



Presenting a professional image in a salon

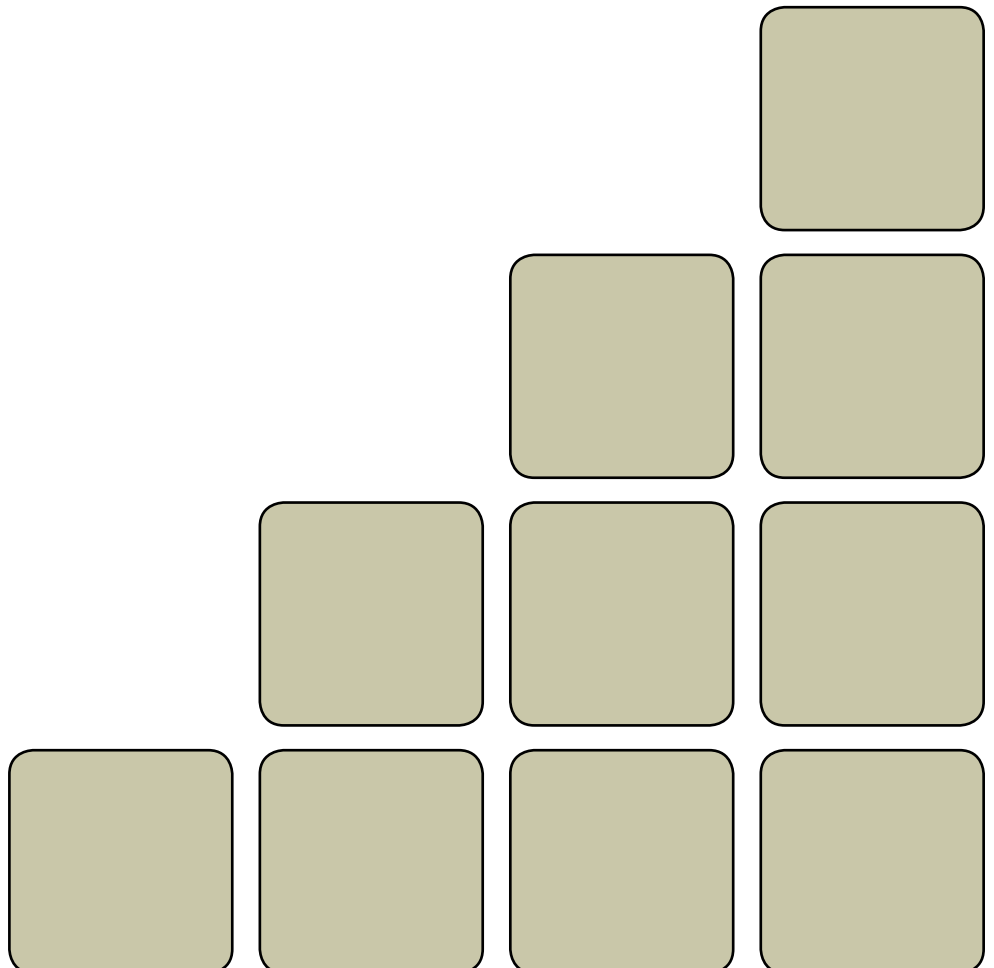
UV30331

F/502/3801

Learner name:

Learner number:

VRQ



UV30331

Presenting a professional image in a salon

Through this unit you will develop an understanding of how to communicate professionally in a salon. You will explore the industry you are working in looking at the effects of positive and negative behaviour, how you can present a professional image in the salon and how to maintain personal hygiene.

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

Level

E3

Credit value

2

GLH

20

Observation(s)

3

External paper(s)

0



Presenting a professional image in a salon

Learning outcomes

On completion of this unit you will:

1. Be able to present a professional image in a salon
2. Be able to communicate and behave in a salon environment

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 present a professional image in a salon

You can:

- a. Present a professional image in a salon environment

** May be assessed through oral questioning.*

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



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Outcome 2

Be able to communicate and behave in a salon environment

You can:

- a. Communicate and behave professionally in a salon environment

** 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 present a professional image in a salon

You can:

Portfolio reference /
Assessor initials*

b. State the personal hygiene required for working in a salon

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

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Be able to communicate and behave in a salon environment

You can:	Portfolio reference / Assessor initials*
b. State how to communicate and behave professionally in a salon environment	

**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 present a professional image in a salon

Present a professional image in a salon environment: Set the standards, walking advert, present an approachable appearance, ready to lend a hand, caring friendly attitude, willing nature, expected level of skill, easy to talk to, good posture, pay special attention to clients, salon dress code, salon codes of conduct, clean, warm and tidy salon, good team work, professional client consultations, client hospitality and care.

Personal hygiene required for working in a salon: Clothes/uniform, washed/ironed daily, hair (clean, healthy, manageable, off face), personal hygiene (shower daily, clean teeth, fresh breath, workable length clean nails, deodorant, avoid overpowering perfume/aftershave), minimal jewellery, light fresh make-up, comfortable clean shoes, wash hands between clients, cover cuts and wounds with plaster, personal protective equipment (gloves, apron, prevent dermatitis).

Outcome 2: Be able to communicate and behave in a salon environment

Professional communication in a salon environment: Try to avoid technical language, always respond, consider clients 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 understand).

Written – visual aids, magazines, client records.

Behave professionally in a salon environment: Follow health and safety practice and procedure, salon code of 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, pride in work, punctuality, employer and client loyalty.