Specification of Competency Standards of the Beauty and Hairdressing Industry
Unit of Competency

Functional Area: Hairdressing Education & Training

Title	Master Class Management
Code	105451L3
Range	This unit of competency (UoC) is applicable in hairdressing training venues and related workplaces. It involves analysis and judgement, and requires management skills. Practitioners should be able to adopt appropriate methods for different targets so as to realize effective class management and facilitate smooth teaching.
Level	3
Credit	6 (for reference only)

Competency	Performance Requirements
	1. Understand the class management methods for hairdressing training
	   • Understand the aims and importance of class management for hairdressing training
	   • Understand the needs of the targets of class management, including: students, teaching materials, teaching environment, time, etc.
	   • Understand the characteristics of students of different ages and from different clusters
	   • Understand the usual types of students that are problematic and the ways to deal with them, such as: picking fault unfairly, whispering, keeping silent, etc.
	   • Understand various class management methods and techniques, such as:
	      • Ways to satisfy the learning and psychological needs of students
	      • Techniques to attract the attention of students
	      • Ways to develop the positive learning attitude of students
	      • Useful techniques to enforce discipline
	      • Techniques to control the teaching tempo and sessions
	      • Reasonable matching of class structure with context
	      • Techniques to create favourable class environment and atmosphere
	   • Understand the importance of good and effective communication between teachers and students
	2. Apply the knowledge and skills of class management for hairdressing training
	   • Apply different teaching methods to suit trainees of different age and background
	   • The importance of using gesture and voice to present the training content
	   • Understand trainees' expectation on the class and the training course
	   • Master the knowledge and skills of class management and make appropriate adjustments for different targets, and adopt appropriate management methods and good communication skills to realize effective class management and to facilitate smooth teaching
	   • Act flexibly and deal with unexpected incidents properly
	   • Master the educational activities inside and outside the class
	   • Analyze the problems encountered in executing class management, identify appropriate solutions and file the records for future reference
	3. Exhibit professionalism
	   • Create favourable learning atmosphere to develop the positive learning attitude of students and arouse their interest of the class and the training course

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:
	   • Master knowledge of class management for hairdressing training and, according to different targets, adopt appropriate methods to execute class management and to realize the training goals; and
	   • Act flexibly and deal with unexpected incidents properly, conduct analysis on class management to locate the problems and work out the solutions accordingly, and file the records for future reference.

Remark	