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| Title | **Present a professional image** | | |
| Level | **2** | **Credits** | **3** |

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| Purpose | These competency standards will ensure that the trainee will be competent in presenting a professional image of themselves and the workplace whenever dealing with a client and in ensuring the health & safety responsibilities of everyone in workplace |

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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** | **Tools and Equipment** |
| **A1: Prepare the work place:** | **P1.** Explain the procedures of preparing the workplace  **P2.** Identify requirements of preparing workplace in accordance with clients requirement  **P3.** Check the status of preparation procedures through checklist  **P4.** Ensure the reception area is clean and tidy all time and maintained according to standards  **P5.** Arrange the required stationary for reception  **P6.** Ensure the products on display are in stock  **P7.** Maintain the cleanliness of all areas of work place  **P8.** Select tools, equipments and products for specific service as required by client  **P9.** Check, maintain and store the stock as per requirements  **P10.** Deal with health& safety procedures to avoid any risk | **K1.** Explain how to prepare a work area  **K2.** Explain why it is important to prepare all areas which are parts of the salons  **K3.** Explain why it is important to prepare the reception area  **K4.** Outline the workplace standards  **K5.** List the types of cleaning materials **K6.**Identify all types of tools and equipment **K7.** Identify the inventory of stocks | **Non Consumables:**   * Computer * Printer * Internet   **Consumables:**   * Paper * Pencil * Eraser * Sharpener * Pen * Notebook |

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| **A2: Present a professional appearance** | **P1.** Demonstrate the standards of decorum, good manners, body language and social behavior according to Salon policy.  **P2.** Select appropriate dress/uniform in accordance with established policies and procedures  **P3.** Present yourself with a professional appearance in accordance with required standards of workplace  **P4.** Plan time management before dealing with any client | **K1.** Explain why professional appearance is important in workplace  **K2.** Explain the main aspects of professional appearance  **K3.** Discuss how professional appearance should be shown and why salons prefer it  **K4.** Describe why health and fitness is important for presenting a professional appearance.  **K5.** Differentiate between professional and non- professional appearance at workplace | **Non Consumables:**   * Computer * Internet   **Consumables:**   * Paper * Pencil * Eraser * Sharpener * Pen * Notebook |
| **A3: Maintain personal hygiene** | **P1.** Explain the importance of the maintenance of personal hygiene workplace  **P2.** Demonstrate the health and safety requirements that must be practised in a salon environment  **P3.** Implement the personal Hygiene policy in workplace  **P4.** Demonstrate procedures to identify and manage  the infections and allergies to maintain personal hygiene before dealing with the client | **K1.** Explain why personal hygiene is important in workplace  **K2.** List key facts about maintaining personal hygiene  **K3.** Explain the salon policies in regard to personal hygiene and self-presentation  **K4.** Identify how infections and allergies can effect personal hygiene  **K5.** Explain the procedures for different infections and allergies which can come across within a salon | **Non Consumables:**   * Computer * Printer * Internet   **Consumables:**   * Paper * Pencil * Eraser * Sharpener * Pen * Notebook * Sanitising lotions |
| **A4: Keep the workplace clean & safe** | **P1.** Demonstrate the workplace hygiene practices  **P2.** Handle and store all items in accordance with workplace policies | **K1.** Explain why it is important to have clean and safe place before dealing with client | **Non Consumables:**   * Computer * Printer * Internet * Steriliser   **Consumables:**   * Paper |

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|  | **P3.** Demonstrate the procedure of workplace cleanliness and safety  **P4.** Dispose the waste materials in accordance with Health& Safety rules  **P5.** Explain the procedure of workplace cleanliness and safet**y**  **P6.** Demonstrate the procedures of cleaning and sanitizing the tools and equipment | **K2.** Explain how poor hygiene and inappropriate cleanliness practices at workplace can effect the whole environment  **K3.** Identify the salon standards for cleanliness and safety  **K4.** Explain why waste and extra material may cause a risk  **K5.** Examine the workplace hygiene and its safety in regard to Health & Safety rules  **K6.** Explain why it is important to clean and the tools and equipment | * Pencil * Eraser * Sharpener * Pen * Notebook * Sterilising/ Sanitising lotions |
| **A5: Follow health & safety practices** | **P1.** Identify the hazards and evaluate the risk in your workplace  **P2.** Control hazards in accordance with workplace instructions and requirements  **P3.** Perform duties in accordance with the level of competence, workplace instructions, and manufacturer’s instructions and requirements  **P4.** Follow the Health& safety for your personal safety in workplace | **K1.** Explain what “Hazards “and Risks are  **K2.** Identify responsibilities and duties for health & safety in workplace  **K3.** Explain hazards which exist in your workplace and the safe working practices which you must follow  **K4.** Discuss the scope and responsibility for controlling risks  **K5.** Explain why it is important to follow suppliers and manufacturers instructions for the safe use of equipment, materials and products.  **K6.** Explain the importance of personal presentation in maintaining health & safety in workplace  **K7.** Identify the risks to the environment which may be present in your workplace | **Non Consumables: Consumables:**   * Paper * Pencil * Eraser * Sharpener * Pen * Notebook |

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| **A6: Check the whole procedure of preparation** | **P1.** Describe the routine instructions and performance of tasks according to salon procedures  **P2.** Check and maintain the whole area before serving the client  **P3.** Demonstrate the stock rotation procedures in accordance with salon policies  **P4.** Plan and priorities the tasks in accordance with salon procedures | **K1.** Explain why it is important to check the whole procedure of preparing the workplace daily before dealing with client  **K2.** Explain why it is important to follow workplace standards of preparation before every service  **K3.** Explain why it is important to inform the workplace in-charge about the missing things/products to avoid inconvenience  **K4.** List the preparation procedures of the workplace  **K5.** Identify the health & safety risks associated with the preparation procedures you carry out | **Non Consumables:**   * Computer * Printer * Internet   **Consumables:**   * Paper * Pencil * Eraser * Sharpener * Pen * Notebook |