

ITEC Level 4 Unit 865 – Salon Management Recommended Minimum Guided Learning Hours – 50 Unit Accreditation Number: K/601/4468	
Learning outcome The Learner will: 1. Be able to plan the management of products and services in the salon	
Assessment Criteria	Taught Content
1.1 Produce a plan with operational objectives for the management of products and services 1.2 Analyse data for use in management planning 1.3 Allocate staff to meet operational objectives 1.4 Devise and implement salon requirements for staff to prepare themselves, the client and work area for service(s)	1.1.1 To include: ▪ Operational objectives ▪ Products and equipment ▪ Services ▪ ‘Signature’ treatments, treatment menus and packages 1.2.1 To include: ▪ Budgets ▪ Cash flow ▪ Cost analysis ▪ Business plan ▪ Target setting 1.3.1 To include: ▪ Identification of personnel requirements to meet operational objectives 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

1.5	Monitor working practices by reviewing different client consultations, services and client records	1.5.1 To include: ▪ 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
1.6	Evaluate stock levels, tools, equipment and facilities with regard to the salon's clientele	1.6.1 To include: ▪ 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
1.7	Plan methods of maintaining and increasing salon revenue	1.7.1 To include: ▪ Review customer satisfaction and treatment requirements ▪ Current trends ▪ Review of working practices ▪ Review of revenue forecast ▪ Analysis of competitors ▪ New innovations
1.8	Evaluate methods of stock control, maintenance and replacement	1.8.1 To include: ▪ The importance of managing stock control ▪ Methods and procedures used for stock control, maintenance and replacement ▪ Methods of storing stock correctly
1.9	Explain the importance of planning operational objectives to manage products, services	1.9.1 To include: ▪ 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
1.10	Explain how data is used in management planning	1.10.1 To include: ▪ 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
1.11	Explain how to allocate staff to meet operational objectives	1.11.1 To include: ▪ 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

1.12 Describe the salon requirements for staff to prepare themselves, the client and work area for service(s)	▪ Methods and importance of improving staff performance and maintaining motivation ▪ Performance reviews ▪ Staff development 1.12.1 To include: • 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 finger-nails 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 Explain: • 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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1.13 Outline the criteria by which client consultations, services and client records are reviewed	1.13.1 To include: ▪ 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
1.14 Explain how to maintain stock levels, tools, equipment and facilities in a salon	1.14.1 To include: ▪ 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
1.15 Explain how to maintain and increase salon revenue	1.15.1 To include: ▪ 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
Learning outcome The Learner will:	
2. Be able to undertake salon management duties	
Assessment Criteria	Taught Content
2.1 Manage the salon in a professional manner	2.1.1 To include: ▪ 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

2.2	Implement health and safety working practices in line with relevant legislation	2.2.1 To include: ▪ 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
2.3	Use workforce planning to assess employee requirements	2.3.1 To include: ▪ 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
2.4	Provide clear recommendations for the improvement of working practices	2.4.1 To include: ▪ 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
2.5	Evaluate own communication and management style	2.5.1 To include: ▪ Self assessment ▪ Reflective practice
2.6	Describe factors that must be considered when implementing health and safety working practices	2.6.1 To include: ▪ Current legislation ▪ Risk assessment/management ▪ Key staff roles and responsibilities ▪ Ensuring that all staff are appropriately trained and have knowledge of required legislation
2.7	Explain the role of appraisal and management schemes within the organisation	2.7.1 To include: ▪ Methods and importance of improving staff performance and maintaining motivation ▪ Clear lines of reporting ▪ Performance reviews ▪ Staff appraisals ▪ Staff development
2.8	Describe the factors that influence working relationships, including lines of authority, role and responsibilities of employees, objectives associated with working relationships	2.8.1 To include: ▪ Employment opportunities, job descriptions, outlining roles, responsibilities, lines of authority and progression routes For example: ▪ Employed ▪ Self-employed ▪ Receptionist ▪ Junior therapist ▪ Therapist ▪ Senior therapist

2.9 Evaluate the importance of providing clear recommendations for the improvement of workplace practices 2.10 Describe contractual regulations of employment and how legislation affects employment in the salon 2.11 Assess factors to be considered when employing subcontractors	▪ Product trainer ▪ Consultant ▪ Manager ▪ Director ▪ Health care sector ▪ Spas ▪ Clinics ▪ Salons ▪ Voluntary sector ▪ Principles of working in a team – roles and responsibilities ▪ Career pathways 2.9.1 To include: ▪ 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 2.10.1 To include: ▪ 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 2.11.1 To include: ▪ Criteria for selection of subcontractors ▪ Management of subcontractors and types of contracts
Unit 865 – Salon Management Assignment All Learners will be assessed via an assignment for this unit. For details please see www.itecworld.co.uk	Unit 865 – Salon Management assignment guidance and assessment forms may be downloaded from www.itecworld.co.uk