
Overview

This standard is about preparing for hairdressing and or barbering services and maintaining work areas.

To carry out this standard, you will need to maintain health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance and demonstrate good communication skills.

The main outcomes of the standard are:

- 1 prepare for hair services
- 2 maintain the work area for hair services

**Performance
criteria**

Prepare for hair services

- You must be able to:
- P1 maintain your responsibilities for health and safety throughout the service
 - P2 prepare your client to meet salon's requirements
 - P3 wear personal protective equipment, when required
 - P4 set up materials, tools and equipment for hair services following the stylist's instructions
 - P5 make sure that materials, tools, equipment and work area are ready in time for the service
 - P6 make sure that all tools for hair services are cleaned using the correct methods
 - P7 obtain any client records in time for consultation by the stylist

Maintain the work area for hair services

- You must be able to:
- P8 dispose of hair and waste materials
 - P9 check and clean equipment according to manufacturers' instructions and your salon's requirements
 - P10 make sure that there are enough clean towels and gowns to last through the working day
 - P11 keep stocks of products and other items needed for hair services replenished to the levels required by your salon
 - P12 store records, materials and equipment in the required place
 - P13 clean work surfaces leaving the work area in a suitable condition for further services

Knowledge and understanding

Prepare for hair services

You need to know and understand:

- K1 your responsibilities for **health and safety** as defined by any specific legislation covering your job role
- K2 general salon hygiene principles in relation to floors and seating, working surfaces, mirrors and salon equipment
- K3 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K4 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K5 why it is important to use personal protective equipment
- K6 the type of personal protective equipment available
- K7 your salon's requirements for work area preparation and maintenance, including the checking and cleaning of equipment
- K8 what contact dermatitis is, and how to avoid developing it whilst carrying out services
- K9 how to clean, disinfect and sterilise different types of tools for the different hair services such as metals, plastic, wood, electrical
- K10 the difference between sterilising and disinfecting
- K11 the importance of the correct storage of client records in relation to the Data Protection Act
- K12 the importance of and reasons for keeping records of hair services

Maintain the work area for hair services

You need to know and understand:

- K13 the importance of following your stylist's instructions
- K14 the importance of checking you have understood the instructions given by the stylist
- K15 how to dispose of waste materials and products from hair services
- K16 the types of products, materials, tools and equipment required for hair services offered by your salon
- K17 how to set up materials, tools and equipment for the hair services offered by your salon

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- K18 how and where to store materials, tools and equipment
 - K19 the importance of following suppliers' and manufacturers' instructions for the safe use of equipment, materials and products
 - K20 the importance of checking and replenishing stock items
 - K21 the condition in which the work area should be left ready for further services

Additional information

**Scope/range related
to knowledge and
understanding**

- | | |
|----------|---|
| 1 | Health and safety

your responsibilities for health and safety as defined by any specific legislation covering your job role |
| 1.1 | Health and Safety at Work Act |
| 1.2 | The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR) |
| 1.3 | The Health and Safety (First Aid) Regulations |
| 1.4 | The Regulatory Reform (Fire Safety) Order |
| 1.5 | The Manual Handling Operations Regulations |
| 1.6 | The Control of Substances Hazardous to Health Regulations (COSHH) |
| 1.7 | The Electricity at Work Regulations |
| 1.8 | The Environmental Protection Act |
| 1.9 | The Management of Health and Safety at Work Regulations |
| 1.10 | The Health and Safety (Information for Employees) Regulations |

Values

- 1 The following Key Values underpin the delivery of services in the hair and barbering sector:
 - 1.1 a willingness to learn
 - 1.2 the completion of services in a commercially viable time
 - 1.3 meeting both organisational and industry standards of appearance
 - 1.4 ensuring personal hygiene and protection meets accepted industry and organisational requirements
 - 1.5 a flexible working attitude
 - 1.6 a team worker
 - 1.7 maintaining customer care
 - 1.8 a positive attitude
 - 1.9 a professional attitude
 - 1.10 good verbal and non-verbal communication skills
 - 1.11 the maintenance of effective, hygienic and safe working methods
 - 1.12 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product
 - 1.13 adherence to workplace health, safety and security measures

Behaviours

- 1 The following **behaviours** underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual
 - 1.1 meeting the salon's standards of behaviour
 - 1.2 greeting the client respectfully and in a friendly manner
 - 1.3 communicate with the client politely and courteously
 - 1.4 identifying and confirming the client's expectations
 - 1.5 responding positively to the clients' questions and comments
 - 1.6 keeping the client informed and reassured
 - 1.7 responding to a client seeking assistance
 - 1.8 quickly locating information that will help the client
 - 1.9 dealing with problems within the scope of your responsibilities and job role
 - 1.10 show clients and colleagues respect at all times and in all circumstances
 - 1.11 quickly seeking assistance from a senior member of staff when required
 - 1.12 giving the client the information they need about the services or products offered by the salon

Glossary**1 Manufacturers' instructions**

Guidance issued by manufacturers' or suppliers' of products or equipment concerning their safe and efficient use.

2 Personal Protective Equipment (PPE)

You are required to use and wear the appropriate protective equipment or clothing when using or working with chemicals such as colours and perms. Protective gloves and aprons are the normal requirement for these types of activities

3 Salon requirements

Any hairdressing procedures or work rules issued by salon management

4 Sterilisation

The total destruction of microorganisms

5 Disinfection

Inhibits the growth of disease causing microorganisms (except spores) using chemical agents.

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