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# Qualification Specification

iCO4D1 - VTCT Skills (ITEC) Level 4 Diploma in Spa and  
Salon Management

603/4498/2

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# About VTCT Skills (ITEC)

iTEC is a global specialist organisation providing qualifications internationally, and specialises in beauty & spa therapy, hairdressing, complementary therapies and sports and fitness therapy. iTEC offers centres and learners high quality regulated qualifications for employability, specialist subjects and skills enhancement.

iTEC has close working partnerships with over 700 approved centres in over 40 countries, and offices in England, Ireland, South Africa, Asia Pacific and the USA. iTEC became part of VTCT (Vocational Training and Charitable Trust), in 2016 to strengthen its position in the industry internationally.

For more information visit us at [www.itecworld.co.uk](http://www.itecworld.co.uk), or contact our dedicated Customer Support Team via email; [customersupport@vtct.org.uk](mailto:customersupport@vtct.org.uk) or call +44 (0)23 8068 4500

All qualifications are awarded by VTCT.

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# Qualification at a glance

<b>Qualification title</b>	VTCT Skills (ITEC) Level 4 Diploma in Spa and Salon Management
<b>Qualification number</b>	603/4498/2
<b>Product code</b>	iCO4D1
<b>First registration date</b>	01/10/2019
<b>Age range</b>	16-18, 19+
<b>Credit value</b>	68
<b>Total Qualification Time (TQT)</b>	680
<b>Guided Learning (GL) hours</b>	376
<b>Assessment</b>	<p>To be awarded this qualification, learners must successfully achieve the following assessments:</p> <ul style="list-style-type: none"><li>• External theory examination</li><li>• Portfolio of evidence containing<ul style="list-style-type: none"><li>- Treatment evidence</li><li>- Assignment</li></ul></li></ul>
<b>Grading</b>	Pass/Merit/Distinction
<b>Entry requirements</b>	<p>There are no formal prerequisite qualifications that learners must have prior to undertaking this qualification. It is the responsibility of the centre to ensure that learners have the required knowledge, understanding and skills to enrol and successfully achieve this qualification.</p>

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# About this qualification

## Aims and objectives

The main aim of the VTCT Skills (ITEC) Level 4 Diploma in Spa and Salon Management is to enable learners to gain the necessary practical and theoretical skills in order to manage the spa or salon environment effectively and to gain employment in the hair and beauty industry. This qualification is suitable for learners aged 16 and over and is designed to provide occupational competence at level 4. It also provides a sound platform into further training at level 4 and 5.

## Content

This qualification is for learners who want to work within the hair and beauty industry. The qualification consists of 9 mandatory units with a total of 376 hours of Guided Learning (GL) to achieve the full qualification.

The main skills the learner will perform are:

- Monitor and maintain spa area – to include preparing, monitoring and maintaining the spa area
- Salon design for the hair and beauty sector – to include researching, planning and designing a salon
- Salon management – to include, planning and managing products and services in the salon and undertaking salon management duties
- Management of health, safety and security in the salon – to include implementing and managing health, safety and security practices
- Contribute to the effective running of business – to include, making a positive contribution to running the business efficiently
- Sales management in the hair and beauty sector – to include introducing methods to improve the selling skills of employees within the business
- Quality management of client care in the hair and beauty sector – to include reviewing, implementing and monitoring procedures to improve the overall client service experience
- PR in the hair and beauty sector – to include carrying out PR activities and managing a PR crisis
- Marketing in the hair and beauty sector – to include promoting hair and beauty products, services and treatments

The learner will also develop knowledge on how to carry out research, analyse data, produce plans and evaluate the use of sales forecasts which is essential in order to work and be successful in the industry.

This qualification also provides:

- The related knowledge and understanding required to manage the spa and salon environment effectively in particular health, safety and security
- Opportunities for learners to focus on the development of their wider skills in a spa and salon management setting, such as communicating with clients, working with others and problem solving
- Opportunities for learners to develop a range of skills, techniques, personal qualities and attitudes essential for successful performance in employment as a spa and salon manager

## Opportunities for progression

Once learners have achieved the VTCT Skills (ITEC) Level 4 Diploma in Spa and Salon Management they may progress on to other VTCT Skills (ITEC) or equivalent qualifications at level 4 for example:

- Level 4 Diploma in Advanced Skincare
- Level 4 Certificate in Trichology for Hairdressers

## Opportunities for employment

There are opportunities for spa and salon manager to find employment in a variety of areas:

- Beauty salon
- Hairdressing salon
- Spa
- Hotels
- Health clubs
- Cruise liners

## Relationship to National Occupational Standards

This qualification has mapped to National Occupational Standards where they exist and has ensured that best practice in the workplace has been reflected in the qualification. This qualification is linked to the relative job roles as well as ensuring that the qualification reflects the required level of knowledge and ability for the spa and salon manager at level 4.

# Qualification structure

To be awarded the VTCT Skills (ITEC) Level 4 Diploma in Spa and Salon Management, learners must achieve all mandatory units.

The minimum GLH required for this qualification is 376

The minimum TQT required for this qualification is 680

**Table 1**

Unit code	Mandatory units	Guided Learning Hours (GLH)	Unit reference number	Unit weighting for the overall qualification grade
iUBT323	Monitor and maintain spa area	45	Y/617/4301	100%
iUCO56	Salon design for the hair and beauty sector	36	F/617/5698	0%
iUCO64	Salon management	50	L/617/5705	0%
iUCO70	Management of health, safety and security in the salon	44	Y/617/4380	0%
iUCO44	Contribute to the effective running of business	30	M/617/5714	0%
iUCO49	Sales management in the hair and beauty sector	47	T/617/5696	0%
iUCO71	Quality management of client care in the hair and beauty sector	50	H/617/5709	0%
iUCO89	Public relations (PR) in the hair and beauty sector	42	T/617/4323	0%
iUCO61	Marketing in the hair and beauty sector	32	F/617/5703	0%

## Guided Learning Hours (GLH)

Guided Learning Hours is 'the activity of a learner in being taught or instructed by – or otherwise participating in education or training under the immediate guidance or supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training'. This includes 'the activity of being assessed if the assessment takes place under the immediate guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training'.

## Total Qualification Time (TQT)

Total Qualification Time is the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required, in order for a learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of the qualification.

# Assessment

All assessment listed below in table 2 must be completed to achieve the qualification. The internal assessment may be sampled by an external examiner or external quality assurer on their visit to the centre.

**Table 2**

Unit code	Mandatory units	Assessment	Grading
iUBT323	Monitor and maintain spa area	Portfolio of evidence – 3 treatments	Pass/Refer
		Portfolio of evidence – Assignment	Pass/Refer
		MCQ	Pass 60%-74% Merit 75%-89% Distinction 90%-100%
iUCO56	Salon design for the hair and beauty sector	Portfolio of evidence – Assignment	Pass/Refer
iUCO64	Salon management	Portfolio of evidence – Assignment	Pass/Refer
iUCO70	Management of health, safety and security in the salon	Portfolio of evidence – Assignment	Pass/Refer
iUCO44	Contribute to the effective running of business	Portfolio of evidence – Assignment	Pass/Refer
iUCO49	Sales management in the hair and beauty sector	Portfolio of evidence – Assignment	Pass/Refer
iUCO71	Quality management of client care in the hair and beauty sector	Portfolio of evidence – Assignment	Pass/Refer
iUCO89	Public relations (PR) in the hair and beauty sector	Portfolio of evidence – Assignment	Pass/Refer
iUCO61	Marketing in the hair and beauty sector	Portfolio of evidence – Assignment	Pass/Refer

Unit specifications and additional supporting material for this qualification can be found on the iTEC website.

## Grading of the qualification

Learners must achieve a Pass grade or higher in the requisite number of units as specified in the rules of combination, see Table 1 above. Only mandatory units which are graded Pass/Merit/Distinction will contribute to the overall grade.

Theory examinations will be graded Pass/Merit/Distinction.

Portfolio of evidence containing the following will be graded Pass/Fail:

- Treatment evidence
- Assignments

The overall qualification is graded Pass/Merit/Distinction.

Grade boundaries for units and the overall calculation for the qualification grade are open to annual review. Following this review, these boundaries and overall calculations can be adjusted by VTCT. This review and possible change within a qualification are to ensure the standard of the qualification grade is upheld throughout the qualification's lifecycle.

## Theory examination

All theory tests must be conducted in a controlled environment and follow the procedures defined by VTCT Skills(ITEC). The theory tests will be set and marked by VTCT Skills (ITEC). The centre is responsible for ensuring the examination can operate seamlessly by organising the process as defined in the 'Instructions for Conducting Examinations' which can be found on the iTEC website.

## Portfolio of evidence

Learners are required to provide a portfolio of evidence containing treatments and/or case studies that they have performed on clients during their training under the supervision of the lecturer who will monitor the quality of the treatments in order to ensure that they meet the criteria.

- The criteria are detailed on the treatment evidence guidance forms
- The learner will need to complete a client consultation form as evidence that they performed the required number of treatments during their training (see Table 2) as they form part of the internal assessment for the qualification. They can be stored in the learner's portfolio

Learners are required to provide assignments under the supervision of the lecturer who will monitor the quality of the assignments in order to ensure that they meet the criteria.

- The criteria are detailed on the assignment guidance forms and form part of the internal assessment for the qualification



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# Quality assurance

## Delivery of the qualification

A scheme of work must be approved by VTCT Skills (ITEC) for all units prior to the commencement of the course.

Lecturers should aim to deliver the theory and practical of each unit simultaneously, i.e., both theory and practical of each unit should be taught together to ensure the underpinning knowledge is being delivered at the same time as the practical skills. This will help to ensure that learners understand the structures they are working on as a result of combining delivery with the practical application of treatments.

## Centre resources

The organisation delivering the qualification must provide a suitable environment for teaching the VTCT Skills (ITEC) Level 4 Diploma in Spa and Salon Management as well as all equipment both fixed and free standing to complete all aspects of the qualification. Learners need to be made aware of the amount of consumables/towels they will be required to provide.

## Achievement record

All units will require an Achievement Record to be completed by the lecturer for each learner. This achievement record will need to be kept by the centre and may be sampled by the external examiner or external quality assurer on their visit.

An Achievement Record for each unit can be downloaded from the ITEC website.

## Document History

Version	Issue Date	Changes	Role
v0.4	14/05/2019	Draft version published to inform centres prior to September launch.	Systems Integration Team
v1.0	13/09/2019	First published	Head of Qualifications and Processing
v2.0	04/11/2019	Removal of non-relevant text on practical examination	Qualifications and Regulation Co-ordinator
v3.0	03/12/2019	Grading boundary review statement added	Qualification Administrator
V4.0	01/01/2025	New branding	Qualifications Administrator