



**STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN  
(NATIONAL OCCUPATIONAL SKILL STANDARD)**

**HAIRDRESSING**

**LEVEL 2**



**Jabatan Pembangunan Kemahiran  
Kementerian Sumber Manusia, Malaysia**

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**STANDARD PRACTICE  
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR  
HAIRDRESSING LEVEL 2**

**1. INTRODUCTION**

**A Hairdresser** shall be an individual who is a trained expert/specialist in the core competencies listed in this document (Heading, Para). He/ She can perform in the areas of expositions and also individual/enhancement.

This person must have a recognized academic qualification to enable them to train in the technical skills of the industry.

A Hairdresser trains in presenting themselves to their very best advantage and achieve their highest potential by empowering themselves with the knowledge and skills in the areas such as: cutting, perming, coloring and communication skills. They do this by utilizing a conducive teaching and learning environment be it through presentations to clients, public programmes, workshops and/or seminars, individual /personal consultation at education institute or salon premises.

Due to the massive demand to create this unique, appropriate and lasting impression in many areas of an individual client or corporate client's lives, the hairdressing profession has grown to encompass many diverse specialties. Hairdresser can come from and represent the following areas: colour experts, personal shoppers, holistic and well-being experts, fashion styling, a clothing/apparel/ eyewear/ accessories designer, nail stylists, interior consultants, makeup and skincare, corporate and social etiquette and protocol consultant, branding specialists, media consultants and many other areas. They may advise/guide not only corporate clients and trainers but also politicians, the media and their various personalities, and professional speakers, children, adolescents, undergraduates, graduates and post-graduates. Hence there is a need for a clear definition of the core competencies and standards of efficiency.

This NOSS document shows the structured career path of Hairdresser (Level 2 and Level 3) personnel. It provides a set of activities that enables a person who aspires to achieve competency in this particular occupation, ultimately enhancing him/her on a career in the hairdressing industry.

Standard practice and standard content are part of this NOSS documentation. The job areas are based on the Occupational Area Analysis (OAA). This document covers the competency standard of a Hairdresser Level 2 and above that is currently gaining priority in a highly competitive employment environment where individuals are constantly required to project a positive professional and personal impression.

In support of the government initiatives for a more sophisticated, ethical and credible personnel in line with the government's requirement model of "*Modal Insan*" (the ultimate individual who possesses the ideal characteristics and traits needed to cultivate and contribute to a competent workforce) towards making Malaysia a society of impeccable values and substance.

**Pre-requisites:**

Based on the workshop findings, it was decided that the minimum requirement for those interested to enroll in this course are as follows:

- Be of a basic education level person; Medically and physically fit to meet the high demands of this particular job scope (eg prefer not colour blind);
- Encourage a natural flair for creativity;
- Proficiency in English, Bahasa Melayu and their respective mother tongues in order to communicate, understand the clients' requirements and needs, with the final outcome of delivering the most positive and satisfactory performance/results

## 2. OCCUPATIONAL STRUCTURE

SECTOR	HOSPITALITY & TOURISM	
SUB SECTOR	PERSONAL SERVICE	
LEVEL/ AREA	HAIRDRESSING	
LEVEL 8	<i>Not Available</i>	
LEVEL 7		
LEVEL 6		
LEVEL 5	Hair Salon Manager	<i>Not Available</i>
LEVEL 4	Hair Salon Assistant Manager	<i>Not Available</i>
LEVEL 3	Senior Hairdresser	<i>Not Available</i>
LEVEL 2	Hairdresser	Barber
LEVEL 1	Junior Hairdresser	<i>Nil</i>

Figure 1.1 Occupational framework matrix for hairdressing sub-sector in Malaysia

### 3. OCCUPATIONAL AREA STRUCTURE

<b>SECTOR</b>	<b>HOSPITALITY &amp; TOURISM</b>
<b>SUB SECTOR</b>	<b>PERSONAL SERVICE</b>
<b>LEVEL/ AREA</b>	<b>HAIRDRESSING</b>
<b>LEVEL 8</b>	<i>Not Available</i>
<b>LEVEL 7</b>	
<b>LEVEL 6</b>	
<b>LEVEL 5</b>	Hair Salon Management
<b>LEVEL 4</b>	Hair Salon Management
<b>LEVEL 3</b>	<b>Hairdressing</b>
<b>LEVEL 2</b>	<b>Hairdressing</b>
<b>LEVEL 1</b>	<i>- No Level -</i>

Figure 1.1 Occupational area structure for hairdressing sub-sector in Malaysia

#### 4. DEFINITION OF COMPETENCY LEVEL

The NOSS is developed for various occupational areas. Candidates for certification must be assessed and trained at certain levels to substantiate competencies. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

Malaysia Skills Certificate Level 1: (Operation and Production Level)	Competent in performing a range of varied work activities, most of which are routine and predictable.
Malaysia Skills Certificate Level 2: (Operation and Production Level)	Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.
Malaysia Skills Certificate Level 3: (Supervisory Level)	Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required.
Malaysia Skills Diploma Level 4: (Executive Level)	Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.
Malaysia Skills Advanced Diploma Level 5: (Managerial Level)	Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation.

## 5. MALAYSIAN SKILL CERTIFICATION

The pre-requisite to pursue this course include requires the basic education and a sense of creativity.

Candidates after being assessed verified and fulfilled the requirements shall be awarded with Level 2 and 3.

Assessment must be in accordance with the following:

This NOSS outlines competency unit and competency profile in the Hairdresser's working environment as required by the industry and has been developed and documented following extensive collaboration across key Malaysian organisations. To meet the requirements of this industry, it is imperative that the competency unit and competency profile outlined follow a high standard as well as maintenance of consistency throughout the assessment process. This can only be done by stipulating a precise framework in which the assessment of competency unit and competency profile must be conducted. The training & assessment of a hairdressing practitioner must be deployed in accordance with *JPK* policy and in adherence to the Code of Practice in Hairdressing in rigorous process and standard as follows:

- To promote and stimulate the development, improvement and expansion of the hairdressing industry;
- To advise and make recommendations to the Federal Government and State Governments on matters affecting and/or are connected with the hairdressing industry;
- To promote, stimulate and undertake research into any matter related to the hairdressing industry;
- To promote, stimulate and assist in the export of services related to the hairdressing industry;
- To provide consultancy and advisory services with respect to the hairdressing industry to promote quality standards and practices in the hairdressing industry;
- To initiate and maintain the hairdressing industry information systems;
- To encourage the standardization and improvement of hairdressing techniques and materials;
- To provide, promote, review and coordinate training programmes organized by public and private training centres for executive, managerial and above levels of personnel
- To accredit and register practitioners/experts/ specialists and to cancel, suspend or reinstate the registration of any registered individual; and
- To accredit and certify industry professionals who have met the required core competencies demanded as an hairdressing professional.

## 6. JOB COMPETENCIES

A Hairdresser (Level 2) is competent in performing:

- Hair care consultation
- Hair shampooing
- Hair styling
- Hair & scalp treatment
- Hair salon maintenance
- Hair salon products retailing

## 7. WORKING CONDITIONS

Generally, a hairdresser's work is to develop good visual appearance. Hairdressers assist individuals in maximizing their appearance, especially in the design of their hair.

A hairdresser usually works in a hair salon depending on their job description they may work in corporate offices, clients homes, large education institute or academic or provide hairdressing work for monies where they may work on location.

## 8. EMPLOYMENT PROSPECTS

The increased awareness of the need to manage one's hair to have a better personal, professional and social life, the demand of hairdresser is increasing. Individuals can have the following benefits by creating a positive image.

- Larger market share
- Ability to charge a premium
- Ability to pull through tough times
- Greater attraction to talent
- Higher retention and productivity of people
- Lower costs
- Better and favorable media coverage
- Higher returns for investors

If a hairdressers' image is not as good as it could be, the hairdresser may lose out on all of the above benefits. Considering this, the job opportunities for hairdresser are many.

As Malaysia had identified in the Tenth Malaysian Plan, the existence of the hairdressing profession will increase employment prospects and also an involvement in the Malaysian Tourism industry will be an important enabler for Malaysia to position itself at the international level. Employment growth in hairdressing is significant and is currently in demand. The hairdressing industry is growing rapidly in Malaysia and there is an acute shortage of well-trained personnel in this area.

- Job prospects for Hairdressers are good.
- Employment growth for Hairdressers to 2012-13 is expected to be **moderate**. Employment in this very large occupation (58,700 in August 2008) rose moderately in the past five years, and in the long-term (ten years).

- Hairdressers have a below average proportion of full-time jobs (63 per cent). For Hairdressers working full-time, average weekly hours are 38.6 (compared to 41.8 for all occupations) and earnings are low - in the first decile. Unemployment for Hairdressers is average.
- Hairdressers are employed across several industries including: Other Services; Health Care and Social Assistance; Transport, Postal and Warehousing; and Agriculture, Forestry and Fishing.
- The vacancy level for Hairdressers is **high**. Vacancies arising from job changing (Hairdressers changing employers) are expected to provide 51.2 per cent of vacancies, compared with 43.1 per cent from job openings (Hairdressers leaving the occupation) and 5.7 per cent from new jobs (employment growth for Hairdressers).
- The mix of industries employing Hairdressers is not favourable for employment growth prospects.

Other related occupations with respect to employment opportunities are:

- Technical trainers
- Stylist
- Trainers
- Product consultant
- Product supplier
- Arts Therapist
- Beauty therapist
- Hair Stylist
- Counsellor
- Image processing consultant
- Image researcher
- Sales consultant
- Treatment consultant
- Prestige consultant

Other related industries with respect to employment opportunities are:

- Education
- Training Centres
- Lecturers
- Facilitators
- Tourism

## 9. SOURCES OF ADDITIONAL INFORMATION

1. Malaysian Association of Cosmetology  
31, 5<sup>th</sup> Floor,  
Jalan PJU 1/41, Block D1,  
47301 Petaling Jaya,  
Selangor Darul Ehsan  
Tel: 603-7806 5629  
Fax: 603-7806 2199

2. Malaysian Hairdressers Association  
15-1 & 15-2,  
Jalan 14/22, Right Angle,  
46100 Selangor, Malaysia.  
Tel: 603-79572019  
Email: [mha@go4hc.com](mailto:mha@go4hc.com)
3. Malaysian Association of Barbers

## 10. ACKNOWLEDGEMENT

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- i. **Alex Lim Joee** - Pengurus  
La Mode Coiffure
- ii. **Alan Chhooi** - Pengurus  
Alan Chhooi Imej Art Gallery
- iii. **Kelvin Ong** - Pengurus  
Hair Salon

## 11. NOSS DEVELOPMENT COMMITTEE MEMBERS

### HAIRDRESSING - LEVEL 2

<b>PANEL EXPERT</b>		
1	JUNAIDAH BINTI OTHMAN	URUS BUDAYA KUALA LUMPUR
2.	LEE TSAE HONG	TEAM HAIR STUDIO & ACADEMY SDN BHD, KUALA LUMPUR
3.	HELFIA NOFITA	HELVY SALON KUALA LUMPUR
4.	TEH SIEW YONG	MALAYSIA ASSOCIATION OF COSMETOLOGY
5.	HENSON WONG @ CHARLES	DICAL HAIR SALON
6.	SITI NADIA AB RAHIM	D'TOUCH SALON
7.	CHE ZARINA BASHIR AHMAD	MILLENIUUM HAIR CARE BEAUTY ACADEMY
8.	MIMI SHAHIRA ABDUL AZIZ	STAR STYLE SALON
9	NORULNAHA BT. ABDUL RAZAK	NUDELLA AKADEMI
<b>FACILITATORS</b>		
9.	TIEW BIAW SING	
10.	MARLINA BT. ZULKAFI	

**COMPETENCY PROFILE CHART (CPC)**

<b>SECTOR</b>	<b>HOSPITALITY AND TOURISM</b>		
<b>SUB SECTOR</b>	<b>PERSONAL SERVICES</b>		
<b>JOB AREA</b>	<b>HAIRDRESSING</b>		
<b>JOB LEVEL</b>	<b>TWO (2)</b>	<b>JOB AREA CODE</b>	



## COMPETENCY PROFILE (CP)

<b>Sub Sector</b>	<b>PERSONAL SERVICES</b>			
<b>Job Area</b>	<b>HAIRDRESSING</b>			
<b>Level</b>	<b>TWO (2)</b>			
<b>CU Title</b>	<b>CU Code</b>	<b>CU Descriptor</b>	<b>CU Work Activities</b>	<b>Performance Criteria</b>
1. Hair care consultation		<p>This competency unit describes the skills, knowledge and attitude requirements in hair care consultation. Its work is to give proper and adequate advice on the care and treatment of their hair.</p> <p>The person who is competent in hair care consultation shall be able to provide hair treatment advice, care advice and hair products advice.</p> <p>The outcome of this competency is to enable client's hair care consultation to be a valuable contributing factor in the maintenance of quality hair, looks and condition in compliance with hairdressing standard practice</p>	1. Provide hair treatment advice	<p>1.1 Client received and greeted in accordance with reception duty requirements</p> <p>1.2 Client's hair and scalp requirements determined in advising client's hair treatment</p> <p>1.3 Hair and scalp analysis requirements</p> <p>1.4 Hair and scalp maintenance product &amp; services recommended in selected hair treatment service</p> <p>1.5 Tools, equipment and materials prepared in accordance with client's treatment advice procedures</p> <p>1.6 Consultation hair treatment advice to clients prepared and recorded in accordance with salon administration procedures</p> <p>1.7 Hair treatment advice activities arranged in accordance with hair care service consultation</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>2. Provide home care advice</p> <p>3. Provide hair products advice</p>	<p>procedures</p> <p>2.1 Client received and greeted in accordance with reception duty requirements</p> <p>2.2 Client's requirements and hair &amp; scalp condition determined in planning client's home hair care</p> <p>2.3 Home care product recommended in accordance with client's home hair care maintenance plan</p> <p>3.1 Client received and greeted in accordance with reception duty requirements</p> <p>3.2 Hair products usage explained in accordance with manufacturing specification</p> <p>3.3 Hair products application method explained in accordance with product's features</p> <p>3.4 Hair quality growth advice provided in accordance with client's healthy hair care procedures</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
2. Hair Shampooing		<p>This competency unit describes the skills, knowledge and attitude requirements in hair shampooing. Its work to maintain hair cleanliness, condition and relaxation of clients.</p> <p>The person who is competent in hair shampooing shall be able to identify client's hair shampooing needs, analyze hair and scalp condition, prepare shampooing and conditioning requirements, carry out hair shampooing, hair conditioning and hair drying.</p> <p>The outcome of this competency is to enable hair shampooing to be a valuable factor in appearance grooming in compliance with the hairdressing standard practice.</p>	<ol style="list-style-type: none"> <li>1. Identify client's hair shampooing needs</li>   <li>2. Analyse hair and scalp condition</li>   <li>3. Prepare hair shampooing and conditioning requirement</li> </ol>	<ol style="list-style-type: none"> <li>1.1 Client received and greeted in accordance with reception duty requirements</li> <li>1.2 Client's treatment objective determined in accordance with hair shampooing plan</li> <li>1.3 Client's profile determined in before hair shampooing selection.</li> <li>1.4 Shampooing products &amp; procedures determined in relation to hair shampooing resources</li>   <li>2.1 Hair and scalp condition determined in selecting method of hair shampooing and types of product</li> <li>2.2 Hair shampoo/conditioning procedure confirmed</li> <li>2.3 Shampooing/conditioning products suitability confirmed in accordance to types of hair</li>   <li>3.1 Shampooing and conditioning product selected</li> <li>3.2 Shampooing tools and equipment arranged in accordance with hair shampooing procedures</li> <li>3.3 Client's treatment place set-ready in accordance with</li> </ol>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Carry out hair shampooing</p> <p>5. Carry out hair conditioning</p>	<p>client's treatment comfort conditions</p> <p>3.4 Clients protective clothing arranged in accordance with client's hair shampooing treatment safety and hygiene conditions</p> <p>4.1 Client's hair wetting executed</p> <p>4.2 Client's hair brushed</p> <p>4.3 Type of shampoo applied in accordance with client's hair &amp; scalp conditions</p> <p>4.4 Suitable amount shampoo applied to prevent client's hair damages</p> <p>4.5 Lather created in accordance with hair shampooing technique</p> <p>4.6 Hair massage technique applied</p> <p>4.7 Hair rinsed in accordance with hair rinse movement technique</p> <p>5.1 Type of conditioning applied in accordance with client's hair types</p> <p>5.2 Suitable amount of conditioners applied</p> <p>5.3 Hair rinsed in accordance with correct rinsing technique</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			6. Carry out hair drying	5.4 Hair wrapped with towel to dry up client's hair 6.1 Hair combed to remove tangling in accordance with hair shampooing finishing procedures 6.2 Client wet hair towel-dried in accordance with hair towel-dry technique 6.3 Hair styled in accordance with client's requirements
3. Hair styling		<p>This competency unit describes the skills, knowledge and attitude requirements in hair styling. Its work to produce desired hair style.</p> <p>The person who is competent in hair styling shall be able to identify customer needs, dry hair naturally, blow dry hair straight and with curl &amp; wave, braid and carry out hair up style</p> <p>The outcome of this competency is to enable client's hair styling to be the finished look in compliance with the hair dressing standard of practice</p>	1. Identify client's need	1.1 Client received and greeted in accordance with reception duty requirements 1.2 Clients needs and hair design determined in accordance with hair natural drying plan 1.3 Hair natural drying tools, equipment and materials prepared in accordance with hair natural drying roles 1.4 Hair damage minimized 1.5 Hair care procedures maintained 1.6 Clients hair drying prepared following hair drying procedure 1.7 Blow dry technique applied

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>2. Analyze client's hair &amp; scalp condition</p> <p>3. Prepare client's hair styling tools, equipment and materials</p> <p>4. Carry hair curl and wave styling</p>	<p>2.1 Clients needs and finger drying determined in accordance with hair finger drying plan</p> <p>2.2 Finger drying tools, equipment and materials prepared in accordance with hair finger drying roles</p> <p>2.3 Clients finger drying prepared following procedure</p> <p>2.4 Finger drying technique applied</p> <p>2.5 twist hair in spirals</p> <p>3.1 Clients needs and straight hair blow drying determined in accordance with straight blow drying plan</p> <p>3.2 straight hair blow drying tools, equipment and materials prepared in accordance with straight blow drying roles</p> <p>3.4 Clients straight blow drying prepared following procedure</p> <p>3.5 Straight hair blow drying technique applied</p> <p>4.1 Client's needs and hair curl and wave styling selected in accordance with client's needs</p> <p>4.2 Tools, equipment and materials prepared in determining client's hair curl &amp;</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>5. Carry out braiding</p> <p>6. Carry out hair up style</p>	<p>styling resources &amp; preparation procedures</p> <p>4.3 Client's hair curl &amp; wave styling prepared following the procedure such as</p> <p>4.4 Hair curl and wave styling technique applied</p> <p>5.1 Clients needs and braiding style selected in accordance with client's plan</p> <p>5.2 Tools, equipment and materials prepared in determining client's hair braiding resources preparation</p> <p>5.3 Clients hair braiding prepared following the procedure</p> <p>5.4 Client's hair braiding technique applied</p> <p>5.5 Clients needs and hair up style determined in accordance with client's hair service plan</p> <p>6.1 Tools, equipment and materials prepared in determining hair up styling resources preparation</p> <p>6.2 Clients prepared following the style required</p> <p>6.3 Clients hair up style technique applied</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
4. Hair & Scalp treatment		<p>This competency unit describes the skills, knowledge and attitude requirements in hair &amp; scalp treatment. Its work promotes maximum health &amp; beauty of hair and scalp.</p> <p>The person who is competent in hair &amp; scalp treatment shall be able to analyze client's hair &amp; scalp condition, identify treatment procedures, prepare tools, equipment and materials, carry out hair and scalp treatment</p> <p>The outcome of this competency is to enable hair &amp; scalp treatment to be a valuable contributing factor in appearance grooming in compliance with the hairdressing standard of practice</p>	<ol style="list-style-type: none"> <li>1. Analyse client's hair &amp; scalp condition</li> <li>2. Identify treatment procedures</li> <li>3. Prepare tools, equipment &amp; materials</li> <li>4. Carry out hair &amp; scalp treatment</li> </ol>	<ol style="list-style-type: none"> <li>1.1 Client's received and greeted in accordance with reception duty requirements</li> <li>1.2 Client's treatment objectives determined in accordance with client's hair &amp; scalp treatment plan</li> <li>1.3 Hair condition determined</li> <li>2.1 Hair &amp; scalp treatment procedure determined in selecting client's hair &amp; scalp treatment resources</li> <li>2.2 Hair &amp; scalp treatment work area determined in accordance with treatment materials lay-out preparation</li> <li>2.3 Hair &amp; scalp treatment safety and hygiene determined in accordance with cosmetology code of practice</li> <li>3.1 Tools, equipment &amp; materials selected s</li> <li>3.2 Treatment resources setup in accordance with client hair &amp; scalp treatment package</li> <li>4.1 Hair washed to remove dust &amp; dirt</li> <li>4.2 Hair sectioning applied in accordance with treatment</li> </ol>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>procedures</p> <p>4.3 Hair &amp; scalp treatment Product applied in accordance with treatment well-being condition</p> <p>4.4 Hair &amp; Scalp performance result confirmed in accordance with client's treatment service value</p> <p>4.5 Hair &amp; scalp treatment product rinsed off in accordance with treatment technique</p> <p>4.6 Hair towel dried in accordance with service requirements</p> <p>4.7 Hair blow dried and styled in accordance with treatment requirements</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
5. Hair salon maintenance		<p>This competency unit describes the skills, knowledge and attitude requirements in hair salon maintenance. Its work to maintain hair salon cleanliness, workplace safety, proper waste disposal and equipment serviced.</p> <p>The person who is competent in hair salon maintenance shall be able to maintain salon inventory, maintain hair service equipment, maintain salon safety and hygiene and maintain salon housekeeping.</p> <p>The outcome of this competency is to enable application of hair salon maintenance for successful hair dressing operations value in compliance with the cosmetology industry code of practice</p>	<ol style="list-style-type: none"> <li>1. Maintain salon inventory</li> <li>2. Maintain hair service equipment</li> <li>3. Maintain salon safety and hygiene</li> </ol>	<ol style="list-style-type: none"> <li>1.1 Salon treatment material confirmed</li> <li>1.2 salon inventory quantity checked in accordance with salon centre SOP</li> <li>1.3 salon inventory conformity reviewed in accordance with salon centre SOP</li> <li>2.1 Hair services tools and equipment confirmed in accordance with salon centre SOP</li> <li>2.2 Hair services equipment functionality checked in accordance with salon centre SOP</li> <li>2.3 Hair services equipment serviced in determining functionality of devices</li> <li>3.1 First aid maintained in accordance with OSHA requirements</li> <li>3.2 Fire extinguisher validity confirmed in accordance with OSHA requirements</li> <li>3.3 Equipment safety compliance checked in accordance with OSHA requirements</li> </ol>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			4. Maintain salon housekeeping	4.1 Waste product and materials disposal procedures followed in accordance with 3R waste managing procedures 4.2 Workplace cleanliness up kept 4.3 Tools and equipment sterilized in accordance with salon centre safety & hygiene policy 4.4
6. Hair salon product retailing		<p>This competency unit describe the skills, knowledge and attitude requirements in hair salon product retailing. It is to promotes product retailing and contribute to the overall salon business volume.</p> <p>The person who is competent in hair salon product retailing shall be able to scrutinize clients' post-hair service needs, access product materials and carry out salon product retailing.</p> <p>The outcome of this competency is to provide hair salon product retailing for appearance grooming value complying to salon operation standards.</p>	1. Scrutinize clients' post-hair service needs  2. Access client's required products	1.1 Types of post-hair service needs determined in accordance with client's personal service treatment 1.2 Retail strategy determined in accordance with client post-hair service needs 1.3 Client's buying behaviour determined in determining retailing project roles  2.1 Product's user benefit obtained in accordance with client's post-hair service needs 2.2 Required products determined in accordance with client's post-hair service needs

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Introduce product features to client</p> <p>4. Close product sale</p> <p>5. Carry out salon product retailing documentation</p>	<p>3.1 Hair service after care products recommended in securing hair products sales</p> <p>3.2 Product application explained</p> <p>4.1 Client product sales confirmation acquired</p> <p>4.2 Retailing sale performed in accordance with selling technique</p> <p>5.1 Product stock inventory validated</p> <p>5.2 Cash flow updated</p> <p>5.3 Client's purchase record filed</p>

## CURRICULUM OF COMPETENCY UNIT (CoCU)

<b>Sub Sector</b>		PERSONAL SERVICE								
<b>Job Area</b>		HAIRDRESSING								
<b>Competency Unit Title</b>		HAIR CARE CONSULTATION								
<b>Learning Outcome</b>		<p>The person who is competent in this CU shall be able to provide hair care advice to the clients. Its work to maintain hair cleanliness, condition and relaxation of clients. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> <li>• Provide hair treatment advice</li> <li>• Provide home care advice</li> <li>• Provide hair products advice</li> </ul>								
<b>Competency Unit Code</b>		HT-090-2:2012-C01	<b>Competency Type</b>	Core	<b>Level</b>	2	<b>Training Duration</b>	90	<b>Credit Value</b>	9
<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Related Skills</b>	<b>Attitude/Safety/Environment</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>				
1. Provide hair treatment advice	1.1 Client's greeting protocol 1.2 Salon reception procedures 1.3 Client particulars <ul style="list-style-type: none"> <li>•Age;</li> <li>•Gender;</li> <li>•Racial Background;</li> <li>•Address &amp; contact no;</li> <li>•Profession</li> </ul> 1.4 Environment exposure 1.5 Science of hair <ul style="list-style-type: none"> <li>•Composition of hair;</li> </ul>			10	Lecture	1.1 Salon client welcomed 1.2 Client's hair and scalp requirements determined 1.3 Hair and scalp maintenance product & services recommended 1.4 Tools, equipment and materials selected 1.5 Client treatment				

	<ul style="list-style-type: none"> <li>•Hair structure;</li> <li>•Hair growth cycle;</li> <li>•Hair texture;</li> <li>•Hair disorders</li> <li>•Factors contributing to hair growth/loss;</li> <li>•Factors contributing to scalp condition</li> </ul>						<p>advice provided</p> <p>1.6 Hair treatment advice activities arranged</p> <p>1.7 Product attribute &amp; application instruction explained</p> <p>1.8 Type of hair services proposed</p> <p>1.9 Hair &amp; scalp care benefit explained</p>
	<p>1.6 Product attribute &amp; manufacturing instruction</p> <p>1.7 Product contraindications range</p> <p>1.8 Product maintenance features</p> <ul style="list-style-type: none"> <li>•Directions for use;</li> <li>•Volume;</li> <li>•Frequency of use</li> </ul> <p>1.9 Treatment services scope</p> <p>1.10 Hair &amp; scalp maintenance packages</p> <p>1.11 Types of hair treatment services</p> <p>1.12 Hair &amp; scalp care benefits</p>						

	1.13 Salon documentation system					
		1.1 Meet and greet clients 1.2 Carry out salon service reception 1.3 Determine client particulars 1.4 Determine client's hair & scalp treatment requirements 1.5 Analyze client's hair & scalp 1.6 Apply client's hair & scalp analysis checklist 1.7 Explain hair & scalp product application features 1.8 Explain hair & scalp selected treatment service 1.9 Determine hair & scalp treatment		20	Demonstration & Observation	

		<p>package</p> <p>1.10 Select hair &amp; scalp treatment tools, equipment &amp; materials</p> <p>1.11 Select client's hair treatment method</p> <p>1.12 Provide hair &amp; scalp care suggestion</p> <p>1.13 Compile client's consultation records</p>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>- Meticulous in acquiring concept and theory of hair care consultation.</li> <li>- Precise in providing client's hair treatment advice</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>- Ethical in retrieving client's personal information</li> </ul>			
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			<ul style="list-style-type: none"> <li>- Responsible in managing client's profile</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>- Consider green eco friendly lifestyle in recommending client's treatment advice</li> </ul>			
2	Provide home care advice	<p>2.1 Client's greeting protocol</p> <p>2.2 Salon reception procedures</p> <ul style="list-style-type: none"> <li>•Duty roles</li> <li>•Types of service available at salon centre</li> <li>•Salon operating procedures</li> </ul> <p>2.3 Client particulars</p> <ul style="list-style-type: none"> <li>•Age;</li> <li>•Gender;</li> <li>•Racial Background;</li> <li>•Address &amp; contact no;</li> <li>•Profession</li> </ul> <p>2.4 Client home hair care resources availability</p> <ul style="list-style-type: none"> <li>•Home care products'</li> </ul>		10	Lecture	<p>2.1 Salon client welcomed</p> <p>2.2 Client's requirements and hair &amp; scalp condition determined</p> <p>2.3 Home care product recommended</p> <p>2.4 Home care treatment benefit explained</p> <p>2.5 Hair quality growth advice provided</p> <p>2.6 Home care product contraindication explained</p> <p>2.7 Client home hair care process</p>

	benefit • Hair care maintenance • Tools, equipment and materials availability 2.5 Client's home care/ treatment procedures 2.6 Client's hair & scalp health profile 2.7 Home hair care Plan/program 2.8 Home care product features and attributes 2.9 Application manual 2.10 Hair care service's commentary • Structure instruction of use • Frequency of application • Product's application volume • Safety & hygiene procedures 2.11 Communication technique					explained 2.8 Clients communication exercised 2.9 Client advice received in client record card
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	2.12 Client's home care documentation procedures					
		2.1 Carry out client greeting 2.2 Carry out salon services reception 2.3 Assess client's particulars 2.4 Suggest client's home care plan 2.5 Explain home care process 2.6 Determine client's hair & scalp health profile 2.7 Coach client's home hair care procedures 2.8 Explain home care product's usage, contra indications and benefit 2.9 Follow home care product directions of		20	Demonstration & Observation	

		<p>use</p> <p>2.10 Provide client's home hair care commentary</p> <p>2.11 Apply hair care communication skills</p> <p>2.12 Compile home care advice documents</p>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>- Precise in providing client's home hair care commentary</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>- Do not disclose client's profile</li> <li>- Adhere safety and hygiene procedures.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>- Encourage client's consider eco friendly products</li> </ul>			
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<p>3 Provide hair products advice</p>	<p>3.1 Client's greeting protocol</p> <p>3.2 Salon reception procedures</p> <ul style="list-style-type: none"> <li>•Duty roles</li> <li>•Types of service available at salon centre</li> <li>•Salon operating procedures</li> </ul> <p>3.3 Client particulars</p> <ul style="list-style-type: none"> <li>•Age;</li> <li>•Gender;</li> <li>•Racial Background;</li> <li>•Address &amp; contact no;</li> <li>•Profession</li> </ul> <p>3.4 Hair product Retailing procedures</p> <p>3.5 Product's manufacturing specification</p> <p>3.6 Product's features and attributes</p> <p>3.7 Client's healthy hair care procedures</p> <p>3.8 Hair product's sourcing procedures</p> <p>3.9 Hair product's advice</p>			<p>10</p>	<p>Lecture</p>	<p>3.1 Salon client welcomed</p> <p>3.2 Hair products usage explained</p> <p>3.3 Hair products application method explained</p> <p>3.4 Hair quality growth advice provided</p> <p>3.5 Hair product's application explained</p> <p>3.6 Hair product accessibility explained</p> <p>3.7 Client hair products advice recorded in clients record card</p>
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	documentation system					
		3.1 Meet and greet client 3.2 Carry out salon service reception 3.3 Determine client's particulars 3.4 Select hair care product 3.5 Determine hair product's utilization manual 3.6 Explain product's specification 3.7 Provide hair care products commentary 3.8 Provide product's sourcing information 3.9 Compile hair product advice documents		20	Demonstration & Observation	

			<p><u>Attitude:</u></p> <ul style="list-style-type: none"><li>- Ethical in sourcing product's application manual</li><li>- Calm in provide commentary</li></ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"><li>- Precise in explaining product's specification against safety and hygiene requirements</li></ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"><li>- Consider eco friendly procurement</li></ul>			
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## Employability Skills

CORE ABILITIES	SOCIAL SKILLS
01.07 Utilize database applications to locate and process information	1. Communication skills
01.11 Apply thinking skills and creativity	2. Conceptual skills
02.11 Convey information and ideas to people	3. Interpersonal skills
03.10 Provide consultation and counseling	4. Learning skills
03.15 Liaise to achieve identified outcomes	5. Leadership skills
03.16 Identify and assess client / customer needs	6. Multitasking and prioritizing
05.01 Implement project / work plans	7. Self-discipline
05.02 Inspect and monitor work done and / or in progress	8. Teamwork

## Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : TRAINEES)
1. Comb & brushes	1:1
2. Client record card	1:per client ( or as per required )
3. Stationery	As per required
4. Towel	As per required
5. Hairstyle books	As per required
6. Hairdressing products	As per required

## Reference

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## CURRICULUM OF COMPETENCY UNIT (CoCU)

<b>Sub Sector</b>		PERSONAL SERVICE								
<b>Job Area</b>		HAIRDRESSING								
<b>Competency Unit Title</b>		HAIR SHAMPOOING								
<b>Learning Outcome</b>		<p>The person who is competent in this CU shall be able to provide hair shampooing to the clients. Its work to maintain hair cleanliness, condition and relaxation of clients. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> <li>• Identify client's hair shampooing needs</li> <li>• Analyze hair and scalp condition</li> <li>• Prepare hair shampooing and conditioning requirements</li> <li>• Carry out hair shampooing</li> <li>• Carry out hair conditioning</li> <li>• Carry out hair drying</li> </ul>								
<b>Competency Unit Code</b>		HT-090-2:2012 -C02	<b>Competency Type</b>	Core	<b>Level</b>	2	<b>Training Duration</b>	120	<b>Credit Value</b>	12
<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Related Skills</b>	<b>Attitude/Safety/Environment</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>				
1. Identify client's hair shampooing needs.	1.1 Clients meet & greet protocol 1.2 Salon service reception procedures 1.3 Client's hair shampooing/conditioning objectives 1.4 Client particulars <ul style="list-style-type: none"> <li>•Age;</li> <li>•Gender;</li> <li>•Racial Background;</li> </ul>			7	Lecture	1.1 Salon client welcomed 1.2 Client's treatment objective determined 1.3 Client's profile determined 1.4 Shampooing products & procedures determined 1.5 Types of hair salon services explained				

	<ul style="list-style-type: none"> <li>•Address &amp; contact no;</li> <li>•Profession</li> </ul> <p>1.5 Understanding hair shampooing/conditioning benefits</p> <p>1.6 Sources of hair shampooing/conditioning products</p> <p>1.7 Hair &amp; scalp condition for hair shampooing/conditioning</p> <p>1.8 Salon documentation system</p>					<p>1.6 Hair shampooing benefits explained</p> <p>1.7 Product's application explained</p> <p>1.8 Client shampooing requirements recorded</p>
		<p>1.1 Meet &amp; greet client</p> <p>1.2 Carry out salon service reception</p> <p>1.3 Determine client's shampooing needs</p> <p>1.4 Determine client's particulars</p> <p>1.5 Determine clients hair &amp; scalp shampooing requirements</p>		15	Demonstration & Observation	

		<p>1.6 Determine hair shampooing resources availability</p> <p>1.7 Record clients requirements in clients record card</p>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>- Polite in welcoming client</li> <li>- Ethical in assessing client's hair service needs</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>- Do not disclose client's particulars or information to third party</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>- Practice 3R waste materials management concept</li> <li>- Consider eco friendly lifestyle in assessing clients service package</li> </ul>			
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2. Analyze hair and scalp condition	<ul style="list-style-type: none"> <li>2.1 Hair &amp; scalp condition for hair shampooing/conditioning</li> <li>2.2 Product's attribute and manufacturing instructions</li> <li>2.3 Product's contraindications range</li> <li>2.4 Hair shampooing/conditioning method</li> <li>2.5 Hair shampooing/conditioning requirements</li> <li>2.6 Salon documentation system</li> </ul>			7	Lecture	<ul style="list-style-type: none"> <li>2.1 Hair and scalp condition determined</li> <li>2.2 Hair shampoo/conditioning procedure confirmed</li> <li>2.3 Shampooing/conditioning products suitability confirmed</li> <li>2.4 Hair &amp; scalp healthy science explained</li> <li>2.5 Product's contra indication explained</li> <li>2.6 Types of hair &amp; scalp explained</li> <li>2.7 Client hair analysis results recorded</li> </ul>
		<ul style="list-style-type: none"> <li>2.1 Determine hair &amp; scalp condition</li> <li>2.2 Select hair &amp; scalp condition products</li> <li>2.3 Select method</li> </ul>		13	Demonstration & Observation	

		<p>of shampooing</p> <p>2.4 Determine procedures for oily hair &amp; scalp shampooing/conditioning</p> <p>2.5 Determine product's treatment benefits</p> <p>2.6 Record hair and scalp analysis in client record card</p>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>- Precise in determining client's hair &amp; scalp condition</li> <li>- Responsible in determining client's product benefits</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>- Adhere safety and hygiene procedures in examining client's hair &amp; scalp condition</li> </ul>			
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			<u>Environment:</u> - Good ventilation and conducive workplace when examining client's hair & scalp condition			
3. Prepare hair shampooing and conditioning requirement	3.1 Product sourcing procedures 3.2 Product usage conformity 3.3 Hair shampooing/conditioning tools function and application 3.4 Hair shampooing/conditioning safety and hygiene factors 3.5 Protective clothing suitability			2	Lecture	3.1 Shampooing and conditioning product selected 3.2 Shampooing tools and equipment arranged 3.3 Client's treatment place organized 3.4 Clients protective clothing arranged 3.5 Product's attribute and application
		3.1 Determine product source 3.2 Ascertain		6	Demonstration & Observation	

		<p>product usage instructions</p> <p>3.3 Arrange hair shampooing/conditioning tools, equipment and materials</p> <p>3.4 Setup hair shampooing/conditioning workplace</p> <p>3.5 Prepare hair shampooing/conditioning protective clothing</p>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>- Creative and innovative in sourcing treatment products</li> <li>- Precise in preparing services materials specified</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>- Adhere safety and hygiene procedures in hair shampooing/c</li> </ul>			<p>explained</p> <p>3.6 Treatment safety measures arranged</p>
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			<p>conditioning process</p> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>- Practice hygiene when providing client's protective measures</li> </ul>			
4. Carry out hair shampooing	<p>4.1 Water pressure and water temperatures</p> <p>4.2 Hair &amp; scalp dampening technique</p> <p>4.3 Hair combing and detangling technique</p> <p>4.4 Shampoo variants efficacy</p> <p>4.5 Conditioning variants efficacy</p> <p>4.6 Products dosage suitability</p> <p>4.7 Hair shampooing / conditioning usage procedure</p> <p>4.8 Lathering technique requirements</p> <p>4.9 Head massage</p>			10	Lecture	<p>4.1 Client hair brushed</p> <p>4.2 Client's hair wetted</p> <p>4.2 Clients hair brushed</p> <p>4.3 Type of shampoo applied</p> <p>4.4 Suitable amount shampoo applied</p> <p>4.5 Lather volume created</p> <p>4.6 Hair massage technique applied</p> <p>4.7 Hair thoroughly rinsed</p> <p>4.8 Treatment</p>

	benefits <ul style="list-style-type: none"> <li>• Relaxation;</li> <li>• Improve blood circulation</li> </ul> 4.10 Head massage procedures <ul style="list-style-type: none"> <li>• Effleurage</li> <li>• Petri sage</li> <li>• Rotary</li> </ul> 4.11 Whole head massage technique         4.12 Rinsing procedures         4.13 Hair styling					results cross-checked 4.9 Hair styling requirements explained
		4.1 Wet hair & scalp 4.2. Comb client's hair 4.3 Adjust water flow 4.4 Control water temperature 4.5 Remove hair tangles 4.6 Apply appropriate volume of selected shampoo		27	Demonstration & Observation	

		<p>4.7 Apply suitable amount of shampoo</p> <p>4.8 Apply hair shampooing lathering technique</p> <p>4.9 Apply hand &amp; finger massage technique throughout the scalp</p> <p>4.10 Apply rotary &amp; circular movement massage technique</p> <p>4.11 Apply rinsing technique</p> <p>4.12 Towel-dry hair style</p>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>- Honest and not bias in applying appropriate shampoo/conditioners</li> <li>- Ethical in performing shampooing process</li> </ul>			
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			<u>Safety:</u> - Adhere safety and hygiene in massaging client.			
5. Carry out hair conditioning	5.1 Conditioners specification 5.2 Conditioners usage instruction 5.3 Rinsing procedures 5.4 Rinsing process 5.5 Hair styling			6	Lecture	5.1 Type of conditioning applied 5.2 Suitable amount of conditioner applied 5.3 Hair thoroughly rinsed 5.4 Product's attribute and application explained 5.5 Product's contraindication and features determined 5.6 Hair drying requirements explained
		5.1 Determine appropriate type of hair conditioners 5.2 Apply appropriate amount of hair conditioner 5.3 Determine rinsing method 5.4 Apply appropriate rinsing process		13	Demonstration & Observation	

			<u>Attitude:</u> - Honest and not bias in applying conditioning - Ethical in performing conditioning process <u>Safety:</u> - Adhere safety and hygiene procedures when processing client's treatment			
6. Carry out hair drying	6.1 Dry hair procedures requirements 6.2 Objective for hair drying 6.3 Hair drying procedures 6.4 Hair care procedures technique 6.5 Client's care procedures technique 6.6 Hairstyling technique 6.7 Salon documentation system			4	Lecture	6.1 Hair wrapped 6.2 Hair combed 6.3 Client wet hair towel-dried 6.4 Hair styled 6.5 Hair healthy science explained 6.6 Client's treatment recorded in record card 6.7 Salon housekeeping applied

	6.8 Salon housekeeping SOP					
		6.1 Squeeze wet hair excess water 6.2 Place towel on hair length 6.3 Gather hair into towel 6.4 Apply towel securing technique 6.5 Apply client's sit up manner technique 6.6 Apply client's hairstyle technique 6.7 record client treatments request 6.8 Carry out hair shampooing housekeeping		10	Demonstration & Observation	

			<p><u>Attitude:</u></p> <ul style="list-style-type: none"><li>- Patience when handling customer's needs</li></ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"><li>- Adhere safety &amp; hygiene when perform salon housekeeping</li></ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"><li>- Practice hygiene when providing client's protective measures</li></ul>			
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## Employability Skills

CORE ABILITIES	SOCIAL SKILLS
01.11 Apply thinking skills and creativity 02.11 Convey information and ideas to people 03.10 Provide consultation and counseling 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client / customer needs	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

## Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : TRAINEES)
1. Hand Dryers	1:1
2. Styling products	As per required
3. Conditioner/Shampoo	As per required
4. Combs/Brushes	As per required
5. Towels	As per required
6. Protective cape	As per required
7. Water dispensing bottle	1:1
8. Sectioning clips	As per required

## References

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5. Firefly Books; March 1, 2002, Reprint edition, The complete book of hairdressing, ISBN-10: 1552975762, ISBN-13: 978-1552975763
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## CURICULUM OF COMPETENCY UNIT (CoCU)

<b>Sub Sector</b>		PERSONAL SERVICE								
<b>Job Area</b>		HAIRDRESSING								
<b>Competency Unit Title</b>		HAIR STYLING								
<b>Learning Outcome</b>		<p>The person who is competent in this CU shall be able to produce desired hair style to the clients. Its work to enable client's hair styling to be the finished look in compliance with the hair dressing standard practice. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> <li>• Identify client's needs.</li> <li>• Carry out finger drying</li> <li>• Carry straight hair styling</li> <li>• Carry out hair curl and wave styling</li> <li>• Carry out braiding</li> <li>• Carry out hair up style</li> </ul>								
<b>Competency Unit Code</b>		HT-090-2:2012 -C03	<b>Competency Type</b>	Core	<b>Level</b>	2	<b>Training Duration</b>	180	<b>Credit Value</b>	21
<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Related Skills</b>	<b>Attitude/Safety/ Environment</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>				
1. Identify client's needs.	1.1 Client's greeting Protocol 1.2 Salon reception procedure <ul style="list-style-type: none"> <li>•Duty roles</li> <li>•Types of service available at salon centre</li> <li>•Salon operating procedures</li> </ul> 1.3 Tools, equipment and materials function ability, suitability and			5	Lecture	1.1 Salon client welcomed 1.2 Clients needs and hair design determined 1.3 Hair drying tools, equipment and materials prepared 1.4 Hair damage minimized 1.5 Hair care procederes				

	<p>availability</p> <p>1.4 Hair damage minimize method and requirement</p> <p>1.5 Hair care procedure</p> <p>1.6 Hair dry procedure</p> <p>1.7 Various types of blow dry techniques</p>					<p>maintained</p> <p>1.6 Clients hair drying prepared</p> <p>1.7 Blow dry technique applied</p> <p>1.8 Hair science explained</p>
		<p>1.1 Meet &amp; greet client.</p> <p>1.2 Determine client's hair design needs</p> <p>1.3 Select hair drying tools, equipment and materials</p> <p>1.4 Determine minimized hair damage procedure</p> <p>1.5 Determine hair care procedure</p> <p>1.6 Determine procedure for client's hair drying</p> <p>1.7 Apply blow dry techniques</p>		10	Demonstration & Observation	

			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>- Meticulous in acquiring concept and theory of hair drying</li> <li>- Accuracy of acquiring Basic Health Science of the client.</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>- Adhere safety and hygiene procedures.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>- Good ventilation and conducive.</li> </ul>			
2. Carry out finger drying	<p>2.1 Hair and scalp condition for finger drying</p> <p>2.2 Finger drying tools, equipment and material function and application</p> <p>2.3 Finger drying procedure</p> <p>2.4 Finger drying method for:-</p>			5	Lecture	<p>2.1 Clients needs and finger drying determined</p> <p>2.2 Finger drying tools, equipment and materials prepared</p> <p>2.3 Clients finger drying</p>

	<ul style="list-style-type: none"> <li>• Remove excess water</li> <li>• Detangle hair with wide-tooth comb</li> <li>• Rake finger through the hair</li> <li>• Lift hair up and run through the hair</li> <li>• Roll hair in hands</li> <li>• Twist hair into spirals</li> <li>• Continue the above till hair is dry</li> </ul> <p>2.5 Salon housekeeping SOP</p>					<p>prepared</p> <p>2.4 Finger drying technique applied</p> <p>2.5 Treatment results cross-checked</p> <p>2.6 Finger dry style checked</p> <p>2.7 Salon housekeeping applied</p>
		<p>2.1 Determine client's hair drying needs</p> <p>2.2 Select hair drying tools, equipment and material</p> <p>2.3 Determine hair finger drying procedure</p> <p>2.4 Apply hair finger drying techniques</p>		10	<p>Demonstration &amp; Observation</p>	

		2.5 Carry out hair finger drying housekeeping	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>- Creative and innovative in work area.</li> <li>- Calm in handling situation.</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>- Adhere safety and hygiene procedures.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>- Good ventilation and conducive.</li> </ul>			
3. Carry straight hair styling	<p>3.1 Straight hair blow drying requirement and suitability</p> <p>3.2 Straight hair blow drying tools, equipments and material function and application</p> <p>3.3 Straight hair blow drying procedure</p> <p>3.4 Straight hair blow drying technique</p> <p>3.5 Salon housekeeping</p>			10	Lecture	<p>3.1 Clients needs and straight hair blow drying determined</p> <p>3.2 Straight hair blow drying tools, equipment and materials prepared</p> <p>3.3 Clients</p>

	SOP					straight hair blow drying prepared 3.4 Straight hair blow drying technique applied 3.5 Workplace safety arranged 3.6 Straight hair blow dry result checked 3.7 Salon housekeeping applied
		3.1 Determine client's straight hair blow drying needs 3.2 Select straight hair blow drying tools, equipment and materials 3.3 Determine straight hair blow drying procedure 3.4 Apply straight hair blow drying techniques 3.5 Check straight hair and blow dry result 3.6 Carry out straight hair drying housekeeping	<u>Attitude:</u> - Creative and innovative in work area. - Calm in handling situation.	30	Demonstration & Observation	

			<p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>- Adhere safety and hygiene procedures.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>- Good ventilation and conducive.</li> </ul>			
4. Carry out hair curl and wave styling	<p>4.1 Client's hair curl and wave styling needs</p> <p>4.2 Hair curl and wave styling tools, equipments and materials function and application</p> <p>4.3 Hair curl and wave styling procedure</p> <p>4.4 Hair curl and wave styling techniques</p> <ul style="list-style-type: none"> <li>• Finger wave</li> <li>• Pin curl</li> <li>• Setting</li> <li>• Round brush</li> </ul> <p>4.5 Salon housekeeping SOP</p>			15	Lecture	<p>4.1 Client's needs and hair curl and wave styling selected</p> <p>4.2 Tools, equipment and materials prepared</p> <p>4.3 Client's hair curl &amp; wave styling prepared</p> <p>4.4 Hair curl and wave styling technique applied</p> <p>4.5 Hair styling requirements explained</p> <p>4.6 Curl hair style</p>

		<p>4.1 Determine client's hair curl and wave styling needs</p> <p>4.2 Select hair curl and wave styling tools, equipment and materials</p> <p>4.3 Determine hair curl and wave styling procedure</p> <p>4.4 Apply hair curl and wave styling techniques</p> <p>4.5 Check hair style results</p> <p>4.6 Carry out curl/wave drying housekeeping</p>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>- Creative and innovative in work area</li> <li>- Calm in handling situation</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>- Adhere safety and hygiene procedures.</li> </ul>	30	Demonstration & Observation	<p>checked</p> <p>4.7 Salon housekeeping applied</p>
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			<u>Environment:</u> - Good ventilation and conducive.			
5. Carry out braiding	5.1 Client's hair braiding needs 5.2 Client's hair braiding tools, equipment and materials 5.3 Client's hair braiding procedure 5.4 Client's hair braiding techniques • Double strand • Twisted braid 5.5 Salon housekeeping SOP			15	Lecture	5.1 Clients needs and braiding style selected 5.2 Tools, equipment and materials prepared 5.3 Clients hair braiding prepared 5.4 Hair braiding technique applied 5.5 Hair styling pattern determined 5.6 Hair braiding result checked
		5.1 Determine client's hair braiding needs 5.2 Select client's hair braiding tools, equipment and materials 5.3 Determine client's hair braiding		30	Demonstration & Observation	5.7 Salon housekeeping applied

		procedure 5.4 Apply client's hair braiding techniques 5.5 Check hair braid style results 5.6 Carry out hair braiding housekeeping	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>- Creative and innovative in work area</li> <li>- Calm in handling situation</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>- Adhere safety and hygiene procedures.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>- Good ventilation and conducive.</li> </ul>			
6. Carry out hair upstyle	6.1 Hair up style requirement and suitability 6.2 Hair upstyle tools, equipment and materials' function and application			5	Lecture	6.1 Clients needs and hair upstyle determined 6.2 Tools, equipment and materials

	6.3 Hair upstyle procedure 6.4 Hair upstyle techniques 6.5 Salon housekeeping SOP					prepared 6.3 Clients hair upstyle prepared 6.4 Clients hair up style technique applied 6.5 Hair up-style result checked 6.6 Salon housekeeping applied
		6.1 Determine client's hair up style and needs 6.2 Select hair upstyle tools, equipment and materials 6.3 Determine hair upstyle procedure 6.4 Apply hair upstyle techniques 6.5 Carry out hair upstyle housekeeping	<u>Attitude:</u> - Creative and innovation in work area  <u>Safety:</u> - Adhere safety and hygiene procedures.	15	Demonstration & Observation	

			<u>Environment:</u> - Good ventilation and conducive. -			
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**Employability Skills**

<b>CORE ABILITIES</b>	<b>SOCIAL SKILLS</b>
01.11 Apply thinking skills and creativity 02.11 Convey information and ideas to people 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client / customer needs 03.17 Identify staff training needs and facilitate access to training	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

### Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : TRAINEES)
1. Towel	As per required
2. Shampoo/conditioners	As per required
3. Hair dryer	1:1
4. Hood dryers	1:5
5. Flat irons	1:5
6. Curling tongs	1:5
7. Clips & pin	As per required
8. Setting roller(S,M,L)	As per required
9. Styling products	As per required
10. Back mirrors	1:5
11. Comb & brushes	1:1
12. Rubber band	As per required
13. Hair net	As per required
14. Record card	1:1
15. Sectioning clips	As per required

## Reference

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2. Total Media Group; February 1, 2008 , HAIR, 2008 edition ISBN-10: 142339340, ISBN-13: 978-1424339341
3. Milady; May 24, 2011, Cosmetology Standard, 1 edition ISBN-10: 1439059217, ISBN-13: 978-1439059210
4. Top That Publishing Plc July 31, 2000, Hair Design, ISBN10: 190973380, ISBN-13: 1902973388
5. St. Martin's Griffin September 30, 2008, The Great Hair, ISBN-10: 0312377436, ISBN-13: 0312377434
6. Intra America Beauty network, October 1, 2003, The Style & Color Selector, ISBN-10: 1928986129, ISBN-13: 978-1928986126
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## CURRICULUM OF COMPETENCY UNIT (CoCU)

<b>Sub Sector</b>		PERSONAL SERVICE									
<b>Job Area</b>		HAIRDRESSING									
<b>Competency Unit Title</b>		HAIR AND SCALP TREATMENT									
<b>Learning Outcome</b>		<p>The person who is competent in this CU shall be able to work promotes maximum health &amp; beauty of hair and scalp. Its work to enable hair &amp; scalp treatment to be a valuable contributing factor in appearance grooming in compliance with the hairdressing standard of practice. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> <li>• Analyze client's hair &amp; scalp condition</li> <li>• Identify treatment procedures</li> <li>• Prepare tools, equipment &amp; materials</li> <li>• Carry out hair &amp; scalp treatment</li> </ul>									
<b>Competency Unit Code</b>		HT-090-2:2012-C04	<b>Competency Type</b>	Core	<b>Level</b>	2	<b>Training Duration</b>	90	<b>Credit Value</b>	9	
<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Related Skills</b>	<b>Attitude/Safety/Environment</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>					
1. Analyze client's hair & scalp condition	1.1 Client's greeting protocol 1.2 Salon reception procedure 1.3 Client particulars <ul style="list-style-type: none"> <li>•Age;</li> <li>•Gender;</li> <li>•Racial Background;</li> <li>•Address &amp; contact no;</li> <li>•Profession</li> </ul> 1.4 Hair and scalp analysis <ul style="list-style-type: none"> <li>•Contagious</li> </ul>			5	Lecture	1.1 Salon client welcomed	1.2 Client's treatment objectives determined	1.3 Hair condition determined	1.4 Hair science explained	1.5 Client's hair types determined	1.6 Hair structure

	<ul style="list-style-type: none"> <li>•Non-contagious</li> <li>•Treatable</li> <li>•Non-treatable</li> <li>•Scalp irregularities</li> <li>•Scalp condition</li> <li>•Factor effect hair &amp; scalp healthy</li> </ul> <p>1.5 Hair types</p> <ul style="list-style-type: none"> <li>•Porosity</li> <li>•Elasticity</li> <li>•Texture</li> <li>•Density</li> <li>•Length</li> <li>•Growth patterns</li> <li>•Percentage of grey</li> </ul> <p>1.6 Structure of hair</p> <ul style="list-style-type: none"> <li>•Cuticle</li> <li>•Cortex</li> <li>•medulla</li> </ul>					<p>determined</p> <p>1.7 Hair and scalp analysis recorded</p> <p>1.8 Client profile recorded</p>
		<p>1.1 Meet and greet client</p> <p>1.2 Carry out client's reception technique</p> <p>1.3 Determine client particulars</p> <p>1.4 Examine</p>		10	Demonstration & Observation	

		client's hair & scalp condition 1.5 Determine client's hair & scalp treatment 1.6 Determine hair structure 1.7 Record result of analysis	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>- Meticulous in acquiring concept and theory of hair and scalp</li> <li>- Accuracy in acquiring Basic Health Science of the client.</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>- Adhere safety and hygiene procedures.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>- Good ventilation and conducive.</li> </ul>			
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2. Identify treatment procedures	2.1 Hair & scalp cleansing procedures			5	Lecture	2.1 Hair & scalp treatment procedure determined
	2.2 Types of hair & scalp service					2.2 Hair & scalp treatment work area determined
	2.3 Procedure benefits and disadvantages					2.3 Hair & scalp treatment safety and hygiene determined
	2.4 Resources of hair and scalp treatment products					2.4 Treatment benefit explained
	2.5 Treatment product and procedure contra indication					2.5 Treatment product's selected
	2.6 Tools. Equipments and materials preparation procedure					2.6 Treatment product contra indication explained
	2.7 Cosmetology code of safety & hygiene practices					
		2.1 Determine cleansing procedures		10	Demonstration & Observation	
		2.2 Determine hair & scalp services				
		2.3 Explain hair				

		<p>and scalp treatment's product contraindication</p> <p>2.4 Determine hair and scalp treatment procedure resources availability</p> <p>2.5 Select the treatment material</p> <p>2.6 Lay out hair and scalp treatment work area</p> <p>2.7 Apply hair and scalp treatment safety and hygiene process</p>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>- Creative and innovative in work area.</li> <li>- Calm in handling situation.</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>- Adhere safety and hygiene procedures.</li> </ul>			
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			<u>Environment:</u> - Good ventilation and conducive.			
3. Prepare tools, equipment & materials	3.1 Tools, equipments and materials availability and functionality 3.2 Determine hair and scalp treatment package 3.3 Client's treatment area safety • PPE for client • Diseases infectious arrangement • Blood-borne pathogen • Bacteria, viruses, fungi & parasites infection 3.4 Keratinization related to hair & scalp development			2	Lecture	3.1 Tools, equipment & materials selected 3.2 Treatment resources setup 3.3 Workplace safety arranged 3.4 Client's treatment benefit explained
		3.1 Select hair and scalp treatment tools, equipment and		6	Demonstration & Observation	

		<p>material</p> <p>3.2 Determine hair and scalp treatment package</p> <p>3.3 Prepare sanitary, clean &amp; work area</p> <p>3.4 Arrange treatment support</p>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>- Creative and innovative in work area.</li> <li>- Calm in handling situation.</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>- Adhere safety and hygiene procedures.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>- Good ventilation and conducive.</li> </ul>			
4 Carry out hair & scalp treatment	4.1 Hair & scalp Treatment procedures			17	Lecture	4.1 Client hair Shampooed 4.2 Hair sectioned

	<p>4.2 Treatment shampoo technique</p> <p>4.3 Treatment hair sectioning procedure</p> <p>4.4 Products for hair and scalp treatment availability</p> <p>4.5 Client's hair and scalp treatment service value performance</p> <p>4.6 Rinsing techniques for hair and scalp treatments</p> <p>4.7 Towel drying techniques</p> <p>4.8 Hair styling</p> <p>4.9 Salon housekeeping SOP</p>					<p>according to selected treatment procedure applied</p> <p>4.3 Hair &amp; scalp treatment product applied</p> <p>4.4 Hair &amp; Scalp performance result confirmed</p> <p>4.5 Hair &amp; scalp treatment product rinsed off</p> <p>4.6 Hair towel dried</p> <p>4.4 Hair blow dried and styled</p> <p>4.5 Hair science explained</p> <p>4.6 Salon housekeeping applied</p>
		<p>4.1 Confirm hair &amp; scalp treatment</p> <p>4.2 Determine types of product</p> <p>4.3 Remove dust and dirt by brushing and shampooing with the selected</p>		35	<p>Demonstration &amp; Observation</p>	

		<p>product</p> <p>4.4 Section hair according to selected treatment procedure</p> <p>4.5 Apply treatment product in small section to the hair and scalp area</p> <p>4.6 Check treatment results</p> <p>4.7 Apply treatment rinsing when necessary</p> <p>4.8 Apply hair wrapping with towel</p> <p>4.9 Ascertain style hair following treatment package needs</p> <p>4.10 Carry out hair care treatment housekeeping</p>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>- Honest in procedures recommendation</li> <li>- Ethical in performing procedures.</li> </ul>			
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			<u>Safety:</u> - Adhere safety and hygiene procedures.  <u>Environment:</u> - Good ventilation and conducive.			
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**Employability Skills**

<b>CORE ABILITIES</b>	<b>SOCIAL SKILLS</b>
01.07 Utilize database applications to locate and process information 02.11 Convey information and ideas to people 03.10 Provide consultation and counseling 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client / customer needs	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

### Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : TRAINEES)
1. Towel	As per required
2. Protection cape	1:1
3. Heat steam machine	1:5
4. Appliances	As per required
5. Bowls	1:1
6. Treatment products	As per required
7. Comb & brushes	1:1
8. Hand dryers	1:1
9. Styling products	As per required
10. Sectioning clips	As per required

## Reference

### REFERENCES

1. Milady, ( 26 June 2001), Hair structure and Chemistry simplified, 4 edition, ISBN-10: 156253629X, ISBN-13: 978-1562536299
2. Total Media Group; February 1, 2008, HAIR, ISBN-10: 142339340, ISBN-13: 978-1424339341
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4. Top That Publishing Plc ,July 31, 2000, Hair Design, ISBN10: 190973380, ISBN-13: 1902973388
5. St. Martin's Griffin, September 30, 2008, The Great Hair, ISBN-10: 0312377436, ISBN-13: 0312377434
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## CURRICULUM OF COMPETENCY UNIT (CoCU)

<b>Sub Sector</b>		PERSONAL SERVICE								
<b>Job Area</b>		HAIRDRESSING								
<b>Competency Unit Title</b>		HAIR SALON MAINTENANCE								
<b>Learning Outcome</b>		<p>The person who is competent in this CU shall be able to maintain hair salon cleanliness, workplace safety, proper waste disposal and equipment serviced. Its work to enable application of hair salon maintenance for successful hairdressing operations value in compliance with the cosmetology industry code of practice. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> <li>• Maintain salon inventory</li> <li>• Maintain hair service equipment</li> <li>• Maintain salon safety and hygiene</li> <li>• Maintain salon housekeeping</li> </ul>								
<b>Competency Unit Code</b>		HT-090-2:2012-C05	<b>Competency Type</b>	Core	<b>Level</b>	2	<b>Training Duration</b>	93	<b>Credit Value</b>	9
<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Related Skills</b>	<b>Attitude/Safety/Environment</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>				
1. Maintain salon inventory	1.1 Salon treatment materials such as:- <ul style="list-style-type: none"> <li>• Shampoo</li> <li>• Conditioner</li> <li>• Chemical product</li> </ul> 1.2 Salon treatment materials validity 1.3 Salon inventory resources following 1.4 Procedure for salon inventory conformity			8	Lecture	1.1 Salon treatment material confirmed 1.2 salon inventory quantity checked 1.3 salon inventory confirmed 1.4 Product's sourcing applied 1.5 Salon inventory				

		<p>1.1 Upkeep salon treatment materials</p> <p>1.2 Check salon inventory validity</p> <p>1.3 Check salon equipment functionality</p> <p>1.4 Confirm salon treatment materials</p> <p>1.5 Determine salon inventory resource availability</p> <p>1.6 Ascertain salon inventory conformity practices</p>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>- Meticulous in acquiring concept of salon inventory.</li> <li>- Accuracy in acquiring inventory data</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>- Adhere safety and hygiene procedures.</li> </ul>	15	Demonstration & Observation	maintained
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			<u>Environment:</u> Good ventilation and conducive			
2. Maintain hair service equipment	2.1 Tools and equipment requirements for hair services 2.2 Hair services equipment functions and applications 2.3 Hair equipment maintenance			7	Lecture	2.1 Hair services tools and equipment confirmed 2.2 Hair services equipment functionality checked 2.3 Hair services equipment serviced
		2.1 Ascertain salon operating practice hair service tools and equipment 2.2 Confirm hair services equipment functions 2.3 Carry out hair equipment service	<u>Attitude:</u> - Meticulous in handling equipment assessment - Accurate in maintaining equipment	15	Demonstration & Observation	2.4 Outsourcing procedures ascertained 2.5 Hair service equipment attribute and features determined

			<u>Safety:</u> - Adhere safety and hygiene procedures.  <u>Environment:</u> - Good ventilation and conducive.			
3	Maintain salon safety and hygiene	3.1 First aid 3.2 Fire regulations and practice 3.3 OSHA equipment safety rules requirements 3.4 Sterilization		10	Lecture	3.1 First aid maintained 3.2 Fire regulations checked and practiced 3.3 Equipment safety compliance Checked
		3.1 Manage first aid OSHA requirements 3.2 Determine fire regulations and practice 3.3 Ascertain compliance of equipment safety requirements 3.4 Follow sterilization guidelines		18	Demonstration & Observation	3.4 Regulatory and governance requirements ascertained 3.5 Sterilization procedure followed

			<p>compliance requirements</p> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>- Adhere safety and hygiene procedures.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>- Good ventilation and conducive.</li> </ul>			
4. Maintain salon housekeeping	<p>4.1 Product and materials works disposal procedure</p> <p>4.2 Housekeeping hygiene in the workplace</p> <p>4.3 Sterilization techniques for tools and equipment</p> <p>4.4 Salon safety and hygiene guidelines</p> <p>4.5 Eco friendly environment</p>			5		<p>4.1 Waste product and materials disposal procedures followed</p> <p>4.2 Workplace cleanliness maintained</p> <p>4.3 Tools and equipment sterilized</p> <p>4.4 salon centre safety &amp; hygiene policy adhered</p>
		<p>4.1 Follow 3R waste product and materials disposal procedure</p> <p>4.2 Maintain workplace</p>		15		<p>4.5 Green lifestyle requirements followed</p>

		<p>cleanliness</p> <p>4.3 Carry out tools and equipment sterilization</p> <p>4.4 Adhere to safety and hygiene guidelines</p> <p>4.5 Follow eco friendly requirements</p>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>- Meticulous in information gathering</li> <li>- Accurate in compliance requirements</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>- Adhere safety and hygiene procedures.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>- Good ventilation and conducive.</li> </ul>			
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## Employability Skills

<b>CORE ABILITIES</b>	<b>SOCIAL SKILLS</b>
01.07 Utilize database applications to locate and process information	1. Communication skills
02.09 Prepare flowcharts	2. Conceptual skills
02.10 Prepare reports and instructions	3. Interpersonal skills
02.11 Convey information and ideas to people	4. Learning skills
03.16 Identify and assess client / customer needs	5. Leadership skills
04.06 Allocate work	6. Multitasking and prioritizing
05.01 Implement project / work plans	7. Self-discipline
05.02 Inspect and monitor work done and / or in progress	8. Teamwork

### Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : TRAINEES)
1. Inventory book	As per required
2. Stationery	As per required
3. Hand dryers	As per required
4. Electric hand tools	As per required
5. Non electric tools	As per required
6. Sterilizer cabinet	As per required
7. Sterilizing products	As per required
8. Waste bins	As per required
9. Brooms & mops	As per required
10. Cleaning products	As per required
11. Wipe cloths	As per required

### Reference

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1. Milady; May 24, 2011, Cosmetology Standard, 1 edition ISBN-10: 1439059217, ISBN-13: 978-1439059210
2. St. Martin's Griffin, September 30, 2008, The Great Hair, ISBN-10: 0312377436, ISBN-13: 0312377434
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4. Aurum Press, May 1, 2003, The hair Bible, ISBN-10: 1854109065, ISBN-13: 978-1854109064
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## CURRICULUM OF COMPETENCY UNIT (CoCU)

<b>Sub Sector</b>		PERSONAL SERVICE								
<b>Job Area</b>		HAIRDRESSING								
<b>Competency Unit Title</b>		HAIR SALON PRODUCT RETAILING								
<b>Learning Outcome</b>		<p>The person who is competent in this CU shall be able to promotes product retailing and contribute to the overall salon business volume. Its work to provide hair salon product retailing for appearance grooming value complying to salon operation standards. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> <li>• Scrutinize clients' post-hair service needs</li> <li>• Access client's required products</li> <li>• Introduce product features to client</li> <li>• Close product sales</li> <li>• Carry out salon product retailing documentation</li> </ul>								
<b>Competency Unit Code</b>		HT-090-2:2012-C06	<b>Competency Type</b>	Core	<b>Level</b>	2	<b>Training Duration</b>	120	<b>Credit Value</b>	12
<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Related Skills</b>	<b>Attitude/Safety/Environment</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>				
1. Scrutinize clients' post-hair service needs	1.1 Types of salon services and package 1.2 Retailing strategy and information 1.3 Resource of retailing			10	Lecture	1.1 Types of post-hair service needs determined 1.2 Retail strategy determined 1.3 Client's buying behavior determined				
		1.1 Determine client's personal service package		20	Demonstration & Observation	1.4 Product's benefit determined 1.5 Salon product retailing policy determined				

		<p>1.2 Retail strategy identified</p> <p>1.3 Retail purchase determined</p>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>- Meticulous in acquiring requirements</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>- Adhere safety and hygiene procedures.</li> </ul> <p><u>Environment:</u></p> <p>Good ventilation and conducive</p>			
2. Access client's required products	<p>2.1 Resource of product line</p> <p>2.2 Promotion and business method</p> <p>2.3 Product's availability</p> <p>2.4 Product's attribute and application</p> <p>2.5 Product offering package</p>			10	Lecture	<p>2.1 Product's user benefit obtained</p> <p>2.2 Required products determined</p> <p>2.3 Product's sourcing procedures applied</p>

		<p>2.1 Determine product's line</p> <p>2.2 Determine customer required product</p> <p>2.3 Source types of products</p> <p>2.4 Confirm product's benefits</p> <p>2.5 Determine product package for client</p>	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>- Creative and innovative in work area.</li> <li>- Calm in handling situation.</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>- Adhere safety and hygiene procedures.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>- Good ventilation and conducive.</li> </ul>	20	Demonstration & Observation	<p>2.4 Product's application ascertained</p> <p>2.5 Salon policy ascertained</p> <p>2.6 Package offer determined</p>
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3. Introduce product features to client	3.1 Knowledge of product various features 3.2 product usage 3.3 Retailing policy 3.4 Product manufacturing instruction and guideline 3.5 Product contra indications			10	Lecture	3.1 Hair service after care products recommended 3.2 Product application explained 3.3 Sales technique applied 3.4 Product contra indication identified
		3.1 Sell hair care products 3.2 Explain product's guideline 3.3 Prepare product's retailing commentary 3.4 Explain product's benefits 3.5 Explain features of products 3.6 Explain user instructions		20	Demonstration & Observation	

Attitude:  
- Creative and innovative in work area.  
- Calm in

			<p>handling situation.</p> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>- Adhere safety and hygiene procedures.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>- Good ventilation and conducive</li> </ul>			
4 Close product sale	<p>4.1 Sales method</p> <p>4.2 Sales techniques</p> <p>4.3 Customer buying signal</p> <p>4.4 Client's required product's attribute</p> <p>4.5 Payment procedures</p>			5	Lecture	<p>4.1 Client product sales confirmation acquired</p> <p>4.2 Retailing sale performed</p> <p>4.3 Selling technique applied</p>
		<p>4.1 Determine product sales</p> <p>4.2 Apply product selling techniques</p> <p>4.3 Determine client's buying signal</p> <p>4.4 Explain product's benefit</p>		10	Demonstration & Observation	<p>4.4 Buying process determined</p> <p>4.5 Payment collected</p>

		4.5 Collect payment	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> <li>- Honest and not bias</li> <li>- Ethical in performing procedures.</li> <li>- Accuracy in payment collection.</li> <li>- Good client communication</li> </ul> <p><u>Safety:</u></p> <ul style="list-style-type: none"> <li>- Adhere safety and hygiene procedures.</li> </ul> <p><u>Environment:</u></p> <ul style="list-style-type: none"> <li>- Good ventilation and conducive</li> </ul>			
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5	Carry out salon product retailing documentation	5.1 Stock / inventory control			5	Lecture	5.1 Product stock inventory validated
		5.2 Accounting and documentation					5.2 Cash flow updated
		5.3 Purchases documentation and procedures					5.3 Client's purchase record filed
			5.1 Validate stock identified		10	Demonstration & Observation	
			5.2 Cash flow reserved				
			5.3 Purchases record				
				<u>Attitude:</u> - Honest and not bias - Ethical in performing procedures. - Accuracy in documentation			
				<u>Safety:</u> - Adhere safety and hygiene procedures.			

			<u>Environment:</u> - Good ventilation and conducive			
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**Employability Skills**

<b>CORE ABILITIES</b>	<b>SOCIAL SKILLS</b>
01.07 Utilize database applications to locate and process information 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.10 Provide consultation and counseling 03.15 Liaise to achieve identified outcomes 03.16 Identify and assess client / customer needs	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

### Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : TRAINEES)
1. Client record cards	1:1
2. Retails products	As per required
3. Cash register	As per salon
4. Invoice	As per required
5. Stock/inventory book	As per salon
6. Daily sales book	As per salon

### Reference

REFERENCES
1. Milady; May 24, 2011, Cosmetology Standard, 1 edition ISBN-10: 1439059217, ISBN-13: 978-1439059210
2. Reprint edition, March 1, 2002, The complete book of hairdressing, Firefly Books; ISBN-10: 1552975762, ISBN-13: 978-1552975763
3. Aurum Press, May 1, 2003, The hair Bible, ISBN-10: 1854109065, ISBN-13: 978-1854109064
4. Information Healthcare; February 28, 2005, The Science of Hair Care, 2 edition ISBN-10: 0824759699, ISBN-13: 978-0824759698

**SUMMARY OF TRAINING DURATION FOR HAIRDRESSING (LEVEL 2)**

NO. ID	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILLS (B)	HOURS (A) + (B)	TOTAL (HRS)
HT-090-2:2012-C01	HAIR CARE CONSULTATION	Provide hair treatment advice	10	20	30	90
		Provide home care advice	10	20	30	
		Provide hair products advice	10	20	30	
HT-090-2:2012-C02	HAIR SHAMPOOING	Identify client's hair shampooing needs.	7	15	22	120
		Analyze hair and scalp condition	7	13	20	
		Prepare hair shampooing and conditioning requirement	2	6	8	
		Carry out hair shampooing	10	27	37	
		Carry out hair conditioning	6	13	19	
		Carry out hair drying	4	10	14	
HT-090-2:2012-C03	HAIR STYLING	Identify client's needs	5	10	15	180
		Carry out finger drying	5	10	15	
		Carry straight hair styling	10	30	40	
		Carry out hair curl and wave styling	15	30	45	
		Carry out braiding	15	30	45	
		Carry out hair upstyle	5	15	20	
HT-090-2:2012-C04	HAIR AND SCALP TREATMENT	Analyze client's hair & scalp condition	5	10	15	90
		Identify treatment procedures	5	10	15	
		Prepare tools, equipment & materials	2	6	8	
		Carry out hair & scalp treatment	17	35	52	
HT-090-2:2012-C05	HAIR SALON MAINTENANCE	Maintain salon inventory	8	15	23	93
		Maintain hair service equipment	7	15	22	
		Maintain salon safety and hygiene	10	18	28	
		Maintain salon housekeeping	5	15	20	
HT-090-2:2012-C06	HAIR SALON PRODUCT RETAILING	Scrutinize clients' posthair service needs	10	20	30	120
		Access client's required products	10	20	30	
		Introduce product features to client	10	20	30	
		Close product sale	5	10	15	
		Carry out salon product retailing documentation	5	10	15	
<b>TOTAL HOURS (Core Competencies)</b>			<b>220</b>	<b>473</b>	<b>693</b>	<b>693</b>