

FLT Level 1 Present a Professional Image Unit 314

Recommended unit guided learning hours – 25

Ofqual Qualification Accreditation Number: Y/502/3982

Learning Outcome	Assessment Criteria	Taught Content
1. Be able to communicate in a salon environment	<p>1.1 Communicate professionally in a salon environment to meet the needs of different people</p> <p>1.2 Identify the effects of positive and negative attitudes and behaviours</p>	<p>1.1.1 To include:</p> <ul style="list-style-type: none"> • Being polite at all times • Being honest • Showing a positive attitude when asked to help • Offering help without having to be asked • Showing enthusiasm for the job • Communicating with clients of different ethnic origins, race and sex • Communicating with the use of open, closed and probing questions • Demonstrating positive facial expressions • Demonstrating positive body language • Demonstrating good eye contact • Listening • Speaking clearly <p>1.2.1 To include:</p> <ul style="list-style-type: none"> • Client satisfaction / dissatisfaction with the therapist / stylist • Client satisfaction / dissatisfaction with their treatment • Client satisfaction /dissatisfaction with a product • Allowing the client to speak freely • Ascertaining why the feedback is negative • Listening carefully • Do not interrupt • Do not argue • Deferring to a senior member of staff • Working with other therapists • Working with clients • Working with suppliers

<p>2. Be able to present a professional image and maintain personal hygiene in a salon</p>	<p>2.1 Identify how to promote a professional image in a salon</p> <p>2.2 Identify how to maintain personal hygiene</p> <p>2.3 Present a professional image in line with salon policy</p>	<p>2.1.1 To include:</p> <p>In a hair salon:</p> <ul style="list-style-type: none"> • Appropriate attire – professional work wear, full flat shoes, well maintained hands and nails • Appropriate jewellery – any jewellery worn should not interfere with the treatment • No chewing of gum or sucking of sweets • Hair neat, clean and styled away from the face <p>In a beauty salon:</p> <ul style="list-style-type: none"> • Appropriate attire – professional work wear, full flat shoes, socks with trousers, natural tights with skirts, no jewellery except a wedding band and stud earrings, short clean finger nails with no enamel (unless working in a nail salon) • No chewing of gum or sucking of sweets • Hair neat, clean and styled away from the face <p>2.2.1 To include:</p> <ul style="list-style-type: none"> • No body odour • No bad breath • No perfume <p>2.3.1 To include:</p> <ul style="list-style-type: none"> • Health and safety • Code of Ethics • Code of Practice • Salon rules and regulations • Communication • Deportment
<p>Assessment</p>	<p>Assessed project and task – Presenting a professional image in a salon</p>	<p>To be internally assessed and externally verified by ITEC</p>