



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

MANAGE BEAUTY THERAPY OPERATIONS

UNIT CODE: COS/OS/BT/CR/08/6/B

UNIT DESCRIPTION

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

This standard applies in Cosmetology industry.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function .	These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
1. Plan and organize beauty therapy unit operations	1.1 Laws for starting and operating a beauty therapy unit are adhered to as per legal requirements. 1.2 Organization's <i>operational resources</i> are identified and their availability secured as per workplace policy. 1.3 <i>Budget estimates</i> are prepared based on the organizations operations. 1.4 Organizational structure is developed based on operations of the organization. 1.5 Operational resources are allocated based on the organization structure and activities. 1.6 Staff is recruited based on organizational structure and strategic objectives. 1.7 Workplace policies are developed and implemented based on organizations objectives. 1.8 Staff is allocated duties based on their competences and job description. 1.9 Organization's standard operating procedures are developed and disseminated as per workplace policy
2. Manage beauty therapy unit staff	2.1 Inexperienced staff is oriented and inducted as per workplace policy. 2.2 Staff performance targets are set based on organization's objective.

	<p>2.3 Staff supervision procedures are established as per workplace policy.</p> <p>2.4 Staff performance is evaluated based on set targets and the Organization's policy.</p> <p>2.5 Staff records are maintained and updated as per workplace policy.</p> <p>2.6 Staff adherence to standard operating procedures is monitored as</p> <p>2.7 per workplace policy. Staff capacity building program is developed and established</p> <p>2.8 based organization's needs and workplace policy.</p> <p>2.9 Staff is motivated and reprimanded based on workplace policy.</p>
3. Oversee beauty therapy unit operations	<p>3.1 Leadership is provided based on situational needs. Operation products and supplies are acquired and stored as per workplace policy and manufacturer's instructions.</p> <p>3.2 Operation tools and equipment are acquired, used, maintained and stored as per workplace policy and manufacturer's instructions.</p> <p>3.3 Beauty therapy processes and procedures are adhered to as per workplace policy.</p> <p>3.4 Operations are documented as per workplace policy and legal requirements.</p> <p>3.5 Operations reports are prepared as per workplace policy.</p> <p>3.6 Operational risks are identified, and mitigation measures put in place as per workplace policy.</p>
4. Control beauty therapy unit operations	<p>4.1 Control mechanisms are developed as per workplace policy.</p> <p>4.2 Control mechanisms are implemented as per workplace policy.</p> <p>4.3 Adherence to control mechanisms is monitored as per workplace policy.</p> <p>4.4 Control mechanism are evaluated and reviewed based on the objectives of the organization.</p> <p>4.5 Revenue performance of the beauty therapy unit is monitored based on organizational objectives.</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. Operational resources may include but not limited to:	<ul style="list-style-type: none"> • Human • Financial • Infrastructural
2. Budget estimates may include but not limited to:	<ul style="list-style-type: none"> • Revenues estimates • Expenditure estimates
3. Legal requirements may include but not limited to:	<ul style="list-style-type: none"> • OSH act • NEMA regulations • Public Health Act Cap 254 • EMCA 2015 • County by-laws • Labour laws • KRA act

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:

- Administrative
- Communication
- Interpersonal
- Negotiation
- Analytical
- Risk assessment
- Evaluation
- Monitoring
- Decision making
- Problem solving
- Accountability
- Time management

Required Knowledge

The individual needs to demonstrate knowledge of: Business operational resources

- Development of standard operating procedures
- Staff management and remuneration
- Legal framework for business enterprises
- Principles of administration and management
- Budgeting
- Principles of accounting
- Principles of purchasing
- Storage of goods
- Stock control
- Standard operating procedures
- Operations control mechanisms
- Record keeping
- Performance management
- Risk and risk assessment

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	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Demonstrated knowledge of the legal framework on starting and operating a business enterprise.</p> <p>1.2 Identified and secured availability of department's operational resources.</p> <p>1.3 Developed beauty therapy unit organizational structure.</p> <p>1.4 Allocated duties and operational resources appropriately.</p> <p>1.5 Established and implemented staff remuneration policy.</p> <p>1.6 Developed and implemented standard operating procedures.</p> <p>1.7 Oriented and inducted fresh staff appropriately.</p> <p>1.8 Set performance targets and established supervision protocols.</p> <p>1.9 Demonstrated knowledge of staff performance measurement and appraisal.</p> <p>1.10 Maintained organization's records appropriately.</p> <p>1.11 Monitored staff adherence to standard operating procedures.</p> <p>1.12 Established and implemented staff capacity building program.</p> <p>1.13 Demonstrated understanding of leadership concepts.</p>
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	<p>1.14 Demonstrated understanding of staff motivation and sanctions</p> <p>1.15 Demonstrated understanding of risk and risk assessment.</p> <p>1.16 Prepared and documented reports.</p> <p>1.17 Established and monitored operations control mechanisms.</p> <p>1.18 Demonstrated understanding of control mechanisms.</p>
2. Resource Implications	<p>The following resources must be provided:</p> <p>2.1 A functional beauty therapy unit</p>
3. Methods of Assessment	<p>Competency may be assessed through:</p> <p>3.1 Written test</p> <p>3.2 Observation</p> <p>3.3 Oral questioning</p> <p>3.4 Interview</p> <p>3.5 Project</p> <p>3.6 Portfolio</p> <p>3.7 Third party report</p>
4. Context of Assessment	<p>Assessment could be conducted:</p> <p>4.1 On-the-job</p> <p>4.2 Off-the-job</p> <p>4.3 During industrial attachment</p>
5. Guidance information for assessment	<p>Holistic assessment with related units in the sector is recommended.</p>