THE REPUBLIC OF KENYA

COMPETENCY BASED CURRICULUM

FOR

DIPLOMA IN HAIRDRESSING OPERATIONS MANAGEMENT

LEVEL 6

FOREWORD

The provision of quality education and training is fundamental to the Government's overall strategy for social economic development. Quality education and training will contribute to achievement of Kenya's development blueprint and sustainable development goals.

Reforms in the education sector are necessary for the achievement of Kenya Vision 2030 and meeting the provisions of the Constitution of Kenya 2010. The education sector had to be aligned to the Constitution and this resulted in the formulation of the Policy Framework for Reforming Education and Training (Sessional Paper No. 4 of 2016). A key feature of this policy is the radical change in the design and delivery of TVET training. This policy document requires that training in TVET be competency based, curriculum development be industry led, certification be based on demonstration of competence and the mode of delivery allows for multiple entry and exit in TVET programmes.

These reforms demand that Industry takes a leading role in curriculum development to ensure the curriculum addresses its competence needs. It is against this background that this curriculum has been developed.

It is my conviction that this curriculum will play a great role towards development of competent human resource for the Cosmetology sector's growth and sustainable development.

PRINCIPAL SECRETARY, VOCATIONAL AND TECHNICAL TRAINING
MINISTRY OF EDUCATION

PREFACE

Kenya Vision 2030 aims to transform the country into a newly industrializing, "middle-income country providing a high-quality life to all its citizens by the year 2030". Kenya intends to create a globally competitive and adaptive human resource base to meet the requirements of a rapidly industrializing economy through life-long education and training. TVET has a responsibility of facilitating the process of inculcating knowledge, skills and attitudes necessary for catapulting the nation to a globally competitive country, hence the paradigm shift to embrace Competency Based Education and Training (CBET).

The Technical and Vocational Education and Training Act No. 29 of 2013 on Reforming Education and Training in Kenya, emphasized the need to reform curriculum development, assessment and certification. This called for a shift to CBET in order to address the mismatch between skills acquired through training and skills needed by industry as well as increase the global competitiveness of Kenyan labour force.

TVET Curriculum Development, Assessment and Certification Council (TVET CDACC) in conjunction with Cosmetology Sector Skills Advisory Committee (SSAC) and Vera Beauty and Fashion College have developed this curriculum.

This curriculum is designed and organized with an outline of learning outcomes; suggested delivery methods, training/learning resources and methods of assessing the trainee's achievement. The curriculum is competency-based and allows multiple entry and exit to the course.

I am grateful to the Council Members, Council Secretariat, Cosmetology SSAC, Vera Beauty and Fashion College, expert workers and all those who participated in the development of this curriculum.

Prof. CHARLES M. M. ONDIEKI, PhD, FIET (K), Con. EngTech.
CHAIRMAN, TVET CDACC

ACKNOWLEDGMENT

This curriculum has been designed for competency-based training and has independent units of learning that allow the trainee flexibility in entry and exit. In developing the curriculum, significant involvement and support was received from various organisations.

I appreciate Vera Beauty and Fashion College for the collaborations that enabled the development of this curriculum. I also recognize with appreciation the role of the Cosmetology Sector Skills Advisory Committee (SSAC) in ensuring that competencies required by the industry are addressed in the curriculum. I also thank all stakeholders in the Cosmetology sector for their valuable input and all those who participated in the process of developing this curriculum.

I am convinced that this curriculum will go a long way in ensuring that workers in Cosmetology acquire competencies that will enable them to perform their work more efficiently.

Dr. LAWRENCE GUANTAI M'ITONGA, PhD
COUNCIL SECRETARY/CEO
TVET CDACC

TABLE OF CONTENTS

ACRONYMS

BC   Basic Competency
CBET   Competency Based Education and Training
CR   Core Competency
COS   Cosmetology industry
CU   Curriculum
HD   Hairdressing
KCSE   Kenya Certificate of Secondary Education
KNQA   Kenya National Qualifications Authority
PPE   Personal Protective Equipment
SSAC   Sector Skills Advisory Committee
TVET   Technical and Vocational Education and Training
TVET CDACC TVET Curriculum Development, Assessment and Certification Council

KEY TO UNIT CODE

$$\textbf{HD} \quad \textbf{BC} \quad \textbf{001}$$

Occupational area

Type of competency

Competency number
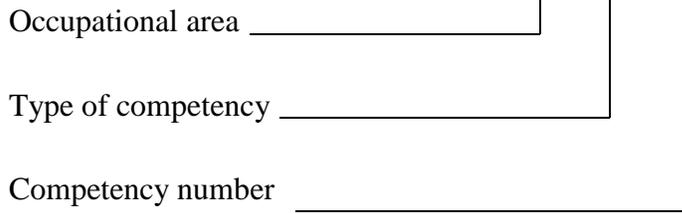
COURSE OVERVIEW

Hairdressing Level 6 qualification consists of competencies that an individual must achieve to enable him/her to manage hairdressing services comprising of barbering, haircutting, hair addition, hair chemical reformation, hair colouring/lightening, hair setting and styling. It also involves competencies required to manage a hairdressing enterprise.

The units of competency comprising Hairdressing level 6 qualification include the following:

Basic Units of Learning

Unit Code	Unit Title	Duration in Hours	Credit Factor
HDBC001	Communication skills	40	4.0
HDBC002	Numeracy skills	60	6.0
HDBC003	Digital literacy	60	6.0
HDBC004	Entrepreneurial skills	100	10.0
HDBC005	Employability skills	80	8.0
HDBC006	Environmental literacy	40	4.0
HDBC007	Occupational safety and health practices	40	4.0
Total		**420**	**42.0**

Core Units of Learning

Unit Code	Unit Title	Duration in Hours	Credit Factor
HDCR001	Manage barbering operations	180	18.0
HDCR002	Manage hair cutting operations	180	18.0
HDCR003	Manage hair addition operations	180	18.0
HDCR004	Manage hair chemical reformation operations	270	27.0
HDCR005	Manage hair colouring operations	210	21.0

HDCR006	Manage hair setting and styling operations	180	18.0
HDCR007	Manage shampooing and conditioning services	198	19.8
HDCR008	Manage hairdressing unit operations	180	18.0
	Industrial attachment	660	6.6.0
Total		**1578**	**157.8**
Grand Total		**2238**	**223.8**

The total duration of the course is 2,238 hours including 660 hours industrial attachment.

Entry Requirements

An individual entering this course should have any of the following minimum requirements:

a) Kenya Certificate of Secondary Education (KCSE) mean grade C- (minus)

Or

b) Certificate in Hairdressing Level 5

Or

c) Equivalent qualifications as determined by Kenya National Qualifications Authority (KNQA)

Industrial attachment

An individual enrolled in this course will undergo industrial attachment for a period of 660 hours in a Hairdressing establishment.

Assessment

The course will be assessed at two levels:

a) **Internal assessment**: conducted continuously by the trainer (internal assessor) who is monitored by an accredited internal verifier.

b) **External assessment:** conducted by an accredited external assessor who is monitored by an accredited external verifier.

Certification

An individual will be awarded a Certificate of Competency upon demonstration of competence in this unit of competency. To be awarded a Certificate of Competency Hairdressing Level 6, an individual must demonstrate competence in all the units of competency in the qualification pack.

These certificates will be awarded by Kisii National Polytechnic.

BASIC UNITS OF LEARNING

COMMUNICATION SKILLS

UNIT CODE: HDBC001

Unit Description

This unit covers the competencies required in meeting communication needs of clients and colleagues and developing, establishing and maintaining communication pathways and strategies, conducting interviews, facilitating group discussion and representing the organization in various forums.

Learning Outcomes

By the end of this unit, the trainee will be able to:

1. Meet communication needs of clients and colleagues
2. Develop communication strategies
3. Establish and maintain communication pathways
4. Promote use of communication strategies
5. Conduct interview
6. Facilitate group discussion
7. Represent the organization

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Meet communication needs of clients and colleagues	• Communication process • Modes of communication • Medium of communication • Effective communication • Barriers to communication • Flow of communication • Sources of information • Organizational policies • Organization requirements for written and electronic communication methods • Report writing	• Interview • Written

	• Effective questioning techniques (clarifying and probing) • Workplace etiquette • Ethical work practices in handling communication • Active listening • Feedback • Interpretation • Flexibility in communication • Types of communication strategies • Elements of communication strategy	
2. Develop communication strategies	• Dynamics of groups • Styles of group leadership • Openness and flexibility in communication • Communication skills relevant to client groups	• Interview • Written
3. Establish and maintain communication pathways	• Types of communication pathways	• Interview • Written
4. Promote use of communication strategies	• Application of elements of communication strategies • Effective communication techniques	• Interview • Written
5. Conduct interview	• Types of interview • Establishing rapport • Facilitating resolution of issues • Developing action plans	• Interview • Written
6. Facilitate group discussion	• Identification of communication needs • Dynamics of groups	• Interview • Written

	• Styles of group leadership • Presentation of information • Encouraging group members participation • Evaluating group communication strategies		
7. Represent the organization	• Presentation techniques • Development of a presentation • Multi-media utilization in presentation • Communication skills relevant to client groups	• Interview • Written	

Suggested Delivery Methods
- Discussion
- Role playing
- Simulation
- Direct instruction
- Practice by trainee

Recommended Resources
- Desktop computers/laptops
- Internet connection
- Projectors
- Telephone

NUMERACY SKILLS

UNIT CODE: HDBC002

Unit Description

This unit describes the competencies required by a worker in order to apply a wide range of mathematical calculations for work; apply ratios, rates and proportions to solve problems; estimate, measure and calculate measurement for work; Use detailed maps to plan travel routes for work; Use geometry to draw and construct 2D and 3D shapes for work; Collect, organize and interpret statistical data; Use routine formula and algebraic expressions for work and use common functions of a scientific calculator

Learning Outcomes

By the end of this unit, the trainee will be able to:
1. Apply a wide range of mathematical calculations for work
2. Apply ratios, rates and proportions to solve problems
3. Estimate, measure and calculate measurement for work
4. Use detailed maps to plan travel routes for work
5. Use geometry to draw and construct 2D and 3D shapes for work
6. Collect, organize and interpret statistical data
7. Use routine formula and algebraic expressions for work
8. Use common functions of a scientific calculator

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods

1. Apply a wide range of mathematical calculations for work	❑ Fundamentals of mathematics
	    • Addition, subtraction, multiplication and division of positive and negative numbers
	    • Algebraic expressions manipulation
	 ❑ Forms of fractions, decimals and percentages
	 ❑ Expression of numbers as powers
		❑ Written tests
		 ❑ Assignments
		 ❑ Supervised exercises

		and roots	
2.	Apply ratios, rates and proportions to solve problems	❏ Rates, ratios and proportions • Meaning • Conversions into percentages • Direct and inverse proportions determination • Performing calculations • Construction of graphs, charts and tables • Recording of information	❏ Written tests ❏ Oral questioning ❏ Assignments ❏ Supervised exercises
3.	Estimate, measure and calculate measurement for work	❏ Units of measurements and their symbols ❏ Identification and selection of measuring equipment ❏ Conversion of units of measurement ❏ Perimeters of regular figures ❏ Areas of regular figures ❏ Volumes of regular figures ❏ Carrying out measurements ❏ Recording of information	❏ Assignments ❏ Supervised exercises ❏ Written tests
4.	Use detailed maps to plan travel routes for work	❏ Identification of features in routine maps and plans ❏ Symbols and keys used in routine maps and plans ❏ Identification and interpretation of orientation of map to North ❏ Demonstrate understanding of direction and location ❏ Apply simple scale to estimate length of objects, or distance to location or object ❏ Give and receive directions using both formal and informal language	❏ Oral ❏ Written ❏ Practical test ❏ Observation

		❑ Planning of routes ❑ Calculation of distance, speed and time	
5.	Use geometry to draw and construct 2D and 3D shapes for work	❑ Identify two dimensional shapes and routine three-dimensional shapes in everyday objects and in different orientations ❑ Explain the use and application of shapes ❑ Use formal and informal mathematical language and symbols to describe and compare the features of two-dimensional shapes and routine three-dimensional shapes ❑ Identify common angles ❑ Estimate common angles in everyday objects ❑ Evaluation of unknown angles ❑ Use formal and informal mathematical language to describe and compare common angles ❑ Symmetry and similarity ❑ Use common geometric instruments to draw two dimensional shapes ❑ Construct routine three dimensional objects from given nets	

6.	Collect, organize and interpret statistical data	❑ Classification of data
		  • Grouped data
		  • Ungrouped data
		❑ Data collection
			❑ Assignments
			❑ Supervised exercises
			❑ Written tests

	• Observation
	• Recording
	❑ Distinguishing between sampling and census
	❑ Importance of sampling
	❑ Errors in sampling
	❑ Types of sampling and their limitations e.g.
	    • Stratified random
	    • Cluster
	    • Judgmental
	❑ Tabulation of data
	    • Class intervals
	    • Class boundaries
	    • Frequency tables
	    • Cumulative frequency
	❑ Diagrammatic and graphical presentation of data e.g.
	    • Histograms
	    • Frequency polygons
	    • Bar charts
	    • Pie charts
	    • Cumulative frequency curves
	❑ Interpretation of data	

7. Use routine formula and algebraic expressions for work	❑ Solving linear equations
	❑ Linear graphs
	    • Plotting
	    • Interpretation
	❑ Applications of linear graphs
	❑ Curves of first and second degree
	    • Plotting
	    • Interpretation
		❑ Assignments
		❑ Supervised exercises
		❑ Written tests

8. Use common functions of a scientific calculator	❑ Identify and use keys for common functions on a calculator	❑ Oral ❑ Written ❑ Practical test

	❑ Calculate using whole numbers, money and routine decimals and percentages ❑ Calculate with routine fractions and percentages ❑ Apply order of operations to solve multi-step calculations ❑ Interpret display and record result	❑ Observation

Suggested Delivery Methods
- Group discussions
- Demonstration by trainer
- Practical work by trainee
- Exercises

Recommended Resources
- Calculators
- Rulers, pencils, erasers
- Charts with presentations of data
- Graph books
- Dice

COMPUTER APPLICATION SKILLS

UNIT CODE: HDBC003

Unit Description

This unit describes competencies required to demonstrate digital skills. It involves identification of computer software and hardware, application of security measures to data, hardware, software in automated environment, application of computer software in solving tasks, application of internet and email in communication at workplace, application of desktop publishing in official assignments, preparation of presentation packages at the workplace.

Learning Outcomes

By the end of this unit, the trainee will be able to:
1. Identify computer software and hardware
2. Apply security measures to data, hardware, software in automated environment
3. Apply computer software in solving tasks
4. Apply internet and email in communication at workplace
5. Apply desktop publishing in official assignments
6. Prepare presentation packages

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Identify computer hardware and software	• Concepts of ICT • Functions of ICT • History of computers • Components of a computer • Classification of computers	• Written tests • Oral presentation • Observation
2. Apply security measures to data, hardware and software	• Data security and control • Security threats and control measures • Types of computer crimes • Detection and protection against computer crimes	• Written tests • Oral presentation • Observation • Project

		• Laws governing protection of ICT	
3.	Apply computer software in solving tasks	• Operating system • Word processing • Spread sheets • Data base design and manipulation • Data manipulation, storage and retrieval	• Oral questioning • Observation • Project
4.	Apply internet and email in communication at workplace	• Computer networks • Network configurations • Uses of internet • Electronic mail (e-mail) concept	• Oral questioning • Observation • Oral presentation • Written report
5.	Apply desktop publishing in official assignments	• Concept of desktop publishing • Opening publication window • Identifying different tools and tool bars • Determining page layout • Opening, saving and closing files • Drawing various shapes using DTP • Using colour pellets to enhance a document • Inserting text frames • Importing and exporting text • Object linking and embedding • Designing of various publications • Printing of various publications	• Oral questioning • Observation • Oral presentation • Written report • Project
6.	Prepare presentation packages	• Types of presentation packages • Procedure of creating slides • Formatting slides • Presentation of slides • Procedure for editing objects	• Oral questioning • Observation • Oral presentation • Written report • Project

Suggested Delivery Methods
- Instructor led facilitation of theory
- Demonstration by trainer
- Practical work by trainee
- Viewing of related videos
- Project
- Group discussions

Recommended Resources
- Desk top computers
- Laptop computers
- Other digital devices
- Printers
- Storage devices
- Internet access
- Computer software

ENTREPRENEURSHIP EDUCATION

UNIT CODE: HDBC004

Unit Description

This unit covers the competencies required to demonstrate understanding of entrepreneurship. It involves demonstrating understanding of an entrepreneur, entrepreneurship and self-employment. It also involves identifying entrepreneurship opportunities, creating entrepreneurial awareness, applying entrepreneurial motivation and developing business innovative strategies.

Learning Outcomes

By the end of this unit, the trainee will be able to:

1. Demonstrate understanding of an entrepreneur
2. Demonstrate knowledge of entrepreneurship and self-employment
3. Identify entrepreneurship opportunities
4. Create entrepreneurial awareness
5. Apply entrepreneurial motivation
6. Develop business innovative strategies
7. Develop Business plan

Learning Outcome	Content	Suggested Assessment Methods

1. Demonstrate understanding of an Entrepreneur	❑ principles of entrepreneurship ❑ Types of entrepreneurs ❑ Ways of becoming an Entrepreneur ❑ Characteristics of Entrepreneurs ❑ Factors affecting Entrepreneurship development	❑ Observation ❑ Individual/group assignments ❑ Written tests
2. Demonstrate knowledge of entrepreneurship and self-employment	• Importance of self-employment • Requirements for entry into self-employment • Role of an Entrepreneur in business • Contributions of Entrepreneurs to National development • Entrepreneurship culture in Kenya • Born or made entrepreneurs	• Observation • Case studies • Individual/group assignments • Projects • Written tests • Oral questions • Third party report • Interviews
3. Identify entrepreneurship opportunities	• Business ideas and opportunities • Sources of business ideas • Business life cycle • Legal aspects of business • Assessment of product demand • Business environment • Factors to consider when evaluating business environment	• Observation • Case studies • Individual/group assignments • Projects • Written tests • Oral questions • Third party report • Interviews

4. Create entrepreneurial awareness	• Forms of businesses • Sources of business finance • Factors in selecting source of business finance • Governing policies on Small Scale Enterprises (SSEs) • Problems of starting and operating SSEs	• Observation • Case studies • Individual/group assignments • Projects • Written tests • Oral questions • Third party report • Interviews
5. Apply entrepreneurial motivation	• Internal and external motivation • Motivational theories • Self-assessment • Entrepreneurial orientation • Effective communications in entrepreneurship • Principles of communication • Entrepreneurial motivation	• Observation • Case studies • Individual/group assignments • Projects • Written tests • Oral questions • Third party report • Interviews
6. Develop business innovative strategies	• Innovation in business • Small business Strategic Plan • Creativity in business development • Linkages with other entrepreneurs • ICT in business growth and development •	• Observation • Case studies • Individual/group assignments • Projects • Written tests • Oral questions • Third party report • Interviews

7. Develop Business Plan	• Business description • Marketing plan • Organizational/Management • plan • Production/operation plan • Financial plan • Executive summary • Presentation of Business Plan	• Observation • Case studies • Individual/group assignments • Projects • Written tests • Oral questions • Third party report • Interviews

Suggested Methods of instruction:

- Direct instruction
- Project
- Case studies
- Field trips
- Discussions
- Demonstration
- Question and answer
- Problem solving
- Experiential
- Internship
- Team training
- Guest speakers

Recommended Resources

- Case studies
- Business plan templates
- Computers
- Overhead projectors
- Internet
- Video clips
- Newspapers and Handouts
- Business Journals
- Writing materials

EMPLOYABILITY SKILLS

UNIT CODE: HDBC005

Unit Description

This unit covers competencies required to demonstrate employability skills. It involves conducting self-management, demonstrating interpersonal communication, critical safe work habits, leading a workplace team, planning and organizing work, maintaining professional growth and development, demonstrating workplace learning, problem solving skills and managing ethical performance.

Learning Outcomes

By the end of this unit, the trainee will be able to:

1. Conduct self-management
2. Demonstrate interpersonal communication
3. Demonstrate critical safe work habits
4. Lead a workplace team
5. Plan and organize work
6. Maintain professional growth and development
7. Demonstrate workplace learning
8. Demonstrate problem solving skills
9. Manage ethical performance

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Conduct self-management	- Self-awareness - Formulating personal vision, mission and goals - Strategies for overcoming life challenges - Managing emotions - Emotional intelligence	- Observation - Written - Oral interview - Third party report

		• Assertiveness versus aggressiveness • Expressing personal thoughts, feelings and beliefs • Developing and maintaining high self-esteem • Developing and maintaining positive self-image • Setting performance targets • Monitoring and evaluating performance • Articulating ideas and aspirations • Accountability and responsibility • Good work habits • Self-awareness • Values and beliefs • Self-development • Financial literacy • Healthy lifestyle practices • Adopting safety practices	
2. Demonstrate interpersonal communication	• Meaning of interpersonal communication • Listening skills • Types of audience • Public speaking • Writing skills • Negotiation skills • Reading skills • Meaning of empathy • Understanding customers' needs • Establishing communication networks • Assertiveness	• Observation • Written • Oral interview • Third party report

	• Sharing information	
3. Demonstrate critical safe work habits	• Stress and stress management • Time concept • Punctuality and time consciousness • Leisure • Integrating personal objectives into organizational objectives • Resources mobilization • Resources utilization • Setting work priorities • Developing healthy relationships • HIV and AIDS • Drug and substance abuse • Managing emerging issues	• Observation • Written • Oral interview • Third party report
4. Lead a workplace team	• Leadership qualities • Power and authority • Team building • Determination of team roles and objectives • Team parameters and relationships • Individual responsibilities in a team • Forms of communication • Complementing team activities • Gender and gender mainstreaming • Human rights • Developing healthy relationships • Maintaining relationships	• Observation • Oral interview • Written • Third party report

		• Conflicts and conflict resolution • Coaching and mentoring skills	

5. Plan and organize work	• Functions of management
	   o Planning
	   o Organizing
	• Time management
	• Decision making concept
	• Task allocation
	• Developing work plans
	• Developing work goals/objectives and deliverables
	• Monitoring work activities
	• Evaluating work activities
	• Resource mobilization
	• Resource allocation
	• Resource utilization
	• Proactive planning
	• Risk evaluation
	• Problem solving
	• Collecting, analysing and organising information
	• Negotiation
		• Observation
		• Oral interview
		• Written
		• Third party report

6. Maintain professional growth and development	• Avenues for professional growth • Training and career opportunities • Assessing training needs • Mobilizing training resources • Licenses and certifications for professional growth and development • Pursuing personal and organizational goals • Managing work priorities and	• Observation • Oral interview • Written • Third party report

	commitments • Recognizing career advancement	
7. Demonstrate workplace learning	• Managing own learning • Mentoring • Coaching • Contributing to the learning community at the workplace • Cultural aspects of work • Networking • Variety of learning context • Application of learning • Safe use of technology • Taking initiative/proactivity • Flexibility • Identifying opportunities • Generating new ideas • Workplace innovation • Performance improvement • Managing emerging issues • Future trends and concerns in learning	• Observation • Oral interview • Written • Third party report
8. Demonstrate problem solving skills	• Critical thinking process • Data analysis tools • Decision making • Creative thinking • Development of creative, innovative and practical solutions • Independence in identifying and solving problems • Solving problems in teams • Application of problem-solving strategies • Testing assumptions	• Observation • Oral interview • Written • Third party report

	• Resolving customer concerns	
9. Manage ethical performance	• Meaning of ethics • Ethical perspectives • Principles of ethics • Ethical standards • Organization code of ethics • Common ethical dilemmas • Organization culture • Corruption, bribery and conflict of interest • Privacy and data protection • Diversity, harassment and mutual respect • Financial responsibility/accountability • Etiquette • Personal and professional integrity • Commitment to jurisdictional laws • Emerging issues in ethics	• Observation • Oral interview • Written • Third party report

Suggested Methods of Delivery
- Instructor lead facilitation of theory
- Demonstrations
- Simulation/Role play
- Group Discussion
- Presentations
- Projects
- Case studies
- Assignments

Recommended Resources
- Computers

- Stationery
- Charts
- Video clips
- Audio tapes
- Radio sets
- TV sets
- LCD projectors

ENVIRONMENTAL LITERACY

UNIT CODE: HDBC006

Unit Description

This unit describes the competencies required to control environmental hazards, control environmental pollution, comply with workplace sustainable resource use, evaluate current practices in relation to resource usage, identify environmental legislations/conventions for environmental concerns, implement specific environmental programs, monitor activities on environmental protection/programs, analyse resource use and develop resource conservation plans.

Learning Outcomes

By the end of this unit, the trainee will be able to:

1. Control environmental hazards
2. Control environmental Pollution
3. Demonstrate sustainable resource use
4. Evaluate current practices in relation to resource usage
5. Identify Environmental legislations/conventions for environmental concerns
6. Implement specific environmental programs
7. Monitor activities on Environmental protection/Programs
8. Analyse resource use
9. Develop resource conservation plans

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Control environmental hazards	• Purposes and content of Environmental Management and Coordination Act 1999 • Storage methods for environmentally hazardous materials • Disposal methods of hazardous wastes	• Written questions • Oral questions • Observation of work procedures

			Types and uses of PPE in line with environmental regulations • Occupational Safety and Health Standards (OSHS)	
2.	Control environmental Pollution control	• Types of pollution • Environmental pollution control measures • Types of solid wastes • Procedures for solid waste management • Different types of noise pollution • Methods for minimizing noise pollution	• Written questions • Oral questions • Observation of work procedures • Role play
3.	Demonstrate sustainable resource use	• Types of resources • Techniques in measuring current usage of resources • Calculating current usage of resources • Methods for minimizing wastage • Waste management procedures • Principles of 3Rs (Reduce, Reuse, Recycle) • Methods for economizing or reducing resource consumption	• Written questions • Oral questions • Observation of work procedures • Role play
4.	Evaluate current practices in relation to resource usage	• Collection of information on environmental and resource efficiency systems and procedures, • Measurement and recording of current resource usage • Analysis and recording of current purchasing strategies. • Analysis of current work processes to access information and data	• Written questions • Oral questions • Observation of work procedures • Role play

	• Identification of areas for improvement	
5. Identify Environmental legislations/conventions for environmental concerns	• Environmental issues/concerns • Environmental legislations /conventions and local ordinances • Industrial standard /environmental practices • International Environmental Protocols (Montreal, Kyoto) • Features of an environmental strategy	• Written questions • Oral questions • Observation of work procedures
6. Implement specific environmental programs	• Community needs and expectations • Resource availability • 5s of good housekeeping • Identification of programs/Activities • Setting of individual roles /responsibilities • Resolving problems /constraints encountered • Consultation with stakeholders	• Written questions • Oral questions • Observation of work procedures • Role play
7. Monitor activities on Environmental protection/Programs	• Periodic monitoring and Evaluation of activities • Gathering feedback from stakeholders • Analysing data gathered • Documentation of recommendations and submission • Setting of management support systems to sustain and enhance the program • Monitoring and reporting of environmental incidents to concerned /proper authorities	• Oral questions • Written tests • Practical test • Observation

8. Analyse resource use	• Identification of resource consuming processes • Determination of quantity and nature of resource consumed • Analysis of resource flow through different parts of the process. • Classification of wastes for possible source of resources.	• Written tests • Oral questions • Practical test • Observation
9. Develop resource Conservation plans	• Determination of efficiency of use/conversion of resources • Causes of low efficiency of use of resources • Plans for increasing the efficiency of resource use	• Written tests • Oral questions • Practical test • Observation

Suggested Delivery Methods
- Instructor led facilitation of theory
- Practical demonstration of tasks by trainer
- Practice by trainees
- Observations and comments and corrections by trainers

Recommended Resources
- Standard operating and/or other workplace procedures manuals
- Specific job procedures manuals
- Environmental Management and Coordination Act 1999
- Machine/equipment manufacturer's specifications and instructions
- Personal Protective Equipment (PPE)
- Company environmental management systems (EMS)
- Montreal Protocol
- Kyoto Protocol

OCCUPATIONAL SAFETY AND HEALTH PRACTICES

UNIT CODE: HDBC007

Unit Description

This unit describes the competencies required identify workplace hazards and risks, identify and implement appropriate control measures to hazards and risks, implement OSH programs, procedures and policies/guidelines in order to comply with regulatory and organizational requirements for occupational safety and health.

Learning Outcomes

By the end of this unit, the trainee will be able to:

1. Identify workplace hazards and risk
2. Identify and implement appropriate control measures to hazards and risks
3. Implement OSH programs, procedures and policies/guidelines

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Identify workplace hazards and risks	• Identification of hazards in the workplace and/or the indicators of their presence • Evaluation and/or work environment measurements of OSH hazards/risk existing in the workplace • Gathering of OSH issues and/or concerns	• Oral questions • Written tests • Observation of trainees identify hazards and risks
2. Identify and implement appropriate control measure to hazards and risks	• Prevention and control measures e.g. use of PPE • Contingency measures	• Oral questions • Written tests • Practical tests • Observation of implementation of control measures

3. Implement OSH programs, procedures and policies/guidelines	• Company OSH program, procedures and policies/guidelines • Implementation of OSH procedures and policies/ guidelines • Training of team members and advice on OSH standards and procedures • Implementation of procedures for maintaining OSH-related records	• Oral questions • Written tests • Practical test • Observation

Suggested Delivery Methods
- Instructor led facilitation of theory
- Demonstration by trainer
- Practical work by trainee

Recommended Resources
- Standard operating and/or other workplace procedures manuals
- Specific job procedures manuals
- Machine/equipment manufacturer's specifications and instructions
- Personal Protective Equipment (PPE) e.g.
    - Mask
    - Face mask/shield
    - Safety boots
    - Safety harness
    - Arm/Hand guard, gloves
    - Eye protection (goggles, shield)
    - Hearing protection (ear muffs, ear plugs)
    - Hair Net/cap/bonnet
    - Hard hat
    - Face protection (mask, shield)
    - Apron/Gown/coverall/jump suit
    - Anti-static suits
    - High-visibility reflective vest

CORE UNITS OF LEARNING

BARBERING OPERATIONS MANAGEMENT

UNIT CODE: HDCR001

Unit Description
This unit covers the competencies required to manage barbering operations. It involves planning and organizing barbering operations, setting up and preparing to provide barbering services, conducting barbering operations and carrying out post service procedures.

Learning Outcomes
By the end of this unit, the trainee will be able to:
1. Plan and organize barbering operations
2. Set up and prepare to provide barbering services
3. Conduct barbering operations and associated services
4. Carry out post service procedures

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Plan and organize barbering operations	- Definition of terms - Barbering history - Business operational resources - Development of standard operating procedures - Staff remuneration - Principles of management - Staff management - Legal framework of starting and operating a business enterprise	- Written tests - Observation - Oral questioning - Interviewing - Third party report
2. Set up and prepare to provide barbering and associated services	Principles of hygiene and sanitation	- Written tests - Observation - Oral questioning

	• Safety and health in the barber shop • Barbering tools and equipment • Barbering products and supplies • Identification of barbering tools and equipment • Identification of barbering products and supplies • Identification of barbering PPEs • Work station set up procedure	• Interviewing • Third party report
3. Conduct barbering and associated services	• Consultation and client care • Principles of selling • Principles of hair, skin and scalp analysis • Disorders and diseases of scalp, skin and hair • Trichology/hair theory • Principles of shampooing and hair conditioning • Principles exfoliation • Head and shoulder massage • Principles of hair colouring/dyeing • Principles of barbering and • Principles of hair cutting • Techniques of barbering • Ethics and etiquette in cosmetology • After care and marketing principles • Hair, skin and scalp analysis procedures • Hair, skin and scalp preparation procedures	• Written tests • Observation • Oral questioning • Interviewing • Third party report

	○ Shampooing and conditioning procedure ○ Hair chemical reformation procedures - Barbering procedures ○ Balding ○ Fading ○ Levelling ○ Creative - Beard shaving procedures ○ Creative ○ Gliding ○ Grinding ○ Tweezing ○ Waxing ○ Depilatory - Hair texturizing procedures - Hair colouring/dyeing procedures - Exfoliation procedure - Head and shoulder massage procedure - After care and marketing techniques	
4. Carry out post service procedures	- Environmental management laws and regulations - Waste management and disposal principles - Decontamination and infection control - Storage of products and supplies - Tools and equipment cleaning and disinfection procedures - Reusable supplies cleaning and disinfection procedures - Waste management methods	- Written tests - Observation - Oral questioning - Interviewing - Third party report

	• Waste disposal methods • Work station clearing procedure	

Suggested Methods of Delivery:
- Direct instruction
- Field trips
- Discussions
- Demonstration by instructor
- Practice by the trainee

List of Recommended Resources:

- Classroom and classroom resources,
- ICT equipment,
- Stationery

Tools & Equipment:
- Assorted brushes
- Assorted combs
- Assorted bowls
- Assorted scissors
- Trolleys
- Spray bottles
- Face shield
- Difusers
- Assorted clippers
- Assorted smoothers
- Towel warmers
- Tweezers
- Blades
- Sterilizing cabinet
- Barber seat
- Shampoo unit
- Wax warmer
- Water heating unit

- Powder brush
- Tint remover

- **Products and supplies:**
- Assorted shampoos
- Assorted conditioners
- Assorted hair creams /oils
- Assorted after shave products
- Surgical spirit
- Talcum powder
- Assorted massage oils
- Facial scrub
- Face wash
- Sterilizers
- Assorted hair colours/dyes
- Depilatory creams/foams
- Shaving foam
- Assorted gels
- Assorted relaxers
- Assorted hair sprays
- Gowns/drappers
- Aprons
- Assorted towels
- Assorted charts
- Assorted posters
- Assorted texturizers
- Wax strips
- Orange sticks
- Ear cap

HAIR CUTTING OPERATIONS MANAGEMENT

UNIT CODE: HDCR002

Unit Description

This unit covers the competencies required manage hair cutting operations. It involves planning and organizing hair cutting operations, setting up and preparing to provide hair cutting services, conducting hair cutting operations and carrying out post service procedures.

Learning Outcomes

By the end of this unit, the trainee will be able to:

1. Plan and organize hair cutting operations
2. Set up and prepare to provide hair cutting services
3. Conduct hair cutting and associated services
4. Carry out post service procedures

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Plan and organize hair cutting operations	- Definition of terms - Hair cutting history - Business operational resources - Development of standard operating procedures - Staff remuneration - Principles of management - Staff management - Legal framework of starting and operating a business enterprise	- Written tests - Observation - Oral questioning - Interviewing - Third party report
2. Set up and prepare to provide hair	Principles of hygiene and sanitation	- Written tests - Observation - Oral questioning

cutting and associated services	• Safety and health in the hair salon • Hair cutting tools and equipment • Hair cutting products and supplies • Identification of hair cutting tools and equipment • Identification of hair cutting products and supplies • Identification of hair cutting PPEs • Work station set up procedure	• Interviewing • Third party report

3. Conduct hair cutting and associated services	• Consultation and Client care
	• Principles of selling
	• Principles of hair and scalp analysis
	• Disorders and diseases of scalp and hair
	• Trichology/hair theory
	• Principles of shampooing and hair conditioning
	• Principles of hair chemical reformation
	• Principles of hair cutting
	• Principles of hair colouring/dyeing
	• Principles of hair setting and dressing
	• Methods of hair cutting
	    o One length/levelled
	    o Graduated
	    o Layered
	    o Diagonal
	• Ethics and etiquette in cosmetology
		• Written tests
		• Observation
		• Oral questioning
		• Interviewing
		• Third party report

	• After care and marketing principles
	• Hair and scalp analysis procedures
	• Hair and scalp preparation procedures
	   o Shampooing and conditioning procedures
	   o Hair chemical reformation procedures
	• Hair cutting procedures
	   o One length/levelled
	   o Graduated
	   o Layered
	   o Diagonal
	   o Creative
	• Styling procedures
	• After care and marketing techniques	

4. Perform post service procedures	• Environmental management laws and regulations • Waste management and disposal • Decontamination and infection control • Storage of products and supplies • Tools and equipment cleaning and disinfection procedures • Reusable supplies cleaning and disinfection procedures • Waste management methods • Waste disposal methods • Work station clearing procedure	• Written tests • Observation • Oral questioning • Interviewing • Third party report

Suggested Methods of Delivery:
- Direct instructions

- Field trips
- Discussions
- Demonstration by instructor
- Practice by the trainee

List of Recommended Resources:

- Classroom and classroom resources,
- ICT equipment,
- Stationery
- **Tools & Equipment:**
- Dryers- (hood, hand held)
- Thermal iron-(tongs, flat iron)
- Assorted brushes
- Assorted rollers
- Assorted combs
- Assorted rods
- Assorted bowls
- Assorted scissors
- Trolleys
- Assorted clips
- Assorted hair pins
- Spray bottles
- Face shield
- Asoorted needles
- Assorted hair clippers
- Difusers
- **Products and supplies:**
- Assorted shampoos
- Assorted conditioners
- Assorted hair creams /oils
- Assorted gels
- Assorted relaxers
- Assorted hair sprays
- Assorted setting aids

- Assorted styling aids
- Assorted hair colours/dyes
- Perming kits
- Ear caps/muffs
- Gowns/drappers
- Approns
- Assorted manequin
- Assorted towels
- Assorted charts
- Assorted posters

HAIR ADDITION SERVICES OPERATIONS MANAGEMENT
UNIT CODE: HDCR003

Unit Description

This unit covers the competencies required to manage hair addition operations. It involves planning and organizing hair addition operations, setting up and preparing to provide hair addition services, conducting hair addition operations and carrying out post service procedures.

Learning Outcomes

By the end of this unit, the trainee will be able to:
1. Plan and organize hair addition operations
2. Set up and prepare to provide hair addition and associated services
3. Conduct hair addition and associated services
4. Carry out post service procedures

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Plan and organize hair addition operations	- Definition of terms - Hair addition history - Business operational resources - Development of standard operating procedures - Staff remuneration - Principles of management - Staff management - Legal framework of starting and operating a business enterprise	- Written tests - Observation - Oral questioning - Interviewing - Third party report
2. Set up and prepare to provide hair addition and associated services	- Principles of hygiene and sanitation - Safety and health in the hair salon	- Written tests - Observation - Oral questioning - Interviewing

	• Hair addition tools and equipment • Hair addition products and supplies • Identification of hair addition tools and equipment • Identification of hair addition products and supplies • Identification of hair addition PPEs • Work station set up procedure	• Third party report

3. Conduct hair addition and associated services	• Consultation and Client care
	• Principles of selling
	• Principles of hair and scalp analysis
	• Disorders and diseases of scalp and hair
	• Trichology/hair theory
	• Principles of shampooing and hair conditioning
	• Principles of hair chemical reformation
	• Principles of hair colouring/dyeing
	• Theory of hair addition
	• Methods of hair addition
	    o Plaiting
	    o Braiding
	    o Weaving
	    o Micro-weaving
	    o Bonding
	    o Crocheting
	    o Wigs
	    o Knotting
	    o Twisting
		• Written tests
		• Observation
		• Oral questioning
		• Interviewing
		• Third party report

	• Principles of hair setting and styling
	• Ethics and etiquette in cosmetology
	• After care and marketing principles
	• Hair and scalp analysis procedures
	• Hair and scalp preparation procedures
	    o Shampooing and conditioning procedures
	    o Hair chemical reformation procedures
	• Hair addition procedures
	    o Plaiting
	    o Braiding
	    o Weaving
	    o Micro-weaving
	    o Bonding
	    o Crocheting
	    o Wigs
	    o Knotting
	    o Twisting
	• Setting and styling procedures
	• After care and marketing techniques	

4. Perform post service procedures	• Environmental management laws and regulations • Waste management and disposal • Decontamination and infection control • Storage of products and supplies • Tools and equipment cleaning and disinfection procedures • Reusable supplies cleaning and	• Written tests • Observation • Oral questioning • Interviewing • Third party report

	disinfection procedures	
	• Waste management methods	
	• Waste disposal methods	
	• Work station clearing procedure	

Suggested Methods of Delivery:
- Direct instruction
- Case studies
- Field trips
- Discussions
- Demonstration by instructor
- Practice by the trainee

List of Recommended Resources:
- Classroom and classroom resources,
- ICT,
- Stationery
- **Tools & Equipment:**
- Dryers- (hood, hand held)
- Thermal iron-(tongs, flat iron)
- Assorted brushes
- Assorted rollers
- Assorted combs
- Assorted rods
- Assorted bowls
- Assorted scissors
- Trolleys
- Assorted clips
- Assorted hair pins
- Spray bottles
- Face shield
- Asoorted needles

Products and supplies:

- Assorted shampoos
- Assorted conditioners
- Assorted hair creams /oils
- Assorted gels
- Assorted relaxers
- Assorted hair sprays
- Assorted setting aids
- Assorted styling aids
- Ear caps/muffs
- Gowns/drappers
- Approns
- Assorted manequin
- Assorted towels
- Assorted charts
- Assorted posters
- Assorted hair additions

CHEMICAL HAIR REFORMATION OPERATIONS MANAGEMENT
UNIT CODE: HDCR004

Unit Description

This unit covers the competencies required to manage chemical hair reformation operations. It involves planning and organizing chemical hair reformation operations, setting up and preparing to provide chemical hair reformation services, conducting chemical hair reformation operations and carrying out post service procedures.

Learning Outcomes

By the end of this unit, the trainee will be able to:
1. Plan and organize chemical hair reformation operations
2. Set up and prepare to provide chemical hair reformation and associated services
3. Conduct chemical hair reformation and associated services
4. Carry out post service procedures

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Plan and organize chemical hair reformation operations	- Definition of terms - Hair reformation history - Business operational resources - Development of standard operating procedures - Staff remuneration - Principles of management - Staff management - Legal framework of starting and operating a business enterprise	- Written tests - Observation - Oral questioning - Interviewing - Third party report
2. Set up and prepare to provide chemical hair reformation and associated services	- Principles of hygiene and sanitation - Safety and health in the hair salon	- Written tests - Observation - Oral questioning - Interviewing

	• Chemical hair reformation tools and equipment • Chemical hair reformation products and supplies • Identification of chemical hair reformation tools and equipment • Identification of chemical hair reformation products and supplies • Identification of chemical hair reformation PPEs • Work station set up procedure	• Third party report
3. Conduct chemical hair reformation and associated services	• Consultation and Client care • Principles of selling • Principles of hair and scalp analysis • Disorders and diseases of scalp and hair • Trichology/hair theory • Principles of hair relaxing • Principles of hair perming • Principles of hair setting and dressing/styling • Ethics and etiquette in cosmetology • After care and marketing principles • Hair and scalp analysis procedures • Perming procedure • Relaxing procedure • Setting and dressing/styling procedures • After care and marketing techniques	• Written tests • Observation • Oral questioning • Interviewing • Third party report

4. Perform post service procedures	• Environmental management laws and regulations	• Written tests
	• Waste management and disposal	• Observation
	• Decontamination and infection control	• Oral questioning
	• Storage of products and supplies	• Interviewing
	• Tools and equipment cleaning and disinfection procedures	• Third party report
	• Reusable supplies cleaning and disinfection procedures	
	• Waste management methods	
	• Waste disposal methods	
	• Work station clearing procedure	

Suggested Methods of Delivery:
- Direct instructions
- Case studies
- Field trips
- Discussions
- Demonstration by instructor
- Practice by the trainee

List of Recommended Resources:
- Classroom and classroom resources,
- ICT equipment,
- Stationery
- **Tools & Equipment:**
- Dryers- (hood, hand held)
- Thermal iron-(tongs, flat iron)
- Assorted brushes
- Assorted rollers
- Assorted combs
- Assorted rods
- Assorted bowls
- Assorted scissors

- Trolleys
- Assorted clips
- Assorted hair pins
- Spray bottles
- Face shield
- Assorted needles
- **Products and supplies:**
- Assorted shampoos
- Assorted conditioners
- Assorted hair creams /oils
- Base creams
- Assorted gels
- Assorted relaxers
- Assorted hair sprays
- Assorted setting aids
- Assorted styling aids
- Ear caps/muffs
- Gowns/drappers
- Aprons
- Assorted manequin
- Assorted towels
- Assorted charts
- Assorted posters
- Perm lotions kit

HAIR COLOURING AND LIGHTENING OPERATIONS MANAGEMENT
UNIT CODE: HDCR005

Unit Description

This unit covers the competencies required to manage hair colouring and lightening operations. It involves planning and organizing hair colouring and lightening operations, setting up and preparing to provide hair colouring and lightening services, conducting hair colouring and lightening operations and carrying out post service procedures.

Learning Outcomes

By the end of this unit, the trainee will be able to:
1. Plan and organize hair colouring and lightening operations
2. Set up and prepare to provide hair colouring, lightening and associated services
3. Conduct hair colouring, lightening and associated services
4. Carry out post service procedures

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Plan and organize hair colouring and lightening operations	• Definition of terms • Hair colouring and lightening history • Business operational resources • Development of standard operating procedures • Staff remuneration • Principles of management • Staff management • Legal framework of starting and operating a business enterprise	• Written tests • Observation • Oral questioning • Interviewing • Third party report
2. Set up and prepare to provide hair colouring,	• Principles of hygiene and sanitation • Safety and health in the hair salon	• Written tests • Observation • Oral questioning • Interviewing

lightening and associated services	- Hair colouring and lightening tools and equipment - Hair colouring and lightening products and supplies - Identification of hair colouring and lightening tools and equipment - Identification of hair colouring and lightening products and supplies - Identification of hair colouring and lightening PPEs - Work station set up procedure	- Third party report

3. Conduct hair colouring, lightening and associated services	- Consultation and Client care
	- Principles of selling
	- Principles of hair, skin and scalp analysis
	- Disorders and diseases of scalp, skin and hair
	- Trichology/hair theory
	- Principles of hair colouring and lightening
	- Principles of hair setting and styling
	- Methods of hair colouring and lightening
	    o Full head
	    o Re-growth
	    o Highlight
	    o Lowlight
	- Ethics and etiquette in cosmetology
	- After care and marketing principles
		- Written tests
		- Observation
		- Oral questioning
		- Interviewing
		- Third party report

	• Hair, skin and scalp analysis procedures
	• Hair, skin and scalp preparation procedures
	    ○ Pre-softening
	    ○ Pre-lightening
	    ○ Cutting/trimming
	• Hair colouring procedures
	• Techniques of hair colouring and lightening
	    ○ Free hand
	    ○ Perforated cap
	    ○ Foil
	• After care and marketing techniques	

4. Perform post service procedures	• Environmental management laws and regulations • Waste management and disposal • Decontamination and infection control • Storage of products and supplies • Tools and equipment cleaning and disinfection procedures • Reusable supplies cleaning and disinfection procedures • Waste management methods • Waste disposal methods • Work station clearing procedure	• Written tests • Observation • Oral questioning • Interviewing • Third party report

Suggested Methods of Delivery:
- Direct instructions
- Case studies
- Field trips
- Discussions
- Demonstration by instructor

- Practice by the trainee

List of Recommended Resources:
- Classroom and classroom resources,
- ICT equipment,
- Stationery

Tools & Equipment:
- Dryers- (hood, hand held)
- Thermal iron-(tongs, flat iron)
- Assorted brushes
- Assorted rollers
- Assorted combs
- Assorted rods
- Assorted bowls
- Assorted scissors
- Trolleys
- Assorted clips
- Assorted hair pins
- Spray bottles
- Face shield
- Assorted needles

Products and supplies:
- Assorted shampoos
- Assorted hair colour/dyes
- Bleach powders/creams
- Hair oxidant
- Assorted conditioners
- Assorted hair creams /oils
- Assorted gels
- Assorted hair sprays
- Assorted setting aids
- Assorted styling aids
- Ear caps/muffs
- Gowns/drappers

- Approns
- Perforated caps
- Alluminium foil
- Assorted towels
- Assorted charts
- Assorted posters
- Cotton wool

HAIR SETTING AND STYLING OPERATIONS MANAGEMENT
UNIT CODE: HDCR006

Unit Description

This unit covers the competencies required to manage hair setting and styling operations. It involves planning and organizing hair styling operations, setting up and preparing to provide hair styling services, conducting hair setting and styling operations and carrying out post service procedures.

Learning Outcomes

By the end of this unit, the trainee will be able to:
1. Plan and organize hair styling services
2. Set up and prepare to provide hair styling services
3. Conduct hair setting and styling services
4. Carry out post service procedures

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Plan and organize hair setting and styling services	- Definition of terms - Hair styling history - Business operational resources - Development of standard operating procedures - Staff remuneration - Principles of management - Staff management - Legal framework of starting and operating a business enterprise	- Written tests - Observation - Oral questioning - Interviewing - Third party report
2. Set up and prepare to provide hair setting and styling services	- Principles of hygiene and sanitation - Safety and health in the hair salon - Hair styling tools and equipment	- Written tests - Observation - Oral questioning - Interviewing

	• Hair styling products and supplies • Identification of hair styling tools and equipment • Identification of hair styling products and supplies • Identification of hair styling PPEs • Work station set up procedure	• Third party report	
3. Conduct hair setting and styling and related services	• Consultation and Client care • Principles of selling • Principles of hair and scalp analysis • Disorders and diseases of scalp and hair • Trichology/hair theory • Principles of shampooing and hair conditioning • Principles of hair chemical reformation • Principles of hair setting and dressing • Methods of hair styling • Setting • Thermal • Gel • Pin curls • Finger waves • Plaiting • Braiding • Weaving • Dreadlocks • Straw set • Perm/flexi rod • Zulu/bantu knots	• Written tests • Observation • Oral questioning • Interviewing • Third party report	

	• Finger coils
	• Twists
	• Corn row plaiting
	• Themed
	    ○ Bridal
	    ○ Avant-garde/fantasy
	• Ethics and etiquette in cosmetology
	• After care and marketing principles
	• Hair and scalp analysis procedures
	• Hair and scalp preparation procedures
	• Shampooing and conditioning procedures
	• Hair chemical reformation procedures
	• Hair styling procedures
	• Setting
	• Thermal
	• Gel
	• Pin curls
	• Finger waves
	• Plaiting
	• Braiding
	• Weaving
	• Dreadlocks
	• Straw set
	• Perm/flexi rod
	• Zulu/bantu knots
	• Finger coils
	• Twists
	• Twist outs
	• Corn row plaiting	

	• Themed
	     o Bridal
	     o Avant-garde/fantasy
	 • After care and marketing techniques	

4. Perform post service procedures	• Environmental management laws and regulations • Waste management and disposal • Decontamination and infection control • Storage of products and supplies • Tools and equipment cleaning and disinfection procedures • Reusable supplies cleaning and disinfection procedures • Waste management methods • Waste disposal methods • Work station clearing procedure	• Written tests • Observation • Oral questioning • Interviewing • Third party report

Suggested Methods of Delivery:
- Direct instructions
- Case studies
- Field trips
- Discussions
- Demonstration by instructor
- Practice by the trainee

List of Recommended Resources:
- Classroom and classroom resources,
- ICT equipment,
- Stationery
- **Tools & Equipment:**
- Dryers- (hood, hand held)
- Thermal iron-(tongs, flat iron)
- Assorted brushes

- Assorted rollers
- Assorted combs
- Assorted rods
- Assorted bowls
- Assorted scissors
- Trolleys
- Assorted clips
- Assorted hair pins
- Spray bottles
- Face shield
- Asoorted needles

Products and supplies:
- Assorted shampoos
- Assorted conditioners
- Assorted hair creams /oils
- Assorted gels
- Assorted relaxers
- Assorted hair sprays
- Assorted setting aids
- Assorted styling aids
- Ear caps/muffs
- Gowns/drappers
- Approns
- Assorted manequin
- Assorted towels
- Assorted charts
- Assorted posters

- Assorted hair creams /oils
- Assorted hair sprays
- Assorted setting aids
- Assorted styling aids
- PPEs
- Sewing kit
- Assorted hair piece materails
- Bonding glue
- Assorted threads
- Caps and nets
- Elastic fibre rolls
- Aprons
- Assorted manequin
- Assorted charts
- Assorted posters

SHAMPOOING AND CONDITIONING SERVICES.

UNIT CODE: HDCR007

Unit Description

This unit covers the competencies required manage shampooing and conditioning services. It involves planning and organizing shampooing and conditioning, setting up and preparing to provide shampooing and conditioning services, conducting shampooing and conditioning operations and carrying out post service procedures in the work place.

Learning Outcomes

By the end of this unit, the trainee will be able to:
1. Plan and organize shampooing and conditioning operations
2. Set up and prepare to provide shampooing and conditioning services
3. Conduct shampooing and conditioning and associated services
4. Carry out post service procedures

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
5. Plan and organize shampooing and conditioning	- Definition of terms - Shampooing and conditioning history - Development of standard operating procedures - Staff remuneration - Principles of management - Staff management - Legal framework of starting and operating a business enterprise	- Written tests - Observation - Oral questioning - Interviewing - Third party report

6. Set up and prepare to provide shampooing and conditioning services	• Principles of hygiene and sanitation • Safety and health in the workshop • Shampooing and conditioning tools and equipment • Shampooing and conditioning products • Identification of tools and equipment • Identification of products and materials • Identification of shampooing and conditioning PPEs • Work station set up procedure	• Written tests • Observation • Oral questioning • Interviewing • Third party report
7. Conduct shampooing and conditioning services	• Consultation and client care • Principles of selling • Principles of hair, skin and scalp analysis • Disorders and diseases of scalp, skin and hair • Trichology/hair theory • Principles of shampooing and hair conditioning. • Hair and scalp analysis procedures • Hair and scalp preparation procedures ○ Shampooing and conditioning procedures • After care and techniques	• Written tests • Observation • Oral questioning • Interviewing • Third party report
8. Carry out post service procedures	• Environmental management laws and regulations • Waste management and disposal principles	• Written tests • Observation • Oral questioning • Interviewing

	• Decontamination and infection control • Storage of products and supplies • Tools and equipment cleaning and disinfection procedures • Reusable supplies cleaning and disinfection procedures • Waste management methods • Waste disposal methods • Work station clearing procedure	• Third party report

Suggested Methods of Delivery:
- Direct instruction
- Field trips
- Discussions
- Demonstration by instructor
- Practice by the trainee

List of Recommended Resources:

- Classroom and classroom resources,
- ICT equipment
- Stationery

Tools & Equipment:
- Assorted brushes
- Assorted combs
- Assorted bowls
- Trolleys
- Spray bottles
- Face shield
- Sterilizing cabinet
- Shampoo unit
- Water heating unit

- Blowdryer

- **Products and supplies:**
- Assorted shampoos
- Assorted conditioners
- Assorted hair cream
- Gowns/drappers
- Aprons
- Assorted towel
- spatulas

HAIRDRESSING UNIT OPERATIONS MANAGEMENT

UNIT CODE: HDCR008

Unit Description

This unit covers the competencies required to manage hairdressing unit operations. It involves planning and organizing hairdressing unit operations, managing hairdressing unit staff, overseeing and controlling hairdressing unit operations.

Learning Outcomes

By the end of this unit, the trainee will be able to:
1. Plan and organize hairdressing unit operations
2. Manage hairdressing unit staff
3. Oversee hairdressing unit operations
4. Control hairdressing unit operations

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Plan and organise hairdressing unit operations	• Definition of terms • History of hairdressing • Business operational resources • Legal framework for business enterprises • Principles of administration and management • Budgeting • Principles of accounting • Development of standard operating procedures • Development of department organizational structure • Staff recruitment and capacity building	• Written tests • Observation • Oral questioning • Interviewing • Third party report

	• Identification of tasks and allocation of duties • Allocation of operational resources	
2. Manage hairdressing unit staff	• Staff supervision • Setting performance targets • Performance management • Staff performance appraisal • Staff records maintenance • Staff motivation and sanctions • Staff remuneration	• Written tests • Observation • Oral questioning • Interviewing • Third party report
3. Oversee hairdressing unit operations	• Leadership • Principles of purchasing • Storage of goods • Hairdressing operations • Business risk assessment and mitigation • Operations management • Preparing operations reports • Monitoring staff adherence to standard operating procedures	• Written tests • Observation • Oral questioning • Interviewing • Third party report
4. Control hairdressing unit operations	• Stock control • Record keeping • Operations control mechanisms • Monitoring and evaluation of operations	• Written tests • Observation • Oral questioning • Interviewing • Third party report

Suggested Methods of Delivery:
- Direct instruction
- Role play
- Case studies

- Field trips
- Discussions
- Demonstration by trainer
- Practice by the trainee

List of Recommended Resources:

- Computers
- Stationaries
- Classroom resources
- Sample acts relation to business [OSH act labour relations and employment act]
- Stock control cards
- Stock ledgers
- Requestion memos
- Goods received notes
- Sample case study