

COMPETENCY PROFILE CHART (CPC)

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



COMPETENCY PROFILE (CP)

Sub Sector	PERSONAL SERVICES			
Job Area	HAIRDRESSING			
Level	TWO (2)			
CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
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 & 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>

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			<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 & 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>

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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"> 1. Identify client's hair shampooing needs 2. Analyse hair and scalp condition 3. Prepare hair shampooing and conditioning requirement 	<ol style="list-style-type: none"> 1.1 Client received and greeted in accordance with reception duty requirements 1.2 Client's treatment objective determined in accordance with hair shampooing plan 1.3 Client's profile determined in before hair shampooing selection. 1.4 Shampooing products & procedures determined in relation to hair shampooing resources 2.1 Hair and scalp condition determined in selecting method of hair shampooing and types of product 2.2 Hair shampoo/conditioning procedure confirmed 2.3 Shampooing/conditioning products suitability confirmed in accordance to types of hair 3.1 Shampooing and conditioning product selected 3.2 Shampooing tools and equipment arranged in accordance with hair shampooing procedures 3.3 Client's treatment place set-ready in accordance with

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			<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 & 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>

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			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 & 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

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			<p>2. Analyze client's hair & 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 &</p>

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			<p>5. Carry out braiding</p> <p>6. Carry out hair up style</p>	<p>styling resources & preparation procedures</p> <p>4.3 Client's hair curl & 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>

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

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				<p>procedures</p> <p>4.3 Hair & scalp treatment Product applied in accordance with treatment well-being condition</p> <p>4.4 Hair & Scalp performance result confirmed in accordance with client's treatment service value</p> <p>4.5 Hair & 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>

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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"> 1. Maintain salon inventory 2. Maintain hair service equipment 3. Maintain salon safety and hygiene 	<ol style="list-style-type: none"> 1.1 Salon treatment material confirmed 1.2 salon inventory quantity checked in accordance with salon centre SOP 1.3 salon inventory conformity reviewed in accordance with salon centre SOP 2.1 Hair services tools and equipment confirmed in accordance with salon centre SOP 2.2 Hair services equipment functionality checked in accordance with salon centre SOP 2.3 Hair services equipment serviced in determining functionality of devices 3.1 First aid maintained in accordance with OSHA requirements 3.2 Fire extinguisher validity confirmed in accordance with OSHA requirements 3.3 Equipment safety compliance checked in accordance with OSHA requirements

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			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

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			<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>