

ITEC Level 1 Certificate in Hair and Beauty Salon Services

Unit 71 Professional Conduct and Business Awareness in a Hair or Beauty Salon Recommended guided learning hours 25

Unit 71 Professional Conduct in a Hair or Beauty Salon	
Learning outcome Students will be able to:	Underpinning knowledge
1) Demonstrate professional appearance and grooming	To include: In a beauty salon: <ul style="list-style-type: none"> • Appropriate attire – professional work wear , full flat shoes, socks with trousers, natural tights with skirts, no jewellery except a wedding band and stud earrings, short clean finger nails with no enamel (unless working in a nail salon) • No body odour • No bad breath • No perfume • No chewing of gum or sucking of sweets • Hair neat, clean and styled away from the face In a hair salon: <ul style="list-style-type: none"> • Appropriate attire – professional work wear , full flat shoes, well maintained hands and nails,) • Appropriate jewellery – any jewellery worn should not interfere with the treatment • No body odour • No bad breath • No perfume • No chewing of gum or sucking of sweets • Hair clean and styled
2) Demonstrate professional deportment and good manners	To include: <ul style="list-style-type: none"> • Standing • Sitting • On the telephone • On the computer • Meeting • Greeting • Making appointments • Selling • Seeing the client out
3) Demonstrate a basic understanding of confidentiality requirements	To include: <ul style="list-style-type: none"> • The reason for The Data Protection Act 1984 • Its effect on client confidentiality
4) Understand the need to ensure strict client confidentiality at all times other than with the consent of the client	To include: <ul style="list-style-type: none"> • Professionalism • Do not discuss the personal details of a client with another receptionist/therapist/hairdresser • Do not discuss the personal details of a client with another client
5) Understand the importance and use of a record card	To include: <ul style="list-style-type: none"> • Contact details • Medical history and GP's number in case of illness or medication • Record of treatment plan • Record of any adverse reactions at the time of treatment • Home care advice • Products used and sold to the client • Any individual client requirements
6) Understand the meaning of retail service	To include: <ul style="list-style-type: none"> • Products for sale enabling clients to continue treating themselves at home • Encouraging clients to look after themselves • Extra revenue for the business • Enabling staff to receive commission on sales
7) Understand the following terms	To include: <ul style="list-style-type: none"> • Hazard • Risk
8) Understand how to identify the hazards and evaluate the risks in the workplace	To include: <ul style="list-style-type: none"> • Health and Safety at Work Act 1974 • Identity of persons responsible for health and safety in the work place • Report situations that pose a danger to people in the work place to the appropriate person in the appropriate way

9) Understand the meaning of First Aid	To include: <ul style="list-style-type: none"> • Contents of a First Aid box • Role of a first aider • The identity of the qualified first aider in the work place • How to contact the emergency services
10) Understand why it is necessary to have an accident book	To include: <ul style="list-style-type: none"> • To record any incident where somebody may hurt themselves • To state any action taken at the time of the accident • To document written evidence in case there is an insurance claim
11) Understand the information required in an accident book	To include: <ul style="list-style-type: none"> • Date of accident • Time of accident • Nature of accident • Action taken • Signature of client and senior therapist/hairdresser
12) Understand how to evacuate themselves and help clients in the case of a fire alarm	To include: Raising the fire alarm <ul style="list-style-type: none"> • Helping to organise people to move swiftly and quietly out of the building • Ensuring belongings are left behind • Awareness of the proximity of the nearest exit • Ensuring the nearest exit is used
13) Recognise the different types of fire-fighting equipment in a salon and their different uses	To include: Foam • Water • Carbon Dioxide • Dry powder
14) Understand how to carry out basic safety checks in the salon	To include: <ul style="list-style-type: none"> • Checking that there are no trailing wires in the salon • Checking there is no water in the vicinity of the electrical equipment
15) Understand the importance of promoting salon servicing and products	To include: <ul style="list-style-type: none"> • Promoting the treatments • Promoting new products • Special offers
16) Understand methods of promotion	To include: <ul style="list-style-type: none"> • Newspapers • Leaflets • Mail shots • Word of Mouth • Posters • Talks • Demonstrations