

Domain**HAIRDRESSING****Title:****Communicate in a salon environment****Level: 2****Credits: 2****Purpose**

This unit standard specifies the competencies required to communicate in a salon environment. The unit refers to competency in communication rather than the English language. It includes gathering, conveying and receiving information through verbal and written forms of communication. This unit standard is intended for those who work as hairdressers.

Special Notes

1. Entry information:

Prerequisite

- Unit 632 - *Apply personal health and safety routines in a hairdressing salon environment* or demonstrated equivalent knowledge and skills.

2. To demonstrate competence, at a minimum, evidence is required of the correct interpretation of three different workplace signs; successful completion of five tasks following instructions; conveying five pieces of information to other workers; filling out three workplace documents and one job card accurately and actively participating at a workshop meeting. Perform these tasks ensuring correct identification of requirements, selection and use of appropriate processes, tools and equipment and completing all work to specification.

3. Assessment evidence may be collected from a real workplace or a simulated real workplace or an appropriate simulated realistic environment in which hairdressing operations are carried out.

4. All procedures associated with the use of tools, equipment and products shall comply with manufacturers' specifications and/or workplace guidelines and instructions.

5. Performance of all elements in this unit standard must comply with industry standards.

6. Regulations and legislation relevant to this unit standard include the following:

- Labour Act, No. 11, 2007
- Occupational Health and Safety Regulations No. 18, 1997

and all subsequent amendments.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and

moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on www.nta.com.na.

Elements and Performance Criteria

Element 1: Gather, convey and receive information

Range

Methods of communication transfer are to include use of telephones (including mobile), e-mail and facsimile.

Work signage is to include workplace safety signs, facility or location signs and hazard signs.

Performance Criteria

- 1.1 Verbal and written instructions are gathered, received and responded to with correct actions.
- 1.2 Instructions are conveyed accurately.
- 1.3 Work signage is responded to with correct action.
- 1.4 Information is conveyed and receipt of the message is confirmed.
- 1.5 Questions are used to gain additional information and to clarify understanding.

Element 2: Participate in simple workplace meetings

Performance Criteria

- 2.1 Correct processes for workplace meetings are identified and followed to pre-determined or agreed procedures.
- 2.2 Responses are sought and provided to others in the group.
- 2.3 Constructive contributions are made.
- 2.4 Goals or outcomes are identified and recorded.

Element 3: Complete relevant work related documents

Range

Workplace documents may include company procedures, regulations, safety requirements, induction procedures, industrial agreements, checklists, instructions, delivery dockets, material safety data sheets, workplace policies, quality requirements, bulletins, maps, notices, accident reports, plans, emergency procedures, work schedule or appointment sheets and job cards.

Performance Criteria

- 3.1 Range of forms relating to conditions of employment is completed accurately and legibly.
- 3.2 Range of forms about routine duties is completed accurately and legibly.
- 3.3 Job cards are completed accurately and legibly.

Registration Data

Subfield:	Beauty Services
Date first registered:	July 2010
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Body responsible for review:	Namibia Training Authority