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| Title | **Develop professionalism** | | |
| Level | **2** | **Credits** | **3** |

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| Purpose | The competency standard is about to train the students to participate in workshops, skin cosmetic companies. Interact with other salons, colleagues consult with experts participate in skill competitions intern with skin therapist and handling of revenue of cash. |

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| Classification ISCED | 1012 Hair and beauty services |

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| Available grade | Competent / Not yet competent |

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| Modification history | N/A |

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| **Competency Unit** | **Performance Criteria** | **Knowledge and understanding** |
| **I-1: Attend workshops on latest beauty therapy techniques.**  This unit describes the skills and knowledge required to apply latest methods and procedures for all treatments of beauty therapy by joining the different workshops. | **P1** Apply latest methods and procedures for all treatments of beauty therapy.  **P2** Demonstrate the Use of latest salon products.  **P3** Observe and follow the time for treatment.  **P4** Apply treatment to make client at ease.  **P5** Adopt the direction in the workshop actively.  **P6** Identify contraindications during treatment. | **K1** Explain latest procedures and techniques used in salon.  **K2** Explain latest salon products.  **K3** Explain correct Timings for each service.  **K4** Explain the importance of attending workshop.  **K5** Explain the term contraindications. |
| **I-2: Interact with other salon.**  This unit describes the skills and knowledge required to interact with other salons for latest trends and market demands. | **P1** Deal with other salons.  **P2** Remain updated as per market demands.  **P3** Select suitable salon’s products, equipments and furniture available in market.  **P4** Explain and Compare prices and cost effectiveness of all the purchases of salon (including fixed and consumable items) | **K1** Explain the complete information of market demands.  **K2** List and explain products available in market.  **K3** Describe Comparative list of the prices for all the products.  **K4** Explain the methods of selection of the products available in the market. |

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| **I-3: Participate in trainings.**  This unit describes the skills and knowledge required to understand the importance of participate in trainings offered by beauty cosmetics companies. | **P1** Apply techniques carefully described by different companies about their products.  **P2** Prepare notes of new products introduced or displayed in the trainings and upgrade salon accordingly.  **P3** Evaluate cost of new products introduced in training and formulate price list of services in salon accordingly.  **P4** Design leaflets and printed material of the contents taken from the training for applying in salon. | **K1** Explain list of techniques described by different companies about their products.  **K2** Explain list of new products with prices introduced by the companies conducting training.  **K3** Explain Price list formulated by incorporating new products introduced in training.  **K4** Explain the importance of designing leaflets and printed material for salon. |
| **I-4: Consult with experts.**  This unit describes the skills and knowledge required to understand the importance of consult with experts for latest techniques and procedures | **P1** Update the skills by consulting with experts.  **P2** Explain the Correct usage of the product.  **P3** Identify skin diseases and their remedies.  **P4** Demonstrate method of application of professionalism in the concerned field. | **K1** Explain the skills required in salon.  **K2** Explain the suitable products for the treatment of different kind of skin diseases.  **K3** Explain different types of skin diseases.  **K4** Explain the importance of Professional manuals. |
| **I-5: Market salon services, product and prices.**  This unit describes the skills and knowledge required to design and market the salon services and products, prices and special deals/packages. It | * 1. Conduct market research.   2. Design and market promotional material.   3. Convince customers about the value of offer and develop trust.   4. Inquire about the needs and experiences with other competitors through polite discussion.   5. Share and discuss promotional material and packages with the customers | * 1. Explain products, services, deals and prices offered by salon   2. Explain various mediums and tools of marketing motional.   3. Importance of knowledge of services, products and deals offered by competitors.   4. Importance of designing promo material |

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| also contributes towards increase in salon revenue through marketing, and retaining and increasing client base. |  |  |
| **I-6: Attend seminars.**  This unit describes the skills and knowledge required to participate in skill competitions  /professional gatherings/exhibitions etc. | **P1** Apply procedures and techniques professionally.  **P2** Prepare the list of techniques applied by the winner in the competition.  **P3** Adopt the new trends and confidence gained from the competition.  **P4** Demonstrate the Use of internet email to get information about different events.  **P5** Polish existing skills.  **P6** Interact with other professionals of the same field.  **P7** Gather the important points regarding techniques and products | **K1** Explain Professional Procedures and techniques.  **K2** Explain the importance of Competitive behavior.  **K3** Explain the role of print and electronic media in salon  **K4** Explain the use of internet email to get information about different events.  **K5** Explain the list of other salons to have interaction for gathering and competition.  **K6** Explain the importance of questionnaires in skill competitions. |
| **I-7: Great and receive clients and guests.**  This unit describes the skills and knowledge involved in greeting the clients and guests visiting the salon, politely and pleasantly and | * 1. Receive Client smilingly.   2. Welcome Client with courtesy, respect and complete attention.   3. Behave in such manner that Client feels to be important person at salon.   4. Deal with V.I.P. Clients as per instructions of salon’s management. | * 1. Protocol plan for dealing with all clients particularly for V.I.P., old age and special clients.   2. Importance of use of A.C., T.V., lighting, spraying fragrance.   3. Presentation skills for serving drinks or tea etc.   4. Importance of pleasant and friendly behavior at the time of departure of Client. |

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| making them comfortable while they are waiting at the salon reception. It also includes maintaining a pleasant environment through the use of  air-conditioning, flowers, lighting, music & fragrances. | * 1. Deal special and old persons with loving and friendly behavior.   2. Offer Client the drink, tea or coffee.   3. Create pleasant environment by switching on all lights, A.C., T.V. and spraying fragrance at the time of entry of Client. |  |