

	Unit ID: 660
Domain	HAIRDRESSING
Title:	Manage general administration of a hairdressing salon
Level: 4	Credits: 4

Purpose

This unit standard specifies the competencies required to manage general administration of a hairdressing salon. It includes procedures for processing payments, coordinating and monitoring promotional activities and controlling, dealing with confidential information and documents and implementing control measures with individuals. 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. 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.
3. All procedures associated with the use of tools, equipment and products shall comply with manufacturers' specifications and/or workplace guidelines and instructions.
4. Glossary of terms:
 - '*specifications*' refers to any, or all of the following: manufacturers' product instructions and recommendations, workplace specific requirements.
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.
7. This unit standard applies to all type of hairs and range of people from different social, cultural or ethnic backgrounds.

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: Plan and prepare for work

Range

Planning and preparation may include but is not limited to workplace inspection, equipment defect identification, assessment of conditions and hazards and determination of work requirements.

Performance Criteria

- 1.1 Work instructions, including job card, client history record and product details are obtained, confirmed and applied.
- 1.2 Safety requirements are followed in line with safety plans and policies.
- 1.3 Tools and equipment selected to carry out tasks are consistent with the requirements of the job, checked for serviceability and any faults reported.
- 1.4 Products are safely handled and located ready for use in line with workplace procedures.
- 1.5 Measurement requirements for products are sourced and implemented in line with manufacturers' specifications and workplace procedures.
- 1.6 Environmental protection requirements are identified and applied in line with environmental plans and regulatory obligations.

Element 2: Process payments

Range

Staff and labour costs, may include but are not limited to legislative requirements, basic salary, commission or rent a chair.

Performance Criteria

- 2.1 Procedures and information required for processing payments are identified and sourced in line with workplace procedures.
- 2.2 Payments to suppliers are processed within agreed timeframes and in line with workplace procedures.
- 2.3 Payments to staff and casual labours are processed within agreed timeframes and in line with workplace procedure.
- 2.4 Payments for operating costs and rent are processed within agreed timeframes and in line with workplace procedures.

Element 3: Coordinate and monitor promotional activities

Performance Criteria

- 3.1 Procedures and information required for coordinating and monitoring promotional activities are identified and sourced in line with workplace procedures.
- 3.2 Promotional plan or activities list is obtained and analysed.
- 3.3 Resources required for planned promotion are identified and obtained.
- 3.4 Promotional plan is put into place.
- 3.5 Promotion is monitored towards achievement of objectives.
- 3.6 Inadequacies are identified and corrective action implemented.

Element 4: Control and deal with confidential information and documents

Performance Criteria

- 4.1 Procedures and information required for controlling and dealing with confidential information and documents are identified and sourced in line workplace procedures.
- 4.2 Confidential information is defined and described for a specific organisation.
- 4.3 The system and procedures used for dealing with confidential information is explained with examples.
- 4.4 Documents are secured in an appropriate manner and within an agreed timeframe.

Element 5: Implement control measures with individuals

Performance Criteria

- 5.1 Procedures and information required for implement control measures with individuals are identified and sourced in line with workplace procedures.
- 5.2 Contracted control measures are implemented and non-conformances are identified and reported to person in authority to deal with them.
- 5.3 Non-conformances is handled are recorded and corrective actions negotiated in line with workplace requirements.
- 5.4 Reported non-conformances are handled in line with workplace policies and procedures.

Element 6: Complete work and clean up

Range

Work completion details may include but are not limited to job card and client history record.

Performance Criteria

- 6.1 Work is completed and appropriate personnel notified in line with workplace procedures.
- 6.2 Work area is cleared of waste, cleaned, restored and secured in line with workplace procedures.
- 6.3 Reusable material is collected and stored in line with workplace procedures.
- 6.4 Equipment used is cleaned, maintained, checked for serviceability and stored in line with workplace procedures.
- 6.5 Work completion details are finalised in line with workplace procedures.

Registration Data

Subfield:	Beauty Services
Date first registered:	July 2010
Date this version registered:	July 2010
Anticipated review:	July 2015
Body responsible for review:	Namibia Training Authority