



## National Unit Specification: general information

**UNIT** Hairdressing: Working in a Salon Environment (Intermediate 2)

**CODE** F343 11

**COURSE** Hairdressing (Intermediate 2)

### SUMMARY

This Unit has been designed as a mandatory Unit of the *Hairdressing (Intermediate 2)* Course and can also be taken as a free-standing Unit.

This Unit enables candidates to develop an understanding of and experience the working environment of a trainee hairdresser.

Candidates will participate in a number of activities which will help them to develop knowledge and understanding of relevant aspects of current health and safety legislation. They will carry out risk assessment, general salon duties, maintain the salon environment, and develop reception skills.

On completion of this Unit candidates will be able to demonstrate a positive approach when interacting with others, including customers and while reviewing their own progress, and identifying strengths and weaknesses and their own development needs in relation to specified employability skills.

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 a first step to more specialised study. This Unit will also offer progression for candidates who have successfully completed the Intermediate 1 Hairdressing Course.

### OUTCOMES

- 1 Demonstrate knowledge and understanding of relevant health and safety requirements in a hairdressing salon.
- 2 Carry out general salon duties in a hairdressing salon environment while working as a member of a team.
- 3 Carry out reception duties in a hairdressing salon environment.
- 4 Review own performance in relation to the development of specified employability skills.

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### Administrative Information

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## **National Unit Specification: general information (cont)**

**UNIT**        Hairdressing: Working in a Salon Environment (Intermediate 2)

### **RECOMMENDED ENTRY**

Entry is at the discretion of the centre.

### **CREDIT VALUE**

1 credit at Intermediate 2 (6 SCQF credit points at SCQF level 5\*).

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

## **National Unit Specification: statement of standards**

### **UNIT        Hairdressing: Working in a Salon Environment (Intermediate 2)**

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**

Demonstrate knowledge and understanding of relevant health and safety requirements in a hairdressing salon.

##### **Performance Criteria**

- (a) Identify and describe current legislation relevant to health and safety in the salon.
- (b) Identify potential hazards and risks in the salon.
- (c) Carry out a risk assessment for specified tasks in the salon.

#### **OUTCOME 2**

Carry out general salon duties in a hairdressing salon environment while working as a member of a team.

##### **Performance Criteria**

- (a) Meet specified salon standards for timekeeping, appearance and behaviour.
- (b) Carry out agreed duties as part of a team.
- (c) Follow salon procedures relating to agreed duties.
- (d) Listen and respond appropriately to others.
- (e) Complete all duties in a way that contributes to the smooth running of the salon.
- (f) Work safely while carrying out agreed duties.

#### **OUTCOME 3**

Carry out reception duties in a hairdressing salon environment.

##### **Performance Criteria**

- (a) Communicate with customers politely and clearly.
- (b) Ask appropriate questions to respond to customer needs.
- (c) Respond to telephone calls following organisational procedure.
- (d) Make appointments following organisational procedure.
- (e) Handle payments following organisational procedure.
- (f) Comply with legislation relating to customer records.

## National Unit Specification: statement of standards (cont)

### UNIT Hairdressing: Working in a Salon Environment (Intermediate 2)

#### OUTCOME 4

Review own performance in relation to the development of specified employability skills.

#### Performance Criteria

- (a) Identify own strengths and weaknesses in specified employability skills.
- (b) Gather feedback from others on specified employability skills.
- (c) Identify areas for improvement in specified employability skills and set relevant goals.
- (d) Evaluate progress in achieving identified goals.

#### EVIDENCE REQUIREMENTS FOR THIS UNIT

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

The term *customer* is used in this Unit to mean a visitor to a salon who may purchase a product and/or become a client (ie a person receiving a hairdressing treatment). It is important to note that, while a variety of individuals (for example, candidates' peers, or other students of the centre) may act as customers for both formative activities and summative assessments, practical activities must be carried out either in a realistic working environment or real workplace. This will involve working with customers, working with others in a team and will develop good working practice.

#### Outcome 1: Assignment

An assignment will be set which candidates will complete in open-book conditions. Evidence may be gathered throughout the Unit and final selection of items for inclusion in a folio should take place towards the end of the Unit.

The folio must contain:

- ◆ a brief description of the main pieces of legislation which are relevant to health and safety in the salon
- ◆ a list (or completed form) that accurately identifies potential hazards and risks in the salon
- ◆ a completed risk assessment for four specified hazards in the salon, which accurately assigns them a risk rating and defines how these could be prevented. The specified hazards are: use of shampoo products, mixing colour products, use of colour products, use of electrical equipment.

## National Unit Specification: statement of standards (cont)

### UNIT Hairdressing: Working in a Salon Environment (Intermediate 2)

#### Outcome 2: Performance Evidence

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

- ◆ meet specified salon standards for timekeeping, appearance and behaviour
- ◆ carry out agreed duties as part of a team
- ◆ follow salon procedures relating to agreed duties
- ◆ listen and respond appropriately to others
- ◆ complete all duties in a way that contributes to the smooth running of the salon
- ◆ work safely while carrying out agreed duties

The duties will be agreed with teacher/lecturer and must include all of the following:

- ◆ preparing work areas and trolleys
- ◆ shampooing and conditioning hair
- ◆ maintaining a towel supply
- ◆ day to day cleaning of the salon
- ◆ client care

#### Outcome 3: Performance Evidence

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

- ◆ communicate with customers politely and clearly
- ◆ ask appropriate questions to respond to customer needs
- ◆ respond appropriately to telephone calls following organisational procedure
- ◆ make appointments following organisational procedure
- ◆ handle payments following organisational procedure
- ◆ comply with legislation relating to customer records

Assessor observation checklists must be used to provide evidence of performance.

#### Outcome 4: Candidate Review Sheets

Evidence Requirements for Outcome 4 should take the form of **one** completed candidate review which will give candidates an opportunity to record the development of their employability skills. This review should be carried out towards the end of candidate's programme of activities for this Unit.

Candidates will identify their strengths and weaknesses and get feedback from their teacher/lecturer. They will then identify three employability skills they intend to develop further in the future to improve their employability skills profile. They will also identify which one of these three is most important to them, where they have improved most and where they need further development. If they have completed other Units in the Hairdressing Intermediate 2 Course, they will have the opportunity to look at previous reviews and how they have improved.

## **National Unit Specification: statement of standards (cont)**

### **UNIT**      Hairdressing: Working in a Salon Environment (Intermediate 2)

The National Assessment Bank (NAB) pack provided for this Unit illustrates the standard that should be applied. It includes an assignment brief and assignment feedback sheet for Outcome 1, assessor checklists for Outcomes 2 and 3 and candidate review sheets showing the specified employability skills for Outcome 4. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard,

## National Unit Specification: support notes

### UNIT      Hairdressing: Working in a Salon Environment (Intermediate 2)

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 is designed to help candidates gain an understanding of the working environment they are likely to experience in the hairdressing salon.

The Unit will introduce candidates to relevant aspects of health and safety, risk assessment, general salon duties and reception skills. Candidates will also have an opportunity to review their own progress, identify strengths and weaknesses and use these to plan their own development needs.

Key areas of knowledge are:

- ◆ conditions of work eg hours of work, dress code, personal conduct
- ◆ how to work safely in the salon
- ◆ hygiene procedures
- ◆ knowledge of the requirements of appropriate current health and safety legislation and where to get further information on:
  - Health and Safety at Work Act
  - Control of Substances Hazardous to Health [COSHH] Regulations
  - Electricity at Work Regulations
  - Provision and Use of Work Equipment Regulations
  - Personal Protective Equipment [PPE] at Work Regulations
  - Manual Handling Operations Regulations
  - Data Protection Act
- ◆ the difference between a hazard and a risk
- ◆ how to identify hazards in the salon and hazard avoidance
- ◆ how to carry out a risk assessment
- ◆ risks present in the salon environment and how to minimise these
- ◆ salon procedures relating to agreed duties – specific services, client preparation
- ◆ basic resources required for specific services
- ◆ organisational requirements relating to treatment areas, storage and disposal
- ◆ product knowledge - salon's range of shampoos, conditioners, styling, finishing products, colour products
- ◆ basic reception skills — answering telephone, making appointments, handling payments
- ◆ effective communication
- ◆ how to respond appropriately to others

Candidates will participate in a number of activities which will help them to develop knowledge and understanding of working safely and of current health and safety legislation. Candidates should have knowledge of the legislation and be aware of how it affects everyday practice in the salon. They will be expected to develop an understanding of their responsibilities with regard to health and safety and be able to check their own working practices and working areas for any risks to themselves or others. They should be able to identify hazards which can occur in the salon and to carry out risk assessment in relation to four specified hazards.

## National Unit Specification: support notes (cont)

### UNIT      Hairdressing: Working in a Salon Environment (Intermediate 2)

Candidates will undertake activities which will help them to develop knowledge and understanding of general salon duties. These activities will give candidates the ideal opportunity to identify salon roles and responsibilities and to understand the importance of working as a member of the salon team. Examples of such activities are, preparing clients for a variety of services, preparing work areas and trolleys, shampooing and conditioning hair, maintaining a towel supply, day to day cleaning of the salon, providing refreshments and client care.

In Outcome 3 candidates will have the opportunity to develop reception skills — greeting clients, answering the telephone; making appointments and handling payments. This will give candidates an opportunity to sample this type of work and may prove to be a career within the hairdressing industry they wish to pursue.

The employability skills and behaviours identified by employers are an important part of the content of this Unit. Candidates will learn the importance of working within their agreed role, acting responsibly, oral communication, customer care, listening skills, following instructions, working in a team and having respect and consideration for others. Candidates should be made aware that these are essential employability skills in hairdressing.

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

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

- ◆ positive attitude and willingness to learn\*:
  - showing an interest in hairdressing
  - showing drive and commitment
- ◆ good timekeeping\*
- ◆ appropriate appearance\*
- ◆ customer care skills\*
- ◆ good communication skills — listening and talking\*
- ◆ ability to work in a team\*
- ◆ showing respect and consideration for others\*
- ◆ ability to follow instructions\*
- ◆ ability to multi-task\*
- ◆ timeliness (showing a good sense of time)\*
- ◆ knowledge of health and safety procedures\*
- ◆ awareness of salon conditions\*
- ◆ awareness of salon roles and responsibilities\*
- ◆ exploring own creativity
- ◆ 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)**

### **UNIT      Hairdressing: Working in a Salon Environment (Intermediate 2)**

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 will develop good working practice. This Unit is not suitable for delivery in a conventional classroom setting.

#### **GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT**

The requirements of the Unit should be discussed with candidates as part of the induction to the Unit. The main approach to learning and teaching should be practical and experiential. Candidates should be encouraged to learn through a variety of experiences and activities which are designed to enhance their awareness of salon conditions. Each part of learning/teaching should incorporate both theory and practice, to facilitate learning.

In Outcome 1 candidates will have to demonstrate knowledge of relevant current health and safety legislation, followed by hazard identification and risk assessment practice which will enable the candidate to practise and gain confidence before progression to summative assessment. Candidates should understand the importance of evaluating their own work practices and that they have a responsibility not just to themselves but to others in the salon — clients, colleagues. Candidates should demonstrate that in their everyday work they take appropriate measures to reduce risks to health and safety while working in the salon. Completion of a risk assessment, assigning a risk rating and defining how these could be prevented should focus on use of shampoo products, mixing and use of colour products and use of electrical equipment. The learning and teaching should be arranged to allow candidates to build a folio of information. As far as possible, this should be candidate-centred activity. Fact finding activities could be based on individual, group or whole class research. Some of the learning could be through using the Internet.

Centres are encouraged to take opportunities to integrate the required knowledge of health and safety legislation in a real context. Simulated activities could be set up which clearly demonstrate potential hazards and risks which may be found in a working salon environment. Legislation could be explained in relation to the use of products and equipment in the salon. In this way the health and safety will not only be more relevant but will be more easily understood and remembered. Candidates could be asked, in groups, to carry out simple risk assessments in the salon and report back to the class. The emphasis should always be on the practice of working safely.

In Outcomes 2 and 3 candidates should be encouraged to develop good working practices which meet both organisational and national health and safety policies and procedures. Good working practice will be developed as a result of working with others and undertaking activities within their agreed role in the salon. Examples of such activities are, preparing clients for a variety of services, preparing work areas and trolleys, shampooing and conditioning hair, maintaining a towel supply, day to day cleaning of the salon, providing refreshments, client care and assisting others, answering the telephone, making appointments, handling payments.

In addition to the vocational content, candidates should be encouraged to focus on the general employability skills identified by employers. They should be encouraged to appreciate that these are important both in gaining employment and in progressing in the workplace. Talks from visiting speakers will not only reinforce the importance of employability skills but will give candidates the opportunity to explore possible career paths available to them.

## **National Unit Specification: support notes (cont)**

### **UNIT      Hairdressing: Working in a Salon Environment (Intermediate 2)**

Candidates should experience realistic workplace conditions and should be encouraged to perform tasks and conduct themselves in a manner appropriate to the workplace. It is important to encourage candidates throughout the Unit to evaluate their own work and progress. They should be encouraged to seek advice and set themselves goals to build competence and confidence.

The Unit, therefore, should incorporate a variety of approaches to learning and teaching which may include:

- ◆ tutor presentations
- ◆ group work and discussion
- ◆ practical activities
- ◆ video presentations
- ◆ visiting speakers
- ◆ visits to workplaces
- ◆ handouts
- ◆ individual and group research
- ◆ reflection and evaluation
- ◆ simulated activities

Achievement of this Unit will be dependant on candidates being able to carry out practical activities either in a realistic working environment or real workplace, which involves working with customers, working with others in a team and will develop good working practice.

### **CORE SKILLS**

In this Unit candidates will carry out practical activities, reception duties and customer care duties, which involve listening, seeking advice and talking to customers. These are good opportunities for developing aspects of the Core Skill of Communication. They will also be dealing with costs and cash handling and this offers scope to develop aspects of the Core Skill of Numeracy. Candidates will learn how important it is to work together as part of the salon team to meet the needs of customers which will allow the development of aspects of the Core Skill of Working with Others. 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 aspects of the Core Skill of Problem Solving. In addition candidates may use the Internet while collecting and organising information in relation to health and safety legislation giving the opportunity to develop aspects of the Core Skill of Information Technology.

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

## National Unit Specification: support notes (cont)

### UNIT      Hairdressing: Working in a Salon Environment (Intermediate 2)

#### GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

The Evidence Requirements are fully expressed in the mandatory section of this Unit Specification.

Evidence for the folio assignment could be gathered at different points throughout the Unit. This would be particularly beneficial to candidates in the identification of hazards and risks in the salon environment and the knowledge of the main health and safety legislation to which they must adhere.

Performance evidence for Outcomes 2 and 3 should be gathered over a realistic timeframe, which will give candidates the opportunity to develop good working practices, while carrying out the agreed duties in the salon. There are good opportunities for formative assessment within these Outcomes, including self and peer assessment.

When delivering this Unit as part of the *Intermediate 2 Hairdressing Course*, performance evidence for Outcome 2 of this Unit could be integrated with the *Hairdressing: Salon Skills* Unit.

In Outcome 4 candidates should review their own performance to identify strengths and weaknesses in employability skills and attitudes and set goals for improvement in order to enhance their employability skills profile after taking feedback from their teacher/lecturer.

When delivering this Unit as part of the *Hairdressing (Intermediate 2) Course*, evidence for Outcome 4 of this Unit will give candidates greater opportunity to review their employability skills profile across the duration of the Course.

The National Assessment Bank (NAB) pack provided for this Unit illustrates the standard that should be applied. It includes an assignment brief and assignment feedback sheet for Outcome 1, assessor checklists for Outcomes 2 and 3 and candidate review sheets showing the specified employability skills for Outcome 4. 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](http://www.sqa.org.uk)).