

2017

# SALON SKILLS

## PROGRAMME HANDBOOK



NEW ZEALAND CERTIFICATE IN SALON SKILLS (INTRODUCTORY) (LEVEL 2)

cut above academy

## **Auckland City Campus**

Level 6, 242 Queen Street

Auckland Central

Auckland

Phone: (09) 309 0689

0800 CUT ABOVE (0800 288 2268) - Toll free within New Zealand

## Welcome

Cut Above Academy has been giving students the edge they need to become hairstylists, makeup and special effects artists of the future for more than forty years. Developed and designed to be contemporary, relevant and forward thinking, Cut Above Courses are delivered with passion, commitment and technical excellence.

## Introduction to Staff

Name	Qualifications
Tuku Kea <b>Head of Department            Level 3 / Tutor</b>	<ul style="list-style-type: none"> <li>• Trade Certificate in Hairdressing equivalent</li> <li>• Certificate in Adult Teaching Module 1</li> <li>• Assessor Units 4098, 11281 and 11552</li> <li>• National Certificate in Adult Literacy Education (Vocational Tutor)</li> <li>• Certificate in Hairdressing Level 3 – Cut Above Academy</li> <li>• Graduate Certificate in Hairdressing – Cut Above Academy</li> <li>• Certificate in Makeup Artistry – Cut Above Finishing Certificate in Makeup Artistry</li> <li>• Enrolled in the National Certificate in Adult Education 6</li> </ul>
Dylan Adams <b>Tutor</b>	<ul style="list-style-type: none"> <li>• New Zealand Certificate in Hairdressing Level 4</li> <li>• Certificate in Makeup Artistry Level 4</li> <li>• 7 years industry experience in the hair and makeup fields</li> </ul>

## Salon Skills (Level 2) Summary

**Qualification:** New Zealand Certificate in Salon Skills (Introductory) (Level 2)

**Credits:** 60

**Duration:** 20 weeks (including 1 holiday week)

**Tuition Fees:** Zero Fees Scheme for 16 – 19 year olds

This qualification is designed to prepare students for entry level salon assistant roles in hairdressing, and barbering or the prepare for higher level study in barbering, beauty, or hairdressing sector. Students learn to communicate effectively with clients at an entry level, comply with health and safety requirements, and meet professional hairdressing expectations and standards.

### Graduate Profile

A Cut Above Academy graduate has relevant and current subject knowledge, real-world skills to put knowledge into practice, and personal and professional qualities to make a difference. On completion of this programme graduates will be able to:

- Work in the salon environment showing understanding of its culture and hierarchy, career pathways, broad industry terminology, the role of an entry level person within a salon, and the client journey through a salon, including each service point and accepted timeframes.
- Meet the personal hygiene and presentation requirements of salon environments, self- style in ways that reflect current trends in fashion, and operate safely and hygienically in the salon.
- Provide client and salon support services for a specific sector, including client preparation and care, salon area preparation and cleaning, assistance to stylists, and maintenance of the salon environment to a professional standard.
- Communicate appropriately with clients, peers and supervisors within the salon, follow instructions, and ensure observation of technical skills is respectful of the client experience.

### Graduate Destination

This qualification may progress into the New Zealand Certificate in Hairdressing (Salon Support) (Level 3). Or pathway into relevant industry certifications or other Level 3 or Level 4 qualifications. Or employment, in the hairdressing industry undertaking entry level salon assistant roles.

## Calendar

Date	Event
16 January 2017	Intake
30 January 2017	Auckland Anniversary
10 April 2017	Intake
14 April 2017	Public holiday – Good Friday
17 April 2017	Public holiday – Easter Monday
25 April 2017	Public holiday – ANZAC Day
05 June 2017	Public holiday – Queen's Birthday
10 July 2017	Intake
02 October 2017	Intake
23 October 2017	Public holiday – Labour Day

Campus holiday dates can vary.  
Your Tutor will inform you of your programme holiday dates at orientation

## Course Outlines

### Self-Management Skills (6 credits)

This course engages students with self-management skills including recognising the value of technical observations for their own learning purposes and managing their finances.

Course	Self-Management Skills					
1	28027	L2	C3	28094	L2	C3
	Demonstrate knowledge of undertaking an observation of technical skills in a salon			Produce a balanced household budget and adjust the budget to reflect changing financial circumstances		
Unit	Delivery Mode				Assessment Mode	
	Theory	Practical	Research	Self-directed	Written	Practical
28027	✓	✓			✓	
28094	✓		✓	✓	✓	

### Workplace Skills (11 credits)

This course engages students with professional standards and expectations relating to the salon environment including associated health, safety and hygiene obligations. Students will identify tools and equipment related to salon services and demonstrate safe, effective and hygienic use of tools. Students will learn to identify an emergency situation, monitor hazards and provide first aid in a simulated emergency situation.

Course	Workplace Skills							
2	21935	L2	C5	21940	L2	C5		
	Maintain order and supplies in a hairdressing or barbering salon environment			Demonstrate knowledge of workplace requirements for employment in a salon		6401	L2	C1
	Provide first aid							
Unit	Delivery Mode				Assessment Mode			
	Theory	Practical	Research	Self-directed	Written	Practical		
21935	✓	✓	✓	✓	✓	✓		
21940	✓	✓	✓	✓	✓			
6401	✓	✓			✓	✓		

### Personal Presentation (6 credits)

This course focuses on personal presentation and maintaining a positive image and attitude to prepare students for future career opportunities.

Course	Personal Presentation					
3	62	L2	C3	28026	L2	C3
	Maintain a personal presentation and a positive attitude in a workplace involving customer contact			Present a personal fashion image for work in a hairdressing salon environment		
Unit	Delivery Mode				Assessment Mode	
	Theory	Practical	Research	Self-directed	Written	Practical
62	✓	✓	✓	✓	✓	✓
28026	✓	✓	✓	✓	✓	✓

### Communication (13 credits)

This course engages students with practical customer service skills to assist with salon services. Students will develop the skills to provide effective written and verbal communication, complete a limited scope consultation and provide effective and efficient customer service, communication suited to a salon environment.

Course	Communication					
4	1277	L2	C3	9680	L2	C3
	Communicate information in a specified workplace			Communicate within a specified organisational context		
4	9953	L2	C4	21938	L2	C3
	Provide client service and care in a hairdressing or barbering salon environment			Converse and interact with clients and operators in a salon environment		
Unit	Delivery Mode				Assessment Mode	
	Theory	Practical	Research	Self-directed	Written	Practical
1277	✓	✓	✓	✓	✓	✓
9680	✓	✓	✓	✓	✓	✓
9953	✓	✓	✓	✓	✓	✓
21938	✓	✓	✓	✓	✓	✓

### Job Search Skills (5 credits)

This course engages students with effective job search skills. Students will produce a CV targeted to a specific role using basic word processing skills. This course also focuses on personal presentation and maintaining a positive image and attitude to prepare them for future career opportunities, and demonstrating understanding of their digital footprint and online presence through social media sites.

Course	Job Search Skills					
5	4252	L2	C2	4253	L2	C3
	Produce a personal targeted CV (curriculum vitae)			Demonstrate knowledge of job search skills		
Unit	Delivery Mode				Assessment Mode	
	Theory	Practical	Research	Self-directed	Written	Practical
4252	✓	✓	✓	✓	✓	
4253	✓	✓	✓	✓	✓	

### Beauty Skills (12 credits)

This course engages the student with personal presentation skills and beauty fashion trends for employment in the beauty industry. Students will develop the ability to identify a range of various skin types, identify their own skin type and develop an appropriate skincare regime. This course also focuses on customer care and providing customer service while supporting and assisting a senior operator.

Course	Beauty Skills					
6	27638	L2	C3	27639	L2	C3
	Provide client service and care and assist the operator to prepare for service in a beauty salon environment			Apply knowledge of basic beauty concepts to maintain personal presentation for a commercial beauty salon		
	27640	L2	C3	27641	L2	C3
	Demonstrate knowledge of current fashion trends and history related to beauty therapy			Describe the relevance of anatomy and physiology knowledge to beauty therapy practice		
Unit	Delivery Mode				Assessment Mode	
	Theory	Practical	Research	Self-directed	Written	Practical
27638	✓	✓	✓	✓	✓	✓
27639	✓	✓	✓	✓	✓	✓
27640	✓	✓	✓	✓	✓	
27641	✓	✓	✓	✓	✓	

### Salon Assistant Skills (7 credits)

This course develops student's practical skills to provide customer service skills while assisting an operator in a salon, including client care, monitoring client comfort and providing support services. This course also focuses on effective communication with clients and the workflow and procedures used within the salon.

Course	Salon Assistant Skills					
7	21936 Protect the client for hairdressing services in a salon environment	L2 C1	21937 Assist an operator in a salon environment	L2 C4	28025 Demonstrate knowledge of the client journey in a salon	L2 C2
Unit	Delivery Mode				Assessment Mode	
	Theory	Practical	Research	Self-directed	Written	Practical
21936	✓	✓	✓	✓	✓	✓
21937	✓	✓	✓	✓	✓	
28025	✓	✓	✓	✓	✓	✓

## Timetable and Schedule for Assessment

Week	Monday	Tuesday	Wednesday	Thursday	Friday
1	Orientation	Group work Customer service	Mannequin care Shampoo intro	Fashion trends and personal presentation	Special effects makeup
2	Professional image	Job skills Shampoo practical	Product knowledge Communication	Customer service Shampoo practical	Team building Budgeting
3	Characteristics of hair Health and safety	Brand of me Consultation	Communication Fashion trends	Anatomy and physiology Colour star	Communication Practical
4	Colour theory & stencils Customer service role-plays	Written communication Shampoo practical	Customer service role-plays Fashion trends	Anatomy and physiology Colour consultation	SFX makeup Practical
5	Consultation Temp colour application	Job search skills Colour consultation	Stock control Temp colour application	Health and safety Practical on models	Practical (models) Goal setting
6	Beauty and barbering	CV Temp colour application	Communication Interview skills	Assist a stylist Colour	Practical (models) Communication
7	Barbering tools of the trade Demo barber cut	CV Product knowledge	Fashion Trends	Written communication Beauty services	Practical (models) Job applications
8	Product knowledge Customer complaints	Safe work practices Client cape demo	Fashion trends Personal image	Supply management	Practical (models)
9	Intro razor cut Salon client journey	CV Workplace hazards	Consultation skills Personal image	Professional writing Stock take	Practice all skills
10	Intro skin Analysis Time management	Application letter Skin care	Interview skills Fashion trends	Client services Facials	Practice all skills
11	Skin care product knowledge	CV Product knowledge	Budgeting Evening makeup	Budgeting Basic manicure	Practice all skills
12	Basic manicure Client bookings	CV Protect client/client comfort	Client complaint Natural bridal makeup	Household budget French polish	Practice all skills
13	Basic head massage Communication role-plays	Research jobs Mini facial demo	Photoshoot Face shapes chart	Salon health and safety Skin analysis	Practice all skills
14	Practical skin analysis Appropriate conversations	Skill matching/jobs Mini facial	Creative makeup	Salon code of practice Stylist bookings	Practice all skills
15	Assist in industry (Spa, Salon or Barbershop)	Intro to cutting hair	Communication Glamour makeup demo	First Aid	Practice all skills
16	Practical assessment – Protect client	Cover letter Solid form cut practical	Meetings Glamour makeup	Diversity in the workplace Salon services timeframes	Assessment practice
17	Assist in industry (Spa, Salon or Barbershop)	Research salon price comparisons	Daily tasks Appointments	Assist in industry (Spa, Salon or Barbershop)	Practical assessments
18	Creating appointments Communicate with stylist	Customer satisfaction and loyalty	Fashion trends photo shoot	Assist in industry (Spa, Salon or Barbershop)	Practical assessments
19	Telephone bookings Greeting clients	Customer service/care	Practical assessments	Communication recap	Practical assessments

Note - timetable may be subject to change

## Programme Regulations

Topic	New Zealand Certificate in Salon Skills (Introductory) (Level 2). These are programme specific but are also supported by the Cut Above Academy QMS.
1. Entry Requirements	Applicants must be 16 years of age, proficient in the use and understanding of spoken and written English and have completed year 11 (NCEA Level 1) or equivalent training experience. International applicants must have an English language level of at least IELTS 5 or equivalent (see the NZQA requirements). All applicants are assessed on their merits, not only on their academic achievement. All applicants over 16 will be considered.
2. Selection criteria if applicable	When the programme is full applicants who meet the entry requirements are waitlisted for the next intake.
3. Credit for previous study and/or recognition of prior learning	<p>a. <b>Cross-crediting</b> Transfer of credits gained for unit standards or relevant areas of learning which components of the programme are will be granted. In such cases, student evidence will be sighted in the form of an academic record or record of learning. Students who apply for credit transfer will be asked to provide this evidence at the interview. Students who gain credit transfer will be given an opportunity to work on alternative components or units within the programme.</p> <p>b. <b>Credit transfer</b> Transfer of credits gained for unit standards or relevant areas of learning which components of the programme are will be granted. In such cases, student evidence will be sighted in the form of an academic record or record of learning. Students who apply for credit transfer will be asked to provide this evidence at the interview. Students who gain credit transfer will be given an opportunity to work on alternative components or units within the programme.</p> <p>c. <b>Recognition of prior learning - RPL</b> Entry policy allows for recognition of prior learning in line with NZQA policy on this issue and the QMS.</p> <p>d. <b>Any limitations on credit awarded from cross-credit or RPL, and the reason for applying the limit</b> No limitations although applications for cross credits, credit transfer or RPL must be made at the time of application for enrolment. Applications will not be considered after programme commencement.</p>
4. Programme length and structure through the programme, including such details as	<p>a. <b>Programme length</b> 19 weeks duration + 1 week recess = 20 weeks duration</p> <p>b. <b>Any pre- and co-requisites</b> None</p> <p>c. <b>Practical and/or work-based requirements, and their integration into the programme</b> N/A</p> <p>d. <b>Any alternative entry and/or exit points</b> N/A</p> <p>e. <b>Compulsory and optional/elective components</b> No elective components</p>
5. Progression through the programme, including	<p>a. <b>Normal progression through the programme</b> The programme is naturally progressive (see explanations at the start of each course outline), so it is preferable that the student completes the programme in order.</p> <p>b. <b>Completion</b> All students have the opportunity to complete within the programme weeks.</p> <p>c. <b>Late entry policy</b> Each year the Academy has several streams across all current Programmes. These dates are subject to change, so students should liaise with the Academy recruitment team to confirm start dates. Applications close one week prior to the course commencement date to allow for interviews and enrolment procedures. Late applications will be held over, subject to availability of space. Students will not start after the programme start date.</p> <p>d. <b>Late completion allowable – post course support provided</b> All requests for late completion must be made to the Education Manager who will consider them on a case by case basis.</p> <p>e. <b>Any ability to repeat parts in a subsequent delivery/in-take</b> In the event of a student failing to complete the course for a valid reason such as personal or dependent family injury or illness supported by a medical certificate, deferral to a later course date may be approved depending on availability of place each case will be reviewed and assessed by management team.</p>
6. Assessment	<ul style="list-style-type: none"> <li>•An assessment procedure flow chart is located in every classroom for student reference.</li> <li>•Credits are awarded for unit standards/provider modules on the basis of assessments that take place throughout the course of study according to the principles of competency based training.</li> <li>•Tutors explain how assessments will be conducted and what guidance and support will be available throughout the process of pre and post assessment meetings.</li> <li>•Assessments are designed for the purpose of gathering evidence of competent performance.</li> <li>•Ongoing or formative assessment is employed to provide students with immediate feed-back on their progress towards meeting the learning objectives in each course.</li> <li>•Resulting evidence from the students' assessments is used to determine whether a student has met the learning outcomes for credit achievement.</li> <li>•Students must meet all the assessment criteria for a programme component in order to be awarded the credits for the unit standard/provider module concerned.</li> </ul> <p>a. <b>Provision for re-assessment</b> A student not deemed competent in any unit standard/module assessment will repeat the performance for part or all of that unit or module as required to achieve competency.</p>

	<p><b>b. Appeals procedure</b></p> <ul style="list-style-type: none"> <li>• Students have the right to request the reconsideration of the result of any assessment;</li> <li>• In the event of appeal against a practical assessment, the student must notify another tutor within the same department, the Head of Department or the Education Manger immediately. Once the model / client has left the salon, a second opinion cannot be given.</li> <li>• In the event of appeal against a written component the student must return the work to the relevant H.O.D with a written request for reconsideration within 3 days of the return of the marked work, specifying why the request is made;</li> <li>• In the event of appeal, a practical assessment, the student must ask the tutor who has conducted the assessment for a reassessment from the H.O.D, or another tutor.</li> <li>• Students wishing to appeal against assessment after such reconsideration must write to the Education Manger who shall consider the case.</li> </ul> <p><b>c. If and how grades are derived from assessments</b> Assessments are no graded, all assessments are deemed Competent or Not Yet Competent according to the judgement statements for each assessment.</p> <p><b>d. Provision for impaired and/or aegrotat performance</b> As units/provider modules are assessed on competency basis there is no provision for aegrotat assessment.</p> <p><b>e. Availability of assessment through te reo Maori</b> Will be provided on request</p>
<b>f. Pass Requirements</b>	<p><b>a. Minimum standard/s of achievement</b> All courses must be passed as competent.</p> <p><b>b. Any other requirements for the award of the qualification</b> N/A</p> <p><b>c. If and how course grades are reflected in the qualification award</b> There are no grade endorsements</p>
<b>g. Procedures to identify and remedy impaired performance early</b>	A credit tracking system is in place where achievement is tracked on a weekly basis, the Head of Department is responsible for monitoring achievement at department level, and the Education Manager is responsible for monitoring achievement at programme level and organisation level. Accountability for student learning is shared through the credit tracking process between the student and tutor and is shared with the Heads of Department and analyses at weekly management meetings. Action plans are put in place in response to issues of student progress, initially by the tutor and subsequently at department level.
<b>h. Attendance and Leave</b>	<p>If a student is not regularly attending classes or not performing in their studies or even if a student ceases to attend a course before completion date, the Academy will be concerned about the pastoral welfare and safety of the student and will follow the following procedures.</p> <p>The Student Liaison and/or Education Manager may:</p> <ul style="list-style-type: none"> <li>• Discuss with the student.</li> <li>• Enquire about students concerns in order to identify student problems.</li> <li>• Talk to the tutor</li> </ul> <p>However, if the student performance and attendance doesn't improve after these actions:</p> <ul style="list-style-type: none"> <li>• A student shall be issued a verbal warning, followed by a written warning.</li> <li>• Student allowances may be suspended with StudyLink</li> <li>• Student may be expelled and withdrawn.</li> </ul> <p>If the student is an international student, NZ Immigration Service will be notified of the student withdrawal. Please refer to section of Code of Practice for Pastoral Care of International Students.</p>
<b>i. Health and Safety &amp; Risk Management</b>	<p>The Academy has considered aspects of the operations which place students or public at risk and has implemented policies and procedures to ensure their protection. All persons on the Academy premises must behave in a manner that minimises the possibility of injury or harm by observing the procedures set out in the Health and Safety document. Policies and procedures cover students and public protection at all sites:</p> <ul style="list-style-type: none"> <li>• All sites meet building compliance requirements, are security monitored and insured.</li> <li>• All sites are smoke free designated and an off-street outdoors smoking area is provided.</li> <li>• Students are to use allocated personal lockers and adhere to security procedures</li> <li>• Students are to adhere to procedures pertaining to fire and safety compliance.</li> <li>• Students are informed of first aid, company doctor, fire drills and general safety rules.</li> <li>• All incidents or accidents are to be recorded in the Accident Register and kept in the Stockroom.</li> <li>• Student training includes procedures to protect themselves and clients when working with chemical products. Tutors are responsible for supervision of all practical work.</li> <li>• Public are made aware that their hair is being done by students. Notices to this effect are posted in the reception area of the model salons and receptionist informs all clients. Client complaint forms are available from reception.</li> <li>• A patch test is done prior to all chemical services according to the manufacturers' instructions.</li> </ul>
<b>j. Any other regulations needed to meet the requirements of the applicable qualification</b>	N/A
<b>k. Code of Practice for Pastoral Care of International Students</b>	IENZ is a signatory of, and follows all requirements of the code.