

VTCT Level 3 Certificate in Salon Management

Accreditation start date: **1 April 2011**
Credit value: **19**
Total Qualification Time (TQT): **190**
Guided learning hours (GLH): **151 - 228**
Qualification number: **600/1395/3**

Statement of unit achievement

By signing this statement of unit achievement you are confirming that all learning outcomes, assessment criteria and range statements have been achieved under specified conditions and that the evidence gathered is authentic.

This statement of unit achievement table must be completed prior to claiming certification.

Unit code	Date achieved	Learner signature	Assessor initials	IQA signature (if sampled)
Mandatory units				
UV30491				
UV30449				
UV30509				
Optional units	Please insert optional units achieved			

The qualification

Introduction

The VTCT Level 3 Certificate in Salon Management is a qualification that has been specifically designed for stylists and therapist working in the hair and beauty related industry, who want to move into first line salon management.

Through this qualification you will research, monitor and recommend improvements to; the health and safety practices in your salon, the effective running of your business and the all important area of human resource management.

From the optional unit section of this qualification you have the opportunity to select an area of study which is most relevant to your business needs. This could be; IT and data handling, salon design or marketing for the hair and beauty sector.

This qualification is suitable for hairdressers, barbers, beauty therapists and nail technicians.

National Occupational Standards (NOS)

Units in this qualification have been mapped to the relevant NOS (where applicable). This qualification is regulated on the Regulated Qualifications Framework.

This qualification is approved and supported by the Hairdressing and Beauty Industry Authority (HABIA), the standard setting body for hair, beauty, nails and spa qualifications.



Progression

Progression Opportunities:

When you have successfully completed this qualification you will be in a position to either:

- Move into paid employment
- Accept additional responsibilities within your salon
- Aspire to promotion
- Use this as a platform for higher education studies

Progress to VTCT qualifications at Level 4:

- Level 4 Certificate in Salon Management
- Level 4 Diploma in Salon Management

Progression job opportunities:

This qualification has been designed specifically for the hair and beauty related industries to work as a first line salon manager.

This is an excellent platform for:

- You to provide salon management leadership
- CPD

Qualification structure

Total credits required - 19 (minimum)

All mandatory units must be completed.

Mandatory units - 14 credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV30491	R/600/8780	Monitor and maintain health and safety practice in the salon	4	29
UV30449	A/601/5500	Contribute to the effective running of business	3	30
UV30509	M/601/2481	Human resource management within the hair and beauty sector	7	60

Optional units - 5 (minimum) credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV30457	H/601/4468	Salon design for the hair and beauty sector	5	36
UV30459	A/601/4461	IT and data handling in the hair and beauty sector	5	41
UV30460	J/601/4463	Marketing in the hair and beauty sector	6	32

Guidance on assessment

This book contains the mandatory units that make up this qualification. Optional units will be provided in additional booklets (if applicable). Where indicated, VTCT will provide assessment materials. Assessments may be internal or external. The method of assessment is indicated in each unit.

Internal assessment

(any requirements will be shown in the unit)

Assessment is set, marked and internally quality assured by the centre to clearly demonstrate achievement of the learning outcomes. Assessment is sampled by VTCT external quality assurers.

External assessment

(any requirements will be shown in the unit)

Externally assessed question papers completed electronically will be set and marked by VTCT.

Externally assessed hard-copy question papers will be set by VTCT, marked by centre staff and sampled by VTCT external quality assurers.

Assessment explained

VTCT courses are assessed and quality assured by centre staff. Work will be set to improve your practical skills, knowledge and understanding. For practical elements, you will be observed by your assessor. All your work must be collected in a portfolio of evidence and cross-referenced to requirements listed in this record of assessment book.

Your centre will have an internal quality assurer whose role is to check that your assessment and evidence is valid and reliable and meets VTCT and regulatory requirements.

An external quality assurer, appointed by VTCT, will visit your centre to sample and quality-check assessments, the internal quality assurance process and the evidence gathered. You may be asked to attend on a different day from usual if requested by the external quality assurer.

This record of assessment book is your property and must be in your possession when you are being assessed or quality assured. It must be kept safe. In some cases your centre will be required to keep it in a secure place. You and your course assessor will together complete this book to show achievement of all learning outcomes, assessment criteria and ranges.



Creating a portfolio of evidence

As part of this qualification you are required to produce a portfolio of evidence. A portfolio will confirm the knowledge, understanding and skills that you have learnt. It may be in electronic or paper format.

Your assessor will provide guidance on how to prepare the portfolio of evidence and how to show practical achievement, and understanding of the knowledge required to successfully complete this qualification. It is this booklet along with the portfolio of evidence that will serve as the prime source of evidence for this qualification.

Evidence in the portfolio may take the following forms:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

All evidence should be documented in the portfolio and cross referenced to unit outcomes. Constructing the portfolio of evidence should not be left to the end of the course.

Unit assessment methods

This section provides an overview of the assessment methods that make up each unit in this qualification. Detailed information on assessment is provided in each unit.

Mandatory units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observation(s)	Assignment(s)
UV30491	Monitor and maintain health and safety practice in the salon	0	✓	✓
UV30449	Contribute to the effective running of business	0	✓	✓
UV30509	Human resource management within the hair and beauty sector	0	✓	✓

Optional units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observation(s)	Assignment(s)
UV30457	Salon design for the hair and beauty sector	0	✓	✓
UV30459	IT and data handling in the hair and beauty sector	0	✓	✓
UV30460	Marketing in the hair and beauty sector	0	✓	✓

Unit glossary

	Description
VTCT product code	All units are allocated a unique VTCT product code for identification purposes. This code should be quoted in all queries and correspondence to VTCT.
Unit title	The title clearly indicates the focus of the unit.
National Occupational Standards (NOS)	NOS describe the skills, knowledge and understanding needed to undertake a particular task or job to a nationally recognised level of competence.
Level	Level is an indication of the demand of the learning experience, the depth and/or complexity of achievement and independence in achieving the learning outcomes.
Credit value	This is the number of credits awarded upon successful achievement of all unit outcomes. Credit is a numerical value that represents a means of recognising, measuring, valuing and comparing achievement.
Guided learning hours (GLH)	The activity of a learner in being taught or instructed by - or otherwise participating in education or training under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
Total qualification time (TQT)	The number of hours an awarding organisation has assigned to a qualification for Guided Learning and 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. This includes assessment, which takes place as directed - but, unlike Guided Learning, not under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
Observations	This indicates the minimum number of observations required to achieve the unit.
Learning outcomes	The learning outcomes are the most important component of the unit, they set out what is expected in terms of knowing, understanding and practical ability as a result of the learning process. Learning outcomes are the results of learning.
Evidence requirements	This section provides guidelines on how evidence must be gathered.
Maximum service times	The maximum time in which a particular service or practical element must be completed.
Observation outcome	An observation outcome details the practical tasks that must be completed to achieve the unit.
Knowledge outcome	A knowledge outcome details the theoretical requirements of a unit that must be evidenced through oral questioning, a mandatory written question paper or portfolio of evidence.
Assessment criteria	Assessment criteria set out what is required, in terms of achievement, to meet a learning outcome. The assessment criteria and learning outcomes are the components that inform the learning and assessment that should take place. Assessment criteria define the standard expected to meet learning outcomes.
Range	The range indicates what must be covered. Ranges must be practically demonstrated in parallel to the unit's observation outcomes.

UV30491

Monitor and maintain health and safety practice in the salon

Through this unit you will develop your skills in a supervisory role focusing on health and safety within your salon.

You will recognise salon hazards, carry out risk assessments and then implement the necessary actions. You will monitor and support your colleagues to ensure your salon complies with health and safety requirements. You will implement and supervise salon procedures for all aspects of salon safety and security including the need for insurance.

Level

3

Credit value

4

GLH

29

Observation(s)

2

External paper(s)

0



Monitor and maintain health and safety practice in the salon

Learning outcomes

On completion of this unit you will:

1. Be able to carry out a risk assessment
2. Be able to monitor health and safety in the salon

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit. All 'Observation' outcomes must be on real clients.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least two occasions**.
4. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
5. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.
6. *External paper*
There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

There are no range statements that apply to this unit.



Observations

Outcome 1

Be able to carry out a risk assessment

You can:

- a. Carry out risk assessments and take necessary actions

** May be assessed through oral questioning.*

Observation	1	2	<i>Optional</i>
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Outcome 2

Be able to monitor health and safety in the salon

You can:

- a. Monitor and support the work of others to ensure compliance with health and safety requirements

* May be assessed through oral questioning.

Observation	1	2	<i>Optional</i>
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Knowledge



Outcome 1

Be able to carry out a risk assessment

You can:	Portfolio reference / Assessor initials*
b. State the reason for carrying out risk assessments	
c. Describe the procedures for carrying out a risk assessment	
d. Describe when risk assessments should be carried out	
e. Outline necessary actions to take following a risk assessment	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



Outcome 2

Be able to monitor health and safety in the salon

You can:	Portfolio reference / Assessor initials*
b. Outline the health and safety support that should be provided to staff	
c. Outline procedures for dealing with different types of security breaches	
d. Explain the need for insurance	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to carry out a risk assessment

Hazards and risks: A hazard is something that has the potential to cause harm, a risk is the likelihood of a hazard happening.

Reasons for risk assessment: Legal requirement, provide a safe environment for staff/visitor/clients, identification of hazards, minimising hazards and risks, emergency procedures, staff training, implication of more than five members of staff, new staff in the workplace, new equipment and products, review systems, amendments and modifications to existing assessments, update records.

Salon procedure for risk assessments: Identify hazard, judgement of salon hazards, nominated risk assessment person/team, who/what, determine the level of risk, preventative measures, reduce a potentially harmful situation, notify staff, interpret results, conclusions, record findings, regular reviews.

Potential salon hazards requiring regular risk assessment:

Space – utilisation, working area, heating, lighting, ventilation, layout and design of the salon.

Chemicals – procedures, storage, handling, safe usage, safe disposal, records.

Equipment – selection, safe usage, handling, lifting, repairs, maintenance.

Security (stock) – control systems, procedures, ordering, handling, storage.

Security (cash) – staff training, point of sale, in transit.

Security (people) – staff clients, visitors, personal belongings, systems, security, emergency evacuation, storage/use of confidential staff/client records, business information, data protection.

Buildings – maintenance of internal and external security, commercially available systems.

Emergency procedures – accidents, first aid, fire evacuation, incidents, personnel, records.



Outcome 2: Be able to monitor health and safety in the salon

Salon health and safety legislation and regulations: Health and safety at work, control of substances hazardous to health, reporting of injuries diseases and dangerous occurrences, personal protective equipment, electricity at work, manual handling, supply of goods and services, trade description, data protection, employers liability (compulsory insurance), occupiers liability, local by-laws (set by council), salon rules, code of conduct, observance by all staff.

Monitor and support others to ensure compliance of health and safety:

Accurate records, update processes and procedures, regular staff training (simulation), spot checks, monitoring changes in law, take external advice.

Providing support for staff: Up-to-date leaflets and posters, ongoing training, open door policy, suggestion box, current roles and responsibilities for staff.

Security breaches:

Inform - salon owner, management, head of school.

Review records - stock levels/control, monitor takings, inventory of equipment, manual and computerised records.

Actions - take statements, eye witness accounts, review findings, call in police, notify data protection registry/clients of breach, maintain confidentiality, could result in loss of employment.

Importance of insurance: Accidents, emergencies, legal claim, protect business, prevent fraudulent claim.

Notes

Use this area for making notes and drawing diagrams



UV30449

Contribute to the effective running of business

Through this unit you will learn how to effectively run a business. You will extend your knowledge and practical skills in effective communication. You will set targets, provide advice and guidance, maintain accurate records, and have a clear understanding of business practice and relevant current legislation.

This unit is suitable for hairdressers, barbers, beauty therapists, spa therapists and nail technicians.

Level

3

Credit value

3

GLH

30

Observation(s)

3

External paper(s)

0



Contribute to the effective running of business

Learning outcomes

On completion of this unit you will:

1. Be able to make a positive contribution to run a business effectively

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
5. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.
6. *External paper*
There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

There are no range statements that apply to this unit.



Observations

Outcome 1

Be able to make a positive contribution to run a business effectively

You can:

- a. Communicate effectively with colleagues and clients
- b. Use effective communication skills to gather and present productivity and development targets
- c. Assist others to resolve problems
- d. Provide support and guidance to contribute to the effective running of the business
- e. Use resources in a way which comply with legal and salon requirements
- f. Maintain accurate records for effective running of a business
- g. Follow safe and hygienic working practices

** May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Knowledge



Outcome 1

Be able to make a positive contribution to run a business effectively

You can:	Portfolio reference / Assessor initials*
h. Describe the benefits of effective team work when running a business	
i. Describe the requirements for productivity and development targets	
j. Describe how the effective use of resources contribute to the effective running of a business	
k. Describe health, safety, legal and salon requirements within the workplace	
l. Describe the requirement for accurate records to be established for client base, stock and resources	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to make a positive contribution to run a business effectively

Professional communication in a salon environment: Try to avoid technical language, always respond, consider client confidentiality.

Verbal – speaking (tone of voice, the language you use, how quickly and clearly), questioning (open, closed, probing).

Non-verbal – body language, positive attitude (posture, facial expressions, hand gestures, the distance you stand), listening (be patient, try to understand).

Written – visual aids, magazines, client records.

Communication skills and productivity: Research, presentation skills, written communication methods, accurate reporting, spelling, correct use of terminology, professionalism, interview techniques, analysis of data, verifiable and valid information, use of electronic messages, follow-up and review of strategies, best practice, target marketing, marketing mix, performance criteria, statistical analysis.

Assist others to resolve problems: Identify problem, team work, team roles, negotiation skills, possible resolutions, conflict resolution, policy and procedure, best practice, motivational theory, business reputation, team loyalty.

Provide support and guidance for the effective running of your business: Promote professionalism, pay attention to detail, ensure quality service and

workplace loyalty, maintain a professional appearance, maintain standards, highlight strengths, contribute to the team, offer new strategies, promote services and products, educate clients, possess product knowledge, aim for continual professional development practice.

Salon health and safety legislation and regulations: Health and safety at work, control of substances hazardous to health, reporting of injuries, diseases and dangerous occurrences, personal protective equipment, electricity at work, manual handling, supply of goods and services, trade description, data protection, consumer protection, consumer safety, cosmetic products (safety), fire precaution, first aid, employers' liability (compulsory insurance), occupiers' liability, local bye-laws (set by council), salon rules, code of conduct, observance by all staff.

Maintaining accurate records: Written (paper), electronic, clear and accurate, data protection, confidentiality, sequential logical order, used for reference, updated regularly.

Salon records: Client base, appointment systems (electronic, paper), loyalty records, rewards, client records, stock levels, daily takings, commission.

Client consultation records: Personal details, name, address, contact numbers, medical history, age range, reason for treatment, occupation, sport/hobbies, allergies/hypersensitivity, contact lenses, contra-actions, contra-indications,



Outcome 1: Be able to make a positive contribution to run a business effectively (continued)

recommendations, requirements, treatment plan, hair/skin/body analysis, service, outcome, price, signatures.

Why keep accurate records: Benefit business (success), run smooth operation, monitor business, review expenses, review previous treatments, records management, assist health and safety management, improve the conduct of business, audit trail of treatments, audit trail of therapists/stylist, individual client treatment plans, management of clients, products and service demand, database for development, opportunity to inform client of new products or treatments, review specific concerns, statistical review and market analyses, complaints.

How to follow safe and hygienic working practices:

Maintain a safe salon – clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, ensure clear access to trolleys and equipment, clean/sterilise/disinfect tools, equipment and work surfaces, no smoking, eating, drinking or drugs in salon, professional personal hygiene.

Personal protective equipment – wear protective equipment, avoid latex, powdered gloves, apron.

Electricity at work – visual check of equipment, no trailing wires, portable appliance testing.

Manual handling – moving stock safely, lifting, working heights, unpacking.

Towels – wash regularly, clean for every client, place dirty towels in covered bin.

Reporting of injuries, diseases and dangerous occurrences – accident book,

reporting diseases, log accidents.

Control of substances hazardous to health – replace lids, ensure ventilation for vapour and dust, avoid overexposure to chemicals, follow relevant manufacturer's instructions.

Disposal of waste – sharps box, closed top bin, dilute chemicals with running water, environmental protection, salon policies for hazardous waste, single use items, empties (recycle).

Product storage – check end date/packaging, store away from heat/damp/direct sunlight, empties avoid theft.

Team work: Quality service, self supporting staff, complex issues dealt with speedily, pooling expertise, resources, diversity of knowledge, skill and experience, morale, ownership (through participative decision making), further opportunities, culture for improvement, exchange of ideas, information, knowledge and data, quality organisation, building trust, improving communication.

Productivity and development targets: Set targets, peak performers, SMART criteria (Specific, Measurable, Achievable, Relevant, Timely), benefits and rewards system, salon goals and objectives, praise and recognition for work, loyalty, acknowledgement of occasions, motivation, personal and professional achievement, continuous professional development, review of goals.

Effective use of resources: Staff, skills, services, products, equipment, tools, retail, business plan, trained therapists/stylist, research competition, unique selling point (USP), review business, SWOT analysis (strengths, weaknesses, opportunities and



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Outcome 1: Be able to make a positive contribution to run a business effectively (continued)

threats), name, location, size, number of employees, services, products, marketing plan, capital, training needs analysis, promote a culture of learning, effective communication of business goals, inclusive decision making, review of resources.

Professional appearance: Clean professional uniform, closed in footwear, no jewellery, no piercings, hair (neatly tied back, fringe secured), light day make-up, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant), oral hygiene (clean teeth, fresh breath), nails (good condition and maintained), positive attitude, ready to greet.

UV30509

Human resource management within the hair and beauty sector

The aim of this unit is to allow you to develop an understanding of human resource management in relation to the hair and beauty sector. This unit covers relevant employment legislation, modes of employment and relevant legislation to these employment options, employment rights and responsibilities, recruitment methods, job descriptions, contracts of employment, appraisal systems, continual professional development (CPD) and training opportunities.

Level

3

Credit value

7

GLH

60

Observation(s)

1

External paper(s)

0



Human resource management within the hair and beauty sector

Learning outcomes

On completion of this unit you will:

1. Be able to research human resource management
2. Be able to carry out a practical presentation

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least one occasion**.
4. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
5. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.
6. *External paper*
There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

There are no range statements that apply to this unit.



Observations

Outcome 1

Be able to research human resource management

You can:

- a. Use a variety of presentation methods including ICT
- b. Communicate and behave in a professional manner

** May be assessed through oral questioning.*

Observation	1	Optional	Optional
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Outcome 2

Be able to carry out a practical presentation

You can:

- a. Present a practical demonstration
- b. State the cost implications of staff
- c. Describe the methodology of retaining staff
- d. Describe the function of industry associations

*May be assessed through oral questioning.

Observation	1	Optional	Optional
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Knowledge



Outcome 1

Be able to research human resource management

You can:	Portfolio reference / Assessor initials*
c. Research into human resource management	
d. Describe the purpose of job descriptions	
e. Describe the purpose of contracts of employment	
f. State methods of employment options	
g. Explain relevant employment legislation, rights and responsibilities	
h. Identify a range of ICT applications that can be used in the hair and beauty sector	
i. Explain how to communicate in a professional manner	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to research human resource management

Human resource management: Policy formulation, employment legislation, pay initiatives, recruitment and selection policy, job descriptions, job advertising, recruitment enquires, applications, short listing packs, interview arrangements, interviews, contracts of employment, probation policy, staff training, code of conduct, absences, sickness, holiday entitlement, pension schemes, continued professional development, appraisal, capability issues, grievance procedures, harassment and bullying, religious events policy, stress policy, work and family policy, recruitment of ex-offenders, termination of employment, redundancy policy, exit reviews, references.

Job descriptions: Recruit staff, job title, location of work, roles and responsibilities, purpose of job, requirements of job, line manager, smart targets, reviewed targets, capability issues.

Contracts of employment: Pre-employment checks, written statement, terms and conditions, probationary period, legal name of employer/company, legal name of employee, date employment began, job title, address of place of work, employee's pay, intervals of pay (weekly, monthly), full-time/part-time contract, hours of work, holiday entitlement, public holidays entitlement, holiday pay, contractual changes, job share, maternity cover, job adverts, termination of employment.

Employment options: Full-time, part-time, temporary, fractional, seasonal, job share.

Employment legislation: Health and safety at work, data protection, working time, equal opportunities at work, sex discrimination, disability discrimination, supply of goods and services, trade description, data protection, control of substances hazardous to health, reporting of injuries, diseases and dangerous occurrences, personal protective equipment, electricity at work, manual handling, local by-laws (set by council), code of conduct, adherence by all staff.

Presentation methods: Formal/informal, ICT – smart board, power point, laptop/projector/white board, podcast, DVD, web page, mood board, copies of presentation materials, one-to-one/lecture.

Professional communication in a salon environment: Try to avoid technical language, always respond, consider client confidentiality.

Verbal – speaking (tone of voice, the language you use, how quickly and clearly), questioning (open, closed, probing).

Non-verbal – body language, positive attitude (your posture, facial expressions, hand gestures, the distance you stand), listening (be patient, try to be understanding).

Written – visual aids, magazines, client records.

Behave professionally in a salon environment: Follow health and safety practice and procedure, salon code of



Outcome 1: Be able to research human resource management (continued)

conduct, respect others, value client(s), co-operate with others (be sympathetic, fair, not aggressive), use appropriate language, avoid gossip, maintain confidentiality, polite/cheerful and friendly manner (friendly facial expressions, open body language, positive attitude, eye contact), sensible behaviour, team work, take pride in work, be punctual, employer and client loyalty.

How to follow safe and hygienic working practices:

Maintaining a safe salon – clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/sterilise/disinfect tools, equipment and work surfaces, no smoking, eating, drinking or drugs in the salon, maintain professional personal hygiene.

Personal protective equipment – wear protective equipment, avoid latex, powdered gloves, apron.

Electricity at work – visual check of equipment, no trailing wires, portable appliance testing.

Manual handling – moving stock safely, lifting, working heights, unpacking.

Towels – wash regularly, clean for every client, place dirty towels in covered bin.

Reporting of injuries, diseases and dangerous occurrences – accident book, reporting diseases, log accidents.

Control of substances hazardous to health – store, handle, use, dispose, replace lids, ventilation for vapour and dust, avoid over exposure to chemicals, use manufacturers' instructions for use.

Disposal of waste – sharps box, closed top bin, dilute chemicals with running water, environmental protection, salon policies for hazardous waste, single use items, recycle empties.

Product storage – check end date/packaging, store away from heat/damp/direct sunlight, empties avoid theft.



Outcome 2: Be able to carry out a practical presentation

Present a practical presentation:

Formal/informal presentation, possess public speaking skills, use assertive body language, know your subject, prepare and practise, use prompt cards, format variations for presenting – oral (spoken), multimedia (using various media – visuals, audio, PowerPoint presentations, newspaper editorial, salon websites), additional props (resources, accessories, mood board, legislation/policy hand outs, procedure worksheets, staff handbook, case studies, internet resources), show professionalism, possess varied communication (body language, tone, clarity, projection of voice), and interpersonal skills, guest speakers, group work/team work/pair work.

Cost implications of staff: Job role – travel requirements, qualifications, experience, salary scales, performance related pay, consultants, commission, retail sales, training, CPD.

Methodology of retaining staff:

Performance related pay, incremental pay, incentives, commission, open policy/procedure making, pension, good working practices, flexible working, CPD/training opportunities, meetings, appraisals, achievable targets, organisational structure, open door policy.

Function of industry associations:

Regulatory bodies, standardisation of industry, fair working practice, sector health and safety guidance, training, sector indemnity regulations.

Evaluate the presentation: Positive/negative evaluation, written feedback (specifically designed form/questionnaire, collating information, provides a clear evaluation of finished result), verbal

(discussion, judgements, first impressions/first voiced opinion usually genuine response, face to face, telephone, tone of voice (enthusiasm, lack of enthusiasm), positive/negative body language, self-evaluation (strength and weakness analysis, feedback, future changes, identifying further training needs).

Notes

Use this area for notes and diagrams


