

Impact Report

2020–2021



ITEC



VTCT



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About iTEC & VTCT

VTCT acquired iTEC in 2016. Both companies have been Awarding Organisations for over 60 years offering high-quality, regulated qualifications and assessments in over 50 countries. iTEC & VTCT is the UK's market-leading specialist vocational and technical qualification Awarding Organisation for its core sectors of Hair, Beauty and Complementary Therapies with a growing presence in other sectors, including Sport, Active Health and Fitness and Learning and Development.

iTEC & VTCT have pioneered the international establishment of professional standards and formal qualifications within the hair and beauty services sector, where traditionally none existed. Globally, both men and women from low income or socially marginalised households are disadvantaged in their pursuit of livelihoods. VTCT's qualifications offer a much more accessible route to economic empowerment.

VTCT's charitable objective is to advance education through:

- assessment of education and skills for accreditation
- setting standards of education and skills as an awarding and assessment organisation
- the promotion of skills and knowledge for vocational and technical employment
- advancing digital research and other education

We consider the beneficiaries of our services to be the learners studying with our approved training providers, which include:

- Further Education Colleges
- Private Training Providers
- Schools
- Sixth Form
- Higher Education
- Adult Education
- Employers
- Prisons



Foreword

Since its inception sixty years ago, VTCT has enjoyed year on year development and a superb reputation for outstanding awarding and assessment practice. The organisation has withstood the test of time and adapted to meet the challenges required to succeed. However, the last couple of years, in particular, have been difficult for the people we serve - our learners, apprentices, employers, and training providers in both the public and private sectors.

The pandemic brought uncertainty to our training centre partners and real anxiety to our learners. We have worked hard to support recovery for all the industries we serve and to make sure we focus on the learner. This report highlights some of the achievements we were able to make. For example, the extraordinary work of VTCT to create a revolutionary suite of Covid-19 infection prevention qualifications and the second year of our Grants & Bursaries development programme have both sought to alleviate the pressure of these circumstances for all our beneficiaries. Both initiatives have helped all age ranges of people find rewarding careers of which they can be proud and deliver safely. As well as this, I am pleased to see and celebrate the work VTCT has done to support training partners to provide exceptional qualifications to their learners and apprentices, from qualification development to our commitment to diverse and inclusive practices.

The Board of Trustees and I look forward to watching VTCT continue to evolve our qualification and apprenticeship offer to ensure that it meets the needs of our learners, apprentices, and training centres worldwide.

JENNY SWORDER

Chair of the Board of Trustees



The past year in education was incredibly challenging for us all, causing a significant impact across the Awarding and Assessment profession. However, as you will see, VTCT has taken this opportunity to showcase the agility and dynamism of our organisation even through adversity.

I am immensely proud of our colleagues' achievements. Learners have always been at the heart of VTCT. Improving outcomes and giving real-world opportunities for them has remained the cornerstone of our ethos.

In light of this, VTCT has consistently innovated throughout the year to benefit our learners and the entire landscape of the industries and employers they will work within. We have listened, learned and adapted quickly to the needs of our sectors to not only support their recovery but make them safer and inclusive for all.

Mindful of our success, the Trustees, Corporate Leadership Team and I would like to thank all of our VTCT colleagues for their commitment, dedication and professionalism. The support we have given to learners globally has only been possible because of our exceptional people. All of us in VTCT come to work every day with the shared goal of providing learners with a direct line of sight to a job or providing them with every opportunity to learn new skills. We believe this supports our charitable objective of advancing education for public benefit.

This collaborative spirit will keep us improving outcomes for all learners and employers for years to come.

ALAN WOODS OBE

Chief Executive of iTEC & VTCT



Our Impact in 2020-2021

GLOBAL REACH

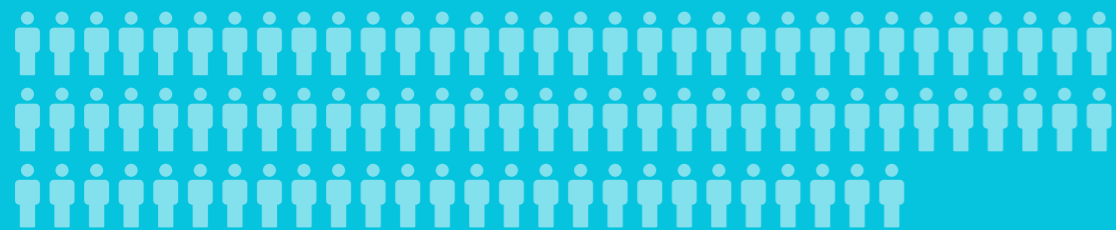
48 Total countries of operation

1,260 Total centres



TOTAL LEARNERS

91,858



= 1,000

ITEC CERTIFICATIONS

30,699

VTCT CERTIFICATIONS

99,538



167,262

TOTAL NUMBER OF REGISTRATIONS



755

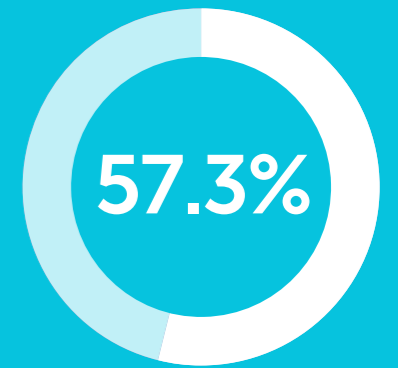
END POINT ASSESSMENTS



81,789

LEARNERS CERTIFICATED

MARKET SHARE



Core sectors of
Hair, Beauty and
Complementary
Therapies



207

LEVEL 7 DIPLOMA IN CLINICAL AESTHETIC
INJECTABLE TREATMENTS REGISTRATIONS



436

LEARNERS REGISTERED FOR MENTAL
HEALTH AWARENESS QUALIFICATIONS



66,968

INFECTION PREVENTION COVID-19
QUALIFICATION REGISTRATIONS

CENTRES AWARDED GRANTS & BURSARIES

15

TOTAL SUM AWARDED

£75,000



Our Grants and Bursaries Programme

Launched in November 2019, the iTEC & VTCT Grants and Bursaries Programme assists in the fulfilment of our charitable purpose, with a focus on supporting learners between the ages of 16-25 taking an iTEC or VTCT qualification.

With many areas and communities of practice in our country struggling to support young people engage with learning, we introduced a three-year development programme of Grants and Bursaries. 15 training providers are selected to receive a £5,000 sum to support and enhance their learner's journeys.

Particular emphasis has been given to help those who may be particularly disadvantaged and would not otherwise have had the means to study.

[We have included just a few of their stories here...](#)



EAST KENT COLLEGE GROUP

It has been well received by both the students and the staff delivering on the programmes. The bursary has successfully allowed us to widen opportunities to enhance the learner's learning experiences and enrich their skill sets by allowing them to experiment with products and equipment that may have previously been out of our reach. It highlighted that there is a large cohort of learners whose needs cannot be met financially. They do not quite meet the requirements to gain an EKC bursary, however, they are on low incomes and cannot afford to purchase kits, uniforms and products. As such, this VTCT bursary helped approximately 300 learners engage with their learning and achieve their qualifications.

CITY OF LIVERPOOL COLLEGE

This initiative has allowed a city-based college to support disadvantaged learners to participate in every aspect of their course. It allowed us to purchase uniforms, so they felt part of the group and provide additional resources to help them to develop their skills outside of college. This is such an amazing gift from VTCT. The opportunities this money brings to less fortunate students is brilliant. Many of our students come from deprived backgrounds and things like uniforms, kits and trips are not seen as an essential spend when money is very tight, so it takes that bit of pressure away and allows these students to participate in everything without impacting their home life.



PROACTIVE TRAINING

We used the sum to reduce the course fees for students from inner-city universities where the course cost has often proven prohibitive to undertaking the qualification that we deliver. We've found this initiative hugely beneficial to broaden our offering of the Level 3 Sports Massage qualification to university students. We've found the cost to often be a barrier to enrolment because of large student fees and debts incurred through physiotherapy degrees and qualifications no longer being state-funded. Offering a discount to the qualifying students, especially at inner-city universities where day-to-day living costs are larger, has been a massive help in making the course more affordable to 150 students.

SOUTH EASTERN REGIONAL COLLEGE

This was a very successful initiative that benefitted a total of 253 learners. It was well received by hairdressing and beauty therapy staff who were able to identify learners who required additional support to assist with their studies. For example, we purchased dongles to provide internet connection for students who due to family circumstances were unable to access full internet connectivity. Another example was the purchase of practice blockheads and essential equipment for individual learners. The bursary was also successfully used for guest speakers, external training and educational trips across hairdressing/barbering and beauty therapy.



WHITE ROSE BEAUTY COLLEGES

The Grants and Bursaries initiative was very successful as the most disadvantaged learners have been supported throughout their programme of study with travel, kit costs and uniform costs. Without this grant, these learners would not be able to access this type of learning and all ten learners have achieved qualifications. Eight of the learners have progressed to higher levels of learning and the other two have progressed into employment. This scheme has highlighted the disparity in educational equality and is an area we will continue to focus on.

EASTLEIGH COLLEGE

The initiative was very successful. It has given us the funds to prepare and send one student to the UK nationals of World Skills Competition. We have hosted the Major Series in which around 19 students competed and it was amazing for all of them to achieve medals. This has boosted the student's confidence and morale and has had a huge impact on them. We are now preparing around 20 students to compete in the HRC show in London. We have three learners competing in Young Restaurant Team of the Year – this costs a fortune to practice all the time so it's these funds that enable us to do this.

Innovating for a Safer Industry

VTCT (ITEC) Level 2 Award in Infection Prevention (COVID-19) Qualification suite

In 2020, ITEC & VTCT became the first Awarding Organisation to introduce sector-specific, Government regulated COVID-19 Infection Prevention qualifications for a variety of different industries.

Our COVID-19 Infection Prevention qualifications were developed as pre-requisites for all of our qualifications involving close contact services to support businesses re-opening and continuation of learning. We undertook an in-depth review of our portfolio of qualifications, focusing on almost 300 qualifications that contained relevant practical content.

As the leading specialist awarding organisation in the sector, we knew we were best placed to use our dynamic and extensive network of experts to support the recovery of the personal care sector during a time that businesses in the sector saw an average loss in turnover of 45%. This, coupled with our responsibility to ensure all learners entering the industry are equipped with the most valid, current and essential knowledge required to safely and effectively perform treatments and services, meant that we had a duty to create qualifications that could help acclimatise the industry to new working practices within the landscape of the COVID-19 pandemic.

We worked with global public health and industry experts to determine the risks that might exist and how we could mitigate them in learning and professional environments. Utilising this combination of industry expertise, international public health consultation and our proficiency in qualification design and development, ITEC & VTCT put to market the first and only regulated and Education and Skills Funding Agency (ESFA) funded COVID-19 qualifications that are specific to the needs

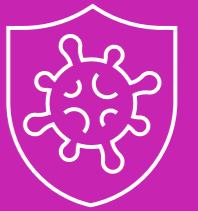
of each sector in our portfolio.

Prior to the UK Government's publication of any industry sector guidance for personal services, ITEC & VTCT's committee had gathered the very best of world research and experienced experts within their sectors. These individuals analysed each treatment technique step-by-step and determined the changes that were recommended for infection prevention protocols, based predominantly on successful outcomes in Asia with both COVID-19 and SARS.

ITEC & VTCT qualification holders will now be ready for employment, without the need for further 'on the job' training relating to specific treatment adaptations for COVID-19.



COVID-19 recovery support in numbers



66,968

INFECTION PREVENTION COVID-19 QUALIFICATION REGISTRATIONS



30

WEBINARS FOCUSED ON CURRICULUM DELIVERY AND ASSESSMENT



237

REMOTE APPROVALS

2,582

PARTICIPANTS



1,155

REMOTE VISITS AND SUPPLEMENTARY CHECKS

What our centres had to say about the Infection Prevention (Covid-19) Qualification suite

“

RACHEL LOWDEN

Lead Internal Quality Assurer at
The National Beauty Academy

190 learners have completed the Infection Prevention Qualification at our centre. Safe Infection Prevention practices are important for learners to gain knowledge of industry standards, and then understand the importance of adhering to procedures when they go out into the industry. Many of our learners will go into self-employment so are required to have a comprehensive understanding and can implement procedures. These qualifications allow learners to present a certification of qualification to future employers and salons, as well as provide a good understanding of the infection prevention procedures/practices in the industry.

RIANNA FARBEY

Student Liaisons and Business Development
at Omni Academy

168 learners have achieved the qualification across Hair, Beauty, Complementary Therapies and Clinical Aesthetics and more are in progress. During the pandemic, the qualification helped to support and evidence safe working practices to encourage the reopening of the industry and encourage client confidence when returning to the salon. At the height of the pandemic, it served a purpose to educate the learners/therapists about safe practices in relation to the virus to maintain high professional standards and practice responsibly in the industry.



The VTCT (ITEC) Level 7 Diploma in Clinical Aesthetic Injectable Treatments

With increasing public and media outcry for safer practices and regulation within non-medical aesthetics, coupled with a lack of regulated higher qualifications in the industry, we identified that we were best placed to fill this gap as a specialist Awarding organisation.

Through close guidance and collaboration with world-class leaders in clinical aesthetics, we put to market the VTCT (ITEC) Level 7 Diploma in Clinical Aesthetic Injectable Treatments in 2020. This was one of the first OFQUAL regulated non-surgical aesthetics qualifications to be recognised by the Joint Council for Cosmetic Practitioners.

The VTCT (ITEC) Level 7 Diploma in Clinical Aesthetic Injectable Treatments was designed for qualified personnel who have no conditions attached to their practice and who are registered with a national professional health care statutory regulatory body in the country within which the qualification is being delivered. This qualification is the first in the VTCT (ITEC) Clinical Aesthetics Suite of qualifications and is designed to support a role in the workplace.

The qualification has a dedicated RPL process that is mapped to the specific experiences of the individual practitioner. This aims to reduce assessment requirements and enable experienced practitioners to fast track to a regulated qualification.

This is a stride towards improved regulation of the clinical aesthetics field, reflecting our commitment to upholding the highest standards of education and training.

207
REGISTRATIONS

**Level 7 Diploma in
Clinical Aesthetic
Injectable Treatments**



HARLEY ACADEMY

Case Study

Early adopters of our Level 7 Clinical Aesthetic Injectable Treatments qualification, Harley Academy, have trained thousands of practitioners since their inception. Founded by Dr Tristan Mehta, the company was born out of a passion for the field and a desire to drive up standards in Aesthetics. Together with leading medical experts around the globe, Harley Academy were an instrumental part of the development of our VTCT (ITEC) Level 7 Diploma in Clinical Aesthetic Injectable Treatments qualification.

The qualification combines a variety of assessment methods that focus on the required practical and theoretical knowledge to enable the learner consistently to administer safe, effective and appropriate injectable, non-surgical, clinical aesthetic treatments.

What is the impact of the Level 7 qualification? For Dr Mehta, it prepares learners to go out and work confidently, especially within a landscape where the safety of injectable treatments is under immense scrutiny.



DR TRISTAN MEHTA SAYS

The main problem practitioners have is that they don't feel confident and they're not ready to go out on their own. So, people seek this training because not only does it future-proof them for regulatory changes, but they also get extreme value from it because they get so much hands-on training in such a supportive environment. They actually feel confident and that's what we're really selling - a career that they can be proud of.

So, there are problems we can solve in assessing injectable treatments, in particular. For example, there are very clear risks. You can make someone blind with fillers or cause permanent scarring. These are often related to understanding of how complications can occur, as well as knowing how to mitigate these risks through comprehensive teaching that gives them enough experience. You can't learn that online or during a weekend. You need to be on placement, get the practice in and learn from experienced trainers.

Scientifically, the qualification is very up to date and it's very comprehensive. Multiple subject matter experts have reviewed it, including myself. So scientifically, it's very credible. The assessments are fair and streamlined and I think it hits the right balance of being very academically rigorous, but also, it doesn't take up endless amounts of time for learners.



DR TRISTAN MEHTA
CEO of Harley Academy

Supporting Mental Health Awareness

We believe in an industry that recognises the importance of their workforce's mental wellbeing and launched our suite of Mental Health Awareness qualifications to support this.

1 in 6 working-age adults have symptoms associated with mental health, according to data supplied by MHFA England. Not only that but 70-75% of people with a diagnosable mental illness receive no treatment at all.

Launched in September 2020, our Mental Health Awareness qualifications were created to facilitate learners' understanding of mental health issues as part of a wider learning journey and can be used as a progression route to other mental health qualifications. They also aim to address stigmas associated with mental health and for students to examine and address these phenomena. These qualifications enable learners to understand how to assist someone developing or experiencing mental health problems upon completion.



ALISON EDWARDS

Mac-Ed Training Academy

I feel that mental health has always been a taboo subject within our industry, and now, at last, we can discuss it and allow learners to understand issues that they, their friends or their clients may have. After suffering for many years with my own mental ill health issues, I feel that I was able to give an honest account of how support helped me through various stages of my life. Using myself as an example, where appropriate, during the course delivery helped the learners to see that it can impact anyone. The knowledge and understanding of how to keep yourself healthy is sometimes missing from people's lives and the qualification allows the learner to identify their own thoughts and feelings so that they can seek the right support at the right time, and know that they are not alone.

TYLER GRAY

Educator at HAIR AT THE ACADEMY

In this industry, clients will often confide in their hairdressers and beauticians. Having a good understanding of mental health awareness will help you to be able to listen and understand what your client may be going through. I was surprised by how many people struggle with mental health issues and how little it is discussed. I feel it is important to learn how to understand people's mental illnesses as it will help all of us when we go into a workplace. I believe that offering this qualification will create more knowledge and dialogue around mental health issues and how to recognise them. Having this will ensure that when learners are in the workplace, they will have the resources to signpost customers and colleagues alike to access support within the community with compassion, understanding and empathy.



436
REGISTRATIONS

111
CERTIFICATIONS

**Mental
Health
Awareness**

World-Class Partnerships

Sassoon Academy

We were proud to partner with the internationally renowned Sassoon Academy to offer free CPD courses to teachers, tutors and lecturers in the hairdressing industry.

The Sassoon Senior Creative team hosted four live teacher training sessions featuring the 'Sassoon Connect Teacher Training Programme' to inspire educators of all experience levels. The sessions were held over three weeks, from 9th March 2021, concluding with a three hour 'follow along' session on 30th March 2021. These sessions saw a total of 701 registrations from talented professionals across the industry looking to enhance their skills and knowledge.

Sassoon Academy is recognised as the global leader in hairdressing education, with a reputation built on developing and providing world-class education in hairdressing for over 65 years at their international academies and education centres. The partnership was an exclusive opportunity for educators to improve their skills at no cost.



DEBBIE WEBSTER

CEO of Sassoon

Vidal Sassoon, CBE, once said, 'If someone were to ask me, what's the number one thing, in essence, that you left behind? It was teaching others so that they could take my work further.' Education today, is an investment we are making for tomorrow. To be the best educators, we have to stay inspired in order to inspire those we teach. The future of our industry and our students depend on this.

MARK HAYES

**International Creative Director at Sassoon
Member of the VTCT Skills Advisory Board**

The goal is to connect the Sassoon school with iTEC & VTCT centres by offering complimentary, virtual training that will supplement the existing skills of the iTEC & VTCT teachers. Sassoon has a legacy and philosophy like no other and our newest programme reinforces this pedigree, featuring all of the hallmarks of Sassoon education delivered by the best minds, and hands, in the business.

ALAN WOODS OBE

Chief Executive of iTEC & VTCT

The ability for continued development and learning is important for any industry, but it is especially important for those who are influencing the next generation of professionals. This programme provides a wonderful opportunity for our educators to gain knowledge from the very best in our industry. We are delighted to partner with Sassoon to offer these free sessions to our dedicated tutors and lecturers after what has been an unprecedented past year.



Championing Equity, Diversity and Inclusion

We have been, and continue to be, committed to taking the steps towards becoming an inclusive, diverse and equitable organisation. To achieve this, we have implemented an Equity, Diversity and Inclusion Advisory Group, which celebrates the diverse spectrum of voices across the charitable organisation. The group includes staff members from all levels, including our Chief Executive, Alan Woods, and the organisation's trustees, including our Chair, Jenny Swarder. The group is independently chaired by Professor Geoff Thompson MBE, DL, FRSA. It aims to make actionable progress to better inclusive practices, both in its action as an employer and in qualification provision and assessment to learners worldwide.

The group has implemented an Equity, Diversity and Inclusion (EDI) road map for accountability, tracking our journey from 'EMERGING' to becoming 'ESTABLISHED', and finally striving to become a 'LEADING' advocate in EDI matters throughout the Awarding and Assessment profession.

As part of our commitment to support our organisation's diverse needs and voices, be that ethnicity, gender or other protected characteristics, we are proud to have signed the Wellbeing of Women Menopause Workplace Pledge and promised to cover the annual cost of any HRT prescriptions for employees. We have also introduced initiatives to empower and encourage staff to share their preferred pronouns and have open and honest discussions about their mental health via a Mental Health First Aider scheme.

To emphasise our dedication to inclusive qualification development, we have established an EDI Advisory Panel to review and support our Hairdressing, Barbering and Beauty T Level qualification content. By setting up this panel, along with other initiatives for 2022, we aim to ensure inclusivity is baked into the design of our qualifications from the beginning, whilst also supporting inclusive delivery.



We Invest in Our People

Investors in People Silver Accreditation

The driving force behind our mission to enhance education for the public benefit is the incredible colleagues that strive for these outcomes every day. This is why we are committed to fostering a work environment that champions employee growth, wellbeing and success.

In August, we were proud to be awarded the coveted Investors in People Silver Award. This is an internationally recognised standard for people management. The award reflects essential skills, the latest workplace trends, and effective structures required to be a high performing business.

Where we excel

Our Investors in People Assessment found that:

- 86% of staff demonstrated a high-level engagement and commitment to VTCT. This confirms our people want their views to be heard.
- As an organisation, we have clearly demonstrated our people at all levels have a comprehensive understanding and appreciation of the sectors and communities we serve. We are well respected by our customers and pride ourselves in the high-quality service we deliver.
- Our strategic plan and strong vision support longevity and sustainable growth.
- Our compliance processes are robust. We are well structured and prepared for the future.
- We have listened to our employees and invested a significant amount of resources into designing and developing a reward and recognition approach in collaboration with our staff.



The Investors in People framework measures how effective the leadership and support is within an organisation. The rigorous criteria provides the benchmark for organisations to that they are a great place to work. This award shows that the colleagues at iTEC & VTCT are at the heart of the organisation, and we will continue to strive for excellent people management and development outcomes.

Cyber Essentials Plus & ISO 27001

Cyber Essentials Plus Certification

Cyber Essentials Plus is the highest level of certification offered under the Cyber Essentials scheme.

It is a more rigorous test of an organisation's cyber security systems where cyber security experts carry out vulnerability tests to make sure that the organisation is protected against hacking and phishing attacks.

We were delighted to achieve this certification for the third year running in August.

ISO 27001 Certification

We are proud to have passed our second ISO 27001 surveillance audit in 2021.

The ISO 27001 certification is a standard for managing information security and requires an organisation to demonstrate the implementation and ongoing running of an Information Security Management System (ISMS).

This standard is internationally recognised and ensures that all information assets remain safe and secure.





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