

National Unit Specification: general information

UNIT Hairdressing: Employability Skills (Intermediate 1)

CODE DX0K 10

COURSE Hairdressing (Intermediate 1)

SUMMARY

This Unit has been designed as a mandatory Unit of the *Hairdressing (Intermediate 1) Course* and should be taken as part of that Course.

This Unit focuses on the employability skills identified by employers in the hairdressing industry. On completion of this Unit candidates will be able to demonstrate a positive approach when interacting with others, including customers. This positive approach should include communicating appropriately, working as a member of a team, and having respect and consideration for others. Candidates will also develop the ability to review their own progress, identify strengths and weaknesses and identify their own development needs. These skills are transferable to other employment areas and will in general enhance candidate's employability.

This Unit is suitable for those who have no previous qualifications or experience and wish to gain an introductory qualification as part of a general education or as a first step to more specialised study.

OUTCOMES

- 1 Interact positively with customers in a hairdressing salon environment.
- 2 Establish and maintain good working relationships with others in a hairdressing salon environment.
- 3 Review own performance and identify areas for improvement in specified employability skills.

RECOMMENDED ENTRY

Entry is at the discretion of the centre.

Administrative Information

Superclass: HC

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CREDIT VALUE

1 credit at Intermediate 1 (6 SCQF credit points at SCQF level 4*).

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

CORE SKILLS

There is no automatic certification of Core Skills in this Unit.

Opportunities for developing aspects of Core Skills are highlighted in *Guidance on Learning and Teaching Approaches for this Unit*.

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Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit Specification. All sections of the statement of standards are mandatory and cannot be altered without reference to the Scottish Qualifications Authority.

OUTCOME 1

Interact positively with customers in a hairdressing salon environment.

Performance Criteria

- (a) Meet specified salon standards for appearance and behaviour.
- (b) Communicate with customers politely and clearly at all stages of the interaction.
- (c) Ask appropriate questions to establish customer needs.
- (d) Respond to customers' questions and seek help from others where necessary.

OUTCOME 2

Establish and maintain good working relationships with others in a hairdressing salon environment.

Performance Criteria

- (a) Carry out agreed duties as part of a team.
- (b) Ensure that communication with others is clear, accurate and positive.
- (c) Listen and respond appropriately to others.
- (d) Give help and assistance to others when needed.
- (e) Ask for help and advice from others when needed.

OUTCOME 3

Review own performance and identify areas for improvement in specified employability skills.

Performance Criteria

- (a) Identify own strengths and weaknesses in specified employability skills.
- (b) Gather feedback from others on specific aspects of own skills and abilities.
- (c) Identify areas for improvement in specified employability skills and set relevant goals.
- (d) Evaluate progress in achieving goals over a set period of time.

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EVIDENCE REQUIREMENTS FOR THIS UNIT

Performance evidence and written/oral recorded evidence which covers all the Outcomes and Performance Criteria is required.

Outcomes 1 and 2 — Performance Evidence

Candidates will be required to demonstrate by practical activity, interaction with customers on a minimum of **two** occasions that they are able to:

- ◆ meet specified salon standards for appearance and behaviour
- ◆ communicate with customers politely and clearly at all stages of the interaction
- ◆ ask appropriate questions to establish customer needs
- ◆ respond to customers' questions and seek help from others where necessary

Candidates will be required to demonstrate by practical activity, interaction with others in a team on a minimum of **two** occasions that they are able to:

- ◆ carry out agreed duties as part of a team
- ◆ ensure that communication with others is clear, accurate and positive
- ◆ listen and respond appropriately to others
- ◆ give help and assistance to others when needed
- ◆ ask for help and advice from others when needed

Assessor observation checklists should be used to provide evidence of performance and should be based on observation, on an ongoing basis, in the hairdressing salon environment.

Practical activities should be carried out either in a realistic working environment or real workplace, which involves working with customers and working with others in a team, and develops good working practice.

Outcome 3 — Candidate Review Sheets

Evidence Requirements for Outcome 3 should take the form of **four** completed candidate review sheets which will give candidates an opportunity to record their personal development. One will be based on an early review, two are to be completed throughout the programme and the fourth will be based on a review carried out towards the end of candidate's programme of activities.

It is expected that, at this level, candidates will be given support and guidance from the assessor/person responsible before completing the final review.

When delivering this Unit as part of the *Hairdressing (Intermediate 1) Course*, opportunities will occur throughout the course to identify, develop and practise the relevant skills. It will therefore be appropriate that assessment of this Unit is integrated with practical activities throughout the Course.

The NAB pack provided for this Unit illustrates the standard that should be applied. It includes assessor checklists for Outcomes 1 and 2 and candidate review sheets for Outcome 3, which include the specified employability skills. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard.

National Unit Specification: support notes

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This part of the Unit Specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

GUIDANCE ON THE CONTENT AND CONTEXT FOR THIS UNIT

This Unit focuses on the employability skills identified by employers in the hairdressing industry. It is essential to emphasise the development of the skills identified in the Outcomes in order to ensure that candidates understand the importance of how they interact with customers and others if they wish to progress in this vocational area and make a positive contribution when working in a hairdressing salon.

The Unit also gives candidates the opportunity to take responsibility for improving their performance by identifying areas where personal development is required through self evaluation, taking feedback from others, setting goals for improvement, reflecting and evaluating. These skills are transferable to other employment areas and will in general enhance candidate's employability.

Employability Skills

During this Unit, in addition to the specific vocational skills developed and assessed, candidates will have opportunities to develop the following employability skills:

- ◆ a positive attitude*
 - a willingness to learn
 - an interest in hairdressing
 - drive and commitment
- ◆ good timekeeping*
- ◆ appropriate appearance*
- ◆ customer care skills*
- ◆ good verbal communication*
- ◆ good listening skills*
- ◆ ability to work in a team*
- ◆ respect and consideration for others*
- ◆ ability to follow instructions*
- ◆ ability to multi-task
- ◆ timeliness (showing a good sense of time)
- ◆ awareness of Health and Safety Procedures
- ◆ awareness of salon conditions
- ◆ awareness of salon roles and responsibilities
- ◆ confidence to seek feedback*
- ◆ review and self evaluation skills*

Achievement in a number of these employability skills (those marked with an asterisk*) will be clearly identified as a result of the evidence generated through the assessment activities for this Unit.

National Unit Specification: support notes (cont)

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Practical activities should be carried out either in a realistic working environment or real workplace, which involves working with customers, working with others in a team and develops good working practice. This unit is not suitable for delivery in a conventional classroom setting.

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

When delivering this Unit as part of the *Hairdressing (Intermediate 1) Course*, opportunities will occur throughout the course to identify, develop and practice the relevant skills. It is therefore recommended that delivery of this Unit is integrated throughout the Course.

Candidates should receive an induction to the Unit which explains the requirements of the Unit and the ways in which they can generate evidence.

It will be important to ensure that candidates taking this Unit are provided with advice and guidance on what is expected of them when they are working in the hairdressing industry. Candidates must be given clear information, advice and guidance about what their role is within the organisation with regards to:

- ◆ appearance (eg specified salon dress code, hygiene, hair, make-up)
- ◆ attitude (eg willingness to learn, interest in hairdressing, drive and commitment)
- ◆ behaviour (eg timekeeping, respect and consideration for others, awareness of Health and Safety procedures)
- ◆ customer care (eg dealing with customers' needs/enquiries, communication)
- ◆ working in a team (eg good verbal communication, good listening skills, ability to follow instructions, timeliness (showing a good sense of time), ability to multi-task, helping with general salon duties)

It is also important that candidates get support and feedback from a responsible person on their self evaluation and progress. Feedback should highlight aspects where candidates did well and areas that require to be improved. Discussion with candidates, using the feedback, will help candidates to identifying action points for improvement.

It is expected that, at this level, candidates will be given support and guidance from the assessor/person responsible before progressing to assessment.

Core Skills

In this Unit, candidates will develop skills valued by employers. Candidates will carry out practical activities in the salon which will involve dealing with customers, listening, seeking advice, collecting and organising information from stylists, dealing with charges and handling payments. These are good opportunities for developing Core Skills in Communication, Working with Others and Numeracy. Candidates will also be encouraged to take responsibility for improving their own performance through self evaluation, taking feedback from others, setting goals for improvement, reflecting and evaluating. These are good opportunities for developing Core Skills in Communication and Problem Solving.

The opportunity could be taken during this Unit to emphasise that the employability skills and the relevant Core Skills indicated above, are skills that apply to a wide range of situations both in everyday life and in employment.

National Unit Specification: support notes (cont)

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GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

The evidence requirements are fully expressed in the mandatory section of this Unit Specification.

It is recommended that, when this Unit is being taken as part of the *Hairdressing (Intermediate 1) Course*, assessment is integrated with practical activities throughout the Course. This means that the necessary evidence can be gathered at appropriate points during the Course rather than in a restricted 40 hour block.

Opportunities to gather evidence can be found in the activities undertaken in the *Hairdressing: Salon Awareness*, *Hairdressing: Working in the Salon* and *Hairdressing: Creativity* Units.

When this Unit is being taken as part of the *Hairdressing (Intermediate 1) Course*, it is recommended that, performance evidence for Outcomes 1 and 2 of this Unit is integrated with performance evidence for Outcomes 2 and 3 of the *Hairdressing: Salon Awareness* Unit. The second and third candidate reviews could be integrated with performance evidence for the *Hairdressing: Working in the Salon* Unit and the fourth candidate review could be integrated with performance evidence for the *Hairdressing: Creativity* Unit.

Assessor observation checklist and other assessment records should be maintained and kept up to date to keep track of candidate progress and to provide evidence for internal and external moderation purposes.

The NAB pack provided for this Unit illustrates the standard that should be applied. It includes an assessor checklist for Outcomes 1 and 2 and candidate review sheets for Outcome 3, which includes the specified employability skills. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard.

CANDIDATES WITH DISABILITIES AND/OR ADDITIONAL SUPPORT NEEDS

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative Outcomes for Units. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* (www.sqa.org.uk).