



ITEC

Human resource management within the hair and beauty sector

VRQ

UV30509

Learner name:

Learner number:

M/601/2481



Human resource management within the hair and beauty sector

UV30509

The aim of this unit is to allow you to develop an understanding of human resource management in relation to the hair and beauty sector. This unit covers relevant employment legislation, modes of employment and relevant legislation to these employment options, employment rights and responsibilities, recruitment methods, job descriptions, contracts of employment, appraisal systems, continual professional development (CPD) and training opportunities.

Level

3

Credit value

7

GLH

60

Observation(s)

1

External Paper(s)

0



Learning outcomes

On completion of this unit you will:

1. Be able to research human resource management
2. Be able to carry out a practical presentation

Evidence requirements

1. Environment

Evidence for this unit must be gathered in a real or realistic working environment.

2. Simulation

Simulation is not allowed in this unit.

3. Observation outcomes

Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least one occasion**.

4. Knowledge outcomes

There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.

5. Tutor/Assessor guidance

You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.

6. External paper

There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Achieving range

There are no range statements that apply to this unit.

Maximum service times

There are no maximum service times that apply to this unit.

Learning outcome 1

Be able to research human resource management

You can:

- a. Use a variety of presentation methods including ICT
- b. Communicate and behave in a professional manner

*May be assessed through oral questioning.

Observation	1	Optional	Optional
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			

Learning outcome 2

Be able to carry out a practical presentation

You can:

- a. Present a practical demonstration
- b. State the cost implications of staff
- c. Describe the methodology of retaining staff
- d. Describe the function of industry associations

*May be assessed through oral questioning.

Observation	1	Optional	Optional
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.



Learning outcome 1

Be able to research human resource management

You can:	Portfolio reference/ Assessor initials*
c. Research into human resource management	
d. Describe the purpose of job descriptions	
e. Describe the purpose of contracts of employment	
f. State methods of employment options	
g. Explain relevant employment legislation, rights and responsibilities	
h. Identify a range of ICT applications that can be used in the hair and beauty sector	
i. Explain how to communicate in a professional manner	

*Assessor initials to be inserted if orally questioned.

Unit content

This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Learning outcome 1: Be able to research human resource management

Human resource management:

Policy formulation, employment legislation, pay initiatives, recruitment and selection policy, job descriptions, job advertising, recruitment enquires, applications, short listing packs, interview arrangements, interviews, contracts of employment, probation policy, staff training, code of conduct, absences, sickness, holiday entitlement, pension schemes, continued professional development, appraisal, capability issues, grievance procedures, harassment and bullying, religious events policy, stress policy, work and family policy, recruitment of ex-offenders, termination of employment, redundancy policy, exit reviews, references.

Job descriptions:

Recruit staff, job title, location of work, roles and responsibilities, purpose of job, requirements of job, line manager, smart targets, reviewed targets, capability issues.

Contracts of employment:

Pre-employment checks, written statement, terms and conditions, probationary period, legal name of employer/company, legal name of employee, date employment began, job title, address of place of work, employee's pay, intervals of pay (weekly, monthly), full-time/part-time contract, hours of work, holiday entitlement, public holidays entitlement, holiday pay, contractual changes, job share, maternity cover, job adverts, termination of employment.

Employment options:

Full-time, part-time, temporary, fractional, seasonal, job share.

Employment legislation:

Health and safety at work, data protection, working time, equal opportunities at work, sex discrimination, disability discrimination, supply of goods and services, trade description, data protection, control of substances hazardous to health, reporting of injuries, diseases and dangerous occurrences, personal protective equipment, electricity at work, manual handling, local by-laws (set by council), code of conduct, adherence by all staff.

Presentation methods:

Formal/informal, ICT – smart board, power point, laptop/projector/white board, podcast, DVD, web page, mood board, copies of presentation materials, one-to-one/lecture.

Professional communication in a salon environment:

Try to avoid technical language, always respond, consider client confidentiality.

Verbal – speaking (tone of voice, the language you use, how quickly and clearly), questioning (open, closed, probing).

Non-verbal – body language, positive attitude (your posture, facial expressions, hand gestures, the distance you stand), listening (be patient, try to be understanding).

Written – visual aids, magazines, client records.

Learning outcome 1: Be able to research human resource management (continued)

Behave professionally in a salon environment:

Follow health and safety practice and procedure, salon code of conduct, respect others, value client(s), co-operate with others (be sympathetic, fair, not aggressive), use appropriate language, avoid gossip, maintain confidentiality, polite/cheerful and friendly manner (friendly facial expressions, open body language, positive attitude, eye contact), sensible behaviour, team work, take pride in work, be punctual, employer and client loyalty.

How to follow safe and hygienic working practices:

Maintaining a safe salon – clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/sterilise/disinfect tools, equipment and work surfaces, no smoking, eating, drinking or drugs in the salon, maintain professional personal hygiene.

Personal protective equipment – wear protective equipment, avoid latex, powdered gloves, apron.

Electricity at work – visual check of equipment, no trailing wires, portable appliance testing.

Manual handling – moving stock safely, lifting, working heights, unpacking.

Towels – wash regularly, clean for every client, place dirty towels in covered bin.

Reporting of injuries, diseases and dangerous occurrences – accident book, reporting diseases, log accidents.

Control of substances hazardous to health – store, handle, use, dispose, replace lids, ventilation for vapour and dust, avoid over exposure to chemicals, use manufacturers' instructions for use.

Disposal of waste – sharps box, closed top bin, dilute chemicals with running water, environmental protection, salon policies for hazardous waste, single use items, recycle empties.

Product storage – check end date/packaging, store away from heat/damp/direct sunlight, empties avoid theft.

Learning outcome 2: Be able to carry out a practical presentation

Present a practical presentation:

Formal/informal presentation, possess public speaking skills, use assertive body language, know your subject, prepare and practise, use prompt cards, format variations for presenting – oral (spoken), multimedia (using various media – visuals, audio, PowerPoint presentations, newspaper editorial, salon websites), additional props (resources, accessories, mood board, legislation/policy hand outs, procedure worksheets, staff handbook, case studies, internet resources), show professionalism, possess varied communication (body language, tone, clarity, projection of voice), and interpersonal skills, guest speakers, group work/team work/pair work.

Cost implications of staff:

Job role – travel requirements, qualifications, experience, salary scales, performance related pay, consultants, commission, retail sales, training, CPD.

Methodology of retaining staff:

Performance related pay, incremental pay, incentives, commission, open policy/procedure making, pension, good working practices, flexible working, CPD/training opportunities, meetings, appraisals, achievable targets, organisational structure, open door policy.

Function of industry associations:

Regulatory bodies, standardisation of industry, fair working practice, sector health and safety guidance, training, sector indemnity regulations.

Evaluate the presentation:

Positive/negative evaluation, written feedback (specifically designed form/questionnaire, collating information, provides a clear evaluation of finished result), verbal (discussion, judgements, first impressions/first voiced opinion usually genuine response, face to face, telephone, tone of voice (enthusiasm, lack of enthusiasm), positive/negative body language, self-evaluation (strength and weakness analysis, feedback, future changes, identifying further training needs).

Notes

Use this area for notes and diagrams



Notes

Use this area for notes and diagrams





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