

FURTHER EDUCATION AND TRAINING CERTIFICATE:

HAIRDRESSING:

SAQA ID 65729 -LEVEL 4- 140 CREDITS

LEARNER WORK BOOK

Saqa262519

SUPERVISE THE FUNCTIONS OF A HAIRDRESSING SALON

Learner Information:

Details	Please Complete this Section
Name & Surname:	
Organisation:	K & R HAIR ARTISTRY INSTITUTE
Unit/Dept:	HAIRDRESSING
Facilitator Name:	TSM DEODUTT
Date Started:	
Date of Completion:	

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OVERVIEW

About the Learner Workbook	This Learner Exercise Workbook has been designed and developed to evaluate learners' level of understanding It forms part of a series of Learner Workbooks that have been developed for FURTHER EDUCATION AND TRAINING CERTIFICATE: HAIRDRESSING: SAQA ID 65729 -LEVEL 4- 140 CREDITS		
Purpose	The purpose of this Learner Exercise Workbook is to evaluate learners understanding on the specific outcomes and/or assessment criteria of the following SAQA Registered Unit Standards:		
US No	US Title	Level	Credits
	Saqa262519 SUPERVISE THE FUNCTIONS OF A HAIRDRESSING SALON		
Context	This assessment represents the Formative Assessment component of Function in a business environment, for the should be completed in the classroom/training room.		
Resources	The following are resources needed for this assessment: 1. Learner Guide; and 2. Assessment Preparation.		
Instructions to Facilitators	Facilitators will be required to: <ul style="list-style-type: none"> • Explain the completion of the workbook to each learner; and • Interview the learner on similar questions, should he/she not be able to write. 		

Instructions to Learners	<p>Learners will be required to:</p> <ul style="list-style-type: none"> • Complete the workbook as per the instructions; • Ensure that all questions are completed; • Ensure that the completion of the workbook is their own work; • Ensure that all annexure are attached to the workbook and clearly referred to;
Assessment Time	Learners are required to complete this assessment within the allocated time frame of.... hours.
Total Mark	This formative assessment carries a total mark of _ points . In order to meet the pass mark, learners are required to achieve a minimum of 80% of the total marks.
Equipment	<p>Learners are required to have the following equipment in order to complete this workbook:</p> <ul style="list-style-type: none"> • Pen and Pencil; • Ruler; and • Exam Pad – for additional paper.

GENERAL INFORMATION

LEARNER DETAILS		
Learner Full Names		
Learner ID No.:		
Organisation:	K & R HAIR ARTISTRY INSTITUTE	
Unit/Dept:	HAIRDRESSING	
Contact Details:	Telephone /Cell Numbers:	Email Address:
WORKSHOP DETAILS		
Workshop Venue:		
Facilitator Name:	TSM DEODUTT	
Date Started:		
Date Completed:		

ASSESSMENT PREPARATION CHECKLIST

DESCRIPTION	YES	NO	COMMENTS/CONTINGENCY
This assessment is a formative assessment and it is based on the outlined unit standard/s for module.			
Your assessment evidence for module needs to be submitted on..... (day) of.....(month).....(year) at the following address/place.....			
You will be assessed based on the outlined Unit Standards. The assessment activities are linked to specific outcomes/assessment criteria of the outlined Unit Standards.			
To determine your competence level, the following are the methods to be used for this assessment:			

1.			
2.			
To be declared competent on module (formative assessment), you should have obtained at least 80% of the total mark of this assessment.			
You will be provided with detailed feedback on your performance of this assessment as follows: 1. Written Feedback 2. Verbal Feedback			
Should you be declared "not yet competent" on this assessment, you will be entitled for re-assessment opportunity/ies.			
You will be required to re-submit evidence (only for areas) you were declared not yet competent. A date for re-submission will be agreed with the assessor.			
You will be entitled to lodge an appeal should you not be satisfied with the assessment decision of your assessment.			
You will be required to provide the assessor feedback on assessment procedure – this is to assist in improving the assessment practices.			
Your results of assessment and portfolio of evidence information will not be provided to any person without your written consent.			

Learner's Declaration			
<p>I.....herewith declare that I am ready for the assessment, that we have reviewed the assessment preparation and plan, I understand the assessment process and I am happy that the assessment will be conducted in a fair manner.</p>			
Learner Signature:	Date:	Facilitator Signature:	Date:

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Supervise the functions of a hairdressing salon

Learning Unit 1

UNIT STANDARD NUMBER	:	262519
LEVEL ON THE NQF	:	4
CREDITS	:	8
FIELD	:	service
SUB FIELD	:	Personal Care

PURPOSE:	<ul style="list-style-type: none"> • • This unit standard will enable learners to monitor and manage the administration of a salon, its staff and promotional activities as well as its compliance with accepted standards of cleanliness and hygiene. • • A person credited with this unit standard is able to: • Process payments. • Supervise cash procedures. • Manage stock. • Handle confidential information and documents. • Manage staff. • Supervise sanitisation and safety procedures. • Co-ordinate and monitor promotional activities.
LEARNING ASSUMED TO BE IN PLACE:	
<p>It is assumed that a learner will be competent in:</p> <p>Communication at NQF Level 3.</p> <p>Mathematical Literacy at NQF Level 3.</p> <p>Maintain sanitation of a hairdressing salon at NQF Level 2.</p> <p>Provide reception and administrative services at NQF Level 2.</p>	

<p>SPECIFIC OUTCOME 1.</p> <p>Process payments.</p>

Learning Outcomes	
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- The supplier payment system is explained in line with workplace requirements.
- Payments to suppliers are processed in accordance with company standards.
- Payments to staff and casual labourers are processed in accordance with company standards.
- Payments for operating costs and rent are processed in accordance with company standards.

- The supplier payment system is explained in line with workplace requirements.
- Payments to suppliers are processed in accordance with company standards.
- Payments to staff and casual labourers are processed in accordance with company standards.
- Payments for operating costs and rent are processed in accordance with company standards.

Activity	Questions Description	Mark
1	<ul style="list-style-type: none"> Write notes on how to Process payments in a salon 	5

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on the right side, suggesting it's resting on a surface.

[illegible]

Supervise cash procedures.

- Cash procedures are explained in line with the salon environment.
- Alternative cash procedures are developed to meet salon requirements in a given scenario.
- Methods of supervising cash procedures are explained that ensure compliance with salon procedures.

Activity	Questions Description	Mark
2	Describe how you would Supervise cash procedures.	5

[illegible]

<p>SPECIFIC OUTCOME 3.</p> <p>Manage stock.</p>

Learning Outcomes	
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- The stock management system is explained in terms of its operation in line with salon requirements.
- Stock levels are maintained according to organisational requirements.
- Stock is ordered in accordance with organisational requirements.
- Stock receipt is supervised in accordance with organisational requirements.

- | Activity | Questions Description | Mark |
|----------|--------------------------------------|------|
| 3 | Describe how you would Manage stock. | 10 |

[illegible]

SPECIFIC OUTCOME 4.

Handle confidential information and documents.

Learning Outcomes	
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- Confidential information is defined and described in the context of a hairdressing salon.
- The systems and procedures used for dealing with confidential information are explained with regard to a specific situation in a given salon.
- Documents are secured in accordance with company policies.

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[illegible]

SPECIFIC OUTCOME 5.

Manage staff.

Learning Outcomes	
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- Performance and behaviour management systems are explained in terms of how they can be applied in line with salon requirements.
- Discipline and grievance procedures are explained in accordance with company policies and the Labour Relations Act.
- Performance appraisals are conducted in a manner that accurately identifies an employee's strengths and weaknesses and provides meaningful feedback to enable improvement of future performance.

- | Activity | Questions Description | Mark |
|----------|-----------------------------------------------------|------|
| 5 | Demonstrate understanding of Performance appraisals | 5 |

[illegible]

[illegible]

SPECIFIC OUTCOME 6.

Supervise sanitisation and safety procedures.

Learning Outcomes

- Sanitisation and safety procedures and standards are developed that meet legislative and workplace requirements.
- A sanitisation and safety procedures and standards monitoring plan is compiled that ensures that all standards are adhered to according to workplace requirements.
- A is compiled that can be used to monitor suspect sanitation according to organisational procedures.
- A sanitisation and safety report is compiled that makes recommendations regarding corrective action and opportunities for improvement.

Activity	Questions Description	Mark
6	Design Supervise sanitation and safety control list.	10

[illegible]

SPECIFIC OUTCOME 7.

Co-ordinate and monitor promotional activities.

Learning Outcomes	
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- Co-ordination of promotional activities is explained in line with salon requirements.
- A promotional plan activities list is produced that outlines the procedure to be followed for promoting products or services.
- Resources required for a planned promotion are obtained according to organisational requirements.
- The promotional plan is monitored for implementation according to organisational requirements.

- | Activity | Questions Description | Mark |
|----------|-------------------------------------------------------------------------------------|------|
| 7 | Demonstrate understanding is how to Co-ordinate and monitor promotional activities. | 10 |

[illegible]

[illegible]

[illegible]

SELF-ASSESSMENT

The learner must make use of the following self-evaluation checklist to rate himself against the learning outcomes of this particular training module in establishing the level of mastery of the information.

1. Not able to comply
2. Reasonable compliance (Not acceptable for final evaluation)
3. Able to comply fully

LEARNING OUTCOMES		1	2	3
1				
2				
3				
4				
5				
6				
7				

Learner Signature

Date

Facilitators' Signature

Date

ASSESSMENT FEEDBACK REPORT

FACILITATOR FEEDBACK & REMARKS

ASSESSMENT JUDGEMENT

Learner's Total Mark: Requirements met ☐ Requirements not met ☐

Action/s required:

By when:

LEARNER FEEDBACK & COMMENTS

DECLARATION BY THE FACILITATOR

I (Facilitator) hereby certify that I have examined the learner workbook and I am satisfied with the evidence provided by the learner.

DECLARATION BY LEARNER

I,declare that I am satisfied that the feedback given to me by the Facilitator was relevant, sufficient and done in a constructive manner. I accept the assessment judgment and have no further questions relating to this particular assessment event.

Learner	Date	Facilitator	Date

DECLARATION BY THE ASSESSOR

I (Assessor) hereby certify that I have examined the learner workbook and I am satisfied with the Facilitator Judgment of this assessment.

Assessor	Date	Moderator	Date