



ITEC Level 4 Diploma in Spa and Salon Management Learner Guidance Notes

General Advice

1. Requirements for Undertaking this Qualification

It is recommended that learners should have achieved a level of education equivalent to five GCSE's at grades A*-C prior to commencing the ITEC Level 4 Diploma in Spa and Salon Management, however exemptions may be made for adult returners with experience of the work place

2. Structure of the Qualification and Guided Learning Hours (GLH)

The ITEC Level 4 Diploma in Spa and Salon Management is comprised of **9** mandatory units

QCF Unit Number	ITEC Unit Number	Mandatory Units	Credit Value	Guided Learning Hours (GLH)
D/601/4212	830	Monitor and Maintain Spa Area (Steam, sauna, hydrotherapy, showers, relaxation areas)	5	45
H/601/4468	855	Salon Design for the Hair and Beauty Sector	5	36
K/601/4468	865	Salon Management	10	50
M/601/5347	860	Management of Health, Safety and Security in the Salon	8	44
A/601/5500	868	Contribute to the Effective Running of Business	3	30
D/601/4467	863	Sales Management in the Hair and Beauty Sector	9	47
M/601/5350	862	Quality Management of Client Care in the Hair and Beauty Sector	12	50
L/601/4464	864	PR in the Hair and Beauty Sector	10	42
J/601/4463	858	Marketing in the Hair and Beauty Sector	6	32

Total Guided Learning Hours for Mandatory Units

376

Guided learning hours are 'a notional measure of the substance of a qualification. They include an estimate of the time that might be allocated to direct teaching or instruction together with other structured learning time such as directed assignments, assessments on the job or supported individual study and practice. They exclude learner initiated private study'

3. Assessment and Grading of the Qualification

This qualification will be internally and externally assessed using the assessment of skills as set out below. Once all of the assessments have been completed, the ITEC External Examiner will verify a minimum 10% sample of all treatment evidence documentation and assignments

QCF Unit Number	ITEC Unit Number	Mandatory Units	Assessment	Grading
D/601/4212	830	Monitor and Maintain Spa Area (Steam, sauna, hydrotherapy, showers, relaxation areas)	Evidence of 3 treatments Assignment Plus 15 MCQ – paper or online	Pass or refer Pass or refer Pass 60%-74% Merit 75%-89% Distinction 90%-100%
H/601/4468	855	Salon Design for the Hair and Beauty Sector	Assignment	Pass or refer
K/601/4468	865	Salon Management	Assignment	Pass or refer
M/601/5347	860	Management of Health, Safety and Security in the Salon	Assignment	Pass or refer
A/601/5500	868	Contribute to the Effective Running of Business	Assignment	Pass or refer
D/601/4467	863	Sales Management in the Hair and Beauty Sector	Assignment	Pass or refer
M/601/5350	862	Quality Management of Client Care in the Hair and Beauty Sector	Assignment	Pass or refer
L/601/4464	864	PR in the Hair and Beauty Sector	Assignment	Pass or refer
J/601/4463	858	Marketing in the Hair and Beauty Sector	Assignment	Pass or refer

Total recommended guided learning hours - 376

Grading of the Qualification

- Learners must achieve a pass grade in all technical and underpinning knowledge units to achieve the ITEC Level 4 Diploma in Spa and Salon Management (see assessment table above)
- It is the mark for the multiple choice theory question paper that forms the overall grade of the qualification – Pass, Merit or Distinction
- Assignments and treatment evidence documentation are graded pass or refer
- If a learner is unsuccessful in any area, they will be re-assessed only in the unit(s) where they were referred
- Referrals must be completed within one year of the original assessment. The remainder of the candidate's results will stay in the ITEC system until all aspects of each unit have been allocated a pass grade

Resources

The organisation delivering the qualification must ensure that access to the Spa environment is available during delivery of Unit 830 – Monitor and Maintain Spa Area

Treatment Evidence

- a. Treatment evidence documentation must be completed under the supervision of a lecturer who must monitor the quality of the equipment operation throughout the candidate's training to ensure that they meet the ITEC criteria. The criteria are detailed on the Treatment Evidence Guidance Form for Unit 830
- b. The Treatment Evidence Guidance Form for this unit should be completed and placed with the treatment evidence for verification by the ITEC External Examiner

Treatment Evidence Referral

- a. If the treatment evidence documents do not meet the ITEC criteria, the ITEC External Examiner will complete a Candidate Referral Form to help the candidate strengthen the documentation to gain a pass grade
- b. The treatment evidence must be submitted to the ITEC office with all the recommended changes within 3 months of the practical assessment. Extensions to this time frame must be applied for in writing with the relevant supporting evidence supplied. Please ensure that only photocopies are submitted, as treatment evidence documentation will not be returned

Opportunities for Progression

Once candidates have achieved the ITEC Level 4 Diploma in Spa and Salon Management they may progress on to other ITEC or equivalent qualifications at Level 3 or 4, for example:

- Level 3 Certificate in Microdermabrasion
- Level 4 Diploma in Advanced Skincare
- Level 4 Certificate in Laser and Light Treatment for Skin Rejuvenation
- Level 4 Award in Laser and Light Treatment for Hair Removal

For further Awards, Certificates and Diplomas please go to www.itecworld.co.uk

This diploma qualifies graduates to manage the spa and salon environment. Graduates can also gain employment in Beauty Salons, Hotels and Cruise Liners

Relationship to National Occupational Standards (NOS)

ITEC has mapped to National Occupational Standards where they exist. ITEC has ensured that best practice in the workplace has been reflected in the syllabus. ITEC has linked the qualification to the relative job roles as well as ensuring that the syllabus reflects the required level of knowledge and ability for the Spa and Salon Manager at Level 4

Professional Body Membership and Insurance

Professional Indemnity and Public Liability Insurance can be obtained via The Complementary Therapists Association (www.CThA.com) and other Industry Associations who recognise the ITEC Diploma