

# UCO35

## Health and safety in the salon

Unit reference number: A/615/6163

Level: 3

Guided Learning (GL) hours: 30

### Overview

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This unit will enable learners to secure their understanding of health and safety at work. Learners will improve their knowledge of the measures designed to protect the health and safety of people at work and that of others, such as visitors and members of the public. Learners will also develop their supervisory skills and be able to manage a safe and hygienic work environment that meets the necessary regulations and legislation requirements.

### Learning outcomes

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On completion of this unit, learners will:

LO1 Know the principles of health and safety

LO2 Know health and safety requirements within the salon

LO3 Understand the role of a health and safety supervisor

# Assessment requirements

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Learners must complete **all** assessment requirements related to this unit:

1. Portfolio of evidence

## 1. Portfolio of evidence

Learners must produce a portfolio of evidence covering all the assessment criteria in this unit.

# Unit content

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## LO1 Know the principles of health and safety

### **Define the three main influences on health and safety:**

- Environmental factors – the conditions in which people work, for example the working temperature, ventilation and noise
- Occupational factors – people may be at risk from certain illnesses due to the services or treatments they offer, for example asthma from hairdressing or beauty products
- Human factors – people contribute to accidents due to poor behaviour, carelessness, error or haste

### **Explain the key vocabulary connected with health and safety:**

- Health – a state of wellbeing
- Safety – the absence of risks
- Workplace – any area or building where people work
- Health and safety policy – a document outlining an employer's policy and commitment to health and safety
- HSE (Health and Safety Executive) – the body that regulates health and safety and enforces authority
- Accident – an unplanned and uncontrolled event with the potential to cause injury
- Hazard – something with the potential to cause harm
- Risk – the likelihood that a hazard will cause harm
- PPE – personal protective equipment

### **Define the relevant health and safety laws and regulations:**

Examples include:

- Health and Safety at Work Act 1974 (England, Scotland and Wales) and The Health and Safety at Work Order 1978 (Northern Ireland)
- The Management of Health and Safety at Work Regulations 1999 (England, Scotland and Wales) and The Management of Health and Safety at Work Regulations 2000 (Northern Ireland)
- Duties of employers and employees
- Duties of the self-employed (hairdressing and beauty therapy)
- Duties of manufacturers, suppliers and installers
- Enforcement Officers – improvement notices, prohibition notices, prosecution

### **Describe the importance of legislation:**

- Learners must understand their legal obligations regarding health and safety legislation. For an example, if a client has a fall entering the salon learners must understand their responsibilities in the reporting of the incident, i.e. maintenance procedures of building, risk assessment, duty of care, disclosure and non-disclosure and how these relate to learners

### **Explain the legislation required for salon services:**

Each policy covers requirements for employers and employees; learners must know how each policy affects themselves and their employers

- Health and Safety at Work requires employers to
  - Provide and maintain safe working environment
  - Provide adequate welfare facilities
  - Provide safe systems of work

- Provide information, training and supervision
- Ensure the safe handling, storage and movement of goods and materials
- Provide and maintain safe equipment
- Examples for employers may include
  - A training session specifically dealing with the salon's policies and reporting on sickness and general welfare, handling and storage of equipment
  - Specific training sessions for hairdressing and/or beauty therapy to develop skills and product knowledge
  - Employers' expectations regarding salon uniform, professional conduct, greeting the client and answering telephone calls
- Health and Safety at Work requires employees to
  - Act responsibly and not endanger self or others by an individual's actions
  - Co-operate with an employer to fulfil duties
  - Not misuse anything provided in the interests of health and safety
  - Report all accidents, incidents and unsafe conditions of practice
- Examples for employees may include
  - Mandatory attendance at training sessions
  - Ensuring professional image and conduct is maintained with the salon
  - Reporting verbally or in writing to manager, supervisor or salon owner any accidents or incidents, however minor, that may occur
- Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR) requires employers to report to the Health and Safety Executive (HSE)
  - Work-related illnesses which may include dermatitis or occupational asthma
  - A death or major injury at work
  - A dangerous occurrence
- Employees must ensure that they have notified the employer of any potential work-related illness, death, major injury or dangerous occurrence that occurs within the salon in order that the employer can fulfil their reporting obligations
- Health and Safety (First Aid) Regulations requires an employer to
  - Provide a suitably equipped first aid box
  - Appoint a person to undertake first aid training and to take charge when someone has a minor injury, e.g. burn or cut
- Manual Handling Operation requires employers to
  - Provide training in manual handling
  - Reduce the risk of injury for any tasks undertaken
  - Assess the working environment for risks, for example a pregnant staff member may not be able to lift heavy stock boxes from high shelves so items should be stored lower
- Manual Handling Operations requires employees to
  - Take reasonable care and ensure others are not affected by their actions
  - Use equipment provided by an employer to enable staff to move or access heavy loads, e.g. heavy ladder to access products or stock from high shelves
  - Follow the safe systems of work that an employer has provided, e.g. instructions not to climb on shelves to access products

- Control of Substances Hazardous to Health (COSHH) requires an employer to
  - Assess the risk to health from hazardous products and decide what precautions are required
  - Introduce appropriate measures to control exposure to hazardous products
  - Ensure employees follow the control measures and safety precautions and use protective equipment when appropriate
  - Inform and instruct employees about the risks and precautions and train accordingly in dealing with, storing and disposing of hazardous products, e.g. aerosol hairsprays to be kept away from naked flames and heat sources
  - COSHH states that all learners/employees must be given information, instruction and training on both hazardous and potentially hazardous chemicals used in the salon. An example of this would be the correct storage of hydrogen peroxide which is classed as hazardous
- Personal Protective Equipment at Work Regulations (PPE) requires an employer to
  - Assess the need for the need for personal protective equipment
  - Train staff in the use of PPE
  - Ensure PPE is provided and is fit for purpose, e.g. gowns adequately protect the client
- Personal Protective Equipment at Work Regulations (PPE) requires an employee to:
  - Be correctly presented with appropriate personal protective equipment where salon services/treatments may present a risk or hazard. Personal protective equipment will include all necessary items for the client including gowns, towels and plastic capes
  - Protect the client adequately when in the salon
- Electricity at Work Regulations requires an employer to
  - Ensure all electrical equipment is checked by a competent person at least once a year and a Portable Appliance Test (P.A.T.) is conducted
  - All checks are recorded and the equipment updated with appropriate P.A.T. tag
  - Ensure these checks are carried out and records maintained including repairs to equipment
- Electricity at Work Regulations requires an employee to
  - Ensure that all equipment has been maintained and is safe to use, e.g. loose or frayed wires on a hairdryer or electric couch are unsafe and must be reported as unusable
  - Report and label any broken equipment to avoid it being used and potentially causing harm
  - Check temperatures and settings on equipment before switching on and using on the client

**Describe ways to achieve high standards of health and safety:**

Examples include

- Implementing an effective health and safety policy that sets standards and is well managed
- Well informed and trained managers and staff who communicate with each other
- An effective risk assessment strategy aimed at reducing the likelihood of accidents or ill health
- Carrying out safe working practices with good standards of hygiene and maintenance
- Positive attitudes towards health and safety from all members of staff
- An efficient reporting system for accidents, ill health and safety defects

**Explain the link between welfare and health and safety:**

- The responsibility of employers to provide adequate toilets that are clean, ventilated and well lit, washing facilities with hot and cold water, drinking water, facilities for rest breaks, facilities for storing clothing, changing facilities if necessary, suitable rest facilities for pregnant women

**Describe the key vocabulary connected with welfare:**

- Welfare – the provision of facilities and any other measures to ensure a person's wellbeing
- Work related stress – feeling anxious, unwanted pressure that can cause harm to the mind and body and has strong links to absences from work
- Appointed person – a person with specific duties, for example relating to first aid but not necessarily a person who is trained in first aid

**Describe the key factors that can affect a person's welfare:**

Examples are

- Smoking – policies, restrictions and/or bans to protect non-smokers
- Stress – employers must reduce stress by considering possible causes and taking appropriate action
- Alcohol/Drugs – strict policies should be in place as these issues jeopardise safety by affecting a person's judgement
- First aid provision – risk assessments should be carried out to identify the level of first aid provision needed and everyone at work must be made aware of first aid arrangements. An appointed first aider must be in place at all times when people are working and must be known to all staff. First aid provision also applies to self-employed people
- Harassment and bullying – cause anxiety and stress and are illegal (Health and Safety at Work Act). Policies must be in place that make this clear and link to disciplinary action

## LO2 Know health and safety requirements within the salon

### **Describe the purpose of health and safety requirements within the salon:**

- Health and safety regulations must be adhered to in the salon to maintain high standards of practice, safety and protection of themselves and the client. An example of this will be to ensure continuous professional development is maintained to keep up to date with changes or new product usage information

### **Describe the importance of working safely and hygienically within a salon:**

- Work safely at all times adhering to all health and safety legislation that must be followed within the salon
- Work hygienically with the use of clean towels, sterilised tools and equipment
- Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- Prepare and protect self, client and service area in accordance with salon requirements
- Use appropriate personal protective equipment for self and client, e.g. the client's own clothes must be fully protected with gown and towels
- Remain alert to risks and hazards throughout the service and understand how this may affect services – spillages, obstacles, obstructions, broken equipment and trailing wires
- Adopt correct posture of self/client to avoid fatigue and minimise injury
- Ensure that the service area is clean and tidy throughout the service
- Proceed with the service without causing danger or damage to self, client or work area
- Adopt the correct methods of waste disposal – dilute chemicals with running water, recycling and environmental protection
- Prevent contact dermatitis – wear gloves when using chemicals, wash and dry hands thoroughly and use moisturiser/barrier cream

### **Explain the procedure for risk assessments:**

- A risk assessment must be carried out in a workplace at regular intervals. All staff and visitors to a salon have a right to be protected from harm. An examination of the work area is carried out on what might cause harm and a decision made on whether reasonable steps to prevent that harm are in place

### **Explain how to complete a risk assessment:**

- Observe all areas of the work place
- Identify hazards
- State who or what is at risk
- Determine the level of risk
- Recommend preventative measures
- Inform or train staff
- Sign and date risk assessment

### **Define the difference between hazards and risks within a salon**

- A hazard is something with the potential to cause harm
  - Trailing wires from hair or beauty equipment
  - Product spilt on the floor, e.g. shampoo or massage oil
  - Hot equipment, e.g. hair straighteners or a wax heater
- A risk is the likelihood that the hazard will actually cause harm
  - The hairdresser/beauty therapist or a client may trip over the trailing wires
  - The hairdresser/beauty therapist or a client may slip on the spillage
  - The hairdresser/beauty therapist or a client may be burnt

**Describe the types of accidents and emergencies that can happen in the salon environment:**

- Accidental injury – a trip or fall resulting in a minor injury, e.g. sprain or cut to skin
- Accidents using products and equipment – shock, burn or scald from electrical items, inhalation of products, trip or fall resulting from hazard
- Medical conditions, e.g. angina, heart attack, asthma attack, epilepsy
- Fire – building, electrical equipment, flammable products
- Other – suspected bomb, chemical spillage, theft, security issues (breaking and entering), abuse, vulnerable persons

**Explain the roles of staff and external services when dealing with accidents and emergencies:**

- When to deal with emergencies themselves within limits of their own responsibility
- When to refer the emergency and complete an incident report form
- Referrals are made to:
  - Manager/others
  - In-house first aider
  - Dialling the emergency services
    - Police
    - Fire service
    - Ambulance

**Define ergonomics to prevent work related complaints:**

- Adjustable features – offer seat and couch height adjustment
- Offer back rests and foot rests if needed
- Allow room for movement
- Reduce noise distractions
- Ensure risks are considered when using display screens
- Staff training – awareness of the problems associated with poor posture and safety precautions associated with specific treatments
- Avoiding over-reaching and stooping
- Reduce repetitive movements, consider treatment rotation
- Adequate breaks
- Reduce stress levels – can lead to poor posture
- Make environmental improvements – heating in cold areas, ventilation where necessary

**Describe the importance of personal protective equipment**

- Learners must know the correct personal protective equipment (PPE) necessary for each salon service to maintain health and hygiene to the client and themselves
- Client protection is of equal importance. Learners must know the consequences of client not adequately protected during salon services. The client has possible grounds to sue or claim against the salon for replacement clothes, claiming negligence

**Explain the importance of good personal presentation:**

Personal appearance should combine safety and professionalism to avoid accidents and give a positive professional image of a salon. Learners must:

- Know the importance of personal appearance and to be clean, hygienic and in accepted uniform/clothes
- Avoid wearing obtrusive jewellery which may be a hazard
- Always wear correct protective clothing
- Have a high standard of cleanliness
- Have tidy hair and nails
- Cover cuts and open wounds

**Describe the importance of preventing cross-infection and cross-infestation:**

To prevent cross-infection and cross-infestation within the salon environment, sterilisation of all tools and equipment must be undertaken to ensure complete destruction of any living micro-organisms. Learners must know how to use the sterilisation equipment within the salon, e.g. sterilisation fluids, ultra-violet cabinet, autoclave and cleaning detergents.

Examples include:

- There may be potential threat to health
- There may be potential loss of business
- To ensure the image and reputation of the salon is maintained
- Legal action may be taken against individuals or against the business

**Describe sterilisation and disinfecting methods used in salons**

Tools, equipment and work surfaces must be kept clean, well maintained and sterilised or disinfected. Sterilisation and disinfecting will prevent cross-infection/contamination. Learners must know:

- Sterilisation – the killing of organisms such as bacteria, fungi and parasites
- Disinfecting – the elimination of the most harmful microorganisms (not including their spores) from surfaces or objects

Cleaning/sterilisation	Tools	Use/Instructions
Autoclave	Metal tools for beauty, e.g. scissors, tweezers	Steam is used at high temperatures to sterilise equipment. Tools/equipment usually take 20 minutes to sterilise; autoclaves are not suitable for wooden handled tools
Chemical sterilisers	Scissors, tweezers	Mostly used in chemical jars, a solution is made following manufacturers' instructions. Tools are submerged for 20 minutes to be fully sterilised
Ultra-violet cabinet	All tools	Ultra-violet rays sterilise tools, turn tools after 20 minutes to ensure both sides are fully sterilised
Moist heat	Towels, gowns	Hot cycle on washing machine used to kill bacteria and clean effectively
Cleaning detergents	Work surfaces	Must be used at correct concentrations and is used mostly to decontaminate surfaces and air

## LO3 Understand the role of a health and safety supervisor

### **Describe the importance of how to present self and monitor others in accordance with health and safety presentation requirements:**

- Learners must maintain the level of personal presentation and hygiene to meet with legal and salon requirements. Consideration must be given to uniform, footwear, hair, jewellery and ensure PPE is used correctly for example, gloves and aprons

### **Explain how to respond to hazards and risks ensuring working practices meet legal requirements:**

- Consider environmental, occupational and human factors
- Positioning of stylist or therapist and client in order to maintain safety and reduce risks and lessen fatigue
- Handle, use and store products, materials, tools and equipment safely to meet with manufacturers' instructions
- Dispose of all types of salon waste safely to meet with legal and salon requirements and wherever possible follow eco-friendly options
- Follow electricity regulations, COSHH, RIDDOR, Manual handling, Fire precautions, First Aid
- Monitor slips, trips and falls

### **Describe how to maintain a safe salon, monitoring and supporting others in a supervisory role:**

Learners must ensure all staff

- Adhere to salon policies
- Have clean, tidy and safe standards of working
- Remove spillages, report slippery surfaces, e.g. oils, spills and remove/report obstacles
- Have clear access to work stations/beds/trolleys and equipment
- Use clean/sterilised/disinfected tools, equipment and work surfaces
- Are able to carry out a risk assessment
- Follow salon rules, e.g. no smoking, eating, drinking or drugs in salon

### **Explain the salon policy for security of staff, clients and visitors:**

- Be up to date with the systems for security
- Know emergency evacuation procedures
- Know how to store and use confidential staff and client records

## Assessment criteria

In order to pass this unit, learners must achieve all pass criteria. The pass criteria relate to the proficient demonstration of skills and knowledge. These will be evidenced in the portfolio of evidence.

<b>Learning outcome</b> The learner must:	<b>Pass</b> The learner can:
<b>LO1</b> Know the principles of health and safety	<b>P1</b> Define the three main influences on health and safety
	<b>P2</b> Explain the key vocabulary connected with health and safety
	<b>P3</b> Define the relevant health and safety laws and regulations
	<b>P4</b> Describe the importance of legislation
	<b>P5</b> Explain the legislation required for salon services
	<b>P6</b> Describe ways to achieve high standards of health and safety
	<b>P7</b> Explain the link between welfare and health and safety
	<b>P8</b> Describe the key vocabulary connected with welfare
	<b>P9</b> Describe the key factors that can affect a person's welfare
<b>LO2</b> Know health and safety requirements within the salon	<b>P10</b> Describe the purpose of health and safety requirements within the salon
	<b>P11</b> Describe the importance of working safely and hygienically within a salon
	<b>P12</b> Explain the procedure for risk assessments
	<b>P13</b> Explain how to complete a risk assessment
	<b>P14</b> Define the difference between hazards and risks within a salon
	<b>P15</b> Describe the types of accidents and emergencies that can happen in the salon environment
	<b>P16</b> Explain the roles of staff and external services when dealing with accidents and emergencies
	<b>P17</b> Define ergonomics to prevent work related complaints
	<b>P18</b> Describe the importance of personal protective equipment
	<b>P19</b> Explain the importance of good personal presentation
	<b>P20</b> Describe the importance of preventing cross-infection and cross-infestation
	<b>P21</b> Describe sterilisation and disinfecting methods used in salons
<b>LO3</b> Understand the role of a health and safety supervisor	<b>P22</b> Describe the importance of how to present self and monitor others in accordance with health and safety presentation requirements
	<b>P23</b> Explain how to respond to hazards and risks ensuring working practices meet legal requirements
	<b>P24</b> Describe how to maintain a safe salon, monitoring and supporting others in a supervisory role
	<b>P25</b> Explain the salon policy for security of staff, clients and visitors

Version	Details of amendments	Date
2	Clarification on which assessment criteria will be covered in the external examination – pages 2 and 11.	