

FLT Level 1 Present a Professional Image Unit 314

Recommended unit guided learning hours – 25

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">• Being polite at all times• Being honest• Showing a positive attitude when asked to help• Offering help without having to be asked• Showing enthusiasm for the job• Communicating with clients of different ethnic origins, race and sex• Communicating with the use of open, closed and probing questions• Demonstrating positive facial expressions• Demonstrating positive body language• Demonstrating good eye contact• Listening• Speaking clearly 1.2.1 To include: <ul style="list-style-type: none">• Client satisfaction / dissatisfaction with the therapist / stylist• Client satisfaction / dissatisfaction with their treatment• Client satisfaction /dissatisfaction with a product• Allowing the client to speak freely• Ascertaining why the feedback is negative• Listening carefully• Do not interrupt• Do not argue• Deferring to a senior member of staff• Working with other therapists• Working with clients• Working with suppliers

<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: In a hair salon:</p> <ul style="list-style-type: none"> • Appropriate attire – professional work wear, full flat shoes, well maintained hands and nails • Appropriate jewellery – any jewellery worn should not interfere with the treatment • No chewing of gum or sucking of sweets • Hair neat, clean and styled away from the face <p>In a beauty salon:</p> <ul style="list-style-type: none"> • 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) • No chewing of gum or sucking of sweets • Hair neat, clean and styled away from the face <p>2.2.1 To include:</p> <ul style="list-style-type: none"> • No body odour • No bad breath • No perfume <p>2.3.1 To include:</p> <ul style="list-style-type: none"> • Health and safety • Code of Ethics • Code of Practice • Salon rules and regulations • Communication • Department
<p>Assessment</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>