



ITEC Level 4 Diploma in Spa and Salon Management QAN 501/0146/8 Specification

Aims and Objectives

The main aim of the ITEC Level 4 Diploma in Spa and Salon Management is to enable Learners to gain the necessary practical and theoretical skills in order to manage the spa or salon environment effectively and to gain employment in the Hair and Beauty Industry. This qualification is suitable for Learners aged 16 and over and is designed to provide occupational competence at Level 4. It also provides a sound platform into further training at Level 4 and 5

Content

This qualification is for Learners who want to work within the Hair and Beauty Industry. The qualification consists of 9 mandatory units with a total of 376 hours of Guided Learning (GL) to achieve the full qualification

The main skills the Learner will perform are:

- Monitor and Maintain Spa Area – to include preparing, monitoring and maintaining the spa area
- Salon Design for the Hair and Beauty Sector – to include researching, planning and designing a salon
- Salon Management – to include, planning and managing products and services in the salon and undertaking salon management duties
- Management of Health, Safety and Security in the Salon – to include implementing and managing health, safety and security practices
- Contribute to the Effective Running of Business – to include, making a positive contribution to running the business efficiently
- Sales Management in the Hair and Beauty Sector – to include introducing methods to improve the selling skills of employees within the business
- Quality Management of Client Care in the Hair and Beauty Sector – to include reviewing, implementing and monitoring procedures to improve the overall client service experience
- PR in the Hair and Beauty Sector – to include carrying out PR activities and managing a PR crisis
- Marketing in the Hair and Beauty Sector – to include promoting hair and beauty products, services and treatments

The Learner will also develop knowledge on how to carry out research, analyse data, produce plans and evaluate the use of sales forecasts which is essential in order to work and be successful in the Industry

This qualification also provides:

- The related knowledge and understanding required to manage the Spa and Salon environment effectively in particular health, safety and security
- Opportunities for Learners to focus on the development of their wider skills in a Spa and Salon Management setting, such as communicating with clients, working with others and problem solving

- Opportunities for Learners to develop a range of skills, techniques, personal qualities and attitudes essential for successful performance in employment as a Spa and Salon Manager

Why Choose the ITEC Level 4 Diploma in Spa and Salon Management?

1. This Qualification combines the full range of skills and knowledge for the Learner seeking employment or self-employment as a Spa and Salon Manager at Level 4. This is the only ITEC qualification that covers all the skills required to become a Spa and Salon Manager
2. This Qualification is listed in the Ofqual Register of Qualifications
3. This Qualification contains all the skills and knowledge required for employability at Level 4
4. Learners may progress on to qualifications at Level 4 or 5 such as the ITEC Level 4 Diploma in Advanced Skincare, the ITEC Level 4 Certificate in Trichology or a Degree in Management at University
5. This qualification does not form part of an Apprenticeship
6. This qualification is recognised by all relevant professional bodies within the Beauty Therapy and Hairdressing Industry for membership and insurance purposes at Level 4

ITEC Unit Number	Unit Title	Credit Value	Guided Learning (GL)
830	Monitor and Maintain Spa Area (steam, sauna, hydrotherapy, showers, relaxation areas)	5	45
855	Salon Design for the Hair and Beauty Sector	5	36
865	Salon Management	10	50
860	Management of Health, Safety and Security in the Salon	8	44
868	Contribute to the Effective Running of Business	3	30
863	Sales Management in the Hair and Beauty Sector	9	47
862	Quality Management of Client Care in the Hair and Beauty Sector	12	50
864	PR in the Hair Beauty Sector	10	42
858	Marketing in the Hair and Beauty Sector	6	32

Total Guided Learning – 376

Total Qualification Time (TQT) – 684

Total Credit Value for the Qualification - 68

Guided Learning (GL)

Guided Learning is 'the activity of a Learner in being taught or instructed by – or otherwise participating in education or training under the immediate guidance or supervision of – a Lecturer, Supervisor, Tutor or other appropriate provider of education or training.' This includes 'the activity of being assessed if the assessment takes place under the immediate guidance or supervision of a Lecturer, Supervisor, Tutor or other appropriate provider of education or training'

Total Qualification Time (TQT)

Total Qualification Time is the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required, in order for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of the qualification

Total Credit Value

The total Credit Value for the qualification is equal to one tenth of the Total Qualification Time rounded to the nearest whole number.

Assessment

This qualification will be internally and externally assessed using a range of assessment methods as set out in the table below:-

Table 1

ITEC Unit Number	Unit Title	Assessment	Grading
830	Monitor and Maintain Spa Area (Steam, sauna, hydrotherapy, showers, relaxation areas)	Evidence of 3 treatments Assignment 15 MCQ – paper or online	Pass or Refer Pass or Refer Pass – 60-74% Merit – 75-89% Distinction –90-100%
855	Salon Design for the Hair and Beauty Sector	Assignment	Pass or Refer
865	Salon Management	Assignment	Pass or Refer
860	Management of Health, Safety and Security in the Salon	Assignment	Pass or Refer
868	Contribute to the Effective Running of Business	Assignment	Pass or Refer
863	Sales Management in the Hair and Beauty Sector	Assignment	Pass or Refer
862	Quality Management of Client Care in the Hair and Beauty Sector	Assignment	Pass or Refer
864	PR in the Hair Beauty Sector	Assignment	Pass or Refer
858	Marketing in the Hair and Beauty Sector	Assignment	Pass or Refer

All assessment criteria and sample assessment materials for this qualification can be found [here](#)

Grading of the Qualification

All assessment tasks required for each unit of the qualification (detailed in table 1 of the specification) must be completed and awarded a Pass mark before the complete qualification can be certificated

The overall qualification is graded, Pass - 60% - 74%, Merit - 75% - 89%, Distinction – 90%-100%

Controlled Assessment

All theory tests must be conducted in a controlled environment and follow the procedures defined by ITEC [here](#). The theory tests will be set and marked by ITEC

Failure to operate ITEC Examinations as documented in the ITEC policies and guidance notes may result in sanction(s) against the Centre e.g., withdrawal by ITEC for a particular qualification and/or withdrawal of

ITEC recognition from the Centre due to Maladministration and/or Malpractice. Please see our policy [here](#).

Recommended Prior Learning

It is recommended that Learners have achieved a level of education equivalent to five GCSEs 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 workplace

Opportunities for Progression

Once Learners have achieved the ITEC Level 4 Diploma in Spa and Salon Management they may progress on to other ITEC or equivalent qualifications at Levels 4 and 5, for example:

- Level 4 Diploma in Advanced Skincare
- Level 4 Certificate in Trichology
- A Degree in Management at University

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

Opportunities for Employment

There are opportunities for a Spa and Salon Manager to find employment in a variety of areas:

- Beauty salon
- Hairdressing salon
- Spa
- Hotels
- Health clubs
- Cruise liners

Please see the letters of support from within the industry, including [Champneys](#)

Relationship to National Occupational Standards

ITEC has mapped to National Occupational Standards where they exist and has ensured that best practice in the workplace has been reflected in the qualification. ITEC has linked the qualification to the relative job roles as well as ensuring that the qualification 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 Therapist Association (www.CThA.com) and other Industry Associations who recognise the ITEC Diploma