

VTCT Skills Level 1 Certificate in an Introduction to the Hair and Beauty Sector

Accreditation start date: 1 September 2009
Credit value: 15
Total Qualification Time (TQT): 150
Guided Learning Hours (GLH): 119
Qualification number: 500/6839/8

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				
UV10343				
UV10344				
Optional units				

Qualification

Introduction

The VTCT Skills Level 1 Certificate in an Introduction to the Hair and Beauty Sector is a qualification that has been specifically designed to develop your practical skills through introducing you to the hair and beauty industries and how you should present a professional image in the salon.

To further enhance your practical skills you will have the opportunity to choose from the following hair and beauty units; plaiting or plaiting and twisting hair, shampoo and conditioning hair, hand or skin care, themed face painting, styling hair, basic make-up application, nail art application, create an image using colour or hair and beauty techniques, dressing hair, photographic make-up, providing basic manicure or pedicure treatments, colour hair using temporary colour, salon reception duties, how to follow health and safety and working with others in the hair and beauty sector, create and maintain retail displays or how to perform a head massage service.

Underpinning this qualification you will develop a sound knowledge and understanding of each unit. The purpose of this qualification is to develop your skills in both hair and beauty and will provide you with the foundation for further learning. It will also enable you to perform your own services and to assist others in the salon.

The legislations referred to within this qualification apply to UK learners. For learners outside of the UK, you should familiarise yourself with legislations that may apply to you.

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.

Prerequisite

There are no formal prerequisite qualifications that you must have prior to undertaking this qualification.

Progression

When you have successfully completed this qualification you will have the opportunity to progress to the following VTCT Skills qualifications:

- VTCT Skills Level 2 NVQ Diploma in Hairdressing
- VTCT Skills Level 2 NVQ Diploma in Barbering
- VTCT Skills Level 2 NVQ Diploma in Beauty Therapy General
- VTCT Skills Level 2 NVQ Diploma in Beauty Therapy Make-Up
- VTCT Skills Level 2 NVQ Diploma in Nail Services

Progression opportunities also exist in the form of specialist VTCT Skills vocationally related qualifications:

- VTCT Skills Level 2 Diploma in Hair and Beauty Services
- VTCT Skills Level 2 Diploma in Hair and Media Make-up
- VTCT Skills Level 2 Diploma in Beauty Specialist Techniques
- VTCT Skills Level 2 Diploma in Beauty Services
- VTCT Skills Level 2 Certificate in Nail Treatments
- VTCT Skills Level 2 Certificate in Beauty Specialist Techniques
- VTCT Skills Level 2 Certificate in Cosmetic Make-up and Beauty Consultancy
- VTCT Skills Level 2 Certificate in Beauty Services

- VTCT Skills Level 2 Certificate in Nail Technology
- VTCT Skills Level 2 Award in Nail Art
- VTCT Skills Level 2 Award in Facial Massage and Skincare
- VTCT Skills Level 2 Award in Wax Depilation
- VTCT Skills Level 2 Award in Threading Depilation
- VTCT Skills Level 2 Award in Mehndi Skin Decoration
- VTCT Skills Level 2 Award in Eyelash Perming
- VTCT Skills Level 2 Award in Thermal Auricular Therapy
- VTCT Skills Level 2 Diploma in Barbering
- VTCT Skills Level 2 Certificate in Colouring Hair
- VTCT Skills Level 2 Certificate in Barbering
- VTCT Skills Level 2 Certificate in Cutting Hair
- VTCT Skills Level 2 Award in Scalp Massage Services
- VTCT Skills Level 2 Award in Preventing Contact Dermatitis

This qualification may also lead directly into supervised employment in the hair and beauty industries. It can also provide a good platform for the opportunity of working as an apprentice.

Qualification structure

Total credits required - 15

All mandatory units must be completed. All 15 credits must be achieved, of which, a minimum of 9 must be at Level 1 or above.

Mandatory units - 6 credits

VTCT Skills unit code	Ofqual unit reference	Unit title	Credit value	GLH	Level
UV10343	R/502/3981	Introduction to the hair and beauty sector	3	25	1
UV10344	Y/502/3982	Presenting a professional image in a salon	3	25	1

Optional units - Minimum of 9 credits

VTCT Skills unit code	Ofqual unit reference	Unit title	Credit value	GLH	Level
UV30341	R/502/3804	Hair plaiting*	3	30	E3
UV30342	Y/502/3805	Plaiting and twisting hair*	3	30	1
UV30340	L/502/3803	Themed face painting	3	30	1
UV30334	T/502/3469	Create an image using colour for the hair and beauty sector	3	30	E3
UV30332	K/502/3467	Hand care**	3	30	E3
UV30333	K/502/3470	Nail art application	3	30	1
UV30335	Y/502/3464	Skin care	3	30	E3
UV30336	L/502/3753	Shampoo and conditioning	3	30	E3
UHB343	H/650/8083	Style hair using barbering techniques	3	30	1
UHB344	J/650/8084	Style hair using hairdressing techniques	3	30	1
UV30339	J/502/3797	Basic make-up application	3	30	1
UV10345	Y/502/3979	The art of dressing hair	5	30	2
UV10346	L/502/3980	The art of photographic make-up	5	30	2
UV10479	Y/600/4875	Create a hair and beauty image	3	30	1
UV10416	R/601/3557	Providing basic manicure treatment**	3	30	1
UV10417	L/601/3556	Providing basic pedicure treatment	3	30	1
UV10480	R/600/4874	Colour hair using temporary colour	3	30	1
UV10481	R/600/6334	Salon reception duties	3	22	1
UV10477	A/600/6327	Follow health and safety in the salon	3	22	1
UV10478	H/600/6323	Working with others in the hair and beauty sector	2	19	1
UV10482	Y/600/6335	Create and maintain retail displays in the salon	2	17	1
UV20400	H/601/4356	Head massage	4	30	2

*These units cannot both be selected as part of the same qualification

**These units cannot both be selected as part of the same qualification

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

Assessment explained

VTCT Skills qualifications 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 Skills and regulatory requirements.

An external quality assurer, appointed by VTCT Skills, 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 Skills unit code	Unit title	Question paper(s)	Observation(s)	Portfolio of evidence
UV10343	Introduction to the hair and beauty sector	0	✘	✓
UV10344	Presenting a professional image in a salon	0	✓	✓

Optional units

		External	Internal	
VTCT Skills unit code	Unit title	Question paper(s)	Observation(s)	Portfolio of evidence
UV30341	Hair plaiting	0	✓	✓
UV30342	Plaiting and twisting hair	0	✓	✓
UV30340	Themed face painting	0	✓	✓
UV30334	Create an image using colour for the hair and beauty sector	0	✓	✓
UV30332	Hand care	0	✓	✓
UV30333	Nail art application	0	✓	✓
UV30335	Skin care	0	✓	✓
UV30336	Shampoo and conditioning	0	✓	✓
UHB343	Style hair using barbering techniques	0	✓	✓
UHB344	Style hair using hairdressing techniques	0	✓	✓
UV30339	Basic make-up application	0	✓	✓
UV10345	The art of dressing hair	1	✓	✓
UV10346	The art of photographic make-up	0	✓	✓
UV10479	Create a hair and beauty image	0	✓	✓
UV10416	Providing basic manicure treatment	0	✓	✓
UV10417	Providing basic pedicure treatment	0	✓	✓
UV10480	Colour hair using temporary colour	1	✓	✓
UV10481	Salon reception duties	0	✓	✓
UV10477	Follow health and safety in the salon	1	✓	✓
UV10478	Working with others in the hair and beauty sector	0	✓	✓
UV10482	Create and maintain retail displays in the salon	0	✓	✓
UV20400	Head massage	0	✓	✓

Unit glossary

	Description
VTCT Skills product code	All units are allocated a unique VTCT Skills product code for identification purposes. This code should be quoted in all queries and correspondence to VTCT Skills.
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 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. However unlike Guided Learning Hours, TQT is 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 knowledge, 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.

UV10343

Introduction to the hair and beauty sector

During this unit, you will develop knowledge and understanding of the functioning of the hair and beauty industry. You will research both sectors, exploring the different types of salons, the clients that they attract, and the main treatments and services offered in hairdressing and beauty therapy. You will also research the different types of job roles, the various working patterns and the type of career opportunities available in the hair and beauty sector.

This unit is suitable for all practitioners.

For the purposes of this unit the generic term of practitioner has been used to incorporate the following roles: Barber, Beauty therapist, Complementary therapist, Hairdresser, Make-up, Massage therapist, Nail technician.

Level

1

Credit value

3

GLH

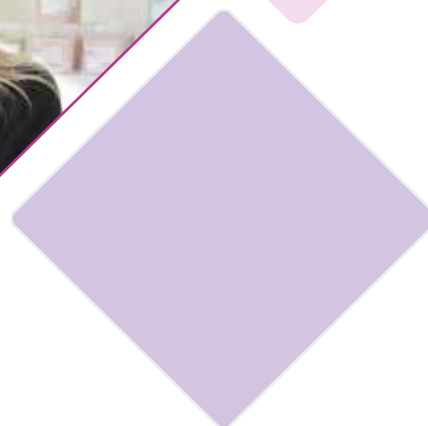
25

Observation(s)

0

External paper(s)

0



Introduction to the hair and beauty sector



Learning outcomes

On completion of this unit you will:

1. Know the career opportunities and working patterns within the hair and beauty sector
2. Know the main hairdressing services and beauty treatments

Evidence requirements

1. **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.
2. **Tutor/Assessor guidance**
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit.
3. **External paper**
There is no external paper requirement for this unit.

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*:

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

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

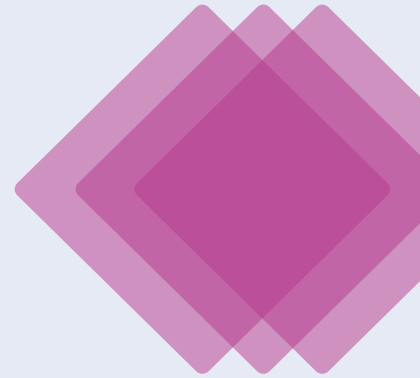
When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

*This is not an exhaustive list.



Knowledge



Learning outcome 1

Know the career opportunities and working patterns within the hair and beauty sector

You can:	Portfolio reference/ Assessor initials*
a. Identify occupational roles in the hair and beauty sector	
b. Outline the working patterns in the hair and beauty sector	
c. Identify the main career opportunities available in the hair and beauty sector and related industries	
d. Give examples of sources of information on training and career opportunities in the sector	

*Assessor initials to be inserted if orally questioned.

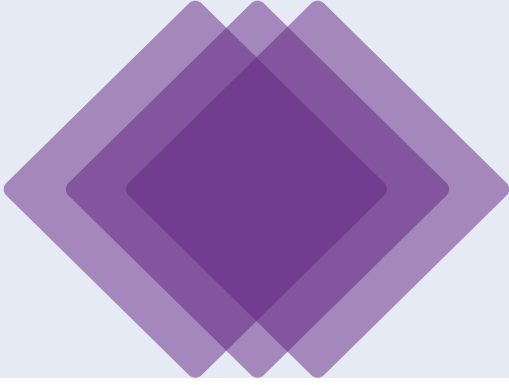


Learning outcome 2

Know the main hairdressing services and beauty treatments

You can:	Portfolio reference/ Assessor initials*
a. Identify different types of salon and the types of client they attract	
b. Outline the main hairdressing services offered by salons	
c. Outline the main beauty treatments offered by salons	

*Assessor initials to be inserted if orally questioned.



Notes

Use this area for notes and diagrams.

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.

Learning outcome 1: Know the career opportunities and working patterns within the hair and beauty sector

Job roles: Manager, receptionist, salon owner, senior staff, junior staff, employment roles and responsibilities, the structure of the organisation.

Working patterns: Full-time, part-time, modern apprentice, freelance.

Career opportunities: Management roles, receptionist, salon owner, senior staff, junior staff, freelance, sales associates, cruise liners, wellness centres, hotels, aviation industry, product educators, product creation, fashion and entertainment industry, employed, freelancing, leased premises.

Sources of information: Digital platforms, sales consultants, performance review, personal growth, industry publications, talent agencies, industry organisations for example, Hair & Beauty Industry Authority (Habia).

Learning outcome 2: Know the main hairdressing services and beauty treatments

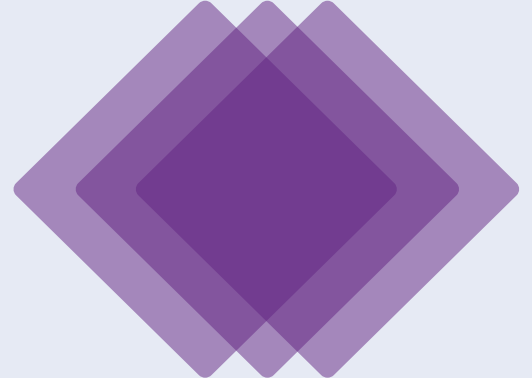
Salon types: Small business (less than five staff), large business (more than ten staff), corporate businesses, health farms, spa, freelance salon.

Hairdressing: Cutting, setting, blow-drying, hair up, colouring, perming, barbering.

Barbering: Cutting, fading, detailing, blow-drying, facial hair cutting, hot towel shaving, colouring, perming.

Beauty services: Skin care, waxing, nail treatments, make-up, eye treatments, tanning.

Notes



Use this area for notes and diagrams.

UV10344

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.

For the purposes of this unit the generic term of practitioner has been used to incorporate the following roles: Barber, Beauty therapist, Complementary therapist, Hairdresser, Make-up Artist, Massage therapist, Nail technician. The term salon refers to a fixed business location that the above practitioners may operate within.

Level

1

Credit value

3

GLH

25

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 communicate in a salon environment
2. Be able to present a professional image and maintain personal hygiene in a salon

Evidence requirements

1. **Environment**
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. **Simulation**
Simulation is not allowed in this unit.
3. **Observation outcomes**
Competent performance of Observation outcomes must be demonstrated 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.
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.

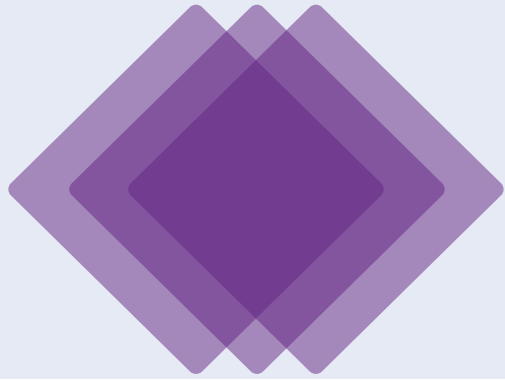
Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

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

The client requirements for practical observations within this unit are not gender specific.

Achieving range

There is no range section that applies to this unit.



Observations

Learning outcome 1

Be able to communicate in a salon environment

You can:

- a. Communicate professionally in a salon environment to meet the needs of different people

*May be assessed through oral questioning.

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



Learning outcome 2

Be able to present a professional image and maintain personal hygiene in a salon

You can:

- a. Present a professional image in line with salon policy

*May be assessed through oral questioning.

Observation	1	2	3	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*:

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

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

*This is not an exhaustive list.



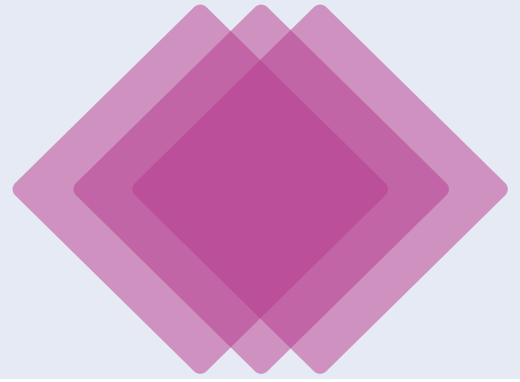
Knowledge

Learning outcome 1

Be able to communicate in a salon environment

You can:	Portfolio reference/ Assessor initials*
b. Identify the effects of positive and negative attitudes and behaviours	

*Assessor initials to be inserted if orally questioned.



Learning outcome 2

Be able to present a professional image and maintain personal hygiene in a salon

You can:	Portfolio reference/ Assessor initials*
b. Identify how to promote a professional image in a salon	
c. Identify how to maintain personal hygiene	

*Assessor initials to be inserted if orally questioned.

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.

Learning outcome 1: Be able to communicate in a salon environment

Communication:

Verbal – speaking manner and tone, professional, supportive, respectful, sensitive to client, appropriate vocabulary and open questioning related to treatment/service.

Non-verbal – eye contact, body language, listening.

Written – electronic, digital or paper-based, clear and concise, attention to spelling, grammar and presentation of written information.

Visual aids – photographs, colour charts, digital media, magazines and images, can provide inspiration and assist the client's understanding.

Adapting and tailoring approaches – for different clients, for example, new and existing clients, according to age, health conditions.

Clarification – checking client understanding of proposed treatment/service and expected outcomes, checking client's comfort and wellbeing throughout the treatment/service.

Positive attitudes and behaviour towards other people:

Examples of positive attitude – adopt a positive expressive manner/body language, nod in agreement, maintain eye contact, positive behaviour, teamwork, efficient working practices, efficient use of time, professional manner towards clients and other salon staff, job satisfaction.

Outcome of positive attitude – client satisfaction, pride in work, good team morale, increased client loyalty, increased salon profitability, respect for self and others.

Negative attitude/behaviour towards other people:

Examples of negative attitude – negative facial expressions, frowning, avoiding eye contact, arms folded, slouching, shoulder shrugging, abrupt and unhelpful responses, tense salon atmosphere.

Outcome of negative attitude – create an uncomfortable or awkward environment for clients and colleagues, low staff morale, unpleasant atmosphere/working environment, unpleasant client experience, loss of clients and salon reputation, risk of unemployment and potential loss of business.

Learning outcome 1: Be able to communicate in a salon environment (continued)

Adapting communication to suit different people:

Use a level of vocabulary to suit your client, avoid technical language/ jargon, keep to the subject matter, pronounce words distinctly, vary pitch of voice for client, adapt language style to suit the audience, allow opportunities for others to express their views, adopt a professional and informative approach with all clients, ensuring they understand you as you go along, use a variety of different communication methods to ensure you are fully understood, use inclusive language.

Key considerations when dealing with all clients:

Greet the client respectfully and in a friendly manner, communicate with the client in a way that makes them feel valued and respected, treat the client courteously and be helpful at all times, check client comfort regularly throughout service, avoid over familiarity, adapt your behaviors to respond effectively to different client behaviors.

Key considerations when dealing with clients with health conditions or impairments:

Hearing impaired – use visual aids and clear speech, face client, allow for lip reading, hearing loop.

Visually impaired – use clear speech, use descriptive language, tactile surfaces.

Physical disability – sit at client's level, communicate in the same way you communicate with every other client.

Learning outcome 2: Be able to present a professional image and maintain personal hygiene in a salon

Professional ethical conduct: Follow health and safety and organisational policies and procedures and code of conduct, demonstrate integrity, respect, flexibility and adaptability, co operate with others, value client(s), use appropriate language, maintain a polite, cheerful and welcoming manner (friendly facial expressions, positive attitude, eye contact, open body language), maintain confidentiality, demonstrate respect for clients, colleagues and competitors, avoid gossip, take pride in work, maintain punctuality, uphold employer and client loyalty, work within limits of own authority and ability.

Practitioner health and well-being:

Maintain correct posture when performing services, sitting, lifting and carrying, use working methods to avoid work related injuries, for example, Repetitive Strain Injury (RSI), perform regular hand exercises, maintain correct standing posture, even weight distribution, ensure own positioning delivers appropriate techniques, prevents injury, promotes optimum results, allows for visual checks, maintain appropriate space between client and self. Regular water/rest breaks to prevent dehydration and fatigue. Prevent contact dermatitis – wear gloves when using chemicals, wash and dry hands regularly and use moisturiser/barrier cream as appropriate.

Client: Position to achieve accurate service, comfort and minimise fatigue and injury, sat upright, back straight and supported, two feet flat on floor, legs uncrossed, avoid getting clothing wet, avoid excess pressure on the neck (backwash/basin, front wash basins) provide with a towel to prevent products entering eyes.

Work area: Prepare in accordance with organisational requirements and health and safety standards, clean and hygienic – clean/disinfect/sanitise/sterilise work area, tools and equipment, sufficient ventilation, appropriate room temperature, lighting, ambience, music, hygienic set up of chair and trolley, effective, ergonomic positioning of necessary products, tools and equipment to allow for ease of access, movement and safe practice.

Infection Prevention: Prevention of cross-infection, for example, hand hygiene – hand-washing, hand sanitising, respiratory hygiene, cough etiquette, use of PPE, cleaning, sanitisation, disinfection, sterilisation, waste disposal.

Management of health and safety at work: Clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/disinfect/sanitise/sterilise work areas/surfaces, equipment and tools as appropriate, no smoking/vaping, eating, drinking or drugs.



Learning outcome 2: Be able to present a professional image and maintain personal hygiene in a salon (continued)

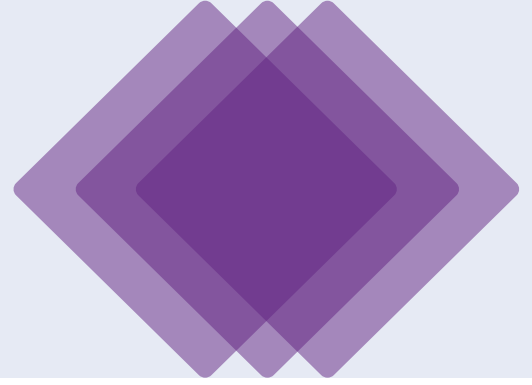
General hygiene: Clean/disinfect work area/surfaces, clean/sterilise/sanitise tools and equipment, fresh towels for each client, place dirty towels in a covered bin, dispense products with a pump or spray, use disposables as appropriate to service, no smoking/vaping, maintain personal hygiene, replace loose lids (uncapped bottles and pots) sanitise hairdresser/barber's hands before, during and after services.

Working in accordance with current health and safety legislation: Health and Safety at Work Act, Management of Health and Safety at Work Regulations, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), Health and Safety (First Aid) Regulations, Manual Handling Operations Regulations, Control of Substances Hazardous to Health Regulations (COSHH), Personal Protective Equipment at Work Regulations (PPE), Electricity at Work Regulations, Workplace (Health, Safety and Welfare) Regulations, Provision and Use of Work Equipment Regulations, Equality Act, Data Protection Act (UK General Data Protection Regulations (GDPR)), Environmental Protection Act.

Professional appearance: Clean professional uniform, unobtrusive jewellery or piercings, hair clean and styled, closed in footwear, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant, avoid use of overpowering fragrance), oral hygiene (clean teeth, fresh breath), nails (appropriate in length, clean, in good condition and maintained).

Client preparation and care: Preparing for and performing a service taking into account any specific requirements and diverse needs the client may have, working in accordance with current equality legislation. Before/during treatment – wash and sanitise hands between clients, cover cuts and wounds with plaster, wear personal protective equipment.

Notes



Use this area for notes and diagrams.
