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| --- | --- | --- | --- |
| sldn's logoJPK's logo  LEARN AND WORK ASIGNMENT  (LWA) | | | |
| NOSS  (CODE NOSS) | AESTHETIC THERAPY SERVICES  (MP-060-3:2013) | | |
| Competency Unit Title  (CU CODE) | SALON OPERATION SUPERVISION (MP-060-3:2013-C07) | LEVEL | 3 |
| Competency Unit Descriptor | Salon Operation Supervision competency unit is an activity to supervise daily salon operation.  The outcome of this competency is to ensure efficient salon operation and maximise company performance in accordance withregulatory/statutory body’s requirement, beauty industry guideline and Standard Operation Procedure.  The person who is competent in Salon Operation Supervision should be able to comprehend the company Standard Operating Procedure (SOP). She/he should be able to ensure work place safety, assure salon facilities and equipment functionality and operability, prepare duty roster/ job schedule, provide therapy/service support, maintain stock inventory, carry out subordinate appraisal, conduct in house training and perform sales transaction. | | |
| Candidate Name |  | | |
| Candidate I/C  Number |  | | |
| Company’s Name |  | | |

CU WORK ACTIVITY STATEMENT: Salon Operation Supervision

DURATION: 108 HOURS

1. SETTING GOAL \*:

You are required to perform salon operation supervision activities based on performance criteria below:

1. Work place safety, hygiene and maintenance are monitored
2. Pest control activities are supervised in accordance company procedure and legislative requirements
3. Waste disposal are supervised in accordance with regulatory/statutory bodies Requirements
4. Facilities and equipment availability are identified
5. Facilities and equipment functions are checked in accordance with manufacturer manuals and specification
6. Malfunction/irregularities of facilities and equipment are documented and reported to superior for further action
7. Scope of work, job descriptions are identified
8. Number of personnel are identified
9. Job capacity (number of appointment, type of services) are confirmed
10. Jobs are assigned in accordance with job functions
11. Duty roster are scheduled, formatted and generated
12. Therapy/ service support identified
13. Therapy/service attended in accordance to company Standard Operating Procedure (SOP)
14. Support activities and action taken documented
15. Salon services and product are identified
16. Operational stock inventory are identified
17. Retail stock level are determined
18. Salon product expiry date are checked
19. Stock are replenished/ replaced
20. Appraisal objective(salary increment, promotion, incentive, etc) are obtained from authorised personnel/parties
21. Subordinate are appraised in accordance with appraisal procedure, company Key Performance Index (KPI) and objective
22. Appraisal results are documented, and recommendation made in accordance with company policies
23. Training programme are identified and selected in accordance with training

needs analysis results, client needs and current demands

1. Training program details (type of training, participant, date, time, venue) are identified
2. Training facilities (audio visual, rooms, materials, etc) are prepared in accordance with training program
3. Training are executed in accordance with training delivery mode (lecture, demonstration/ observation, practical, etc)
4. Petty cash are administered in accordance with company policies
5. Sales transaction are executed in accordance with company procedure and legislative requirements
6. Sales transaction are documented and reported to superior in accordance with reporting procedure
7. PLANNING

You are required to plan activities to achieve listed setting goal of performing salon operation supervision by using resources listed below:

* 1. Identify salon operation supervision equipment according to listed below:

|  |  |
| --- | --- |
|  | |
| ITEMS | RATIO  (TEM : Trainees) |
| 1. Computer with internet and peripherals 2. Office facilities (printer, fax, machine, etc.) 3. Beauty Industry Guidelines 4. Work flow chart 5. Company policies and various procedures manual (SOP,transaction, recording,reporting, documentation, Salon waste disposal,etc) 6. Duty roaster format 7. Inventory checklist  * Stocks in salon operation * Facilities * Tools, * equipment and * materials  1. Staff appraisal document  * subordinates list * ,subordinate profiles, * appraisal form, * Key Performance index form * etc  1. 9 . Company Management Information System (Manual/Electronic) | 1:10  1:15  1:1  1:1  1:1  1:1  1:1  1:1  1:5 |

* 1. Refer to references below as a guidance to perform this activity.

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| 1. Anatomy coloring workbook – The Princeton Review – 2nd edition (by I. Edward Alcamo, Ph.D. ISBN: 0-375-76342-2 2. Ann Gallant Body Treatments and Dietetics for the Beauty Therapist , ISBN 0 85950 400 X Library edition & 0 85950 401 8 Student edition 3. Dorling Kindersley, London; Human Body: An Illustrated guide to every part of the human body and how it works. First UK Edition, 2001. ISBN-10: 0751335142, ISBN-13: 978-0751335149 4. Dr KalyaniPremkumar (2009); Lippincott Williams & Wilkins; Pathology A to Z: A handbook for Massage Therapist. Third edition (January 23, 2009); ISBN-10: 0781747996, ISBN-13: 978-0781747998 5. Dawn Mernagh-Ward & Jennifer Cartwright, Health and Beauty Therapy – A Practical Approach for NVQ Level 3 – Second Edition. ISBN 0 7487 6078 4 6. Charles McConnell (2011), The Effective Health Care Supervisor, Jones & Bartlett Publishers, ISBN : 9781449604714 7. DonatilaAgtarap-San Juan; AuthorHouse, 2007; Fundamentals of Accounting: Basic Accounting Principles Simplified for Accounting Students; ISBN: 1434322998, 9781434322999 8. Dr Joseph Eby Ruin; Leeds Publications (2011); Managing People and Business (Second Edition) (Comprehensive Guide Series); ISBN: 9789833794645 9. Neil Gopee (2011), Mentoring and Supervision in Healthcare, SAGE Publication, ISBN : 9781446259689 10. Lorraine Nordmann, Professional Beauty Therapy – the official guide to level 3 . 4th edition, ISBN 9781-1-4080-1928-3 |

1. DECISION MAKING

You are required to get coach approval before performing salon operation supervision activities.

1. EXECUTE & MONITORING

You are required to perform salon operation supervision according to steps below:

* 1. Ensure work place safety
     1. Supervise work place safety, hygiene and maintenance
     2. Check pest control activities
     3. Document work place safety, hygiene and maintenance
     4. Handle salon waste disposal
     5. Report work place safety, hygiene and maintenance status to superior/ authorised personnel
  2. Assure salon facilities and equipment functionality & operability
     1. Check type of salon facilities and equipment
     2. Check salon facilities and equipment availability
     3. Check facilities and equipment functions
     4. Record malfunction/ irregularities of facilities and equipment
     5. Report malfunction/ irregularities of facilities and equipment to superior for further action
  3. Prepare duty roster/ job schedule
     1. Check scope of work and job descriptions
     2. Confirm number of personnel
     3. Check job capacity (number of appointment, type of services)
     4. Assign personnel for duty
     5. Produce duty roaster /jobs schedule
  4. Provide therapy/service support
     1. Assure work schedule
     2. Identify type of therapy/ service support
     3. Execute therapy/service support
     4. Document support activities and action taken
  5. Carry out stock inventory
     1. Check salon services and product offered
     2. Check operational stocks
     3. Check retail stock level
     4. Check salon product expiry date
     5. Identify volume for stock replenishment/ replacement
     6. Replenish/replace stock
  6. Carry out subordinate appraisal
     1. Check appraisal objective
     2. Check appraisal schedule from authorized personnel/parties
     3. Obtain appraisal documentation
     4. Confirm subordinate to be appraised
     5. Appraise subordinates
     6. Record appraisal results
     7. Recommend promotion/ increments
     8. Report appraisal results to superior/ authorised personnel in accordance with company policies
  7. Conduct In house training
     1. Select training programme
     2. Check training programme details
     3. Prepare training facilities
     4. Execute training programme
  8. Perform sales transaction
     1. Administer petty cash
     2. Control cash flow
     3. Execute sales transaction
     4. Document sales transaction
     5. Report sales transaction status to superior
  9. Comply with attitude, safety and environment listed below when performing this activity

|  |  |
| --- | --- |
| Attitude | 1. Thorough in checking work place safety, hygiene and maintenance 2. Adhered to environmental requirements 3. Responsible in assuring salon facilities and equipment functionality & operability 4. Honest in reporting facilities and equipment status 5. Meticulous and thorough in preparing duty roaster 6. Non-bias in assigning job schedule 7. Responsible in supporting therapy/ service 8. Objective and positive minded in handling issues and matter 9. Detailed and thorough in checking stock level 10. Responsible in maintaining salon stock 11. Honest and sincere in handling stock inventory 12. Objective results driven in conducting appraisal session 13. Fair and transparent in evaluating subordinate performance 14. Objective results driven in conducting training programme 15. Systematic and organize in preparing training facilities 16. Honest and sincere in handling cash flow 17. Detailed and precise in documenting sales transaction |
| Safety | 1. Aware on personal, client and workplace safety requirements |
| Environment | 1. Organized and systematic. 2. Premise should be well ventilated |

* 1. Apply core abilities listed below when performing this activity

|  |  |
| --- | --- |
| Social Skills | Core Abilities |
| Communication Skills | 03.12 Provide coaching/on-the job training  03.15 Liaise to achieve identified outcomes  04.06 Allocate work  02.11 Convey information and ideas to people |
| Conceptual Skills | 1.11 Apply thinking skills and creativity |
| Interpersonal skills | 03.16 Identify and assess client / customer needs  03.09 Manage and improve performance of individuals |
| Multitasking and prioritizing | 02.09 Prepare flowcharts  02.10 Prepare reports and instructions  01.07 Utilize database applications to locate and process information |
| Self-discipline | 05.02 Inspect and monitor work done and / or in progress |
| Teamwork | 05.01 Implement project / work plans  03.14 Facilitate and coordinate teams and ideas. |
| Learning skills | 06.07 Develop and maintain networks.  05.01 Implement project/work plans. |
| Leadership skills | 03.10 Provide consultations and counselling.  03.11 Monitor and evaluate performance of human  resources.  03.13 Develop and maintain team harmony and Resolve  conflicts. |

1. EVALUATING

You are required to evaluate salon operation supervision using checklist below.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| A | ASSESSMENT CRITERIA  (60%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Work place safety, hygiene and maintenance are monitored |  |  |  |  |  |  |  |  |  |  |
| 2 | Pest control activities are supervised in accordance company procedure and legislative requirements |  |  |  |  |  |  |  |  |  |  |
| 3 | Waste disposal are supervised in accordance with regulatory/statutory bodies requirements |  |  |  |  |  |  |  |  |  |  |
| 4 | Facilities and equipment functions are checked in accordance with manufacturer manuals and specification |  |  |  |  |  |  |  |  |  |  |
| 5 | Malfunction/irregularities of facilities and equipment are documented and reported to superior for further action |  |  |  |  |  |  |  |  |  |  |
| 6 | Jobs are assigned in accordance with job functions |  |  |  |  |  |  |  |  |  |  |
| 7 | Duty roster are scheduled, formatted and generated |  |  |  |  |  |  |  |  |  |  |
| 8 | Therapy/service attended in accordance to company Standard Operating Procedure (SOP) |  |  |  |  |  |  |  |  |  |  |
| 9 | Salon product expiry date are checked |  |  |  |  |  |  |  |  |  |  |
| 10 | Stock are replenished/ replaced |  |  |  |  |  |  |  |  |  |  |
| 11 | Carry out subordinate appraisal |  |  |  |  |  |  |  |  |  |  |
| 12 | Subordinate are appraised in accordance with appraisal procedure, company Key Performance Index (KPI) and objective |  |  |  |  |  |  |  |  |  |  |
| 13 | Training program are identified and selected in accordance with training needs analysis results, client needs and current demands |  |  |  |  |  |  |  |  |  |  |
| 14 | Training facilities (audio visual, rooms, materials, etc) are prepared in accordance with training program |  |  |  |  |  |  |  |  |  |  |
| 15 | Training are executed in accordance with training delivery mode (lecture, demonstration/ observation. |  |  |  |  |  |  |  |  |  |  |
| 16 | Petty cash are administered in accordance with company policies |  |  |  |  |  |  |  |  |  |  |
| 17 | Sales transaction are executed in accordance with company procedure and legislative requirements |  |  |  |  |  |  |  |  |  |  |
| 18 | Sales transaction are documented and reported to superior in accordance with reporting procedure |  |  |  |  |  |  |  |  |  |  |
|  | SUBTOTAL | A1 | | | | | A2 | | | | |
|  | FULL MARKS | 126 | | | | | 126 | | | | |
| B | ATTITUDE/SAFETY/  ENVIRONMENT  (20%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Attitude |  |  |  |  |  |  |  |  |  |  |
| 2. | Safety |  |  |  |  |  |  |  |  |  |  |
| 3 | Environmental |  |  |  |  |  |  |  |  |  |  |
|  |  | B1 | | | | | B2 | | | | |
|  |  | 21 | | | | | 21 | | | | |
| C | EMPLOYABILITY SKILLS  (SOCIAL SKILLS)  (20%) | MARKS GIVEN BY APPRENTICE | | | | | MARKS GIVEN BY  COACH | | | | |
| 0 | 1-2 | 3-4 | 5-6 | 7 | 0 | 1-2 | 3-4 | 5-6 | 7 |
| 1 | Communication Skills |  |  |  |  |  |  |  |  |  |  |
| 2 | Conceptual Skills |  |  |  |  |  |  |  |  |  |  |
| 3 | Interpersonal Skills |  |  |  |  |  |  |  |  |  |  |
| 4 | Multitasking and Prioritizing |  |  |  |  |  |  |  |  |  |  |
| 5 | Self-discipline |  |  |  |  |  |  |  |  |  |  |
| 6 | Teamwork |  |  |  |  |  |  |  |  |  |  |
| 7 | Learning Skill |  |  |  |  |  |  |  |  |  |  |
| 8 | Leadership Skill |  |  |  |  |  |  |  |  |  |  |
|  |  | C1 | | | | | C2 | | | | |
|  | FULL MARKS | 56 | | | | | 56 | | | | |

CALCULATION TABLE

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | MARKS GIVEN BY APPRENTICE | MARKS GIVEN BY COACH | WEIGHTED MARKS GIVEN BY  APPRENTICE | WEIGHTED MARKS GIVEN BY COACH |
| ASSESSMENT CRITERIA | A1 | A2 | A1 /126 X 60 | A2 /126X 60 |
| ATTITUDE,SAFETY &ENVIRONMENT | B1 | B2 | B1 / 21X 20 | B2 / 21X 20 |
| EMPLOYABILITY SKILLS (SOCIAL SKILLS) | C1 | C2 | C1 / 56X 20 | C2 / 56X 20 |
| Total | | | X | Y |
| Ratio of Percentage (Apprentice: Coach) | | | P=20 | Q=80 |
| Grand Total | | | (P/100 x X) + (Q/100 x Y) | |

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| COMMENTS/ RECOMMENDATIONS BY COACH |

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COACH: APPRENTICE:

DATE: DATE: