



THE REPUBLIC OF KENYA

NATIONAL OCCUPATIONAL STANDARDS

FOR

BEAUTY THERAPY OPERATIONS MANAGER

KNQF LEVEL 6

ISCED PROGRAM CODE: 1021 0654B



TVET CDACC
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NAIROBI

CONDUCT HAIR REMOVAL OPERATIONS

UNIT CODE: COS/OS/BT/CR/07/6/B

UNIT DESCRIPTION

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

This standard applies in Cosmetology industry.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function	<p>These are assessable statements which specify the required level of performance for each of the elements.</p> <p><i>Bold and italicized terms are elaborated in the Range</i></p>
1. Plan and organize hair removal operations	<p>competencies.</p> <p>1 .3 <i>Operational resources</i> are allocated based on the hair removal services offered and previous experience.</p> <p>1 .4 Hair removal standard operating procedures are developed and disseminated as per workplace policy.</p> <p>1 .5 Inexperienced staff is oriented and inducted as per workplace policy</p> <p>1 .6 Staff is supervised as per workplace policy.</p> <p>1 .7 Staff adherence to standard operating procedures is monitored as per workplace policy.</p> <p>1 .8 Staff remuneration policy is developed and implemented based on organization's objectives.</p> <p>1 .9 Laws related to starting and operating a business enterprise are identified and adhered to as per <i>legal requirements</i>.</p>
2. Set up and prepare to provide hair removal services	<p>2 .1 Requirements for hair removal are identified and gathered as per workplace policy.</p> <p>2 .2 <i>Safety and health</i> precautions are observed as per <i>legal requirements</i>.</p> <p>2 .3 Hair removal <i>tools and equipment</i> are checked for serviceability as per manufacturers' instructions.</p> <p>2 .4 Hair removal <i>products and supplies</i> are checked for usability as per legal requirements and manufacturers' instructions.</p>

	<p>2.5 Personal protective gears are identified and gathered based on service requirements and manufacturer's instructions.</p>
3. Provide hair removal services	<p>3.1 Personal protective gears are worn based on manufacturer's instructions.</p> <p>3.2 Client consultation is done as per workplace policy.</p> <p>3.3 Hygiene and sanitation principles are observed as per standard operating procedures.</p> <p>3.4 Skin and hair analysis is conducted as per standard operating procedures.</p> <p>3.5 Disorders on skin and hair are identified and action taken based on nature of the disorder.</p> <p>3.6 Products and supplies are used as per service required and manufacturers' instructions.</p> <p>3.7 Client is prepared for hair removal as per standard operating procedures and workplace policy.</p> <p>3.8 Eyebrow shaping is performed as per standard operating procedures.</p> <p>3.9 Waxing is performed as per standard operating procedures and workplace policy.</p> <p>3.10 Depilation is done as per standard operating procedures and workplace policy.</p> <p>3.11 After care advice is given as per workplace policy and standard operating procedures.</p>
4. Carry out post service procedures	<p>4.1 Tools and equipment are cleaned and disinfected as per manufacturers' instructions and workplace policy.</p> <p>4.2 Work station is cleaned and waste managed and disposed as per workplace policy and legal requirements.</p> <p>4.3 Recyclable supplies are cleaned and disinfected and stored as per workplace policy and manufacturers' instructions.</p> <p>4.4 Non-recyclable supplies are managed disposed of as per manufacturer's instructions, workplace policy and legal requirements.</p>

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variable	Range
1. Hair removal tools and equipment may include but not limited to:	<ul style="list-style-type: none"> • Tweezers • Threads • Wax heater • Eyebrow scissors • Disposable blades
2. Preparation of Client for hair removal may include but not limited to:	<ul style="list-style-type: none"> • Sanitizing • Gowning • Draping • Counselling
3. Eyebrow shaping techniques may include but not limited to:	<ul style="list-style-type: none"> • Waxing • Tweezing • Threading • Shaving
4. Hair removal products and supplies may include but not limited to:	<ul style="list-style-type: none"> • Assorted wax • Depilatory creams • Foam • Anti-inflammatory creams • Numbing creams/sprays
5. Legal requirements may include but not limited to:	<ul style="list-style-type: none"> • OSH act • NEMA regulations • Public Health Act Cap 254 • MCA 2015 • County by-laws • Labour laws • KRA act
6. Recyclable supplies may include but not limited to:	<ul style="list-style-type: none"> • Aprons • Towels • Drapers
7. Non-recyclable supplies may include but not limited to:	<ul style="list-style-type: none"> • Gloves • Applicator • Stencils • Wool

8. Personal protective gears may include but not limited to:	<ul style="list-style-type: none"> • Aprons • Towels • Drapers
9. Disorders on skin and hair may include but not limited to:	<ul style="list-style-type: none"> • Infectious <ul style="list-style-type: none"> • Bacterial • Fungal • Viral • Non-infectious <ul style="list-style-type: none"> • Allergies • Cuts • Bruises • Burns

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Communication skills
- People skills
- Time management
- Work culture
- Record keeping
- Telephone handling skills
- Complaints handling skills
- Conflict resolution skills
- Negotiation skill
- Analytical skills
- Problem solving
- Critical thinking
- Summarizing and paraphrasing
- Listening skills
- Observations skills
- Organizational skills

Technical skills

- Designing
- Artistry

- Balancing
- Posturing
- Product application
- Technology skills
- Shaving
- Threading
- Tweezing
- Waxing

Required Knowledge

The individual needs to demonstrate knowledge of: Business operational resources

- Development of standard operating procedures
- Staff remuneration
- Principles of management
- Staff management
- Principles of hygiene and sanitation
- Consultation and client care
- Principles of skin and hair analysis
- Skin and hair anatomy and physiology
- Hair removal theory
- Product knowledge
- Supplies in hair removal
- Hair removal tools and equipment
- Waste management
- Environmental management requirements
- Ethical and legal issues in cosmetology

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical Aspects of Competency	1.1 Assessment requires evidence that the candidate: 1.2 Identified and secured resource requirements for hair removal operations. 1.3 Allocated duties and supervised staff. 1.4 Allocated operational resources appropriately. 1.5 Developed and disseminated hair removal standard operating procedures. 1.6 Developed and implemented staff remuneration policy
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	<p>1.7 Demonstrated understanding of legal framework of starting and running of a business enterprise.</p> <p>1.8 Observed occupational safety and health precautions in service delivery.</p> <p>1.9 Demonstrated ability to use hair removal tools and equipment.</p> <p>1.10 Consulted and negotiated with the client appropriately.</p> <p>1.11 Appropriately conducted skin and hair analysis and acted</p> <p>1.12 Demonstrated understanding of hair and skin disorders.</p> <p>1.13 Used hair removal products and supplies appropriately.</p> <p>1.14 Demonstrated abilities to perform various hair removal procedures correctly.</p> <p>1.15 Demonstrated understanding of hair removal principles and procedures.</p> <p>1.16 Managed and disposed waste appropriately.</p> <p>1.17 Managed and stored recyclable supplies appropriately.</p>
2. Resource Implications	The following resources must be provided: 2.1 A functional beauty therapy unit
3. Methods of Assessment	Competency may be assessed through: 3.1 Written test 3.2 Observation 3.3 Oral questioning 3.4 Interview 3.5 Project 3.6 Portfolio 3.7 Third party report
4. Context of Assessment	Assessment could be conducted: 4.1 On-the-job 4.2 Off-the-job 4.3 During industrial attachment
5. Guidance information for assessment	Holistic assessment with related units in the sector is recommended.