

## Unit 928 Human Resource Management within the Hair and Beauty Sector

Guided Learning Hours: 60

Ofqual Qualification Accreditation Number:

Learning Outcome	Assessment Criteria	Taught content
1. Be able to research Human Resource Management	1.1 research into Human Resource management  1.2 describe the purpose of job descriptions  1.3 describe the purpose of contracts of employment  1.4 state methods of employment options	1.1.1 To include: <ul style="list-style-type: none"><li>• Employee rights and responsibilities</li><li>• Employer's rights and responsibilities</li><li>• Legislation</li><li>• Health and Safety</li></ul> 1.2.1 To include: <ul style="list-style-type: none"><li>• The duties of the job</li><li>• The responsibilities of the person undertaking the role</li><li>• The contributions expected from the job and the outcomes expected from it</li><li>• Who the person reports to and their relationship with other employees of the business</li></ul> 1.3.1 To include: <ul style="list-style-type: none"><li>• Employee rights and responsibilities</li><li>• Employer's rights and responsibilities</li><li>• Legislation</li><li>• Health and Safety</li></ul> 1.4.1 To include: <ul style="list-style-type: none"><li>• Full time employment</li><li>• Part time employment</li><li>• Self employed</li><li>• Permanent or temporary</li></ul>

	<p>1.5 explain relevant employment legislation, rights and responsibilities</p> <p>1.6 use a variety of presentation methods including ICT</p> <p>1.7 identify a range of ICT applications that can be used in the hair and beauty sector</p> <p>1.8 communicate and behave in a professional manner</p> <p>1.9 explain how to communicate in a professional manner</p>	<p>1.5.1 To include general compliance of the country therein: e.g.</p> <ul style="list-style-type: none"> <li>• Equal Pay</li> <li>• Race Relations</li> <li>• Sex Discrimination</li> <li>• Disability Discrimination</li> <li>• Employment Rights</li> <li>• Employment Relations</li> <li>• Asylum and Immigration</li> <li>• COSHH</li> <li>• Health and Safety regulations</li> </ul> <p>1.6.1 To include:</p> <ul style="list-style-type: none"> <li>• Name and contact details</li> <li>• Colour of hair and style</li> <li>• Front hairline to nape</li> <li>• Ear to ear around the back of the head</li> <li>• Ear to ear over the top of the head</li> </ul> <p>1.7.1 To include:</p> <ul style="list-style-type: none"> <li>• Data base operations - booking appointments</li> <li>• Stock control</li> <li>• Financial control and planning</li> <li>• Company Web site – selling or publicity</li> </ul> <p>1.8.1 To include:</p> <ul style="list-style-type: none"> <li>• Being polite</li> <li>• Being honest</li> <li>• Speaking clearly</li> <li>• Listening attentively</li> <li>• Demonstrating positive body language and facial expressions</li> </ul> <p>1.9.1 To include:</p> <ul style="list-style-type: none"> <li>• Being polite</li> <li>• Being honest</li> <li>• Speaking clearly</li> <li>• Listening attentively</li> <li>• Demonstrating positive body language and facial expressions</li> </ul>
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<p>2. Be able to carry out a practical presentation</p>	<p>2.2.1 present a practical demonstration</p> <p>2.2 state the cost implications of staff</p> <p>2.3 describe the methodology of retaining staff</p> <p>2.4 describe the function of industry associations</p>	<p>2.1.1 To include:</p> <ul style="list-style-type: none"> <li>• Environment</li> <li>• Equipment</li> <li>• Personnel</li> <li>• ICT</li> </ul> <p>2.2.1 To include:</p> <ul style="list-style-type: none"> <li>• Salaries of permanent staff</li> <li>• Part time staff</li> <li>• Holiday entitlement and insurances</li> <li>• Sickness pay</li> </ul> <p>2.3.1 To include</p> <ul style="list-style-type: none"> <li>• Involvement of staff in the day to day events</li> <li>• Training policy</li> <li>• Salaries and bonus scheme</li> <li>• Defining job roles and team building</li> <li>• Good communication between management and other colleagues</li> </ul> <p>2.4.1 To include:</p> <ul style="list-style-type: none"> <li>• Representing the industry nationally</li> <li>• Maintaining standards</li> <li>• Providing professional guidance and legal advice to employers and employees or self employed persons</li> </ul>
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