

**FLT Level 1 Present a Professional Image Unit 314**

**Recommended unit guided learning hours – 25**

Ofqual Qualification Accreditation Number: Y/502/3982

Learning Outcome	Assessment Criteria	Taught Content
1. Be able to communicate in a salon environment	1.1 Communicate professionally in a salon environment to meet the needs of different people  1.2 Identify the effects of positive and negative attitudes and behaviours	1.1.1 To include: <ul style="list-style-type: none"><li>• Being polite at all times</li><li>• Being honest</li><li>• Showing a positive attitude when asked to help</li><li>• Offering help without having to be asked</li><li>• Showing enthusiasm for the job</li><li>• Communicating with clients of different ethnic origins, race and sex</li><li>• Communicating with the use of open, closed and probing questions</li><li>• Demonstrating positive facial expressions</li><li>• Demonstrating positive body language</li><li>• Demonstrating good eye contact</li><li>• Listening</li><li>• Speaking clearly</li></ul> 1.2.1 To include: <ul style="list-style-type: none"><li>• Client satisfaction / dissatisfaction with the therapist / stylist</li><li>• Client satisfaction / dissatisfaction with their treatment</li><li>• Client satisfaction /dissatisfaction with a product</li><li>• Allowing the client to speak freely</li><li>• Ascertaining why the feedback is negative</li><li>• Listening carefully</li><li>• Do not interrupt</li><li>• Do not argue</li><li>• Deferring to a senior member of staff</li><li>• Working with other therapists</li><li>• Working with clients</li><li>• Working with suppliers</li></ul>

<p>2. Be able to present a professional image and maintain personal hygiene in a salon</p>	<p>2.1 Identify how to promote a professional image in a salon</p> <p>2.2 Identify how to maintain personal hygiene</p> <p>2.3 Present a professional image in line with salon policy</p>	<p>2.1.1 To include:  <b>In a hair salon:</b></p> <ul style="list-style-type: none"> <li>• Appropriate attire – professional work wear, full flat shoes, well maintained hands and nails</li> <li>• Appropriate jewellery – any jewellery worn should not interfere with the treatment</li> <li>• No chewing of gum or sucking of sweets</li> <li>• Hair neat, clean and styled away from the face</li> </ul> <p><b>In a beauty salon:</b></p> <ul style="list-style-type: none"> <li>• 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)</li> <li>• No chewing of gum or sucking of sweets</li> <li>• Hair neat, clean and styled away from the face</li> </ul> <p>2.2.1 To include:</p> <ul style="list-style-type: none"> <li>• No body odour</li> <li>• No bad breath</li> <li>• No perfume</li> </ul> <p>2.3.1 To include:</p> <ul style="list-style-type: none"> <li>• Health and safety</li> <li>• Code of Ethics</li> <li>• Code of Practice</li> <li>• Salon rules and regulations</li> <li>• Communication</li> <li>• Department</li> </ul>
<p><b>Assessment</b></p>	<p>Assessed project and task – Presenting a professional image in a salon</p>	<p>To be internally assessed and externally verified by ITEC</p>