

<p>ITEC Level 4</p> <p>Unit 865 – Salon Management</p> <p>Recommended Minimum Guided Learning Hours – 50</p> <p>Unit Accreditation Number: K/601/4468</p>	
<p>Learning outcome The Learner will:</p> <p>1. Be able to plan the management of products and services in the salon</p>	
<p>Assessment Criteria</p>	<p>Taught Content</p>
<p>1.1 Produce a plan with operational objectives for the management of products and services</p> <p>1.2 Analyse data for use in management planning</p> <p>1.3 Allocate staff to meet operational objectives</p> <p>1.4 Devise and implement salon requirements for staff to prepare themselves, the client and work area for service(s)</p>	<p>1.1.1 To include: ▪ Operational objectives ▪ Products and equipment ▪ Services ▪ ‘Signature’ treatments, treatment menus and packages</p> <p>1.2.1 To include: ▪ Budgets ▪ Cash flow ▪ Cost analysis ▪ Business plan ▪ Target setting</p> <p>1.3.1 To include: ▪ Identification of personnel requirements to meet operational objectives</p> <p>1.4.1 To include: Treatment environment and working area • Preparation of treatment area • Equipment • Products •Therapist appearance/behaviour • Work wear • Personal appearance and behaviour • Client care and comfort • Therapist treatment preparation • Procedures used to prepare client for treatment Legislation and working practices • Any particular rights, restrictions, Acts and Charters applicable to salon treatments • Record keeping in accordance with confidentiality procedures • Awareness of voluntary regulatory groups where they exist</p>

<p>1.5 Monitor working practices by reviewing different client consultations, services and client records</p>	<p>1.5.1 To include:</p> <ul style="list-style-type: none"> ▪ Interpret the client experience to monitor and improve working practices and treatment procedures ▪ Review client consultation processes ▪ Different client consultations ▪ Services and treatments ▪ Client records ▪ Customer satisfaction ▪ Customer feedback ▪ Identify client expectations and treatment requirements ▪ The importance of home and aftercare advice ▪ The importance of retail in the maintenance of treatment effects
<p>1.6 Evaluate stock levels, tools, equipment and facilities with regard to the salon's clientele</p>	<p>1.6.1 To include:</p> <ul style="list-style-type: none"> ▪ Utilise client feedback to review customer satisfaction and treatment requirements to ascertain stock and equipment levels, facility suitability and to improve customer service and working practices
<p>1.7 Plan methods of maintaining and increasing salon revenue</p>	<p>1.7.1 To include:</p> <ul style="list-style-type: none"> ▪ Review customer satisfaction and treatment requirements ▪ Current trends ▪ Review of working practices ▪ Review of revenue forecast ▪ Analysis of competitors ▪ New innovations
<p>1.8 Evaluate methods of stock control, maintenance and replacement</p>	<p>1.8.1 To include:</p> <ul style="list-style-type: none"> ▪ The importance of managing stock control ▪ Methods and procedures used for stock control, maintenance and replacement ▪ Methods of storing stock correctly
<p>1.9 Explain the importance of planning operational objectives to manage products, services</p>	<p>1.9.1 To include:</p> <ul style="list-style-type: none"> ▪ Business plan ▪ Sales targets ▪ Developing operational objectives ▪ Strategic management/goals ▪ Management of staff, facilities, equipment, tools and stock levels ▪ Workforce planning to meet objectives and staffing requirements ▪ Maintaining and increasing staff morale, motivation and workforce participation ▪ Improving working practices ▪ Evaluation of staffing levels, facilities, equipment, tools and stock levels to maintain professional operations
<p>1.10 Explain how data is used in management planning</p>	<p>1.10.1 To include:</p> <ul style="list-style-type: none"> ▪ Outline of data required for management planning ▪ Budgets ▪ Sales forecasts ▪ Sales targets ▪ Cash flow ▪ Cost analysis ▪ Analysis of data ▪ Spreadsheets ▪ Databases ▪ Methods of presenting data for management planning ▪ Reporting
<p>1.11 Explain how to allocate staff to meet operational objectives</p>	<p>1.11.1 To include:</p> <ul style="list-style-type: none"> ▪ Identification of personnel requirements to meet operational objectives ▪ The methods and processes of recruiting staff ▪ Importance of recruitment and selection procedures when employing staff ▪ Interview techniques/procedures ▪ Contractual regulations governing employment, legislation and staffing implications ▪ Outline of contract of employment ▪ Employer role and responsibility ▪ Employee role and responsibility ▪ Staff salary structure

<p>1.12 Describe the salon requirements for staff to prepare themselves, the client and work area for service(s)</p>	<ul style="list-style-type: none"> ▪ Methods and importance of improving staff performance and maintaining motivation ▪ Performance reviews ▪ Staff development <p>1.12.1 To include:</p> <ul style="list-style-type: none"> • Treatment environment and working area: • Quiet, clean and hygienic working surroundings • The most efficient form of sterilisation and sanitisation in the salon • The best form of waste removal in the salon (particularly when contaminated) • Provide sufficient professional equipment and products to perform the treatments fully • Establish suitable treatment room, couch and trolley layout • Recognise the importance of room layout and ambience • Therapist appearance/behaviour • 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 fingernails with no enamel • Good personal hygiene • No body odour • No bad breath • No perfume • No chewing of gum or sucking of sweets • Hair neat, clean and tied back – not on the collar or face • Therapist to wash own hands before, during and after treatment (as necessary) • Punctuality • Only working within own scope of practice • Do not make false claims • Do not discuss or put down other salons • Do not diagnose • Client care/preparation • Remove all jewellery - except wedding band on client • Procedures used to ensure client care and comfort • Pre and post treatment hygiene • Legislation and working practices <p>Explain:</p> <ul style="list-style-type: none"> • Any particular rights, restrictions, Acts and Charters applicable to salon treatments e.g. Health and Safety at Work Act, General Products Safety Regulations, Cosmetic Products (Safety) Regulations, Data Protection Act • Legal framework relating to people and settings with which the practitioner is involved, e.g. Mental Health Act, Children Act • Moral rights which are not recognised by Law • Organisational policies • Any relevant complaints systems and methods of access • Records which the therapist is responsible for completing in relation to rights and responsibilities • Code of good practice/ethics • Insurance and professional association membership • Legislation which relates to the work being carried out, the environment and the client with whom the therapist is working • Awareness of national occupational standards and voluntary regulatory groups where they exist
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<p>1.13 Outline the criteria by which client consultations, services and client records are reviewed</p> <p>1.14 Explain how to maintain stock levels, tools, equipment and facilities in a salon</p> <p>1.15 Explain how to maintain and increase salon revenue</p>	<p>1.13.1 To include:</p> <ul style="list-style-type: none"> ▪ Interpret the client experience to monitor and improve working practices and treatment procedures ▪ Review client consultation processes ▪ Different client consultations ▪ Services and treatments ▪ Client records ▪ Customer satisfaction ▪ Identify client expectations and treatment requirements ▪ The importance of home and aftercare advice ▪ The importance of retail in the maintenance of treatment effects ▪ Review customer satisfaction and treatment requirements ▪ Current industry trends ▪ Review of working practices ▪ Review of revenue forecast ▪ Utilise client feedback to review customer satisfaction and treatment requirements to improve customer service and working practices <p>1.14.1 To include:</p> <ul style="list-style-type: none"> ▪ Types of stock ▪ Methods of stock control i.e. first in, first out ▪ Stock value ▪ Minimum stock/re-order level ▪ Stock book ▪ Stock cards ▪ Coding ▪ Radio Frequency Identification (RFID) ▪ Stock security ▪ Stock taking ▪ Maintenance of tools and equipment i.e. PAT testing ▪ Maintenance of facilities <p>1.15.1 To include:</p> <ul style="list-style-type: none"> ▪ Definition of productivity ▪ The reasons why it is important for a business to achieve high productivity ▪ The importance of productivity in measuring business performance • Business plan • Weekly/monthly/annual sales targets • Staff motivation
<p>Learning outcome The Learner will:</p> <p>2. Be able to undertake salon management duties</p>	
<p>Assessment Criteria</p>	<p>Taught Content</p>
<p>2.1 Manage the salon in a professional manner</p>	<p>2.1.1 To include:</p> <ul style="list-style-type: none"> ▪ The role of manager ▪ Management of staff, facilities, equipment, tools and stock levels • Finance • Human resources • Marketing • Publicity • IT ▪ Implementation of health, safety and security working practices in line with current legislation ▪ Formulating treatment menus in line with business concept ▪ Developing operational objectives for services/treatments ▪ Workforce planning to meet objectives and staffing requirements ▪ Maintaining and increasing staff morale, motivation and workforce participation ▪ Improving working practices ▪ Evaluation of staffing levels, facilities, equipment, tools and stock levels to maintain professional operations ▪ Managing budgets and business finance ▪ Analysing data for use in management planning ▪ Maintaining and increasing business revenue

<p>2.2 Implement health and safety working practices in line with relevant legislation</p>	<p>2.2.1 To include:</p> <ul style="list-style-type: none"> ▪ Methods of monitoring health and safety ▪ Methods of using and storing equipment and materials safely ▪ Safe working practices ▪ Security ▪ Ensuring that all staff are appropriately trained and have knowledge of required legislation ▪ Key staff roles and responsibilities ▪ First Aid ▪ Fire safety ▪ Accident reporting ▪ Electrical safety ▪ COSHH – data sheets ▪ Risk assessment/management ▪ Security procedures ▪ Handling emergencies in the work environment
<p>2.3 Use workforce planning to assess employee requirements</p>	<p>2.3.1 To include:</p> <ul style="list-style-type: none"> ▪ Identification of staffing requirements to meet operational objectives ▪ Workforce planning to meet objectives and staffing requirements ▪ Evaluation of staffing levels, facilities, equipment, tools and stock levels to maintain professional operations
<p>2.4 Provide clear recommendations for the improvement of working practices</p>	<p>2.4.1 To include:</p> <ul style="list-style-type: none"> ▪ Interpret the client experience to monitor and improve working practices and treatment procedures ▪ Review client consultation processes ▪ Different client consultations ▪ Services and treatments ▪ Client records ▪ Customer satisfaction ▪ Identify client expectations and treatment requirements ▪ The importance of home and aftercare advice ▪ The importance of retail in the maintenance of treatment effects ▪ Review customer satisfaction and treatment requirements ▪ Current trends in treatments ▪ Review of working practices ▪ Review of revenue forecast ▪ Utilise client feedback to review customer satisfaction and treatment requirements to improve customer service and working practices
<p>2.5 Evaluate own communication and management style</p>	<p>2.5.1 To include:</p> <ul style="list-style-type: none"> ▪ Self assessment ▪ Reflective practice
<p>2.6 Describe factors that must be considered when implementing health and safety working practices</p>	<p>2.6.1 To include:</p> <ul style="list-style-type: none"> ▪ Current legislation ▪ Risk assessment/management ▪ Key staff roles and responsibilities ▪ Ensuring that all staff are appropriately trained and have knowledge of required legislation
<p>2.7 Explain the role of appraisal and management schemes within the organisation</p>	<p>2.7.1 To include:</p> <ul style="list-style-type: none"> ▪ Methods and importance of improving staff performance and maintaining motivation ▪ Clear lines of reporting ▪ Performance reviews ▪ Staff appraisals ▪ Staff development
<p>2.8 Describe the factors that influence working relationships, including lines of authority, role and responsibilities of employees, objectives associated with working relationships</p>	<p>2.8.1 To include:</p> <ul style="list-style-type: none"> ▪ Employment opportunities, job descriptions, outlining roles, responsibilities, lines of authority and progression routes <p>For example:</p> <ul style="list-style-type: none"> ▪ Employed ▪ Self-employed ▪ Receptionist ▪ Junior therapist ▪ Therapist ▪ Senior therapist

<p>2.9 Evaluate the importance of providing clear recommendations for the improvement of workplace practices</p> <p>2.10 Describe contractual regulations of employment and how legislation affects employment in the salon</p> <p>2.11 Assess factors to be considered when employing subcontractors</p>	<ul style="list-style-type: none"> ▪ Product trainer ▪ Consultant ▪ Manager ▪ Director ▪ Health care sector ▪ Spas ▪ Clinics ▪ Salons ▪ Voluntary sector ▪ Principles of working in a team – roles and responsibilities ▪ Career pathways <p>2.9.1 To include:</p> <ul style="list-style-type: none"> ▪ Review customer satisfaction and requirements ▪ Interpret the client experience to monitor and improve working practices and procedures ▪ Current industry trends ▪ Feedback from staff ▪ Review of working practices ▪ Utilise client feedback to review customer satisfaction and requirements to improve working practices ▪ Current legislation <p>2.10.1 To include:</p> <ul style="list-style-type: none"> ▪ The methods and procedures for recruiting staff ▪ Importance of recruitment and selection procedures when employing staff ▪ Interview techniques ▪ Contractual regulations governing employment, legislation and staffing implications ▪ Outline of contract of employment ▪ Employer role and responsibility ▪ Employee role and responsibility ▪ Staff salary structure <p>2.11.1 To include:</p> <ul style="list-style-type: none"> ▪ Criteria for selection of subcontractors ▪ Management of subcontractors and types of contracts
<p>Unit 865 – Salon Management</p> <p>Assignment All Learners will be assessed via an assignment for this unit. For details please see www.itecworld.co.uk</p>	<p>Unit 865 – Salon Management assignment guidance and assessment forms may be downloaded from www.itecworld.co.uk</p>