

1. Title	Formulate staff working guidelines	
2. Code	BEZZOM414A	
3. Range	Formulate and implement internal staff guidelines at beauty-related workplaces according to the established overall operational strategy of the organization to ensure its smooth operation.	
4. Level	4	
5. Credit	6 (for reference only)	
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Understand staff guidelines</p> <ul style="list-style-type: none"> ◆ Understand working guidelines for beauticians and relevant staff, such as: <ul style="list-style-type: none"> • Being punctual and polite • Keeping both the appearance and workplace tidy and clean • Showing real care for the customers and provide high quality services and suitable products for them • Respecting customers, colleagues, the employer and the trade, and behaving properly • Understanding and complying with the industry-related regulations, requirements, standards and safety precautions • Possessing in-depth knowledge of work • Always maintaining professional attitude of work and avoid improper behaviour • Handling customers' appointments, deposits and payment in a trustworthy manner, and respecting terms of contract ◆ Understand recognized range of service provided by beauticians and relevant staff: <ul style="list-style-type: none"> • No judgement on medical conditions • No treatment for any medical condition but should remind the customers to seek professional medical advice <p>6.2 Formulate staff working guidelines</p> <ul style="list-style-type: none"> ◆ Formulate staff working guidelines according to the established overall operational strategy of the organization ◆ Update the staff guidelines according to changes in the industry and organizational needs 	

7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to formulate and implement internal staff guidelines according to the established overall operational strategy of the organization to ensure its normal operation; and (ii) Capable to update the staff guidelines according to changes in the industry and organizational needs.
8. Remarks	