



ITEC Level 4 Diploma in Spa and Salon Management
QAN 501/0146/8
Learner Guidance Notes

General Advice

1. Requirements for Undertaking this Qualification

ITEC recommend that you should have achieved a level of education equivalent to five GCSEs at grade A*-C prior to commencing the ITEC Level 4 Diploma in Spa and Salon Management; however, your Centre may make exemptions for adult returners with experience of the workplace

2. Structure of the Qualification, Guided Learning (GL)

The ITEC Level 4 Diploma in Spa and Salon Management is comprised of 9 mandatory units with a total of 376 hours of Guided Learning (GL) in order to achieve the full qualification. However, you will also be required to complete further study and generate evidence of your learning in your own time. This is known as Total Qualification Time (TQT), please see Table 1 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 and Beauty Sector	Assignment	Pass or Refer
858	Marketing in the Hair and Beauty Sector	Assignment	Pass or Refer

Total Guided Learning (GL) - 376

Total Qualification Time (TQT) - 684

Total Credit Value for the Qualification - 68

3. Grading of the Qualification

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

The overall qualification is graded - Pass - 60% - 74%, Merit - 75% - 89%, Distinction – 90%-100%. This is formed by the aggregate mark for the multiple-choice questions papers and the Final Practical Examination

Your results and Certificates will be sent to your Centre by ITEC. Therefore, you will need to collect your results and Certificates from your Centre

4. Assessment of the Qualification

The ITEC Level 4 Diploma in Spa and Salon Management will be internally and externally assessed using a variety of assessment methods as set out in Table 1 above

Once you have completed all the specified assessments for the qualification and your Lecturer has awarded a Pass mark for all the evidence you have submitted, you will have a Final External Practical Examination carried out by an ITEC Examiner, who will also verify a sample of all the evidence you have completed during your training to ensure it meets the ITEC standard

Multiple-choice Tests

Each question is formatted in the same way:

- 1 stem (the question)
- 1 key (the correct answer)
- 3 distractors (incorrect answers)
- You must indicate the answer you believe is correct by placing a mark in the appropriate box on your answer sheet

Multiple-choice tests are used for unit 830 - Online testing of all relevant units is also available

Assignments

- a. Unit 830, 855, 865, 860, 868, 863, 862, 864 and 858 are assessed by the completion of an assignment
- b. Your assignments form part of your internal assessment and should be assessed throughout your training by your Lecturer using the ITEC Guidance Forms
- c. The criteria for the assignments are detailed on the Assignment Guidance and Assessment Form
- d. Your Lecturer will complete the ITEC Assessment Forms and ensure they are ready for verification by the ITEC External Examiner
- e. The internal assessment(s) will be conducted by the Centre's Lecturer/Internal Verifier(s) and will be sampled by the ITEC External Verifier

Treatment Evidence

You are required to provide evidence of treatments that you have performed on clients during your training under the supervision of your Lecturer who will monitor the quality of your treatments in order to ensure that they meet the ITEC criteria

- The criteria are detailed on the Treatment Evidence Guidance Forms. They are graded Pass or Refer
- You will need to complete a Client Consultation Form as evidence that you performed the required number of treatments during your training (see Table 1) as they form part of your internal assessment for the qualification. They can be stored in your ITEC E-portfolio

5. Resources

Your Centre must provide a suitable environment for teaching the ITEC Level 4 Diploma in Spa and Salon Management as well as all equipment both fixed and free standing to complete all aspects of

the qualification. You may need to supply some consumables and/or towels in order to complete your training

6. Opportunities for Progression

Once you have achieved the ITEC Level 4 Diploma in Spa and Salon Management you may progress on to other ITEC or equivalent qualifications at Level 4 and above, 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

7. 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. The ITEC Level 4 Diploma in Spa and Salon Management also enables Graduates to apply for membership of The Complementary Therapist Association

8. Support from Industry

Please see letters of support from the industry; [Champneys](#)

9. Book List

A full book list can be found [here](#)