

Specification of Competency Standards of the Beauty and Hairdressing Industry

Unit of Competency

Functional Area: Operational Management

Title	Formulate Staff Working Guidelines
Code	105436L4
Range	This unit of competency (UoC) is applicable in the hairdressing industry. It requires analysis, judgement and evaluation. Practitioners should be able to formulate and implement internal staff guidelines according to the established overall operational strategy of the organization to ensure its normal operation.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <p>1. Possess knowledge of staff guidelines</p> <ul style="list-style-type: none"> • Understand the purposes, noting points and basic procedures for formulating staff guidelines • Understand the organization's business motives, aims and concept • Understand the characteristics and process of the organization's daily and monthly routines as well as its operation in different periods of time, e.g. cleaning of hairdressing tools/equipment, etc. • Understand items to be covered by the staff guidelines, e.g.: <ul style="list-style-type: none"> • Professional manner and behavior, e.g.: how to deal with customers/co-workers, be punctual, polite and tidy, etc. • Routine duties and authority • Procedures for handling customer enquiries, e.g.: making appointments, receiving deposits, etc. • Laws, regulations and standards for the hairdressing industry • Safety rules and emergency procedures in business locations and the reporting system • Declaration of interest • Code of conduct and relevant penalties • Understand the range of service provided by professional hair stylists and relevant staff <ul style="list-style-type: none"> • No judgement on medical conditions (e.g. folliculitis) • May suggest customers to seek professional medical advice or help <p>2. Formulate staff working guidelines</p> <ul style="list-style-type: none"> • Formulate staff working guidelines in a reasonable and legal way and file them properly according to the established overall operational strategy of the organization • Let the staff members understand the content of the working guidelines through proper communication mechanism • Know how to manage the working guidelines and to encourage staff to strictly adhere to the guidelines • Update the staff guidelines regularly according to changes in the industry and actual operational needs of the organization (e.g. human resources and system of the organization) <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Ensure the working guidelines formulates do not violate the laws
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Formulate internal staff guidelines according to the established overall operational strategy of the organization and let the staff members understand the content of the guidelines through proper communication mechanism to ensure the quality of operation of the organization; and • Update the staff guidelines according to changes in the industry and actual operational needs of the organization.
Remark	