
Unit Specification

UBT289 – Maintain Health and Safety in the Salon

Unit reference number: F/650/6633

Level: 3

Guided Learning (GL) hours: 25

Overview

The aim of this unit is to enable learners to understand the principles of health and safety at work within a salon, clinic or spa. It introduces the key legislation and legal and regulatory factors that govern health and safety requirements and emergency procedures, and their importance in the hair and beauty workplace.

Learners will develop knowledge of how to recognise hazards and their associated risks, their limits of authority when dealing with the hazards found and how to follow, monitor and maintain safe and hygienic working practices. Learners will also need to know how to be able to locate firefighting equipment, first aid resources and have an awareness of fire, emergency and evacuation procedures and the role of the health and safety supervisor.

Learning outcomes

On completion of this unit, learners will:

LO1 Know the principles of health and safety

LO2 Understand how to maintain health, safety, hygiene and security practices

LO3 Understand how to follow emergency procedures

LO4 Understand the role of a health and safety supervisor

Version 1

Unit content

LO1 Know the principles of health and safety

Influencing factors regarding health and safety

Taught content

- Environmental factors – the conditions in which people work, for example the working temperature, ventilation, noise and waste management
- Occupational factors – people may be at risk from certain illnesses due to the services or treatments they offer, for example asthma from hairdressing or beauty products
- Human factors – people contribute to accidents through poor behaviour, carelessness, error or haste

Key vocabulary connected with health and safety

Taught content

- Health – a state of wellbeing
- Safety – the absence of risks
- Workplace – any area or building where people work
- Health and safety policy – a document outlining an employer's policy and commitment to health and safety
- HSE (Health and Safety Executive) – the body that regulates health and safety and enforces authority
- Accident – an unplanned and uncontrolled event with the potential to cause injury
- Hazard – something with the potential to cause harm
- Risk – the likelihood that a hazard will cause harm
- PPE – personal protective equipment
- First Aid – emergency care or treatment given before medical aid can be obtained
- Aseptic – free from contamination caused by harmful bacteria, viruses, or other microorganisms
 - Toxicity – a harmful/toxic substance
 - Tests – Allergy/sensitivity test carried out prior to treatments where required
- Microbial contamination – the unintentional introduction of microbial agents, for example bacteria, viruses, chemicals or parasites

The importance of legislation

Taught content

- Legal obligations regarding health and safety legislation
- Consequences for not following health and safety legislation:
 - Injury (to self or to others)
 - Loss of client trust
 - Bad reputation for salon
 - Loss of business
 - Legal action
 - Fines
 - Imprisonment

Legislation required for salon services

Taught content

- Health and Safety at Work
- Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- Health and Safety (First Aid) regulations
- Manual Handling Operations Regulations
- General Data Protection Regulation (GDPR)
- The Data Protection Act 2018
- Control of Substances Hazardous to Health (COSHH)
- Personal Protective Equipment at Work regulations (PPE)
- Electricity at Work Regulations
- The Equality Act
- Local Authority legislation, licensing and/or registration schemes
- Cosmetic products enforcement
- Safeguarding policy
- Responsibilities in relation to legislation
 - Duties of employers and employees
 - Duties of the self-employed
 - Duties of manufacturers, suppliers and installers
 - Enforcement Officers – improvement notices, prohibition notices, prosecution

Methods of achieving high standards of health and safety

Taught content

- Implementing an effective health and safety policy that sets standards and is well managed
- Well informed and trained managers and staff who communicate with each other
- An effective risk assessment strategy aimed at reducing the likelihood of accidents or ill health
- Carrying out safe working practices with good standards of hygiene and maintenance
- Positive attitudes towards health and safety from all members of staff
- An efficient reporting system for accidents, ill health and safety defects

Link between welfare and health and safety

Taught content

- The responsibility of employers/business owners to provide adequate toilets that are clean, ventilated and well lit, washing facilities with hot and cold water, drinking water, facilities for rest breaks, facilities for storing clothing, changing facilities if necessary, suitable rest facilities for clients who are pregnant

Key vocabulary connected with welfare

Taught content

- Welfare – the provision of facilities and any other measures to ensure a person's wellbeing
- Work related stress – feeling anxious, unwanted pressure that can cause harm to the mind and body and has strong links to absences from work
- Appointed person – a person with specific duties, for example relating to first aid but not necessarily a person who is trained in first aid

Key factors that can affect a person's welfare

Taught content

- Smoking – policies, restrictions and/or bans to protect non-smokers
- Stress – employers must reduce stress by considering possible causes and taking appropriate action
- Alcohol/Drugs – strict policies should be in place as these issues jeopardise safety by affecting a person's judgement
- First aid provision – risk assessments should be carried out to identify the level of first aid provision needed and everyone at work must be made aware of first aid arrangements. An appointed first aider must be in place at all times when people are working and must be known to all staff. First aid provision also applies to self-employed people
- Harassment and bullying – cause anxiety and stress and are illegal (Health and Safety at Work Act). Policies must be in place that make this clear and link to disciplinary action

LO2 Understand how to maintain health, safety, hygiene and security practices

Working safely and hygienically within the work environment

Taught content

- Work safely at all times adhering to all health and safety legislation that must be followed within the salon, clinic or spa
- Work hygienically with the use of clean and non-contaminated products, fresh clean towels, single use items, sterilised tools and equipment
- Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- Prepare and protect self, client and treatment/service area in accordance with salon, clinic or spa requirements
- Use appropriate personal protective equipment for self and client, for example the client's own clothes must be fully protected with appropriate protective garments in accordance with the service or treatment
- Remain alert to risks and hazards throughout the service/treatment and understand how this may affect services – spillages, obstacles, obstructions, broken equipment and trailing wires
- Adopt correct posture of self/client to avoid fatigue and minimise injury
- Ensure that the service area is clean and tidy throughout the service/treatment
- Proceed with the service/treatment without causing danger or damage to self, client or work area
- Ensure correct disposal of clinical waste, hazardous waste and general waste
- Prevent contact dermatitis – wear gloves when using chemicals, wash and dry hands thoroughly and use moisturiser/barrier cream

Hazards and risks

Taught content

- A hazard is something with the potential to cause harm:
 - Trailing wires
 - Product spilt on the floor
 - Hot equipment
- A risk is the likelihood that the hazard will actually cause harm:
 - The learner or a client may trip over the trailing wires
 - The learner or a client may slip on the spillage
 - The learner or a client may be burnt on the hot equipment

Procedure for risk assessments

Taught content

- A risk assessment must be carried out in a workplace at regular intervals. All staff and visitors to a salon have a right to be protected from harm. An examination of the work area is carried out on what might cause harm and a decision made on whether reasonable steps to prevent that harm are in place
- Methods:
 - Observe all areas of the work place
 - Identify hazards
 - State who or what is at risk
 - Determine the level of risk
 - Record findings and recommend preventative measures
 - Inform or train staff
 - Sign and date risk assessment
 - Risk assessment should be regularly updated

Limits of own authority

Taught content

- When to report a risk or hazard
- How to report a risk or hazard
- When to refer or seek guidance from a senior staff member, manager or salon owner

Types of accidents and emergencies that can occur

Taught content

- Accidental injury – a trip or fall resulting in a minor injury, for example sprain or cut to skin
- Accidents using products and equipment – shock, burn or scald from electrical items, inhalation of products, trip or fall resulting from hazard
- Medical conditions, such as angina, heart attack, asthma attack, epilepsy
- Fire – building, electrical equipment, flammable products
- Other – suspected bomb, chemical spillage, theft, security issues (breaking and entering), abuse, vulnerable persons

Preventing work related complaints

Taught content

- Allow room for movement
- Reduce noise distractions
- Ensure risks are considered when using display screens
- Staff training – awareness of the problems associated with poor posture and safety precautions associated with specific treatments
- Avoid over-reaching and stooping
- Reduce repetitive movements, consider treatment rotation
- Adequate breaks
- Reduce stress levels – can lead to poor posture
- Make environmental improvements – heating in cold areas, ventilation where necessary

Importance of Personal Protective Equipment (PPE)

Taught content

- The correct personal protective equipment (PPE) necessary for each service/treatment to maintain health and hygiene of the client and self
- Client protection: Understand the consequences if a client is not adequately protected during salon services. The client has possible grounds to sue or claim against the salon for replacement clothes, claiming negligence

Personal presentation

Taught content

- Personal appearance should combine safety and professionalism to avoid accidents and give a positive professional image of a salon
 - Know the importance of personal appearance and to be clean, hygienic and in accepted uniform/clothes
 - Avoid wearing obtrusive jewellery which may be a hazard
 - Always wear correct protective clothing
 - Have a high standard of cleanliness
 - Have clean tidy hair and clean nails
 - Cover cuts and open wounds

The importance of sterilisation, sanitation and disinfection

Taught content

- To prevent cross-infection, cross-contamination and cross-infestation within the salon environment
- To prevent potential threat to health
- To prevent potential loss of business
- To ensure the image and reputation of the salon is maintained
- To prevent legal action against individuals or against the business

Sterilisation and disinfecting methods used in salons

Taught content

- Tools, equipment and work surfaces must be kept clean, well maintained and sterilised or disinfected. Sterilisation and disinfecting will prevent cross-infection/contamination
- Sterilisation of all tools and equipment must be undertaken; this ensures complete destruction of any living micro-organisms
- Use of sterilisation fluids, ultra-violet cabinet, autoclave and cleaning detergents
- Manufacturer's instructions must be adhered to but in general:
 - Sterilisation – the killing of organisms such as bacteria, fungi and parasites
 - Disinfecting – the elimination of the most harmful microorganisms (not including their spores) from surfaces or objects

LO3 Understand how to follow emergency procedures

Use of firefighting equipment for different types of fire

Taught content

- Not all types of extinguisher are suitable for salon, clinic or spa use. Employers should provide the correct firefighting equipment most suitable to the fire risks in the workplace
 - Water fire extinguisher (red label) for use on solids, wood, paper, textiles
 - Carbon dioxide fire extinguisher (black label) for use on liquid and electrical equipment
 - Dry powder (blue label) for liquid, paper, wood, electricity, plastics, textiles
 - Foam extinguisher (cream label) for use on flammable liquids
 - Fire blanket to be used to place over the fire to extinguish the flames of a burning liquid or a person
 - Alarm (smash glass and hit alarm) to be activated in the event of a fire, to allow evacuation of the building to take place and alert the fire brigade and ensure the fire is fully extinguished before anyone returns to the building

Dangers of the incorrect use of firefighting equipment on different types of fires

Taught content

- Examples of dangers from using the incorrect fire equipment could include:
 - Fires that seem extinguished could reignite
 - Jets of dry powder or foam can spread burning liquid if aimed incorrectly
 - Fire could explode and become uncontrollable
 - Electrocutation
 - Injury to staff, clients or damage to belongings/property

Salon policy for security of staff, clients and visitors

Taught content

- Everyone working in the salon, clinic or spa is responsible for maintaining the security of themselves, clients and visitors. Employers and employees must:
 - Be up to date with the systems for security – the locking/opening-up procedure, where personal and client belongings are kept for safety
 - Know emergency evacuation procedures – the location of fire exits and assembly point
 - Know how to store and use confidential staff and client records – use of passwords to maintain the confidentiality and security of staff and client information

Named emergency personnel

Taught content

- In the event of an emergency, a call should immediately be made to 999 and the relevant emergency service requested. To avoid damage, harm, injury or death only emergency personnel should deal with the emergency, they are:
 - Fire fighters
 - Medical staff – paramedic, doctors, nurses
 - Police

Reporting and recording accidents

Taught content

- Employers must provide an accident book to record any accidents in the workplace. This will help to aid improvements and management of risk assessments, and provide evidence if legal action is taken. A record must be kept of:
 - Details of injuries from accidents in the workplace that need reporting under RIDDOR
 - An accident that causes injury that results in a worker being away from work for more than 3 days should be recorded, but not reported
 - Details of all accidents involving clients need to be recorded in case of legal action

LO4 Understand the role of the health and safety supervisor

Responding to hazards and risks ensuring working practices meet legal requirements

Taught content

- Consider environmental, occupational and human factors
- Positioning of stylist or therapist and client in order to maintain safety and reduce risks and lessen fatigue
- Handle, use and store products, materials, tools and equipment safely to meet with manufacturers' instructions
- Dispose of all types of salon waste safely to meet with legal and salon requirements and wherever possible follow eco-friendly options
- Follow electricity regulations, COSHH, RIDDOR, Manual handling, Fire precautions, First Aid
- Monitor slips, trips and falls

Maintaining a safe salon, monitoring and supporting others in a supervisory role

Taught content

- Adhere to salon policies
- Regular staff training
- Regular testing of electrical equipment
- Regular review of safe working practices
- Have clean, tidy and safe standards of working
- Remove spillages, report slippery surfaces, such as oils and spills and remove/report obstacles
- Have clear access to work stations/beds/trolleys and equipment
- Use clean/sterilised/disinfected tools, equipment and work surfaces
- Be able to carry out a risk assessment
- Follow salon rules, for example no smoking/vaping, eating, drinking or drugs in salon

Salon policy for security of staff, clients and visitors

Taught content

- Be up to date with the systems for security
- Know emergency evacuation procedures
- Know how to store and use confidential staff and client records

Assessment requirements

Learners must complete the assessment requirements related to this unit:

1. Theory examination

1. Theory examination

Learning Outcome	Assessment Criteria
LO1 Know the principles of health and safety	1.1 Influencing factors regarding health and safety
	1.2 Key vocabulary connected with health and safety
	1.3 The importance of legislation
	1.4 Legislation required for salon services
	1.5 Methods of achieving high standards of health and safety
	1.6 Link between welfare and health and safety
	1.7 Key vocabulary connected with welfare
	1.8 Key factors that affect a person's welfare

Learning Outcome	Assessment Criteria
LO2 Understand how to maintain health, safety, hygiene and security practices	2.1 Working safely and hygienically within the work environment
	2.2 Hazards and risks
	2.3 Procedure for risk assessment
	2.4 Limits of own authority
	2.5 Types of accidents and emergencies that can occur
	2.6 Preventing work related complaints
	2.7 Importance of Personal Protective Equipment (PPE)
	2.8 Personal presentation
	2.9 The importance of sterilisation, sanitation and disinfection
	2.10 Sterilisation and disinfecting methods used in salons

Learning Outcome	Assessment Criteria
LO3 Understand how to follow emergency procedures	3.1 Use firefighting equipment for different types of fire
	3.2 Dangers of the incorrect use of firefighting equipment on different types of fires
	3.3 Salon policy for security of staff, clients and visitors
	3.4 Name emergency personnel
	3.5 Reporting and recording accidents

Learning Outcome	Assessment Criteria
LO4 Understand the role of the health and safety supervisor	4.1 Responding to hazards and risks ensuring working practices meet legal requirements
	4.2 Maintaining a safe salon, monitoring and supporting others in a supervisory role
	4.3 Salon policy for security of staff, clients and visitors

Document History

Version	Issue Date	Changes	Role
v1.0	01/04/2023	First published	Product and Regulation Coordinator