require Learners to be at least 18 years old. There is no upper age limit.

## **Is there a registration fee?**

CIBTAC offers a lifetime registration fee. You are allocated a Unique CIBTAC Learner number and this will appear on all your certificates. Each course has its own fee and this will be advised to you by the Centre. The lifetime registration fee is a one-off payment.

## What if I am taking more than one qualification, do I have to repeat the units I have already done?

There are certain units that feature in several CIBTAC qualifications. These units, once studied, can be transferable across the qualifications they feature in.

A good example of this would be the units Follow Health and Safety Practice in the Salon or Client Care and Communication within Beauty Related Industries. Both of these units feature in a wide variety of qualifications and would not need to be repeated if achieved once.

Where a Learner has studied one or more of these units within a qualification they have successfully achieved, they are exempt from repeating the hours of study from any subsequent qualifications containing the same units. A Learner would need to ensure their knowledge is current in all areas however, as there could be questions on the generic units included in theory exams and oral questioning.

## What are guided learning hours (GLH) and total qualification time (TQT)?

**CIBTAC RQF Qualifications:** Total Qualification Time is comprised of the following two elements:

- a) the number of hours which CIBTAC has assigned to a qualification for Guided Learning (GLH), which must be contact hours, and
- b) an estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by – but, unlike Guided Learning, not under the Immediate Guidance or Supervision of a lecturer, supervisor, Tutor or other appropriate provider of education or training

**Other CIBTAC qualifications:** All CIBTAC qualifications have delivery hours attached to them. These are called guided learning hours (GLH). When offering CIBTAC qualifications, a Centre must deliver each course to the required number of hours. The breakdown of how to deliver the course hours is at the discretion of the Centre however, a Centre must be able to provide the CIBTAC external Examiner with evidence on how the hours were achieved.

Hours for the qualification must be completed and checked prior to the exam taking place.

The GLH can be made up of practical, theory, case study, commercial practice, structured Tutor directed home study, research and work experience.

## Does CIBTAC recognise prior learning - RPL (formally known as APL or APEL)?

CIBTAC will accept requests to acknowledge recognised prior learning, or previously achieved units or qualifications of certified and non-certificated learning, if it has been agreed that this negates the need for a Learner to complete a particular unit or set of learning outcomes. This could be, for example, in cases where the individual can demonstrate current and technically accurate knowledge and skills gained from practical application having worked within the area but without formal certification.

Learners who satisfy the criteria may be entitled to take the examinations for a qualification without being required to follow the course of study. The Centre will need to interview the potential Learner and follow the correct procedure; this must all be kept and recorded for the CIBTAC external Examiner to view at time of examination:

- a) Learner Curriculum Vitae, supported by copies of relevant certificates
- b) Proof of required experience. This is a minimum of two years continual full-time experience in the relevant subject and applicable to the examination Learner wishes to take
- c) Record any documentation or evidence of employment e.g. employer references
- d) Tutor will need to document any areas for development and draw up an action plan, including the hours of study to reach the required standard, if necessary
- e) Where case studies, portfolios or theses are applicable to the examination, they must be completed and signed off by a CIBTAC Tutor
- f) It is the Centre and Learners responsibility to ensure that the Learner has all the relevant practical skills and theoretical knowledge to pass the examination

The following are the criteria for exemptions, equivalences and recognised prior learning:

## **Exemptions**

We will accept appropriate agreed exemptions of certificated learning from non-regulated provision if it has been agreed that the quality and content of the qualifications held negates the need for a Learner to complete a particular unit or set of learning outcomes. This is the case, for example, where qualifications are gained prior to the RQF.

For frameworks or qualifications that have been superseded by updated versions of equivalences we will accept appropriate agreed equivalences of certificated learning from other RQF provision. In these cases, it must have been agreed with CIBTAC head office that this negates the need for a Learner to complete a particular unit or set of learning outcomes. This could be, for example, where the exact unit has been achieved in a similar qualification regardless of which Awarding Organisation certificated it.

## **What assessment methods can be used?**

There are many ways for a Centre to assess their Learners and prepare them for the CIBTAC examinations.

### **Oral question and answer**

Open or closed questions for immediate response. These can range from quite formal questions, for example, an oral test, to a quick, fun way of finding out where Learners are up to, for example, a quiz. This allows for response and questioning of Learners, with immediate feedback from Tutor.

### **Questioning of underpinning knowledge**

These can be either verbal or written, for example, multiple choice questions. The Tutor or Examiner may ask questions to elicit background knowledge that may not be immediately proven through observation.

### **Report**

A record of an activity or a summary of research which presents information in a structured way. This does not include opinion but may include analysis or evaluation. It may be presented in written or oral form.

### **Project**

A specific task involving private study and research for individuals or groups. This normally involves selection of a topic, planning, finding information and presenting results orally or in writing.

## **Written description / assignment**

Consideration of a particular subject, situation or example selected by CIBTAC, the Tutor or by Learners, which enables Learners to apply knowledge to specific situations and to present them in written format. This is often used by Tutors to assess the individual understanding of underpinning knowledge.

## **Practical demonstration**

A practical demonstration of a skill/situation selected by the Tutor or by Learners, to enable Learners to practice and apply skills and knowledge. The Learner is observed by the Tutor who records the Learner's performance.

## **Group discussion**

Group discussion of a topic or situation selected by the Tutor or by Learners, to enable Learners to share knowledge and thoughts and to assess their learning. The Learners are observed by the Tutor who records the Learners' performance.

## **Reflective log or diary**

A description, normally in writing but may be oral, by the Learner, reflecting on how and what they have learned. This is often completed at regular intervals during the learning process thus allowing discussion on individual progress and how further learning could be supported. It is used to keep a record of treatments performed in a realistic work environment to support learning and provide evidence of hours of applied practical study. This may occur in the Learner's work placement. A pro forma for the recording of treatment reflection is available to download from the CIBTAC website.

## **Portfolio file**

The purpose of a portfolio is to keep, in one place, a record of evidence of all treatments or occasions where practice and experience of techniques and ranges, meet learning outcomes for the qualification being studied.

The folder should be large enough to hold all of this evidence generated, a lever arch folder is usually sufficient. If more than one qualification is being studied for, it is often possible to put all of the evidence in one folder keeping it organised and clearly identified, with the use of dividers. To remove the need to duplicate evidence it is important to be aware that if any units of study are replicated between qualifications being studied, it is highly recommended that the evidence is only produced once but clearly signposted for an Examiner to find.

The portfolio is used to log evidence of range and supplementary evidence of practical case studies performed or treatment plan evidence sheets to evidence the amount and frequency of treatments performed to cover a given range. Portfolios must be arranged as follows:

- Legible, tidy and clearly indexed
- Must include authenticity declaration signed by the Learner
- Range statements and log sheets must all be present, complete, dated and signed off as complete and authentic by both Tutor and Learner
- Photographic evidence is required in the form of a “before” and “after” photograph for all make-up, nail, laser and light qualification ranges
- Assignments must be marked by the Centre and sufficient feedback provided to the Learner
- All portfolios must be completed prior to the examination and available for the examiner to sample
- Portfolios must not include any plagiarised evidence. “Tippex” or “White-Out” may not be used. If any images, words, ideas or concepts have been taken from another source the author must be acknowledged through use of referencing

### **Oral presentations or professional interview**

The Tutor will assess the Learner’s ability to apply underpinning knowledge and their ability to make professional decisions and conclusions.

### **Case studies**

Consideration of a particular, relevant situation or example, selected by CIBTAC, the Tutor or by the Learner, which enables Learners to apply knowledge to specific situations. This is a valid and often used method of assessment that may be chosen as a collective group activity and discussed in a group of Learners or by an individual Learner. Alternatively, it may be used with individual Learners as a written activity through case study materials and Learner responses.

### **Observation**

Observation by the Tutor who observes the Learner leading others or undertaking specific activities or tasks.

### **Simulation**

The Tutor may ask Learners to role-play various scenarios, where the opportunity to observe Learners is not readily available. For example, a Client consultation.

### **What books do I need to buy for the course?**

CIBTAC does not specify any particular books a Learner must have. This is an individual choice. The Syllabus clearly states what criteria a Learner will need in order to pass each qualification so it is up to the Centre and Learner where they find the information.

### **Do I have to take the theory exam in English?**

CIBTAC can supply a bi-lingual paper in certain languages. Please ask your Centre to check with CIBTAC if you need to use this facility and they can check to see if there is a paper available for you.

### **Does CIBTAC have a Learner dress code?**

CIBTAC does not have a dress code as such. We expect the Learner to adhere to the uniform requirements of the Centre where they are studying. We would advise that clothing be clean and neat at all times and conform to the industry standard in which the Learner is studying.

For Health and safety reasons we state that no jewellery be worn as if it comes into contact with the Client it can be distracting and even disrupt the treatment. Hair should be tied back and neat for the same reason. There is also a risk of contamination when touching your hair (for example moving it behind your ear or off your face) during treatments. Bear in mind you are trying to portray a professional appearance and wish the Client to return.

Below is a Summary of Generic performance indicator that CIBTAC Examiners will expect to see during an examination – this will count towards your final mark:

### **Appearance:**

- Uniform clean, pressed and hem neat
- Shoes clean, low healed, enclosed front and back, trainers not acceptable
- Hair secured away from the face and styled so as not to interfere with the treatment
- Nails an appropriate length, clean and free of polish
- No jewellery except a wedding band

**Posture:**

- Maintain good posture whether standing or sitting when giving treatments

**Professionalism:**

- Adopt a polite and friendly approach
- Follow hygiene and safety procedures
- Perform effective treatments

**Timing:**

- Fully utilise and finish within time set

**Product Economy:**

- All products used economically with minimal waste

**What is meant by Equal Opportunities and Diversity?**

CIBTAC expects each Centre to strive to promote equal opportunities and as such are committed to being an organisation in which everyone enjoys and respects equality of opportunity.

This policy is aimed at CIBTAC staff, CIBTAC Centres and extends to Centre Learners, who are enrolled on or have taken a CIBTAC Centre approved qualification or unit.

It sets out CIBTAC's intention to deliver a service and range of qualifications that are fair, accessible and do not include any unnecessary barriers to entry.

**Learner's responsibility**

It is important that you are fully aware of the contents of the policy for example, via your induction when first embarking on CIBTAC qualifications.

**Review arrangements**

CIBTAC will review the policy annually and revise it as and when necessary in response to customer and Learner feedback, changes in practices, actions from the regulatory authorities or external agencies or changes in legislation. If you would like to feedback any views please contact us via the details provided at the end of this policy.

**CIBTAC equal opportunities and diversity policy****CIBTAC staff**

CIBTAC commits to incorporating specific and appropriate duties in respect of implementing the equal opportunities policy into job descriptions and work objectives of all staff.

CIBTAC will provide equality training and guidance as appropriate to our staff during staff induction training as well as further on-going

courses as identified via our internal staff performance review arrangements.

**Qualification development**

While working closely with Centres providing our qualifications, CIBTAC is committed to upholding the equality of opportunity for all whilst also safeguarding the integrity of our qualifications.

CIBTAC abides by the credence that everyone should be treated equally and no one will receive less, or more, favourable treatment in line with the Equality Act 2010.

No prospective Learner should be disadvantaged by any conditions of compliance, or specified requirements of a Centre that cannot be objectively justified.

CIBTAC will ensure that there are no barriers to entry to units and qualifications it develops and delivers or offers other than those directly related to the integrity of units or qualifications. The nature of any barriers will be stated and the inclusion of the requirements that create the barrier justified only and explicitly in terms of the integrity of unit or the qualification. Any details of how the effect of any barriers will be mitigated, including using access arrangements, including reasonable adjustments, will be recorded in accordance with our qualification and unit development arrangements.

**Centres**

CIBTAC expects its Centres to enable Learners to have equal access to training and assessment for qualifications irrespective of their sex, marital status, age, religion, colour, race, nationality or ethnic origin, disability, gender reassignment, sexual orientation, civil partnerships or paternity and maternity. Assessment must similarly be undertaken without discrimination.

Centres are required to have in place a policy to ensure that such discrimination does not occur, either directly, indirectly, or as a result of pressure from other bodies. This policy should apply to all satellites and there should be arrangements in place to monitor its application and effectiveness.

Where complaints relating to issues of inequality cannot be satisfactorily resolved by the Centre, Learners must be made aware of their right to appeal to CIBTAC via the arrangements outlined in our Enquiries and Appeals Policy.

## **Monitoring the success and relevance of our arrangements**

CIBTAC is committed to complying with all current and relevant legislation and, which at the time of writing includes, but is not limited to, the Equality Act 2010. It is CIBTAC understanding that said providers are compliant with The Equality Act 2010 and all future provisions under the Act.

As part of the Learner registration and certification processes for qualifications and units CIBTAC may collect information on diversity, requests for reasonable adjustment and special considerations, access arrangements and feedback from Learners, Centres and other stakeholders. All relevant issues identified that suggest that our provision or services may have unnecessarily impacted on Learners will be reported back to our Head of Education.

The Head of Education will be responsible for ensuring that relevant staff introduce, as appropriate, amendments to provision or services where necessary and in accordance with our documented procedures for developing and reviewing units and qualifications.

Details of our ongoing reviews will be made available to the qualification regulators upon request.

### **Contact us**

If you've any queries about the contents of the policy, please contact our Head of Education on 01452 623114 or email them to [enquiries@cibtac.com](mailto:enquiries@cibtac.com)

## **What assurance do I have about the quality of CIBTAC and its examinations?**

All areas of CIBTAC are monitored closely in accordance with our quality assurance systems. This includes internal and external monitoring of administration, examinations, staff, Examiners, Centres, results and records. CIBTAC works within the guidelines and restrictions set by the UK regulatory organisations as well as working towards the regulatory requirements of international regulators.

### **Examinations**

All CIBTAC examinations are carried out by professional external Examiners against published criteria. Each individual examination is scrutinised for clarity and its content must

represent a cross section of the syllabus and allow Learners to be successful, if able.

Time frames, rules and regulations of examinations are clearly defined within the individual course information. Examination papers are composed by subject specialists and are not released to Centres.

In the event of any incident arising during a Centre's examinations, the Examiner will complete and immediately submit a report to the Head of Education.

### **Retention of records**

CIBTAC keeps records relating to examinations for information and reference. They are also used for comparative data studies. Only specified staff have access to the records and no information is released to outside agencies for the purpose of marketing or promotional activities. However, CIBTAC will upon request share data with Ofqual, the industry regulatory body and the Skills Funding Agency who, where appropriate, provide funding for course and require such information as to update a Learners Personal Learning Record (PLR). CIBTAC may on occasion share information with regulatory authorities or others deemed necessary.

All CIBTAC Centres are required to keep all examination results and reports for a minimum of five years in a secure environment. All Centre examination records and Learner records are also stored at CIBTAC for six years in a secure environment.

### **Issuing of certification**

Successful Learner certification is generated at CIBTAC head office. No stock is held, therefore minimising security risks. Learner certificates are only issued once examination results have been verified.

Lost certification can be replaced by completing the form on the website [www.cibtac.com](http://www.cibtac.com)

### **Selection of examiners**

All CIBTAC Examiners have been chosen for their expertise, experience and professionalism, against strict selection criteria.

In order to ensure no conflict of interest occurs CIBTAC Examiners are required to disclose any potential conflict and risk assessments are carried out accordingly.

CIBTAC Examiners ensure that standards are

consistently maintained within accredited Centres and across qualifications and units. CIBTAC ensure quality assurance of Examiners through Centre feedback, monitoring, observations and sampling of results and reports.

Please be aware that as part of our Examiner induction process you may, on occasion, have a new Examiner shadowing your Examiner for a session or a day. Our shadowing Examiner will not be involved in your examination process at all, will not speak to you or indeed examine you. They will merely be observing the actions of the experienced Examiner.

For ongoing quality assurance processes the Head of Education or members of the Education Team are entitled to observe an Examiner during any examination.

### **CIBTAC's internal quality assurance**

The Education Team is made up of CIBTAC employees and independent members. The Education Team ensure all processes and procedures in place for unit or qualification development and examination processes are adhered to.

The Education Team will review regular reports on development, quality, standards and results as a robust monitoring of standards. Other duties overseen by the Education Team include:

- a) Ensuring the embedding and strict monitoring of relevant equal opportunities into the development of all qualifications and oversee that open and fair access to all is reflected in CIBTAC's approach to the methods of assessments chosen.
- b) Oversee CIBTAC's Appeals Procedure and Processes

### **If I have a specific need that may affect my ability to take the exams what do I do?**

If you have a learning difficulty, physical disability, health issue or any other disability that may need extra support, you need to inform your Centre so that they can inform CIBTAC. Once CIBTAC has the required information we can look into how best to support you so that you can complete your qualification.

### **Can I appeal?**

CIBTAC is committed to the maintenance and improvement of excellent academic standards in the field of beauty and holistic therapies. It aims to promote high quality learning environments in which Learners are stimulated and supported to achieve their full potential.

However, there may be occasions where individuals believe that an academic decision reached by the Centre or CIBTAC is incorrect or has in some way been based on incorrect or partial information. Learners have the right to appeal against that decision without fear of reprisal or victimisation and can expect CIBTAC to deal with an academic appeal seriously, impartially, within a reasonable timescale and, as appropriate, in confidence.

If a Learner does feel aggrieved the matter should first be considered by the Centre and the Learner should arrange a tutorial with a member of staff to discuss the matter. Many misunderstandings or points of clarification can be finalised at this stage.

### **Circumstances in which CIBTAC considers appeal procedures**

Where the CIBTAC Examiner awards what the Learner has reason to believe is an incorrect mark and grade for the course or decides that they have not fully satisfied the academic or professional requirements for an award.

### **Grounds for appeal**

The grounds on which CIBTAC will consider an appeal against an academic decision are:

- a) That, in reaching its decision, CIBTAC was unaware of factors which had affected the Learner's performance, e.g. family or personal circumstances or ill-health, which, for valid reasons, had been unable to make known earlier
- b) CIBTAC did not inform the examiner of any reasonable adjustment requested by the Centre
- c) There had been a mathematical or procedural error in recording or calculating the marks on which a decision was based
- d) There had been irregularities or administrative errors in the conduct of an examination or marking of course work of such a nature as to cause reasonable doubt about the Examiners' decision
- e) The Learner has reason to believe that the Examiner was prejudiced or biased

CIBTAC will not consider appeals on grounds other than the above, particularly:

- a) Those made against the academic judgement, properly exercised, of duly appointed Examiners
- b) Those made wilfully or flippantly without justifiable grounds
- c) Those made on the basis of alleged insufficiencies in teaching or supervision or the provision of materials or equipment – these are matters to address with the Centre
- d) Those based on ill-health or other circumstances which could and should have been reported to the Centre at the time of their occurrence.

### **Procedure for appeals**

If a Learner decides to submit an appeal regarding their examination by CIBTAC, they should consult the Centre first within 24 hours of the examination. The Centre must submit the appeals and complaints form. Please be aware this may incur a fee.

On the day of the examination, if a Learner has a concern over the Examination papers, or an individual question or the marking and grading of case studies or portfolios, they should voice these via a Centre Tutor to the Examiner. The Examiner has the authority to remove or amend any questions that are not applicable to Learners due to regional or cultural differences. The Examiner may also choose to moderate the case study as part of the sample. This often helps to clarify marking for Learners.

Where a question or series of questions are challenged by Learners, via the Centre, for reasons other than those listed above, these issues should be documented by the Centre and submitted in writing to the CIBTAC Account Executive within ten working days of the examination. The same applies to grievances against CIBTAC practical examinations. The Centre must submit the appeals and complaints form.

If the appeal is not resolved internally, within the Centre, the Learner should detail the complaint, stating clearly and objectively the issues. This letter should be sent, together with any evidence, to the CIBTAC Account Executive. This is to be received within ten working days of the examination. It will be considered by the Head of Education and the decision will be forwarded to the Learner within 30 working days of receipt. If this does not resolve the matter, the

Head of Education will present the grievance or appeal to the Education Team. If the grievance or appeal is upheld by the Education Team, the results where appropriate, will be adjusted. All decisions of the CIBTAC Education Team are final.

In the event that a Learner wishes to appeal against an examination result, the Learner must appeal within five working days of receipt of the results. Please be advised this may incur a fee. If Learners require advice on whether they have proper grounds for an appeal or need help to present the grounds of the appeal, they can seek assistance from support staff at the Centre or the Learners' Union if applicable.

If it is decided that there are no grounds for appeal, the Head of Education will inform the Learner via the Centre of that decision and the reasons in writing within 30 working days of receiving the initial appeal. The appeal will be dismissed and no further action will be taken.

If it is decided that there are grounds for appeal, the Head of Education will inform the Learner via the Centre of that decision and take one of the following courses of action, depending on the grounds of the appeal:

- a) In the case of an appeal involving a mathematical or procedural error in calculating the Learner's eligibility for a unit or qualification, the Head of Education will adjust the results
- b) In the case of an appeal involving irregularities in the assessment process, circumstances which had not been known at the time a decision was made or allegations of bias, the Head of Education will investigate the appeal and respond with a final decision. If this does not resolve the matter, the Head of Education will present the grievance or appeal to the Education Team. If the grievance or appeal is upheld by the Education Team, the results where appropriate, will be adjusted. All decisions of the CIBTAC Education Team are final

Complaints of any nature (other than suspected fraudulent activity) must be directed through your centre's appeals and grievances policy. CIBTAC will not enter into discussions directly about any matters except suspected fraudulent activity until the centre's internal appeals process has been exhausted.

## Appeals code of practice

The following codes of practice will apply:  
CIBTAC will ensure:

- a) Where possible, that a Learner and other parties involved in the appeal, have access, prior to the meeting of the Education Team, to relevant papers, including written commentaries on the appeal and Centre responses
- b) The Learner be given adequate notice of the date
- c) The Centre be informed in writing of the result of the appeal within thirty working days of receipt; the Centre may be notified that the decision will be delayed pending further investigation
- d) The Head of Education presents the grievance or appeal to the Education Team if this does not resolve the matter
- e) That if the grievance or appeal is upheld by the Education Team, the results where appropriate, will be adjusted
- f) That all decisions of the CIBTAC Education Team will be final

## What is plagiarism?

Plagiarism is when a person uses or steals another person's ideas and words, without clearly acknowledging the source of that information and presenting them as if they were their own.

Plagiarism can take the form of but is not limited to:

- a) Copying others' written or verbal suggestions - friends or family
- b) Buying information or answers from undisclosed sources - websites
- c) Hiring someone to write a paper or impersonate an individual
- d) Stealing and using an examination paper or relevant documents
- e) Copying large passages from books, journals, websites, theses, essays, computer software, without citation

To avoid plagiarism credit must be given whenever the following are used:

- a) Another person's ideas, opinion or theory
- b) Any facts, statistics, graphs, drawings that are not common knowledge
- c) Quotations of another person's actual spoken or written words
- d) Paraphrase of another person's spoken or written words

- e) Work must not be copied directly from original source

## What is CIBTAC's policy on plagiarism?

Failure to acknowledge the use of another person's ideas in assignments, case studies or a thesis, or cheating in examinations may be considered a breach of academic regulations or a breach of intellectual property rights i.e. copyright.

Such an offence is likely to lead to loss of marks, downgrading or withdrawal of marks and serious or repeated plagiarism may lead to suspension from the examination. In addition, a breach of copyright may lead to legal action.

In the event that a Learner is suspected of cheating during a theoretical examination, all Learners should be reminded of the examination rules and informed of the seriousness of any suspected breach of those rules.

On collection of the papers, a note will be made on the examination paper and a separate report should be made by the Examiner, giving details of the suspected breach of the rules. This will include a diagram of where the Learner(s) suspected of misconduct was sitting, the distance between the Learner(s) and the other Learners, the names of the Learners in the near vicinity and at which particular point in the examination the Learner(s) were warned of their behaviour.

This information is forwarded to the Head of Education for assessment.

## How can I prepare for examinations?

### Clients

It is your responsibility to ensure the availability of a suitable Client. For examinations, Clients should not be Learners from the same course. If there are insufficient or unsuitable Clients for a practical examination, marks are unable to be awarded and the examination is declared invalid.

All Clients will be allocated by the Examiner. In some situations, it may mean Learners are allowed to work on their own models but this is not always the case so models need to be advised of this in advance. In the event that one Learner has not provided a Client, that Learner will not be allocated one.

In the event that a Learner has supplied an

unsuitable Client that Learner will work on their own Client and marks will be deducted according to unsuitability. Both situations may lead to Learner failing the Qualification.

### **Case studies, assignments or portfolio of evidence**

Where case studies, assignments or a portfolio of evidence are required for completion of a qualification, they must have been completed and marked by the Centre in accordance with the CIBTAC syllabi criteria and be available along with tutor written feedback for the Examiner to sample on the day of arrival.

Where a Learner has failed to complete or submit the work, or has not reached the required standard, they will not be able to take the examinations. The Examiner may request to take copies of portfolios away for quality assurance purposes.

### **Examination rooms**

Centres must allow Examiners to inspect rooms prior to examinations commencing if requested.

#### **Practical room:**

- a) It is the Centre and the Learner's responsibility to ensure Learners have their registration numbers and photographic ID with them
- b) Must be a safe environment, conducive to the individual examination
- c) No teaching materials should be on display in the room
- d) A clock should be visible to all Learners within the room
- e) Examiner must be able to observe all work stations and Learners from the same position and have safe and easy access to each
- f) No one is allowed in the exam room apart from the Examiner and Learners and where applicable, an interpreter by prior arrangement
- g) Photographs, CCTV and video are strictly forbidden during the exam

#### **Theory room:**

- a) It is the Centres responsibility to ensure Learners have their registration numbers and photographic ID with them. A pencil and eraser will be required in order to complete the theory paper and it is the Learner and the Centre's responsibility to ensure that these are available. CIBTAC cannot be held responsible for learners who are unable to sit examination due to lack of stationery.

- b) Must be quiet, well-lit and well ventilated
- c) Learners should be seated comfortably, in alphabetical order by first name and at a reasonable distance from each other
- d) The Examiner is entitled to rearrange seating as necessary prior to and during the examination as necessary
- e) In the event that the theory room is not large enough to accommodate all Learners, in accordance with CIBTAC rules and regulations, examinations will be halted while alternative accommodation must be arranged
- f) No teaching materials should be on display in the room
- g) A clock should be visible to all Learners within the room
- h) No one is allowed in the exam room apart from the Examiner and Learners and where applicable, an interpreter by prior arrangement
- i) Photographs, CCTV and videos are strictly forbidden during the exam.
- j) CIBTAC Examiners will bring the relevant and correct number of theory examination papers with them to the Centre on the day of the theory examination.

### **What happens if I am absent from the exam?**

In the event of a Learner being unable to take the examination due to illness, a medical note needs to be supplied to the Centre. Once received and approved by CIBTAC, the Account Executive can defer the examination until a later date for the Learner.

### **What are the examination procedures?**

#### **Theoretical exam procedure**

##### **The Examiner will:**

- a) Take register and check Learner identification
- b) Check all Learners have a Learner registration number, pencils and erasers
- c) Distribute the examination papers requesting Learners not to open the paper until instructed
- d) Read the cover instructions and allow Learners to clarify any questions they may have regarding the examination procedure
- e) Explain the time allocated and procedure on completion of the paper
- f) Allow Learners to leave the exam room at appropriate intervals, if completed early
- g) Allow the use of a translation dictionary only when the Learner is sitting an examination in English and it is their second language

- h) Hold the dictionary and the Learner will need to raise their hand if they need to use it
- i) Explain the meaning of a word if it is non-syllabus based but will not reveal the answer
- j) Not allow Learners to borrow anything from each other during the examination
- k) Remind Learners of the time remaining at intervals throughout the examination and the start and finish time will be clearly visible for all Learners to see
- l) Allow additional time to Learners with approved requests for reasonable adjustments. In instances where extra time has been agreed, note the individual's start or finish time and remind the Learner at regular intervals throughout the examination
- m) Not allow any Learner that leaves the room to return to complete the examination, unless in the event of illness a Learner needs to use the facilities briefly
- n) Learners leaving the room briefly due to illness must be accompanied by a member of staff and return quickly
- o) Adhere to all examination requirements
- p) Collect completed papers in at the end of the examination
- q) Ensure Learners do not leave the room with any notes they may have made during the examination
- l) Oral questions will be asked at suitable points with the minimum amount of disruption to the Learners. The Examiner may use oral questioning in an exploratory manner
- m) No judgmental comment will be made on receipt of an answer to a question, but the Examiner may encourage the Learner to expand on an answer if they feel that the Learner's nerves are affecting their response
- n) No judgmental comments will be made while observing any of the practical work
- o) In each practical examination, the essential elements that require the Learner to achieve a minimum mark are stated on the qualification overview and if a Learner does not achieve the minimum mark in one or more of these areas, they will fail. For regulated qualifications they will fail the Unit and for non-regulated, Bespoke qualifications the entire examination
- p) The Learner will not be informed of their failure to achieve minimum marks during the examination; the examination will continue, with marks being awarded in all other areas
- q) All treatments must be safe for the Clients. Any unsafe practice will be discontinued immediately by the Examiner. This will be done unobtrusively and wherever possible the examination will proceed to the next discipline. No comment will be made by the Examiner at this time

## **Practical exam procedure**

### **The Examiner will:**

- a) Introduce his or herself and explain their role
- b) Explain the exam format and timings
- c) Give the Learners an opportunity to ask questions about the exam process
- d) Allocate the Clients and ensure that they are suitable for all required treatments
- e) Explain what procedure the Learners should follow in the event a Client is considered contra-indicated
- f) Allocate treatments or machines if necessary
- g) In general, the Learners will be allowed to work at their own pace; however, the Examiner will clearly state the procedure and timing required at the beginning of the exam
- h) Learners will be reminded of the time at intervals and encouraged to speed up when applicable. The examination must adhere to the time constraints
- i) As part of the examination Learners are expected to make appropriate conversation with their Clients
- j) The examination criteria must be strictly adhered to and all guidelines observed
- k) If at any point the Examiner has missed a procedure and has not allocated a mark, they will ask the Learner to repeat the procedure
- r) The examination room must be maintained as a safe environment throughout the examination. Anything which may be considered a hazard by the Examiner, will be brought to the attention of the individual Learner, or to the group as a whole, and measures must be taken immediately to rectify the problem
- s) The Centre Tutor should always be in close proximity to the examination room for emergencies
- t) If any part of the examination is not covered, as per the details documented in the qualification overview, the examination may be declared invalid
- u) Consultation or record cards will be collected at the end of every examination. The Learner should mark their name clearly on each one.
- v) To ensure client confidentiality Learners must not include their name and address. However, Centres will need to have that information available for the Examiner, should there be any problems

## **If I fail an examination can I retake it?**

If you are unsuccessful at the first attempt of an examination, you have up to two re-takes within a two-year period to retake and pass the qualification. If you are still unsuccessful after that, you must re-register and complete the whole course of study again for the unsuccessful units, before sitting the complete examination. That applies to both practical and theory results.

## **Are CIBTAC qualifications graded?**

Yes, from January 2018 most of our qualifications will be awarded with a grade (pass / merit / distinction)

## **If I move can I continue with the CIBTAC qualification?**

Yes. As long as you go to another centre that provides CIBTAC qualifications. You will need to negotiate directly with the Centre regarding any fees.

## **If I don't wish to finish my course or am unable to finish what happens?**

You will be able to get a certificate with the units you have completed. This will need to include theory and practical examinations where necessary. You will not be able to get a qualification certificate.

## **When will I get my results?**

Results for your Exams will be released to your Centre within six weeks of the examinations taking place via email. Learner certificates will be released to your Centre within twelve weeks of the examinations taking place.

Please ensure when you receive your results you notify your Centre of any anomalies prior to certification being sent and ensure you check details such as the spellings of your name and date of birth.

It is the responsibility of the Centre and the Learner to ensure that during the examination registration the spelling of the Learner's name is correct. CIBTAC will charge for a replacement certificate for incorrect spellings.

CIBTAC graduates will have the opportunity to purchase official CIBTAC Graduate Badges on successful completion of any CIBTAC qualification. An order form will be sent out to the Centre.

Learners can order replacement certificates and transcripts of course content from our website [www.cibtac.com](http://www.cibtac.com).

## **When will I get my qualification and certificate?**

Qualifications will only be issued to Learners that have successfully completed externally set examinations. These are conducted in accordance with CIBTAC's criteria and published standards. CIBTAC examination procedures clearly establish whether a Learner has reached the set performance levels and that the evidence provided is authentic and reliable.

Each CIBTAC qualification has detailed criteria for practical examinations which are listed in the qualification overview.

CIBTAC Examiners Mark Learners individually against the examination criteria. Skills demonstrated in examinations cover the full range as detailed in the CIBTAC syllabi.

Theoretical knowledge is tested through externally set multiple choice examination papers which are marked externally according to the CIBTAC mark scheme.

Portfolios, case studies and assignments, where applicable are marked internally by Centre staff in accordance with the CIBTAC criteria. They are then moderated by the CIBTAC Examiner. If these are not completed prior to the examination date and/or Centre planned submission date the Learner will be unable to sit any part of the exam.

## **If I get married or change my name can I get a new certificate?**

As a rule, CIBTAC will produce certificates with the Learners name at the time of taking the exam. The only exception to this would be if your name is changed by Deed poll or some other exceptional circumstance. CIBTAC will look at each request individually and make a decision on the relevant facts.

## **What do I do if I suspect fraudulent activity?**

If you come across any fraudulent activity (e.g. fraudulent certificates, qualifications, cheating), you can write to CIBTAC, mark the envelope or email: CONFIDENTIAL – F.A.O Head of Education.

Complaints of any other nature must be directed through your Centre's appeals and grievances policy. CIBTAC will not enter into discussions directly about any matters (other than suspected fraudulent activity) until the Centre's internal appeals process has been exhausted.

**CIBTAC Student and Graduation badges can be purchased through the Centre**

### **Testimonials**

*"Employers have no hesitation in employing Learners with CIBTAC qualifications"*

**Inter-Pro Beauty Architect Centre, Hong Kong**

*"We believe in building strong foundations for our Learners. CIBTAC examinations give Learners more choices through course flexibility and the qualification being internationally recognised"*

**Elite International School of Beauty & Spa Therapies, New Zealand**

### **Passport to a Worldwide Career**

CIBTAC Learners work all over the world.

Sumant Maloo studied Body Massage at the Ananda Spa Institute in India. Highly motivated and focused, he is now working for the Mandarin Oriental Hotel group in Bermuda.

Carly Moffit studied Media Make-up at the Making Faces school in Dublin, Ireland. Upon graduation, she was offered a job with Benefit Cosmetics in New York.

**CIBTAC endeavour to provide a professional and supportive service to CIBTAC Learners.**

**Please send your comments and queries to [enquiries@cibtac.com](mailto:enquiries@cibtac.com)**