

Hairdressing Industry

Specification of Competency Standards

Third Edition

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Chapter 1

Introduction

Hairdressing industry is among the first industries that implemented Qualifications Framework. In April 2004, the Education and Manpower Bureau (now Education Bureau) assisted the hairdressing industry in establishing the “Industry Training Advisory Committee (ITAC)” to facilitate the implementation of Qualifications Framework in the industry. The ITAC formulated “Specification of Competency Standards” for the hairdressing industry in 2005 and launched the first edition of “Specification of Competency Standards” for the industry in 2007. In the wake of the continuous development of hairdressing industry and technology, the ITAC reviewed the first edition of “Specification of Competency Standards” in early 2011, and recommended updates and amendments to cater for the development of the industry. The Vocational Training Council was commissioned to perform the updates. The major tasks included content enrichment of the units of competency with reference to the new technology and knowledge currently required for the hairdressing industry; insertion of two new functional areas — “Image Design and Styling” and “Education and Training for Hairdressing”; and updating the format of “Units of Competency”, making them in line with the “Specification of Competency Standards” of other industries. The “Specification of Competency Standards” of Hairdressing Industry (2nd edition) not only lists out the competencies required by the present and future development of the hairdressing industry but also better meets the practical needs of the industry.

Background of the Industry

Hairdressing is an important service industry in Hong Kong. Since the 1950’s, following the improvement of economic environment and the rise of film and TV entertainment industries, both men and women paid much attention to their hair styles and were keen to imitate the hair styles of stars in the entertainment industries. As a large number of hairdressers came to Hong Kong from Shanghai, the hairdressing industry sprang up rapidly like mushrooms after rain. From small barber-shops in streets and lanes to Shanghai-style barber-shops, and then to modern hair salons nowadays, the hairdressing industry has evolved with time and gradually played an important part among various service industries in Hong Kong. There are thousands of hair salons, hair beauty products companies, hairdressing education and training institutes in Hong Kong. They totally employ over 20,000 hairdressing practitioners who provide their service for all Hong Kong citizens, including hair stylists and technicians of different grades, hairdressing products promoters and a new profession known as image designers. Hairdressing service calls for professional skills. In the past, most hairdressing practitioners were trained through apprenticeships, while some of training follows the commonly recognised standards in the profession. However, with the general availability of information technology and improvement of citizens’ living standard, consumers have raised their expectations on professional hairdressing service. To enable the hairdressing industry to progress towards professionalism and diversification, hairdressing practitioners has to integrate theory with practice, improve their personal skill level and service quality so as to enhance the competitiveness of the industry.

A Scan of the Political, Economic, Social and Technological (PEST) Factors

The hairdressing industry has been flourishing since Hong Kong's economy took off in the 1980's. In the 1990's, Hong Kong hairdressing industry had such a prestigious status in Southeast Asia that hairdressing practitioners in the region kept coming to Hong Kong for learning. Hong Kong hairdressing industry also began to enter the Mainland market and provide related training in the 1990's. Hong Kong is an international centre of information, finance and service. The development of its hairdressing industry will also be affected by the political, economic, social and technological factors in the territory.

The implementation of the "Closer Economic Partnership Arrangement" (CEPA) between Hong Kong and the Mainland has created new opportunities for the hairdressing industry in Hong Kong. As the Mainland China market opened up, many people in the hairdressing industry went there for business development. Moreover, after the implementation of the "Individual Visit Scheme", hairdressing services and products have become one of the popular consumption items of visitors from the Mainland because they have strong confidence in and preference for the quality of hairdressing services and products in Hong Kong. This brand advantage has certainly provided an excellent opportunity for Hong Kong's hairdressing industry to enter the Mainland market. Under the circumstances driven by government policies, the industry has strong confidence in its prospects for development. There has been a substantial increase in demand for professional hair stylists who have become younger in age.

Besides, from the announcement of the first report on creative industries by the Hong Kong Trade Development Council in 2002 to the inclusion of creative industries in the Policy Address of the former Chief Executive, Mr Donald Tsang, it can be seen that the Government and the community have attached importance to creative industries. Hong Kong's creative industries include advertising, art, design, performing arts, film, television and radio, and more. Hair styling is a critical element of overall image design no matter for characters in film or television, performers including singers and actors, as well as brand advertising ambassadors. Professional hair stylists who create hair styles for performers also play an important role. Various big hair salons also spot the industry's current trend of the development and devote their efforts to training professional hair stylists so as to strengthen staff's concept of creative designs.

Since September 2008, Hong Kong had experienced the global financial tsunami triggered by the Lehman Brothers incidence, Sub-prime Mortgage Crisis, the weak performance of the European and the United States markets caused by uncertainties under the financial crises, as well as the slowdown of local export and re-export revenue. Nevertheless, the depreciation of US dollars and the continuous appreciation of Renminbi have intensified inflation in Hong Kong. To cope with the pressure of rising rental, small- and medium-sized enterprises operating on tight profit margins have to reduce other costs and expenses and look for new business opportunities in the light of income reduction. In addition, the implementation of Minimum Wage Ordinance has further increased overall operating costs. The various unfavourable business environmental factors have limited the development of small- and medium-sized hair salons. In the face of severe competition within the industry, the highly labour-intensive hairdressing market will unavoidably confront another crisis.

In recent years, hair salons of all sizes in Hong Kong have generally encountered the problem of manpower shortage. It was mainly because the young generation perceived that the hairdressing industry required a comparatively long apprenticeship, the job nature was harder than other industries and the income was unattractive. As a result, not many people have chosen to join the industry for long-term career development. Besides, the changes in education policies, such as the implementation of the new academic structure “3-3-4”, have indirectly delayed youngsters’ entry to the industry and affected their choice of career to certain extent. The natural loss of experienced hairdressing practitioners and the insufficient number of new comers will intensify the manpower problem of hair salons. Although the hairdressing industry in Hong Kong is still in a stage of vigorous development, the shrinkage of workforce size still occurs. In the long run, the hairdressing industry must strengthen the training of new blood and retain talents so as to cope with future development.

With the gradual emergence of a knowledge-based society, there is a higher demand for the quality and safety of hairdressing products and equipment. To meet consumers’ needs, various kinds of new technology, equipment and products have been launched. Moreover, given the well-developed information technology and communication in Hong Kong, one can easily obtain information from the Internet. Hair styling information has become one of the “must-have” information of major websites. Information popularization also enables hairdressing practitioners to keep abreast of and predict the world trend and development of fashion and creativity. There are also new trade associations in the industry which gather styling insights from famous hair stylists in Hong Kong and Asia with a view to exploring hair style fashion and trends.

Prospects for Hairdressing Industry in Hong Kong

The hairdressing industry in Hong Kong is geared towards the provision of professional and comprehensive services. Hairdressing practitioners not only need to use more advanced technology and equipment but also require a sense of fashion for hair styling. Hence, hairdressing practitioners, no matter what qualifications they have attained, have to pursue continuing education for competency enhancement in order to provide quality hairdressing service for consumers and maintain their personal competitiveness.

Besides, to improve the current tight manpower situation, training institutes would provide attractive pre-job training for young trainees to enrich their knowledge about the industry and to improve their occupational psychology. Training institutes would also invite practitioners to offer internship opportunities to trainees to acquaint them with job duties and the characteristics of the industry, which can help avoid loss of talents effectively.

In the long run, the industry and enterprises may consider restructuring their business and manpower allocation to cope with the macro-environmental changes. For those large companies, employers may consider providing more comprehensive and in-depth training for employees, and get prepared for business previously restricted by manpower shortage and maintain quality customer service. For medium-sized companies, employers may consider working with other companies in the industry for more business development opportunities. As for small companies, they may consider manpower restructuring or merging with bigger companies for broader sources of income and reduced expenditure.

Overall speaking, the Specification of Competency Standards provides a set of uniform competency standards for the industry. It serves as a reference for employers in staff recruitment and helps practitioners select quality courses in pursuing continuing education for accredited qualifications.

Chapter 2

Qualifications Framework

Qualifications Framework

The Qualifications Framework (QF) is a voluntary system. It is a seven-level hierarchy that provides benchmarks for determining the level of complexity and difficulty of individual competencies. It is also used to order and support qualifications of different natures and titles. The QF aims to provide clear learning pathways for individuals to draw up their own roadmaps to obtain quality assured qualifications. The QF is underpinned by an independent quality assurance (QA) mechanism that would enhance recognition and acceptance of the qualifications in the industry, irrespective of the mode and source of learning.

Qualifications recognized under the QF are outcome-based and are not confined to academic attainment. In the case of the academic sector, the outcome standard of qualifications is mainly the knowledge and skills a person possesses. Generally, these standards are set by scholars. In the vocational sector, the outcome standards of qualifications are set by individual industries. To identify the specific outcome standards required for different levels of qualifications, these industries need to develop SCSs. A Recognition of Prior Learning (RPL) mechanism developed by individual industries is in place to recognize existing workers' skills, knowledge and work experience. With qualifications so obtained, the employees may pursue further studies at different levels to obtain higher and wider qualifications.

Through the full-scale implementation of the QF, we will foster an environment and culture conducive to lifelong learning and continuing education in the industry. With the active participation of employers and employees, as well as the wide acceptance of the industry, the QF will also encourage the development of quality training programmes by providers to meet the needs of the community and the industry.

Qualifications Framework Levels

The QF has seven levels, from level 1 to level 7, where level 1 is the lowest and level 7 the highest. The outcome standard of each level is set by the generic level descriptors (GLD) (Appendix 1). The GLD specifies for each QF level its generic complexity, demand and challenges in the four dimensions below:

- a. Knowledge and intellectual skills;
- b. Process;
- c. Application, autonomy and accountability; and
- d. Communications, IT skills and numeracy.

Each UoC in the SCS is benchmarked to the QF levels in accordance with the GLD. It is worth to note that competency elements in the UoC may fall in some or all of the GLD dimensions as what it naturally should be. Therefore, the QF level assignment is essentially a holistic judgement on the unit's integrated outcome requirement.

A UoC should be assigned to one QF level, and cannot go between two levels. If the UoC does not match the outcome standard of the above-mentioned four dimensions (if applicable) of a level, it would be "rounded" to the level below.

Chapter 3

Specification of Competency Standards

Applications of Specification of Competency Standards

The development of SCSs is an important step in implementing the QF and its associated quality assurance mechanism. Industries play a pivotal role in the process through participation in the Industry Training Advisory Committees (ITACs), which are tasked to develop, maintain and update the SCSs. To ensure continued relevance of an SCS, the ITAC concerned must review and update the SCS regularly to keep abreast of the latest manpower requirements and to meet the full range of education and training needs of the industry.

The SCS consists of competency standards of different levels. Competency standards are benchmarks for the industry-specific knowledge, professional skills and soft skills required for performing different job functions of the industry. The functional areas and competency standards under SCS will be practical and competence-based. The SCS not only sets out the professional knowledge and skills required for today, but also takes into account factors such as the development trend of both the industry and the society. The assessment guidelines for the outcome standards will also be stipulated in the SCS. The competency standards applicable to an industry are presented as "units of competency" in its SCS. Every "unit of competency" comprises eight basic items:

1. Name
2. Code
3. Level
4. Credit
5. Competency
6. Range
7. Assessment Criteria
8. Remarks

Since SCS-based programmes are developed with units of competency, trainees may have their qualifications (including qualifications obtained from formal studies as well as those obtained from the Recognition of Prior Learning (RPL) mechanism) accumulated and move along the ladder of progression without the need to start from scratch. The SCSs also provide clear progression pathways whereby trainees may draw up their own career development plans.

After the formulation of the SCS, a training institute can design courses to help trainees reach the specified competency standards based on their own needs. As the SCS is drawn up by the industry, the training courses can meet the needs of the employers. An employee who has completed SCS-based courses is believed to achieve the skills standards under objective assessment, which can be used for meaningful reference. Therefore, employers can recruit suitable staff and reduce the loss incurred by wrong decisions and shorten the adaptation period of new recruits and save relevant costs for the enterprises. In addition, employers can provide relevant in-service training for individual staff members based on the SCS, and use it as a reference for recruiting applicants and promoting employees with proper skills and knowledge. In short, the SCS recognized by the industry is the key to enhancing its competitiveness for sustained development.

The SCS assists training providers in curriculum design and supports human resources managers in their staff development efforts. It also lays out the criteria for industry-wide recognition of outstanding performance and for the award of relevant qualifications.

Major Functional Areas of the Hairdressing Industry

As proposed by the HITAC, the major functional areas of the industry shall mainly refer to hairdressing services in salons and imaging and styling, and the sale of hairdressing products, tools and equipment. The SCS consists of the following major functional areas:

(i) **Hair and Scalp Care**

This functional area requires the skills for hair and scalp care and in increasing hair volume artificially, trichology and dermatology related to hairdressing, prevention and handling of hair problems and scalp disorders, etc., so as to provide professional hair and scalp care and services for prevention of hair-related diseases to customers.

(ii) **Hairstyle Design and Professional Techniques**

This functional area consists of key skills and knowledge related to hairdressing services, including perming, bleaching and colouring, cutting and blow-drying, evening hairstyle design, etc., so as to provide professional hairdressing services.

(iii) **Image and Style Design**

This new functional area propose a more extensive and professional image and style design aspect for practitioners, so as to accommodate the gradually diversified development and market needs of the industry as well as the needs of cooperating with different media and the entertainment industry. It consists of knowledge and skills of imaging, hair trend analysis and appreciation, development of culture and style, techniques for make-up for photography and styling photography, hair ornament creation and wig styling techniques.

(iv) **Marketing and Customer Service**

This functional area requires the use of sales techniques and knowledge of marketing to formulate sales and marketing plans for hairdressing products and services; the use of knowledge of customer service and good communication skills to formulate customer service and management strategies. It involves the sales of professional hairdressing products and services, execution of market research and analysis of market status, promotion of hairdressing brands, formulation of marketing plans, handling of customer relations skills, quality customer service, customer service management strategy, customer relations management strategy, etc., so as to enhance the sales of hairdressing services or products and provide professional and quality customer service.

(v) Operational Management

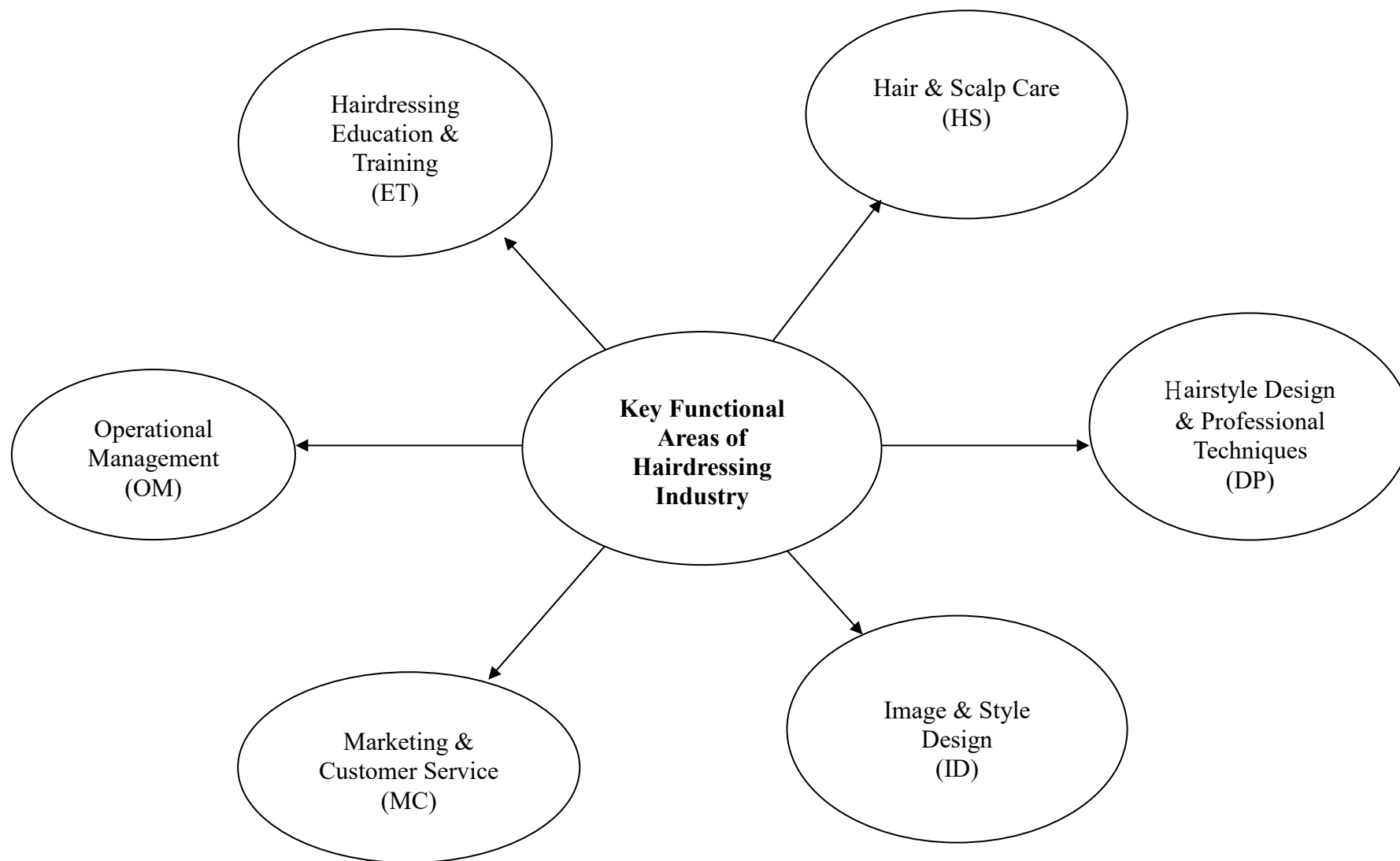
This functional area involves the application of knowledge of modern enterprise management to formulate the organization's operational and development plan according to the characteristics of operation and the development of the industry. It consists of marketing, risk management, financial management, human resources management, staff training system, procurement and inventory, commodity and equipment management, public health and safety management, the laws in the mainland related to the hairdressing industry, etc., so as to achieve highly efficient business management and provide quality hairdressing services.

(vi) Hairdressing Education and Training

This functional area involves the application of modern enterprise management skills to formulate professional job standards for trainers in related field according to the characteristics of the industry, so as to ensure the teaching and training course quality and cater the market development and needs of the industry. In addition to hairdressing competency, it also covers the aspects of trainer's duties and job ethics, classroom management and teaching techniques, training venue and facility management, assessment criteria and assessment report, assessment of the performance of trainers, trainees and the training course, skills for hairdressing contest judges, etc., so as to provide a well-balanced professional training in skills, knowledge and job ethics.

Based on the Generic Level Descriptors and these functional areas, the Hairdressing ITAC has formulated a List of Competencies for the practitioners of the industry (Chapter 4). The List provides details of the training requirements of the industry by different competency levels and major functional areas. It is designed to provide individual learners with a clear and unified guide for drawing up their learning programmes. With reference to this guide, they can either pursue learning in a particular professional area along a progression path (vertical development) to upgrade their specialized skills, or learn a variety of skills through various pathways (horizontal development) to diversify their skills in their own profession.

Functional Map showing the Functional Areas of the Hairdressing Industry



Hairdressing

Unit of Competency	Code	Level	Credit	Page No.
Hair & Scalp Care				
Apply Shampooing and Head Massage Techniques	105353L1	1	3	5-1
Apply Basic Care Techniques for Wigs	105354L1	1	3	5-3
Master General Care Methods and Procedures for Hair and Scalp	105355L2	2	6	5-19
Carry Out Different Hair Extension Procedures	105356L2	2	6	5-21
Understanding Basic Hair and Scalp Care Knowledge for Fast Cut Haircutting Services	111545L2	2	1	5-47
Handle General Problems of Hair and Scalp	105357L3	3	6	5-48
Master Wig Moulding, Wearing and Touch-up Techniques	105358L3	3	6	5-50
Master the Ways to Prevent Hair-related Diseases	105359L4	4	6	5-97
Master the Contraindications of Hair Transplant	105360L4	4	6	5-99
Hairstyle Design & Professional Techniques				
Help Perform Basic Perming	105361L1	1	3	5-5
Help Perform Basic Colouring	105362L1	1	3	5-6
Help Perform Winding and Blow-drying	105363L1	1	3	5-8
Help Perform Basic Hair Cutting and Blow-drying	105364L2	2	6	5-23
Apply Basic Perming Techniques	105365L2	2	6	5-25
Master Basic Bleaching, Colouring and Highlighting Techniques	105366L2	2	6	5-27
Apply Basic Evening Hairstyling Techniques	105367L2	2	3	5-29
Master Hair Cutting and Blow-drying Techniques	105368L3	3	6	5-52
Master Perming Techniques	105369L3	3	9	5-54
Master Bleaching, Colouring and Highlighting Skills and Ways of Colour Correction	105370L3	3	6	5-56
Apply Traditional and Trendy Evening Hairstyling Techniques	105371L3	3	6	5-58
Mastering Fast Cut Hairdressing Techniques	111544L3	3	5	5-93
Apply Professional Hair cutting and Blow-drying Techniques to Design Hairstyles	105372L4	4	9	5-101
Apply Professional Perming Techniques to Design Hairstyles	105373L4	4	6	5-103
Apply Professional Hair Bleaching and Colouring Techniques to Design Hairstyles	105374L4	4	6	5-104
Design Evening Hairstyles	105375L4	4	6	5-106

Unit of Competency	Code	Level	Credit	Page No.
Create Trendy Perm Design	105376L5	5	6	5-157
Create Trendy Hair Colour Design	105377L5	5	6	5-159
Create Trendy Evening Hairstyles	105378L5	5	6	5-161
Marketing & Customer Service				
Apply Knowledge of Hairdressing Market to Carry Out General Sales and Promotion	105392L1	1	3	5-9
Sell Professional Hairdressing Products and Services to Customers	105393L1	1	3	5-10
Apply Basic Knowledge of Customer Service	105394L1	1	3	5-11
Receive Customers	105395L1	1	3	5-12
Sell Hairdressing Products, Tools and Equipment to Salons	105396L2	2	3	5-33
Customer Relationship Skills	105397L2	2	3	5-34
Master Quality Customer Service	105398L2	2	3	5-36
Conduct Market Research and Analysis	105399L3	3	6	5-67
Handle Complaints and Opinions	105400L3	3	6	5-68
Promote Salon Services and Develop Business	105401L4	4	9	5-117
Promote Hairdressing Products and Explore Business Opportunities	105402L4	4	9	5-119
Formulate Customer Service Scheme	105403L4	4	9	5-121
Promote Hairdressing Brands	105404L5	5	9	5-166
Formulate Market Research Plans	105405L5	5	9	5-168
Formulate Marketing Plans	105406L5	5	9	5-169
Assess Customer Service Scheme and Performance Indicators	105407L5	5	6	5-170
Formulate Customer Service Management Strategies	105408L6	6	6	5-191
Formulate Customer Relation Management Strategies	105409L6	6	6	5-193
Operational Management				
Apply Job Ethics and Staff Code of Practice	105410L1	1	3	5-13
Apply Knowledge of Public Health	105411L1	1	3	5-15
Apply General Safety Rules for Salon Equipment	105412L1	1	3	5-16
Apply the Safety Rules for General Hairdressing-related Electrical Appliances	105413L1	1	6	5-18
Apply General Business Regulations	105414L2	2	6	5-38
Execute Purchasing and Inventory Procedures for Salon Products	105415L2	2	4	5-40
Apply Industry-related Occupational Safety and Health, Environment Protection and Dangerous Goods Regulations	105416L2	2	6	5-42

Unit of Competency	Code	Level	Credit	Page No.
Identify Labels and Common Ingredients of Hairdressing Products	105417L2	2	6	5-44
Apply General Labour Regulations	105418L2	2	5	5-45
Apply Financial Accounting	105419L3	3	6	5-70
Conduct Occupational Safety and Health Risk Assessment for the Hairdressing Industry	105420L3	3	6	5-71
Implement Recruitment Procedures	105421L3	3	6	5-73
Deploy Staff	105422L3	3	6	5-75
Implement Salary Benchmark and Commission System	105423L3	3	6	5-77
Handle Staff Records	105424L3	3	6	5-79
Fast Cut Hair Salon Operations, Safety, and Customer Relationship Management	111546L3	3	3	5-95
Apply Laws for Salon Operation on the Mainland	105425L4	4	6	5-123
Execute Operational Procedures for the Import and Export of Hairdressing Products	105426L4	4	3	5-125
Execute Inventory Procedures	105427L4	4	6	5-127
Apply Information Management	105428L4	4	6	5-129
Execute Risk Management in Business Locations	105429L4	4	6	5-131
Execute Financial Management	105430L4	4	6	5-133
Formulate Procedures and Requirements for Managing the Environmental Hygiene of the Business Locations	105431L4	4	6	5-135
Promote Environmental Awareness in the Organization	105432L4	4	6	5-137
Manage Staff Relations	105433L4	4	9	5-139
Appraise Staff Performance	105434L4	4	6	5-141
Formulate Staff Training Guidelines	105435L4	4	6	5-143
Formulate Staff Working Guidelines	105436L4	4	6	5-145
Handle General Labour Disputes	105437L4	4	6	5-147
Formulate Warehousing Management	105438L5	5	6	5-171
Formulate Risk Management for Hairdressing Business Operation	105439L5	5	6	5-173
Formulate Financial Management Strategies	105440L5	5	6	5-175
Review Staff Salary Benchmark and System	105441L5	5	6	5-177
Review Staff Discipline and Rules and Regulations	105442L5	5	6	5-179
Review Staff Posts and Duties	105443L5	5	6	5-181
Formulate Staff Recruitment, Deployment and Attendance Procedures	105444L5	5	9	5-183

Unit of Competency	Code	Level	Credit	Page No.
Handle Complicated Labour Disputes	105445L5	5	9	5-185
Formulate Staff Training System and Policy	105446L5	5	9	5-187
Formulate Operational Management Strategies	105447L6	6	6	5-195
Image & Style Design				
Basic Concepts of Design	105379L2	2	3	5-31
Basic Hairstyle Design	105380L3	3	9	5-60
Hairstyle Designs for Photographic Effects	105381L3	3	6	5-62
Master the Development of Culture and Style of Hair Ornaments in Different Areas	105382L3	3	6	5-64
Apply Colour Science to Image and Style Design	105383L3	3	6	5-66
Design Hairstyles to Match the Overall Image	105384L4	4	9	5-108
Master Techniques of Participating in Hairdressing Contest and Hairstyle Demonstration Show	105385L4	4	6	5-110
Master the Relationship between Hairstyle Design Theory and Cultural Characteristics of Different Regions	105386L4	4	9	5-112
Hairstyle Design for Stage/Media Production	105387L4	4	9	5-113
Produce Hair Ornaments and Pros (Stage Performance/Hairdressing Contest)	105388L4	4	9	5-115
Create Hairstyles for Shows	105389L5	5	9	5-163
Analyze and Appreciate Hairstyle Trends	105390L5	5	9	5-164
Create Trendy Hairstyles	105391L6	6	9	5-189
Hairdressing Education & Training				
Master the Techniques for Practical Training for Hairdressing	105448L3	3	6	5-81
Compile Training Materials	105449L3	3	6	5-83
Apply Teaching Techniques	105450L3	3	6	5-85
Master Class Management	105451L3	3	6	5-87
Master Training Preparations	105452L3	3	6	5-89
Implement Training Venue and Facility Management	105453L3	3	3	5-91
Formulate Training Assessment Criteria and Assessment Reports	105454L4	4	6	5-149
Master Skills of Serving as Judges in Hairdressing Contests	105455L4	4	6	5-151
Evaluate Hairdressing Course Content	105456L4	4	6	5-153
Assess the Performance of Trainers, Trainees and Training Course	105457L4	4	6	5-155

Unit of competency is applicable across different functional areas

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hair & Scalp Care

Title	Apply Shampooing and Head Massage Techniques
Code	105353L1
Range	This unit of competency (UoC) is applicable in salons. Practitioners should be able to provide shampooing and head massage service for customers under the instruction of hair stylists.
Level	1
Credit	3
Competency	Performance Requirements - Understand shampooing, hair conditioning knowledge and head massage theory - Know about basic knowledge of shampooing and hair conditioning, including: - The reasons and the importance of shampooing and caring for hair and scalp - Correct and safe procedures for shampooing and hair conditioning, e.g.: water temperature and flow control, sequence of using shampooing and hair conditioning products, etc. - Know about basic shampooing and hair conditioning products, including: - The types, efficacy and the use of general shampooing and hair conditioning products - Efficacies of shampooing and hair conditioning products of different natures to different hair textures - Know about methods of cleaning and disinfecting different types of shampooing tools - Know about head massage basic theory, including: - Locations of major acupoints of the head - Physical effect of head massage - Considerations when carrying out head massage, e.g. hair and scalp condition, hair length and density, etc. - Know about different head massage techniques, effects and contraindications, e.g. petrissage, friction, circulation, effleurage - Know about the effects and proper use of general head massage products - Know about preventive measures against massage-related occupational diseases - Know about basic preventive measures against infectious diseases - Carry out shampooing, hair conditioning and head massage - Carry out preparations before the treatment, e.g.: - Choose and prepare appropriate shampooing, hair conditioning and massage products - Do hand exercise before massaging - Apply shampooing, hair conditioning knowledge and head massage techniques to carry out shampooing, hair conditioning and head massage service for customers under the instruction of hair stylists according to customer needs as well as codes of practice for personal and working hygiene - Exhibit professionalism - Keep the customer's and one's own posture correct throughout the whole service process, and complete shampooing and head massage within a reasonable time

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:. • Choose appropriate shampooing, hair conditioning and massage products according to customer needs; and • Under the instruction of hair stylists, apply knowledge of shampooing and hair conditioning and head massage basic techniques to provide shampooing and hair conditioning and head massage service for customers within the specified time according to codes of practice for personal and working hygiene.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hair & Scalp Care

Title	Apply Basic Care Techniques for Wigs
Code	105354L1
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. Practitioners should be able to provide wig care and general enquiry service for customers under the instruction of hair stylists.
Level	1
Credit	3
Competency	Performance Requirements 1. Know about basic care knowledge and techniques for wigs • Know about basic knowledge of wigs, e.g.: ◦ General types and styles of wigs/hairpieces, e.g.: men's, ladies', long hair, short hair, wave, trendy/classic styles ◦ Functions and proper use of wigs, e.g.: for bald head, changing styles, etc. ◦ General wig materials, texture, etc. e.g.: weaved hair, human hair, synthetic hair, etc. ◦ Advantages and disadvantages of different wig types ◦ Noting points, e.g.: allergies • Know the general care and maintenance of about wigs/hairpieces, including: ◦ Functions, ingredients, proper use and contraindications of different types of cleansers and care products ◦ Correct ways to clean and disinfect wigs ◦ Way to clean and disinfect wigs to match the head blocks • Understand the functions, daily maintenance, cleaning and disinfection of different wig tools, e.g.: head blocks, wigs 2. Apply basic care knowledge and techniques for wigs under instruction • Identify wig materials and choose appropriate care products for customers according to product manufacturer instructions • Apply basic care knowledge and techniques for wigs to provide wig care service for customers according to their needs and the codes of practice for personal and working hygiene and correctly answer their general enquiries about the products and care • Explain to the customers the care methods post service 3. Exhibit professionalism • Maintain and clean different wig tools correctly according to the code of practice for working hygiene
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Apply basic care knowledge and techniques for wigs; and • Choose appropriate cleansers and apply basic care knowledge and techniques for wigs to treat and clean wigs/hairpieces of customers according to wig materials and product manufacturer instructions and under instruction.

Remark	
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Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairstyle Design & Professional Techniques

Title	Help Perform Basic Perming
Code	105361L1
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. Practitioners should be able to help perform perming service for customers under the instruction of hair stylists.
Level	1
Credit	3
Competency	Performance Requirements - Understand basic perming knowledge - Know about basic perming knowledge, including: - ÿ Methods and techniques of analyzing hair texture - ÿ General wrapping techniques, e.g. projection angle, tension and pattern, etc. - ÿ Correct perming steps - ÿ Types of testing required and their importance, e.g.: elasticity test, curl test, etc. - ÿ Know about the differences between cold wave and heat perm and their effects - Know about the types, effects and correct and safe use of perming products - Understand the functions, correct and safe use of different perming tools and equipment - Know about the daily cleaning methods of different perming tools - Help perform basic perming - Make preparations for perming, e.g.: prepare perming products and tools required - Employ basic perming knowledge to help perform general perming service for customers under the instruction of hair stylists according to codes of practice for personal and working hygiene - Observe whether there is any adverse effect on the customer or error occurred during the service, and make remedies accordingly - Exhibit professionalism - Ensure the perming products used comply with the safety standards
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: Employ basic perming knowledge to help perform basic perming service for customers under the instruction of hair stylists according to customer requirements.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairstyle Design & Professional Techniques

Title	Help Perform Basic Colouring
Code	105362L1
Range	This unit of competency (UoC) is applicable in salons. Practitioners should be able to help perform basic colouring service for customers under the instruction of hair stylists.
Level	1
Credit	3
Competency	Performance Requirements - Understand basic colouring knowledge - Know about basic colouring knowledge, including: - Formation of natural pigment of hair - Colour samples in the colour chart - Know about different colouring techniques, including: - Procedures and correct steps, etc. of applying hair colours - Timing of bleaching - Ways to preserve the colour after bleaching - Know about different types of colouring products, including: - Differences between temporary, semi-permanent and permanent products - Correct steps and procedures of application - Ways to safely use and clean - Treatment after bleaching - Know about varied strengths of hydrogen peroxide - Know about methods and techniques of mixing hair colours and hydrogen peroxide, e.g. proportion, evenness, etc. - Know about methods of cleaning and disinfecting different colouring tools - Help perform basic colouring - Make preparations for colouring, e.g. choose hair colours required - Employ basic colouring knowledge to help perform colouring service for customers under the instruction of hair stylists according to customer requirements and codes of practice for personal and working hygiene - Observe whether there is any adverse effect on the customer or error occurred during the service, and make remedies accordingly - Exhibit professionalism - Ensure the colouring products used comply with the safety standards
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: Employ basic colouring knowledge to help perform basic colouring service correctly and safely for customers under the instruction of hair stylists according to customer requirements and codes of practice for personal and working hygiene.

Remark	
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Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairstyle Design & Professional Techniques

Title	Help Perform Winding and Blow-drying
Code	105363L1
Range	This unit of competency (UoC) is applicable in salons. Practitioners should be able to provide winding and blow-drying service for customers under the instruction of hair stylists.
Level	1
Credit	3
Competency	Performance Requirements - Possess knowledge of setting and blow-drying - Know about basic knowledge of blow-drying, including: - Effects of heat on hair - Difference of wet hair and dry hair in elasticity - Methods, functions and effects of blow-drying using different brushes - Correct and safe procedures for blow-drying - Use of curling irons - Know about basic knowledge of setting, including: - Basic methods, procedures and section of setting - Use and effects of different setting tools and equipment - Know about the methods of cleaning and disinfecting different setting and blow-drying tools and curling irons - Know about basic preventive measures against infectious diseases - Help perform winding and blow-drying - Make preparations for setting and blow-drying, e.g.: prepare required tools, e.g.: brushes, blow dryers, curling irons, setter, setting rollers, etc. - Ensure the posture of the customer and oneself is correct during setting and blow-drying - Explain the treatment after setting and blow-drying to customers - Exhibit professionalism - Ensure the selected blow-drying tools and equipment comply with safety standards for electricity
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: Apply basic setting and blow-drying techniques to provide winding and blow-drying service correct and safely for customers within the specified time under the instruction of hair stylists according to established procedures as well as codes of practice for personal and working hygiene.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Marketing & Customer Service

Title	Apply Knowledge of Hairdressing Market to Carry Out General Sales and Promotion
Code	105392L1
Range	This unit of competency (UoC) is applicable in hairdressing product sales points (including retail shops, hairdressing salons and exhibitions). Practitioners should be able to apply knowledge of hairdressing market environment in general hairdressing sales and promotional activities.
Level	1
Credit	3
Competency	Performance Requirements 1. Knowledge of the hairdressing market • Know about the condition of the hairdressing industry in Hong Kong, e.g.: ◦ Its status, role, products, etc. ◦ Number of agents and distributors of hairdressing products or services and their areas of distribution • Know about the import of hairdressing products in Hong Kong, including brands of products, major places of origin, etc. • Understand the situation of local hairdressing product market, e.g.: ◦ Number and products of major local agents, distributors and retailers ◦ Annual sales volume of various kinds of hairdressing products in Hong Kong ◦ Preference of major and potential consumers 2. Apply knowledge of hairdressing market • Apply knowledge of hairdressing product market to carry out sales and promotion related to the hairdressing industry 3. Exhibit professionalism • Ensure that customers can get correct and adequate information during promotion
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: • Understand the hairdressing market environment in Hong Kong, and use such knowledge as well as relevant data and information obtained for sales and promotion of hairdressing products.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Marketing & Customer Service

Title	Sell Professional Hairdressing Products and Services to Customers
Code	105393L1
Range	This unit of competency (UoC) is applicable in salons. Practitioners should be able to apply knowledge of hairdressing products and services to sell hairdressing products and services to customers in daily working environment under the supervision of superiors.
Level	1
Credit	3
Competency	Performance Requirements 1. Possess knowledge of professional hairdressing products and services • Know about the organization's hairdressing products, service types and their prices • Understand the importance of good service attitude • Know about basic selling skills • Understand customer rights and responsibilities • Know about frontline staff's duties and authority • Understand the working guidelines and sales procedures established by the organization 2. Sell professional hairdressing products and services to customers in salons • Build good relations with customers to understand their preferences, demand and expectations on hairdressing service or products, and sell hairdressing products and services catering to customer demand according to publicity focus and goal of the organization • Explain correctly under instruction to customers the functions, effects, safety and charges, etc. of products or service recommended 3. Exhibit professionalism • Apply interpersonal communication skills to build and maintain quality customer service
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: • Apply good customer service skills to understand customers' product/service needs, and sell hairdressing products and services under instruction and according to the organization's guidelines.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Marketing & Customer Service

Title	Apply Basic Knowledge of Customer Service
Code	105394L1
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. Practitioners should be able to provide quality customer service in day-to-day working environment to attract new customers and retain existing ones, so as to improve business turnover and maintain the organization's professional image in the industry.
Level	1
Credit	3
Competency	Performance Requirements 1. Possess basic knowledge of customer service • Possess basic knowledge of customer services, such as: ◦ Definition of service ◦ Service culture of the organization ◦ Group work and team spirit ◦ Communication skills ◦ Concept of image ◦ Duties and job details of customer services 2. Apply basic knowledge of customer service • Identify good service attitude and apply communication skills to provide quality customer services to gain customer's trust and establish customer relations • Show team spirit at work and seek advice from supervisor or related colleagues in order to cater to needs of different customers 3. Exhibit professionalism • Apply interpersonal communication skills to build and maintain quality customer service relations • Show respect for personal privacy when handling personal data of customers
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Master basic knowledge of customer service; and • Apply communication skills at work to provide quality customer services to attract new customers and retain existing ones so as to improve company's business turnover.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Marketing & Customer Service

Title	Receive Customers
Code	105395L1
Range	This unit of competency (UoC) is applicable in salons. Practitioners should be able to receive customers and handle their enquiries politely in daily work according to the organization's code of practice for customer service.
Level	1
Credit	3
Competency	Performance Requirements 1. Possess knowledge of receiving customers • Understand the importance of good service attitude, including: appearance, politeness, attentiveness, respect, sincerity, etc. • Know about procedures of handling customers, including: handling appointments, telephone enquiries and difficult customers, and managing customer records • Understand the prices of different hairdressing service and products and the procedures and effects of treatments • Understand the importance of a comfortable, hygienic and tidy environment 2. Receive customers • Apply good communication skills to receive customers and handle their appointments and enquiries politely according to the organization's code of practice for customer service ◦ Record the appointment slots, details, hairstylists designated, etc., and confirm clearly with the customers and inform the hairstylists of the arrangements ◦ Make re-arrangement for customers late for appointments ◦ Ask and confirm hairdressing services required ◦ Arrange hair stylists ◦ Help customers wear protection gown and lead them to appropriate seats ◦ Maintain customer records and set up new customer files 3. Exhibit professionalism • Show respect for personal privacy when handling personal data of customers • Apply interpersonal communication skills to build and maintain quality customer service relations
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: • Apply good communication skills to receive customers and handle their enquiries and appointments politely according to according to the organization's code of practice for service.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Apply Job Ethics and Staff Code of Practice
Code	105410L1
Range	This unit of competency (UoC) is applicable in hair salons and related workplaces. Practitioners should be able to understand job ethics, have basic knowledge of Employment Ordinance of Hong Kong and comply with the organizational staff code of practice, so as to act according to the operation of the organization.
Level	1
Credit	3
Competency	Performance Requirements 1. Possess knowledge of job ethics and staff code of practice • Understand the requirements on job ethics, e.g.: ◦ Personal conduct ◦ Code of conduct ◦ Respecting personal or customer privacy ◦ Correct ideas and concepts of commercial behavior • Understand the content of staff code of practice established by the organization, e.g.: ◦ Equal opportunities ◦ Be responsible and work hard ◦ Strictly keeping the trade secret of the company • Know about the importance of complying with job ethics and staff code of practice for the organization and its professional image • Understand the benefit of adhering to public morality and moral character and the consequences of violating the rules • Know about the Employment Ordinance of Hong Kong 2. Apply job ethics and staff code of practice • Ensure that personal behavior complies with the organizational staff code of practice • Adhere to the job ethics at all times and make every effort to serve customers with dedication • Perform routines in a fair and proactive manner, be in line with the overall business operation and assist in business development of the organization • Not to act against the benefit of the organization or customers in any circumstances 3. Exhibit professionalism • Comply with the provisions of the Employment Ordinance of Hong Kong • Serve the organization and customers with dedication
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Apply corporate guidelines and code of ethics of the industry when performing routines so as to project the professional image of the organization and assist in its business development; and • Know about the provisions of the Employment Ordinance of Hong Kong to protect the benefit of the organization and staff.

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Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Apply Knowledge of Public Health
Code	105411L1
Range	This unit of competency (UoC) is applicable to non-routine duties in hair salons and related workplaces. Practitioners should be able to understand the importance of public health, and carry out sterilization and cleaning for salons, equipment and tools according to the code of practice for working hygiene and guidelines established by the organization.
Level	1
Credit	3
Competency	Performance Requirements 1. Possess knowledge of public health • Understand the definition and scope of public health, e.g.: ◦ Personal hygiene of employees ◦ Concepts of public health and environmental hygiene ◦ Hygiene issues in the salon ◦ Hygiene of hairdressing equipment and tools • Understand the importance of public health to the operation of hairdressing service industry • Know about relevant health regulations in Hong Kong 2. Apply knowledge of public health • Comply with relevant hygiene regulations and practices and carry out normal sterilization and cleaning for salons, equipment and tools in general correctly • Ensure personal behaviour is consistent with the organizational code of hygiene and guidelines • Carry out pre-treatment cleaning and sterilization for customers according to the established code of hygiene to prevent infectious diseases 3. Exhibit professionalism • Always maintain personal hygiene to prevent the spread of disease • Comply with the relevant public health ordinances
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: • Follow the organizational code of practice on personal and working hygiene and relevant health regulations in hairdressing routines to carry out normal sterilization and cleaning for the hairdressing business locations, equipment and tools.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Apply General Safety Rules for Salon Equipment
Code	105412L1
Range	This unit of competency (UoC) is applicable in hair salons and related workplaces. Practitioners should be able to apply general safety rules for salon equipment to complete routines assigned by the supervisor.
Level	1
Credit	3
Competency	Performance Requirements - Possess knowledge of salon equipment and general safety rules - Know about general safety rules for salon equipment, e.g.: - Safety for the use of electricity - Safe use, moving and storage of general hairdressing chemicals - Fire safety measures - Fire prevention - Use of fire extinguishers - Be familiar with the locations of fire exits - Safe operation of hairdressing equipment and equipment - Manual handling operation - Correct posture for moving hairdressing equipment and products - Correct posture for carrying out hairdressing service for customers - Pay attention to personal hygiene and safety awareness - Understand the importance of complying with general safety rules on the operation of hairdressing service - Understand general first aid procedures - Understand general safety and warning labels and signs and the locations for putting them - Apply general safety rules for salon equipment - Use electrical salon equipment correctly in hairdressing routines according to equipment manuals and general safety rules to prevent the danger of electric shock - Arrange professional technicians to check regularly and repair electrical equipment according to procedures and instructions established by the organization - Stop using the salon equipment and report to the supervisor immediately when problem arises - Know how to use the first aid kit - Exhibit professionalism - Follow the safety rules for the operation of salon equipment to protect the personal safety
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: - Know about the requirements on general safety rules for salon equipment and apply the rules to complete hairdressing routines assigned by the supervisor; and - Effectively prevent accidents due to negligence of safety.

Remark	
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Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Apply the Safety Rules for General Hairdressing-related Electrical Appliances
Code	105413L1
Range	This unit of competency (UoC) is applicable in hair salons and related workplaces. Practitioners should be able to correctly use electrical appliances in familiar and routine working environment according to the established safety rules for general hairdressing-related electrical appliances.
Level	1
Credit	6
Competency	Performance Requirements - Possess knowledge of the safety rules for hairdressing-related electrical appliances - Know about safety rules for using hairdressing-related electrical appliances and their importance, e.g.: - Basic knowledge of electricity - Prevention of electrical hazards - Safety specifications in instruction manuals and labels of electrical hairdressing appliances (e.g.: blow dryer, hair dryer) - Safety rules for using electrical hairdressing appliances - Understand the danger of improper use of electrical appliances - Understand the contingency measures for failures of electrical appliances and their importance - Understand how to operate general electrical hairdressing appliances safely - Apply the safety rules for general hairdressing-related electrical appliances - Apply instruction manuals and the safety rules for hairdressing-related electrical appliances to safely use general electrical appliances in hairdressing routines, and place them in appropriate locations according to the requirements for general electrical hairdressing appliances - Stop using hairdressing-related electrical appliances and equipment immediately when they are in failure, take contingency measures according to the organization's guidelines and instruction manuals of the electrical appliances, and report to the supervisor - Remind other employees or customers if they are found using the electrical appliances improperly - Carry out the cleaning, maintenance, repair and replacement of different electrical appliances and tools according to related schedules - Exhibit professionalism - Follow the instruction manuals for the electrical appliances and the organization's safety guidelines when using the electrical appliances in order to protect the personal safety
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: Apply instruction manuals and safety rules for using hairdressing-related electrical appliances to correctly use general electrical appliances in routine routines and to prevent electrical hazards
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hair & Scalp Care

Title	Master General Care Methods and Procedures for Hair and Scalp
Code	105355L2
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. Practitioners should be able to carry out hair and scalp treatments for customers under the instruction of hair stylists.
Level	2
Credit	6
Competency	Performance Requirements

	1. Understand general care methods and procedures for hair and scalp • Know about basic knowledge of hair and scalp, including: ◦ Basic structure of skin ◦ Basic structure of hair ◦ Physical structure of hair ◦ Chemical structure of hair ◦ Growing cycle and speed of hair ◦ Types of hair and their structural characteristics, e.g.: oily, neutral, dry, damaged hair ◦ Essentials for healthy hair, e.g.: diet, environment • Know about general causes of hair and scalp damage and their general treatments • Understand usual hair and scalp care products, including: ◦ General types of care products, e.g.: shampoos and surface/intensive conditioners for normal/oily/dry/damaged hair ◦ Efficacy, ingredients and usage of different types of shampoos and conditioners ◦ Functions and effects of general chemical hairdressing products on hair and scalp ◦ Know about the effects of pH value on hair and scalp • Understand the efficacy, using techniques and contraindications of general hair and scalp treatment tools and equipment • Understand basic hair care methods, including: ◦ Correct way to clean hair and the noting points ◦ Difference between split ends and damaged hair and the care methods ◦ Techniques and procedures to replenish essential hair elements and strengthen the hair • Types, techniques and efficacy of head massage, e.g. petrissage, circulation, etc. • Understand general scalp care methods, e.g.: ◦ Causes of scalp damage ◦ Causes of dandruff and its general care ◦ Functions and effects of different types of special scalp surface care products • Know about initial stage of hair loss and general care methods, including: ◦ Stages and causes of hair loss, e.g.: external factors, impacts of the natural environment and improper hair treatment ◦ Prevention of hair loss ◦ Nutrition for hair 2. Treat hair and scalp • Identify the customer's hair texture, provide appropriate care advice and choose appropriate care products for the customer • Choose appropriate care products and methods to carry out hair and scalp treatments for customers according to codes of practice for personal and working hygiene and under the instruction of hair stylists • Provide aftercare advice to customers 3. Exhibit professionalism • Ensure the hair and scalp care products chosen comply with the safety standards
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Understand customer's hair and scalp conditions, master general care methods and procedures for hair and scalp and provide hair and scalp treatments for customers under instruction; • Provide customers with hair and scalp care methods and preventive measures against initial stage of hair loss; and • Recommend appropriate hair care products, e.g. shampoos, conditioners, etc., to customers according to their hair textures and needs under the instruction of hair stylists.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hair & Scalp Care

Title	Carry Out Different Hair Extension Procedures
Code	105356L2
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. Practitioners should be able to apply hair extension techniques to provide different types of hair extension service for customers under the instruction of hair stylists.
Level	2
Credit	6
Competency	Performance Requirements - Understand hair extension knowledge and techniques - Possess knowledge of wigs, including: types, materials, effects, merits and demerits of wigs and their care methods - Understand knowledge and techniques for different types of hair extension, e.g.: - Common types of hair extension, e.g.: full head, partial, etc. - Different hair extension techniques, procedures and their effects, e.g.: gun-shaped extension, trendy hair extension, etc. - Merits and demerits and lifetime of different hair extension techniques - Necessary tests before hair extension, e.g.: skin allergy test, colour match of human hair and wigs, etc. - Care methods and contraindications, etc. after hair extension - Noting points - Understand the functions, usage and cleaning methods of different hair extension tools - Know about the effects of hair extension on hairstyle design - Carry out hair extension procedures - Make preparations for hair extension, e.g.: - Conduct test - Hair extension tools - Confirm the wig type and colour needed by the customer, and apply hair extension techniques to provide hair extension service for customers within a reasonable time according to customer requirements under the instruction of hair stylists - Explain to customers the care methods and contraindications after hair extension - Exhibit professionalism - Ensure the selected wig type and colour meet customer requirements
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: - Apply hair extension knowledge and different hair extension techniques according to codes of practice for personal and working hygiene to provide hair extension service for customers according to their hair conditions and needs under the instruction of hair stylists; and - Explain to customers the care methods and contraindications after hair extension.

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Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairstyle Design & Professional Techniques

Title	Help Perform Basic Hair Cutting and Blow-drying
Code	105364L2
Range	This unit of competency (UoC) is applicable in salons. Practitioners should be able to help provide hair cutting and blow-drying service for customers under the instruction of hair stylists.
Level	2
Credit	6
Competency	Performance Requirements - Possess basic knowledge of hair cutting and blow-drying - Know about hair cutting basic knowledge of, including: - Sectioning (fringe, crown, the side part to the ear, hair ends, etc.) - The importance of analyzing customer's hair before hair cutting - Basic four sections (cross-shaped division) division line (horizontal line, A-line, V-line, etc.) - Factors affecting the hair cutting effect, e.g.: hair thickness (thick or thin), length, density, hair texture (curly or straight hair), hair growth pattern - Four basic cutting techniques, including: solid form, uniform, increase-layered form and graduated form - Know about the functions and correct use of different hair cutting tools/equipment, e.g.: scissors, shear, clipper, etc. - Know about basic knowledge of and techniques of blow-drying, e.g.: the importance of wind direction - Know about the application, techniques and safety practice for using blow-drying tools - Know about the effects and correct use of different styling products - Know about the daily cleaning and disinfect methods for different hair cutting and blow-drying tools - Help perform basic hair cutting and blow-drying - Make preparations for hair cutting and blow-drying, including: - Choose appropriate hair cutting and blow-drying tools - Prepare tools required - Use tools such as combs, brushes, etc., correctly and employ basic hair cutting and blow-drying techniques under the instruction of hair stylists to cut four basic hairstyles for customers showing the characteristics of the respective style according to codes of practice for personal and working hygiene - Exhibit professionalism - Comply with general safety rules when using hair cutting and blow-drying tools or operating equipment
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: Apply basic knowledge of using hair cutting and blow-drying tools (methods of holding scissors, disinfect procedures, etc.) to help hair stylists make preparations safely for hair cutting and blow-drying; and

	Choose two out of four basic hairstyles, and apply basic knowledge and techniques of hair cutting and blow-drying to perform hair cutting and blow-drying for customers under the instruction of hair stylists according to codes of practice for personal and working hygiene.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairstyle Design & Professional Techniques

Title	Apply Basic Perming Techniques
Code	105365L2
Range	This unit of competency (UoC) is applicable in salons. Practitioners should be able to provide perming service for customers under the instruction of hair stylists.
Level	2
Credit	6
Competency	Performance Requirements - Understand basic perming techniques - Understand basic knowledge and techniques of perming, e.g.: - Development of perming techniques, e.g. classic or trendy style - Analysis of hair texture, hairstyle and face shape - Matching of different winding techniques, e.g.: bricklay, spiral, directional, parental, etc. - Factors affecting the effects - Remedies for deviations - Possess knowledge of perming products, e.g.: - Types, ingredients, nature and functions of products, e.g.: neutral, alkaline and heat, etc. - Safe use and procedures - Impacts on the hair structure - Use of perming products for different hair textures - Noting points and contraindications of usage - Understand different wrapping methods, perm patterns and pin-curl technique, and their effects - Understand the using methods and techniques of different perming tools and equipment - Know about the effects and correct use of different perming equipment, e.g.: heat-generated equipment, etc. - Apply basic perming techniques - Choose appropriate perming products, tools and equipment and apply basic perming techniques to help provide perming service for customers, according to their hair type and volume, etc., under the instruction of hair stylists - Observe if there are any side effects occurred to the customers or deviation of result during the perming, and take appropriate remedial measures according to established procedures - Explain the aftercare for perming to customers - Exhibit professionalism - Ensure the perming equipment used comply with the safety standards
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: Apply basic perming techniques to help provide perming service for customers, according to customers' hair types, face shapes and facial features, etc. and their requirements, under the instruction of hair stylists; and

	• Provide correct aftercare advice for perming to customers.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairstyle Design & Professional Techniques

Title	Master Basic Bleaching, Colouring and Highlighting Techniques
Code	105366L2
Range	This unit of competency (UoC) is applicable in salons. Practitioners should be able to provide grey hair covering, colouring, bleaching and highlighting services for customers under the instruction of hair stylists.
Level	2
Credit	6
Competency	Performance Requirements 1. Understand basic bleaching and colouring techniques • Know about techniques of analyzing original hair colour, e.g.: ◦ Types of natural hair colour and intensity ◦ Effects of lighting on hair colour • Know about knowledge of colour science, e.g.: ◦ Primary colours ◦ Formation of colour wheel ◦ Effects of warmth and cold to the hair ◦ Relationship with neutralizing colours ◦ Interaction of colours • Know about the basic theory and techniques of changing hair colour intensity • Know about techniques of covering grey hair, including: ◦ Causes of grey hair ◦ Intensity and choice of base colour ◦ Grey hair covering procedures • Know about different techniques for colouring and bleaching hair, including: ◦ Bleaching and colouring procedures and methods for first time colouring or retouching ◦ Theories and methods for different degrees of bleaching, e.g.: darkening and lightening of hair, retouching, removing hair colourant and bleaching, etc. ◦ Grey hair lightening techniques ◦ Relationship between hair bleaching and hydrogen peroxide • Know about the techniques and effects of different highlighting methods • Know about how to use different types of grey hair covering, colouring, bleaching and quick bleaching products correctly and safely, e.g. functions and features of products of different nature • Know about the daily cleaning methods of different types of grey hair covering, colouring, hair bleaching and highlighting tools

	2. Perform grey hair covering, colouring, bleaching and highlighting • Make preparations for grey hair covering/retouching, colouring, bleaching and highlighting, e.g. prepare products and tools required • Apply colouring and hair colour changing techniques to provide grey hair covering, colouring, bleaching and highlighting services for customers under the instruction of hair stylists according to customer requirements and codes of practice for personal and working hygiene • Observe if there are any side effects occurred to the customers or deviation occurred during the service, and make remedies accordingly • Explain to customers the aftercare for grey hair covering/retouching, colouring, bleaching and highlighting 3. Exhibit professionalism • Clean and use colouring-related tools and equipment correctly according to the code of practice for working hygiene • Ensure the colouring products used comply with the safety standards
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: • Apply colouring and hair colour changing techniques to provide grey hair covering/retouching, colouring, bleaching and highlighting services for customers under the instruction of hair stylists according to customer requirements and original hair colour of customers as well as codes of practice for personal and working hygiene.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairstyle Design & Professional Techniques

Title	Apply Basic Evening Hairstyling Techniques
Code	105367L2
Range	This unit of competency (UoC) is applicable in salons. Practitioners should be able to help set evening hairstyles for customers under the instruction of hair stylists.
Level	2
Credit	3
Competency	Performance Requirements - Know about basic evening hairstyles - Know about knowledge of basic evening hairstyles, e.g.: - Types and results of evening hairstyles, e.g.: traditional and trendy styles - Basic structure and matching of evening hairstyles, and their factors of consideration, e.g.: hair texture, head and face shapes, body shapes, occasions to attend, etc. - Know how to make different preparations, e.g.: - Roller - Pin-curl - Curling iron/flat iron - Blow-drying (fringe waves, etc.) - Know about different basic evening hairstyling techniques, including: - Combing and back-combing techniques - Basic braiding (2-strand, 3-strand, 4-strand, any single-numbered flat braid, multi-strand braid) - Loop - Roll techniques - Know about the functions and correct use of different evening hairstyling tools, e.g.: pin curl clips, hair ornaments, flat brushes, etc. - Know about the functions, methods and steps of using different evening hairstyling products, e.g.: styling gel, spray, mousse, etc. - Know about the daily maintenance, cleaning and disinfection methods for different evening hairstyling tools and equipment - Apply basic evening hairstyling techniques - Make preparations for hairstyling service, e.g.: prepare products and tools required - Provide evening hairstyling service for customers under the instruction of hair stylists according to customer needs and codes of practice for personal and working hygiene - Explain the aftercare to customers - Exhibit professionalism - Ensure the selected evening hairstyling products comply with the safety standards
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to:

	• Apply evening hairstyling techniques and use different evening hairstyling tools correctly to help provide evening hairstyling service for customers under the instruction of hair stylists.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Image & Style Design

Title	Basic Concepts of Design
Code	105379L2
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. Practitioners should be able to provide hairstyle design service for customers under the instruction of hair stylists.
Level	2
Credit	3
Competency	Performance Requirements - Understand basic concepts of design - Understand the purpose of design, e.g.: practicality, aesthetics, avant-garde, sense of the times, etc. - Know about basic concepts of design, including: - Elements of design, e.g.: lines, direction, form, texture, use of colour - Factors affecting design, e.g.: head, face, facial features, body shape, hair texture, skin colour, season, profession, etc. - Composition of hairstyle, e.g.: three-dimensional space (point, line, plane) - Know about the basic principles and characteristics of different styling, including: - Basic principles, e.g.: proportion, contrast, balance, repetition, graduation, alternativeness, etc. - Characteristics of styling, e.g. natural and artificial shapes - Understand the relationship between face shapes and style design, including: - Types and features of different face shapes, e.g.: rectangular face shape, round face shape, oval face shape, square face shape, triangular face shape, pear face shape, etc. - Relationship of facial features and contour with hairstyles - Understand the relationship between head shapes and style design, including: - Types and features of different head shapes, e.g.: pointed head shape, narrow head shape, flat back head shape, flat top head shape, etc. - Proportion of head shapes with different face and body shapes - Know about the basics of colour science, e.g.: primary colours, hue, brightness, colourfulness, etc. - Apply basic design techniques - Identify customers' face and head shape types and their facial features - Apply basic design techniques to help design hairstyles according to customers' features such as their face shapes and head shapes, etc. under the instruction of hair stylists - Exhibit professionalism - Ensure the design does not involves plagiarism
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: - Identify the features of customers' head and face shapes; and - Apply basic design techniques such as colour science and styling, etc. to help design hairstyles for customers under the instruction of hair stylists in order to match the appearances and facial features of customers.

Remark	
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Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Marketing & Customer Service

Title	Sell Hairdressing Products, Tools and Equipment to Salons
Code	105396L2
Range	This unit of competency (UoC) is applicable in hairdressing business locations. Practitioners should be able to promote and sell hairdressing products, tools and equipment to salons or hairdressing retailers under supervision and according to the code of practice established by the organization.
Level	2
Credit	3
Competency	Performance Requirements 1. Possess knowledge of selling salon products and equipment • Understand the sales goal, policy and procedures established by the organization • Master the features, strengths and weaknesses of products of the organization • Know about good selling skills and their importance, including: ◦ Understand customer needs ◦ Arouse customers' interest ◦ Establish good interpersonal relationship ◦ Observe body language ◦ Facilitate transactions • Understand basic customer relationship management (CRM) concepts 2. Sell hairdressing products, tools and equipment to salons • Set up a simple customer visit plan • Establish good communication relationship with customers in order to understand the needs of salons or retailers • Apply good selling skills to correctly introduce and actively promote the features, functions and use of products and equipment, so as to facilitate transactions 3. Exhibit professionalism • Apply good interpersonal communication skills to establish and maintain quality customer service relations
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: • Apply good selling skills and CRM according to corporate guidelines and sales policy to complete the transactions successfully.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Marketing & Customer Service

Title	Customer Relationship Skills
Code	105397L2
Range	This unit of competency (UoC) is applicable in salons. Practitioners should be able to communicate with customers in daily familiar working environment, recommend suitable hairdressing products or services, and handle general complaints from customers effectively.
Level	2
Credit	3
Competency	Performance Requirements - Possess knowledge of customer relationship - Understand basic communication skills, e.g.: verbal and non-verbal (written, body language) - Understand basic standards and procedures of the organization for greeting and receiving customers, e.g.: personal appearance/attire of employees, interpersonal relationship skills, characteristics of different types of customers, behaviour and emotional expression of different customers, etc. - Understand the guidelines of the organization on handling customer complaints, e.g.: - Authorised personnel for handling customer complaints and their authority - Procedures for conciliating complaints - Procedures for referring complaints - Understand the hairdressing services, products, pricing and workflow of the organization - Apply customer relationship skills - Apply customer relationship skills to communicate effectively with the customers in normal working environment to identify their needs, and introduce or recommend appropriate hairdressing products or services to them - Handle enquiries or appointments of customers - Understand the requirements of customers for hairdressing services or products through conversation and observation - Provide correct information on hairdressing products and service - Seek advice from the supervisor or relevant colleagues at suitable time e.g. individual preferential requests - Obtain customer information according to procedures established by the organization in order to maintain customer relationship - Handle general complaints from customers effectively according to relevant guidelines established by the organization, e.g.: pacifying the customer, compensation, apology, etc. - Refer the case to suitable personnel to follow up if necessary, and explain to the customer clearly why it is more appropriate to refer the case to some other department - Record the conciliation procedures

	3. Exhibit professionalism • Apply good interpersonal communication skills to establish and maintain quality customer service relationship • Adhere to the Personal Data (Privacy) Ordinance when collecting customer data
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Use customer relationship skills to maintain good relationship and communicate with customers in normal working environment, and introduce or recommend appropriate hairdressing products or services to them; and • Handle general complaints from customers effectively according to procedures established by the organization.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Marketing & Customer Service

Title	Master Quality Customer Service
Code	105398L2
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. Practitioners should be able to provide quality customer service to the satisfaction of customers, in familiar, routine, predictable and structured working environment, in order to increase sales volume of the organization and maintain its brand image.
Level	2
Credit	3
Competency	Performance Requirements 1. Possess knowledge of quality customer service • Understand the definition of quality customer service ◦ Difference between quality of service and services ◦ Concept of quality service ◦ Forms of quality service ▪ Customer perceptions ▪ Customer expectations ▪ Management Perceptions for delivering service ▪ Standard specifying service • Understand the quality service attitude required of hairdressing practitioners, e.g.: listening and responding skills, understanding customer needs, etc. • Understand the characteristics and workflow of hairdressing services/products provided by the organization 2. Demonstrate quality customer service • Provide quality customer services according to standards and code of practice of the organization on quality service ◦ Identify actual needs of the customers for hairdressing services/products ◦ Master factors affecting customers' choices of hairdressing services/products ◦ Respond to customers' enquiries/opinions patiently and politely according to corporate guidelines, and seek help from supervisors when necessary • Participate in reviewing quality service procedures, and suggest improvements to adapt to market change 3. Exhibit professionalism • Apply good interpersonal communication skills to establish and maintain quality customer service relationship
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Provide services to customers' satisfaction according to the corporate procedures and standards on quality service; and

	• Handle customers' enquiries/opinions effectively.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Apply General Business Regulations
Code	105414L2
Range	This unit of competency (UoC) is applicable in hair salons and related workplaces. Practitioners should be able to understand general business regulations of Hong Kong, and apply them in daily working environment to gain customers' trust and protect the company's interest.
Level	2
Credit	6
Competency	Performance Requirements - Possess knowledge of general business regulations - Understand general regulations of Hong Kong on making product sales and service contracts, e.g.: the Sale of Goods Ordinance, the Control of Exemption Clauses Ordinance, the Supply of Services (Implied Terms) Ordinance and the Unconscionable Contracts Ordinance - Know about regulations of Hong Kong relevant to promoting and marketing products and services, e.g.: the Trade Descriptions Ordinance, the Consumer Goods Safety Ordinance and the Pyramid Selling Prohibition Ordinance - Understand basic ordinances on business operation, e.g. the Business Registration Ordinance - Understand the provisions of the Code of Practice for the Hairdressing Industry supported by the Hong Kong Hair and Beauty Merchants Association - Understand serious consequences of breaching business regulations - Apply general business regulations - Comply with the provisions of relevant ordinances and codes of practice when selling hairdressing products and signing service contracts with customers, including: - Stating the date and period of contract as well as the rights and obligations of both sides - Stating product and service details as well as the charges details - Stating the handling and arrangement for non-compliance of contract - Comply with the relevant legal requirements when promoting and selling hairdressing products and services, including: - Stating clearly the effects, characteristics and prices of the service or product - Not misleading consumers by fraudulent means - Not forcing or baiting consumers to buy - Ensuring the hairdressing services and products comply with the safety standards - Comply with relevant requirements of the Business Registration Ordinance during daily operation - Maintain the sales-related information properly for future reference - Exhibit professionalism - Apply general business regulations in product sales or making service contracts to prevent any misleading or rule-breaking behavior
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:

	• Know about general regulations on product sales and promotion and making contracts, and adhere to the regulations in daily operation to gain customers' trust; and • Comply with relevant requirements of the Business Registration Ordinance during daily operation to protect the interest of the organization.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Execute Purchasing and Inventory Procedures for Salon Products
Code	105415L2
Range	This unit of competency (UoC) is applicable in salons. Practitioners should be able to execute purchasing and inventory procedures for hairdressing products and tools under supervision in familiar working environment.
Level	2
Credit	4
Competency	Performance Requirements 1. Possess knowledge of purchasing and controlling the inventory of salon products • Know about basic knowledge of purchase, including: ◦ Confirm the purchase quantity and types ◦ Choose suppliers who offer appropriate prices ◦ Ordering procedures and noting points • Know about the organization's purchasing procedures • Know about the purpose of purchase and cost calculation methods • Possess basic knowledge of inventory control, including: ◦ Inventory system ◦ Types of products ◦ Quantity of inventory • Know about the organization's inventory procedures • Understand usual methods and procedures to take record, including: ◦ Computerized purchase and inventory system ◦ Labelling procedures ◦ Paper record procedures ◦ Backup system • Understand the importance of keeping records 2. Execute purchasing and inventory procedures for salon products • Purchase and store hairdressing products and tools under supervision according to procedures established by the organization • Know the effects of the items purchased on environment and act accordingly • Section the purchased items according to time sequence, safety and category • Handle, document and maintain the inventory information correctly and accurately according to the organization's inventory procedures 3. Exhibit professionalism • Establish good partnership with suppliers/agents on the basis of mutual trust according to the organization's policies and requirements • Ensure the purchase process does not violate the Prevention of Bribery Ordinance

Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: • Purchase and control the inventory correctly and properly according to the organization’s established procedures.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Apply Industry-related Occupational Safety and Health, Environment Protection and Dangerous Goods Regulations
Code	105416L2
Range	This unit of competency (UoC) is applicable in hair salons and related workplaces. Practitioners should be able to refer and apply occupational safety and health, environment protection and dangerous goods regulations and knowledge to complete duties assigned by the supervisor at familiar routine hairdressing workplaces.
Level	2
Credit	6
Competency	Performance Requirements 1. Possess knowledge of hairdressing occupational safety and health, environment protection and dangerous goods regulations • Understand the importance of applying occupational safety and health, environment protection and dangerous goods regulations correctly to hairdressing services • Understand the requirements of the existing occupational safety and health and environment protection regulations applicable to the hairdressing industry, e.g.: the Occupational Safety and Health Ordinance, the Employees' Compensation Ordinance, the Waste Disposal Ordinance, the Water Pollution Control Ordinance, etc. • Know about occupational safety and health risks in the salon workplace and for the job positions of the employees • Know about the requirements of Dangerous Goods Ordinance relevant to hairdressing industry, e.g.: the Dangerous Goods Ordinance and the Gas Safety Ordinance • Know about general first aid knowledge 2. Apply industry-related occupational safety and health, environment protection and dangerous goods regulations • Comply with industry-related occupational safety and health and environment protection regulations when providing routine hairdressing-related services • Apply hairdressing-related dangerous goods knowledge or refer to the Dangerous Goods Ordinance to take correct measures to ensure the safety of oneself and others in daily operation • Apply general first aid procedures 3. Exhibit professionalism • Comply with the requirements of the occupational safety and health, environment protection and dangerous goods regulations to protect the safety of employees
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Apply hairdressing-related occupational safety and health, environment protection and dangerous goods regulations in hairdressing routines; and

	• Perform hairdressing services safely and handle hairdressing-related dangerous goods properly according to the legal requirements.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Identify Labels and Common Ingredients of Hairdressing Products
Code	105417L2
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. Practitioners should be able to identify labels and common ingredients of hairdressing products, and recommend to or select for customers appropriate hairdressing products/services in usual situations under instruction.
Level	2
Credit	6
Competency	Performance Requirements 1. Possess knowledge of labels and common ingredients of hairdressing products • Understand the label contents and requirements for the hairdressing products, including product name, ingredients, uses, usage, volume/content, shelf life, manufacturer name and address, etc. • Understand the common ingredients, effects and contraindications of the hairdressing products • Know about the ingredients that are forbidden or restricted to use in general hairdressing products • Understand the safety and possible side effects of the hairdressing products • Know about the hygienic standards of hairdressing products 2. Identify labels and common ingredients of hairdressing products • Correctly interpret the label contents of hairdressing products • Select for or recommend to customers appropriate hairdressing products/services according to the content of hairdressing product labels, and use the products correctly • Properly store the hairdressing products according to the expiry dates and storing methods given in the labels • Stop using the hairdressing products immediately and report to the supervisor for any doubts about the labels or ingredients 3. Exhibit professionalism • Use hairdressing products according to the instructions of labels
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Interpret labels of hairdressing products and identify the ingredients, uses, usage and contraindications of hairdressing products; and • Select for or recommend to customers appropriate hairdressing products/services under instruction according to the content of hairdressing product labels and customer needs.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Apply General Labour Regulations
Code	105418L2
Range	This unit of competency (UoC) is applicable in hair salons and related workplaces. Practitioners should be able to understand requirements of general labour regulations, and strictly comply with these requirements when carrying out recruitment exercises and signing employment contract to protect the mutual benefits of the employer and employee and to avoid disputes.
Level	2
Credit	5
Competency	Performance Requirements 1. Possess knowledge of general labour regulations • Understand the meaning and importance of labour regulations of Hong Kong to employees and employers • Understand the requirements of general labour regulations on the responsibilities and obligations of employers and employees • Understand the legal status of employers and employees • Understand how to protect the mutual interest of employers and employees • Understand how to have pleasant cooperation and fair treatment for employers and employees under legal protection • Know about relevant labour regulations and formulated by the Labour Department of Hong Kong and other statutory bodies, e.g.: the Employment Ordinance, the Mandatory Provident Fund Schemes Ordinance, the Personal Data (Privacy) Ordinance, the Sex Discrimination Ordinance, the Disability Discrimination Ordinance, the Family Status Discrimination Ordinance, etc. • Understand the meaning and importance of signing written contract of employment • Understand the serious consequences that may bring to employers and employees for violating the labour regulations

	2. Apply general labour regulations • Comply with relevant legal requirements when carrying out recruitment exercises and terminating employment contracts, including: ◦ Employee's Benefits in the Sex Discrimination Ordinance, ◦ Employee's Benefits in the Disability Discrimination Ordinance ◦ Employee's Benefits in the Family Status Discrimination Ordinance ◦ Restrictions of Personal Data (Privacy) Ordinance on handling personal data of job applicants and employees • Formulate the provisions and conditions of employment according to the requirements of the Employment Ordinance, such as: ◦ Payroll cycle ◦ Minimum wage ◦ Working hours ◦ Rest day, statutory holiday, annual leave arrangement ◦ Sickness allowance ◦ Probation period and period of notice of termination of employment contract • Comply with the provisions of the Mandatory Provident Fund Schemes Ordinance to contribute to the fund according to the time and rate • Maintain relevant information and personnel files for future reference 3. Exhibit professionalism • Comply with the Code of Practice on Human Resource Management under the Personal Data (Privacy) Ordinance • Not to act in breach of the labour regulations in any circumstances
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: • Master the requirements of the labour regulations of Hong Kong requirements, and comply with relevant ordinances when handling recruitment and staff management routines so as to protect the mutual benefits of employers and employees and to avoid disputes.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hair & Scalp Care

Title	Understanding Basic Hair and Scalp Care Knowledge for Fast Cut Haircutting Services
Code	111545L2
Range	This UoC is applicable to hairdressing-related workplaces. It enables practitioners working in a fast cut hairdressing salon environment to provide hair and scalp care advice.
Level	2
Credit	1
Competency	Performance Requirements Understand the fundamental knowledge of hair and scalp • Describe the fundamental knowledge of hair and scalp, including: ◦ Basic structure of scalp skin ◦ Basic structure of hair ◦ Physical structure of hair ◦ Chemical structure of hair ◦ Hair growth cycle and rate ◦ Hair types and their structural characteristics (e.g., oily, normal, dry, damaged) • Describe common causes of hair and scalp damage and general treatment methods. • Explain commonly used hair and scalp care products, including: ◦ Common types of care products (e.g., shampoo and surface/deep conditioners for normal/oily/dry/damaged hair) ◦ The functions, ingredients, and usage methods of various shampoos and conditioners ◦ The effects and impact of common hair chemical products on hair and scalp ◦ The impact of pH level on hair and scalp • Assess the condition of a customer's hair and scalp ◦ Determine the suitability of the client's hair and scalp condition for a fast cut hairdressing service ◦ Provide simple daily care advice to the client as needed
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: • Identify whether a client's hair and scalp condition is suitable for a fast cut hairdressing service; and • Provide the client with simple advice on hair and scalp care.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hair & Scalp Care

Title	Handle General Problems of Hair and Scalp
Code	105357L3
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. It requires some judgement and analytical ability. Practitioners should be able to provide customers with treatment services for general problems of hair and scalp, and suggest them to seek professional treatment if necessary.
Level	3
Credit	6
Competency	Performance Requirements 1. Possess knowledge of problem hair and scalp care • Understand professional knowledge of hair and scalp, including: ◦ Functions and structure of hair, scalp and skin and their relationship ◦ Types of hair and the growing cycle and speed of hair ◦ Essentials for healthy hair, e.g.: elastic, moisturizing, supple, shiny, etc. • Understand causes and characteristics of abnormal hair texture and colour, including: ◦ Causes of damage, e.g.: ultraviolet rays, chemicals, grease, pH value, etc. ◦ Damage behavior, e.g.: swimming, sun exposure, wash, perm, colouring, etc. ◦ Condition of damage, e.g.: dry, yellowing, breakage, split ends, etc. • Understand general problems of hair and scalp, including: ◦ Abnormalities of hair and scalp ◦ Types and causes of general problems of hair and scalp, e.g.: germs, pathogen, disorders and virus, etc. ◦ Different stages and causes of hair loss, including: external factors, impacts of the natural environment and improper hair treatment, etc. ◦ Methods and techniques to evaluate and assess the level of hair and scalp damage, e.g.: grease, dandruff, sensitivity, hair fall, treatment of cut after surgery, etc. ◦ Treatment methods and techniques for general problems of hair and scalp • Understand treatment methods and techniques for different types of hair and scalp, e.g.: intensive care, very dry/very oily/germs-infected hair and scalp • Know about prevention and care methods for abnormal hair texture and colour, e.g.: food nutrition, dietotherapy, hairdressing products, living habits, shampooing steps, etc. • Know about the functions as well as the safe ways and techniques of using hair and scalp treatment equipment, e.g.: infrared equipment, UV lamp, etc. • Possess knowledge of usual hair and scalp treatment products, including: ingredients, efficacy, scope of application, usage, safe storage methods and contraindications, etc. • Understand preventive measures against infectious diseases methods • Understand daily cleaning and maintenance of hair and scalp treatment equipment

	2. Handle general problems of hair and scalp - Analyze customers' hair and scalp conditions, choose appropriate treatment products, tools and equipment for them according to their needs - Observe and analyze customers' hair and scalp damage level, types of problems, etc., master the treatments and techniques for problem hair and scalp, and use appropriate products and equipment to conduct problem hair treatment services for customers according to codes of personal and hygiene practice - Master customer communication techniques to find out the causes of problem hair and scalp and provide healthy tips on daily care to customers - Communicate with customers properly and suggest customers to seek professional treatment if necessary - Store hair and scalp care products according to product manufacturer instructions - Carry out daily cleaning and maintenance of equipment according to manufacturer instructions 3. Exhibit professionalism - Ensure the selected hair care products comply with the safety standards and improve/soothe customers' general problems of hair and scalp
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: - Master the care methods and techniques for general problems of hair and scalp, and use appropriate treatment products and equipment to provide treatment services they need; - Advise customers on the daily care of problem hair and scalp, and suggest them to seek professional treatment according to their conditions; and - Store care products correctly, and clean and maintain hair treatment equipment according to manufacturer instructions.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hair & Scalp Care

Title	Master Wig Moulding, Wearing and Touch-up Techniques
Code	105358L3
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. Practitioners should be able to mould, wear and touch up wigs for customers in daily familiar working environment.
Level	3
Credit	6
Competency	Performance Requirements - Understand knowledge and techniques of wearing and touching up wigs - Possess knowledge of wigs, e.g.: textures, types, materials and merits and demerits - Possess knowledge of wearing and removing wigs/hairpieces, e.g.: - Correct methods and steps of wearing and removing different wig materials - Different techniques of wearing and removing wigs - Impacts of improper procedures for wearing and removing wigs - Steps and necessity of touching up of wigs - Mould making techniques, e.g.: measure the size, hair direction, hair colour, etc. - Understand knowledge and techniques of wig design, e.g.: functions, wigs styles - Know about the types and functions of tools required for wearing and touching up wigs and the techniques of using them - Know about the skills required for touching up wigs, e.g. trimming, combing, etc. - Master wig moulding, wearing and touch-up techniques - Apply appropriate techniques and follow correct steps to wear wigs for customers according to factors such as wig types and materials selected by customers as well as codes of practice for personal and working hygiene - Apply wig touch-up techniques to touch up the wigs for customers according to the characteristics of their head/face shape, etc. and the preset wig design - Explain to customers the correct ways of wearing and removing wigs/hairpieces, their daily cleaning and care, contraindications, etc. - Examine the wearing result and customer satisfaction, make further touch-up accordingly - Exhibit professionalism - Complete moulding, wearing and touch-up of a wig within a reasonable time and ensure the service is up to customers' satisfaction
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: - Master knowledge and techniques of moulding, wearing and touching up wigs; - Apply appropriate wig moulding and wearing techniques and follow correct steps to wear wigs for customers according to factors such as wig types and materials selected by customers; and - Apply wig touch-up techniques to touch up wigs before/after wearing wigs according to the characteristics of the outlook of customers and the preset wig design, so as to achieve the beautifying

	effect.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairstyle Design & Professional Techniques

Title	Master Hair Cutting and Blow-drying Techniques
Code	105368L3
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. It requires judgement and analysis. Practitioners should be able to master hair cutting and blow-drying techniques to design required hairstyles for customers within reasonable time.
Level	3
Credit	6
Competency	Performance Requirements 1. Possess knowledge of hair cutting, blow-drying and hairstyle design • Possess knowledge of hairstyle design, including: ◦ Effects of four basic forms of cutting ◦ Matching face shapes and facial features with hairstyles ◦ Relationship between hair texture and hairstyle ◦ Matching professional and clothing with hairstyles ◦ Matching occasions with hairstyles ◦ Matching age and gender with hairstyles • Understand the effects of the mixed use of four basic forms of cutting • Understand the characteristics of layered cutting for different hair lengths • Understand hairstyle design techniques and their noting points for different hair growth patterns, e.g.: sideburns, upper hairline at the back of the neck, different types of baldness, etc. • Know about the using techniques and effects of different cutting tools, e.g.: ◦ Scissors/shear ◦ Teaser/razor ◦ Clipper/electric clipper ◦ Basic hair cutting techniques, e.g.: blunt cut, scissors-over-comb, thinning, point cut and slide cut, etc. • Possess knowledge of blow-drying and styling, including: ◦ Functions of different blow-drying and styling tools and techniques of using them ◦ Cleaning and maintenance of different blow-drying and styling tools • Understand the blow-drying techniques for different hairstyles • Understand the effects and the correct and safe use of different styling products • Know about short hair cutting and blow-drying techniques, including: ◦ Relationship between the four layers from the length of 0cm to 15cm (approx. 6”) and the increase of angles • Trimming hair ends • Know about the cutting and blow-drying techniques for classic hairstyles for men, e.g.: flattop, pompadour, crew cut, etc. • Understand how to communicate with and listen to customers in order to understand their needs

	2. Apply hair cutting and blow-drying techniques • Choose appropriate hair cutting and blow-drying tools and styling products according to customer requirements • Apply hair cutting and blow-drying techniques to complete hairstyles required by taking into consideration of factors such as the requirements, individual face shapes, facial features and hair textures of different customers, etc.; or by making reference to hairstyle photos; and according to codes of practice for personal and working hygiene for customers • Observe if there are any side effects occurred to customers during the service, and make remedies according to established procedures • Examine and retouch the hair cutting and blow-drying effects • Explain the aftercare to customers 3. Exhibit professionalism • Ensure the correct use of related electrical equipment and the prevention of electrical hazards in daily routines
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Master customer communication techniques in order to understand customer requirements on hairstyles; • Master the effects and the use of different hair cutting and blow-drying tools and styling products to help design hairstyles; and • Master hair cutting and blow-drying techniques, and follow customer requirements or make reference to hairstyle photos to complete hairstyles required by the customers within reasonable time.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairstyle Design & Professional Techniques

Title	Master Perming Techniques
Code	105369L3
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. Practitioners should be able to make judgement and analysis and apply perming techniques to complete required hairstyles for customers.
Level	3
Credit	9
Competency	Performance Requirements - Possess knowledge of perming - Understand different perming techniques, including: - Re-perm, straightening, curling techniques - Factors affecting perm results, e.g.: hair type and volume - Effects, skills and noting points for different wrapping techniques - Types of perm rods and their patterning methods and techniques - Correct perming procedures - Influence of temperature - Possible situations and remedies, e.g.: too curly, “rat tail”, etc. - Effects of improper treatment on the health of hair - Know about the types and the importance of testing required, e.g.: curl test, elasticity test - Understand the theories, techniques, correct procedures and care of cold and heat perm - Understand the effects, the correct and safe use and contraindications of different perming products, e.g.: perm lotion, neutralizer, regulator, etc. - Understand customer communication techniques in order to confirm customers’ perming purpose, needs and acceptance of the hairstyles - Master perming techniques - Mix and apply different perming techniques to complete hairstyles required by the customers according to factors such as their hair type and volume and their perming purpose - Observe if there are any side effects occurred to the customers during the service, and make remedies according to established procedures - Examine and retouch the perm results - Exhibit professionalism - Ensure the correct use of related electrical equipment and the prevention of electrical hazards in daily routines - Ensure the perm lotion selected complies with the safety standards
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: Apply appropriate perming methods and techniques and follow correct perming procedures to complete hairstyles to customers’ satisfaction within a reasonable time according to characteristics such as hair type and volume, etc. as well as hairstyle requirements of customers.

Remark	
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Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairstyle Design & Professional Techniques

Title	Master Bleaching, Colouring and Highlighting Skills and Ways of Colour Correction
Code	105370L3
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. Practitioners should be able to make judgement and analysis; and master bleaching, colouring and highlighting skills and ways of colour correction in order to provide bleaching, highlighting and colour correction services for customers.
Level	3
Credit	6
Competency	Performance Requirements 1. Understand bleaching, colouring, highlighting and colour correction skills • Understand skills for hair colour analysis, e.g.: natural hair colours, combinations of artificial colourings, etc. • Possess knowledge of bleaching and colouring, e.g.: ◦ Correct steps ◦ Ways of colouring, e.g.: overall bleaching and colouring, new hair, weaving type, etc. ◦ Factors of consideration for colouring, e.g.: skin colour, hair condition, test results, match of face shape, etc. ◦ Principles for the choice of colours, e.g. standard colour wheel ◦ Functions, dilution method, percentage, amount and strength of hydrogen peroxide ◦ The importance of pH value to post-colouring hair repair ◦ Special problems that may occur and their remedies, e.g. allergies • Understand different colouring techniques, e.g.: combined colouring, fragment, section, full head, part, etc. • Understand the effect of covering grey hair with trendy colours • Understand the functions and correct use of different colouring tools and equipment • Understand the functions, effects and correct use of different types of bleacher and regulator and their effects on hair • Understand methods and techniques, e.g.: ◦ Correct colour intensity ◦ Correct colour tones ◦ Balance artificial colouring with neutralizing colours ◦ Balance colour tones with different layers of hair ◦ Handle too dark colour at hair ends • Know about different highlighting methods, procedures and skills, e.g.: ◦ Partial bleaching ◦ Match with base colours • Know about the daily cleaning methods for different bleaching, colouring, highlighting and colour correction tools

	2. Execute bleaching, highlighting and colour correction - Analyze hair colours to select and match with appropriate hair colourants of appropriate concentration according to customer requirements and product manufacturer's instructions, and apply colouring skills to produce the desired colour - Master colour correction methods to correct the depth and tone of hair colour of customers according to their requirements - According to customer needs , Apply different highlighting skills to provide highlighting service for customers to enhance hairstyle designs - Observe if there are any side effects occurred to the customers during the service, and make remedies according to established procedures - Examine the results and customer's level of satisfaction after bleaching, colouring, highlighting hair and colour correction - Explain to customers the aftercare for bleaching, colouring, highlighting and colour correction 3. Exhibit professionalism - Ensure the selected colouring products comply with the safety standards
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: - Select appropriate colouring products, apply colouring and highlighting techniques and follow correct procedures and methods to provide bleaching and highlighting services for customers within a reasonable time according to customers' hair colour and service needs; and - Master different bleaching and colouring skills to correct colouring effects of different layers of hair according to customer requirements.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairstyle Design & Professional Techniques

Title	Apply Traditional and Trendy Evening Hairstyling Techniques
Code	105371L3
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. Practitioners should be able to apply traditional and trendy evening hairstyling techniques for customers to design satisfactory hairstyles in daily familiar working environment.
Level	3
Credit	6
Competency	Performance Requirements - Possess knowledge of traditional and trendy evening hairstyles - Understand concepts of evening hairstyle design, including: - Historical development of evening hairstyles - Matching of evening hairstyle design with different occasions - Matching of evening hairstyle design with different images - Differences between traditional and trendy evening hairstyles - Factors affecting the result of design, e.g.: hair texture, hair length, etc. - Know about knowledge of traditional and trendy evening hairstyles, e.g.: - Characteristics of bridal evening hairstyle - Characteristics of evening hairstyle for banquets - Simple evening style - Trendy evening style - Understand different techniques for evening hairstyles, including: - Three-dimensional, directional techniques, e.g.: anti-directional combing, anti-directional brushing, rolling, knotting, back-combing, hair roll, finger wave, etc. - Techniques of creating lines, e.g.: waving curls, smoothening, straightening, etc. - System techniques, e.g.: rope twisting, rope fastening, braids, multi-strand braid, etc. - Understand the functions and using techniques for different decorating products for evening hairstyles, e.g.: hair clips, ornaments, etc. - Possess customer communication techniques to confirm customer needs and customer's acceptance of the hairstyle design - Apply traditional and trendy evening hairstyling techniques - Analyze personal factors of customers such as hair texture, head and face shapes, etc., and design appropriate long hair evening hairstyles according to customer requirements and occasions specified - Apply different types of traditional and trendy evening hairstyling techniques to design simple evening styles/bridal evening hairstyles/evening style for banquets/trendy evening styles/plaited evening hairstyles for customers according to customer requirements and their characteristics, such as hair texture and face shape, etc., as well as codes of practice for personal and working hygiene - Explain to customers the aftercare for evening hairstyles

	3. Exhibit professionalism • Complete evening hairstyling service for customers within a reasonable time
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: • Apply different types of traditional and trendy evening hairstyling techniques flexibly to design evening hairstyles required by customers within a reasonable time according to requirements and characteristics of customers and occasions they attend.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Image & Style Design

Title	Basic Hairstyle Design
Code	105380L3
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. Practitioners should be able to apply basic hairstyle design techniques in daily familiar working environment to design personalized and aesthetic hairstyles for customers.
Level	3
Credit	9
Competency	Performance Requirements - Possess basic knowledge of hairstyle design - Possess knowledge of hairstyling, including: - Elements of hairstyling, e.g.: face shape and contour, direction of hair, etc. - Ideas of hairstyling, e.g. overall consistency - Different hairstyling techniques, e.g.: cut, perm, colouring, bunning, etc. - Different hairstyling features, e.g.: European, Japanese, Chinese, etc. - Hairstyling techniques, e.g.: Application of point-line-plane - Factors affecting hairstyling, e.g.: facial features, body shape, gender, occasions to attend, etc. - Understand basic principles and characteristics of hairstyle design, e.g.: - Principle of harmony, e.g.: harmony between hairstyle and face shape, harmony between hairstyle and body shape, etc. - Principle of proportion, e.g.: proportion between outline and vertical length of hair and body shape - Principle of visual symmetry, e.g.: central parting, same length on both sides, etc. - Principle of balanced texture, e.g.: hair volume, gathering and scattering, etc. - Know about the theories and application of colour science, e.g.: colour wheel, colour match, etc. - Understand the techniques of using various hairdressing products, and how they relate to hairstyling - Apply basic hairstyle design techniques - Understand customer's taste, character, preference, clothing, profession, etc. through observations, queries and hairstyle photos to confirm customer requirements on hairstyle design - Communicate properly with customers to recommend hairstyle designs and explain the characteristics of the hairstyles designed to them - Apply hairstyling techniques and use different hairdressing products to design hairstyles that highlight customers' personal image according to their physical features and requirements - Exhibit professionalism - Ensure the design does not involve plagiarism
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: Apply hairstyling techniques to design hairstyles according to facial features and requirements of customers in order to suit their characters and the occasions.

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Specification of Competency Standards
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Unit of Competency.

Functional Area - Image & Style Design

Title	Hairstyle Designs for Photographic Effects
Code	105381L3
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. It requires some judgement and analysis. Practitioners should be able to provide customers with hairstyle designs for photographic effects.
Level	3
Credit	6
Competency	Performance Requirements - Possess basic knowledge of styling photography - Understand basic techniques for styling photography and the functions of different equipment, including: - Types of camera - Accessories for styling photography, e.g.: lens, flash light and reflective screen - Basic filming and digital styling photography - Digital and web styling photography - Lighting techniques for photography, e.g.: theory of aperture, sensitivity, exposure value, light source and light direction, etc. - Theory of composition - Understand difference between black and white photography and colour photography - Know about how face shape and facial features relate to hairstyle design - Understand how the theme of photography, the scene and the features of the characters relate to hairstyle design - Apply basic knowledge of styling photography to hairstyle design - Master basic knowledge of styling photography to match the theme of photography, the background, personalities of the characters, etc. - Design a hairstyle for photography according to face shape and facial features of customer or model - Communicate properly with the customer to recommend from a professional angle a hairstyle design for photography, and explain clearly the characteristics of the design - Choose photographic effects suitable for the hairstyle designed and provide customer with basic photographic techniques accordingly, and explain how the design match with the photographic effects - Assess whether the hairstyle design and the overall effect of the finished photos match with and express the theme of photography - Exhibit professionalism - Ensure the hairstyle design matches and expresses the theme of photography
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: Master and apply basic knowledge of and techniques for styling photography; and analyze the themes of photography, personalities of the characters, etc. to provide customers with hairstyle designs for

	photographic effects according to their physical features, clothing, etc.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Image & Style Design

Title	Master the Development of Culture and Style of Hair Ornaments in Different Areas
Code	105382L3
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. It involves some judgement and analysis. Practitioners should be able to master the development of culture and style of hair ornaments in different areas in order to design hairstyles desired by the customers.
Level	3
Credit	6
Competency	Performance Requirements - Understand the development of culture and style of hair ornaments in different areas - Know about the historical development hairstyle design in ancient and modern China - Characteristics and development of major hairstyles and hair accessories in different periods of time - Matching of hairstyle design and hair ornaments with the clothing and makeup of the contemporary in different periods of time - Development of hairdressing tools and techniques in different periods of time - Impacts on modern hairstyle design - Know about the characteristics of hairstyles and hair ornaments currently popular in China and factors affecting the design - Know about the western history and development of hairdressing, e.g.: - Characteristics and development of western hairstyles and hair accessories in major periods of time - Matching of hairstyle design and hair ornaments with the clothing and makeup of the contemporary - Development of hairdressing tools and techniques - Impacts on modern hairstyle design - Know about the brief history of hairdressing in Hong Kong, including: - Characteristics and development of major hairstyles and hair accessories in different periods of time - Development of hairdressing tools and techniques - Major factors affecting hairstyle design in Hong Kong - Understand the characteristics and techniques of hairstyles currently popular in the world - Know about major countries influencing trends of hairstyles in the world and their impacts - Know about the impacts of modern technology on hairdressing techniques and hairstyle design

	2. Master the development of culture and style of hair ornaments in different areas • Master the characteristics and development of western and Chinese hairstyles and hair ornaments in all times; analyze factors affecting current trends of hairstyle design according to customer requirements, clothing, makeup and occasions, etc.; apply the characteristics of Chinese/western hairstyle design in different periods of time to design hairstyles desired by customers and highlighting their personalities • Apply knowledge of Chinese and western history of hair ornaments from ancient to modern times in hairstyling functions such as media production, gatherings, etc. to provide customers with reference materials for hairstyle design 3. Exhibit professionalism • The hair ornaments and styles designed meet customer requirements
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: • Master the characteristics and development of Chinese and western hair ornaments and hairstyle design in different periods of time as well as modern hairstyle design; take into consideration the clothing, makeup and personalities of customers and occasions; and design ideal hairstyles for customers.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Image & Style Design

Title	Apply Colour Science to Image and Style Design
Code	105383L3
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. It requires some judgement and analysis. Practitioners should be able to apply colour science to image and style design to design good-looking colour hairstyles for customers.
Level	3
Credit	6
Competency	Performance Requirements - Understand colour science and theory of colour - Understand concept of colour - Know about the basics of colour science, including: paint colour and spectral colour - Know about the properties of colour, including: hue, saturation, lightness, opacity and the theory of composition - Understand the application techniques for colours, e.g.: - Contrast of lightness and opacity and the contrast of colours - Complementary colour design - Understand colour matching and contrast techniques - Understand the psychological effects of colours - Understand the key elements of image creation, e.g.: customer's lifestyle, personalities, preference, professional and background, etc. - Use colours in image and style design - Master the theory of colour science and apply colour matching and colour shading to design hairstyles for customers according to customer requirements and their overall facial skin colour (including the face and hair) - Examine the result to ensure the consistency of the image and overall hairstyling effects - Exhibit professionalism - Apply colour matching techniques to highlight the personal image of customers to their satisfaction
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: - Master colour science and the theory of colour, and analyze customer's facial skin colour and personal attributes; and - Apply colour matching and contrast techniques to design image-fitting and good-looking hairstyles for customers when performing image and style design for them.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Marketing & Customer Service

Title	Conduct Market Research and Analysis
Code	105399L3
Range	This unit of competency (UoC) is applicable in market research department. Practitioners should be able to obtain, organize and assess independently the market research information showing the latest development of the hairdressing market and customer preference for management reference in the formulation of business policy.
Level	3
Credit	6
Competency	Performance Requirements 1. Possess knowledge of market research and analysis • Master different market research methods and techniques, e.g.: telephone interviews, personal interviews, web surveys, emails, etc. • Understand the pricing of hairdressing services and products and the workflow of the organization • Understand hairdressing-related regulations and ordinances, e.g.: consumer legislation, trade practices and fair trade legislation • Master good interpersonal relationship and communication skills 2. Conduct market research and analysis • Confirm the objectives of market research, e.g.: provision of new hairdressing service, products, etc. • Select the best market research method and positioning and coverage, and design a set of appropriate survey questions and questionnaire • Confirm the manpower and time frame for conducting and coordinating the research • Analyze data collected, and record and summarize the survey findings in an easy-to-understand format 3. Exhibit professionalism • Adhere to the Personal Data (Privacy) Ordinance when designing survey questionnaire • Handle the survey findings professionally to prevent improper deletion and alteration of data
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Master different market research methods and techniques and select an appropriate research method according to the objectives of research to collect and analyze information/data; and • Summarize survey findings in order to meet the requirements of the organization and to achieve the objectives of research and analysis.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Marketing & Customer Service

Title	Handle Complaints and Opinions
Code	105400L3
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. It involves analysis, evaluation and judgement. Practitioners should be able to handle and follow up customer complaints effectively according to the organization's guidelines and service code.
Level	3
Credit	6
Competency	Performance Requirements - Possess knowledge of customer service - Understand the organization's customer service guidelines, including: quality customer service, handling demanding customers - Master corporate guidelines and procedures for handling customer complaints and opinions, e.g.: - Ways and procedures for handling different forms of complaints, e.g.: complain in person, by telephone, by writing or through media - Authority to handle complaints - Mediation procedures - Procedures for complaint referral - Understand the organization's hairdressing products and services - Understand retail-related ordinances, e.g. customer rights, consumer rights, etc. - Understand the attitude when handling complaints and the possible consequences due to improper response - Master good interpersonal relationship and communication skills - Handle complaints and opinions - Handle customer complaints and opinions properly according to relevant corporate guidelines and code of practice for customer service, e.g.: - Listen patiently to customer complaints and opinions - Respond politely and appropriately - Agree on solutions and time frame, e.g.: compensation, rewards, apology - Seek help from superiors when necessary - Follow up the case - Record complaint details and suggestions properly and review immediately; make improvements or amendments accordingly to protect corporate image and avoid similar complaints to occur again - Exhibit professionalism - Handle complaints professionally, politely and with restraint - Apply good interpersonal communication skills to establish and maintain quality customer service relationship
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:

	• Master the details and nature of complaint, determine the severity of the complaint and take appropriate action to handle it properly; and • Review and improve accordingly to avoid similar complaints to occur again.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Apply Financial Accounting
Code	105419L3
Range	This unit of competency (UoC) is applicable in hairdressing-related industries. It involves judgement and analysis. Practitioners should be able to complete financial accounting duties independently according to the organization's financial policy and procedures.
Level	3
Credit	6
Competency	Performance Requirements - Possess knowledge of financial accounting - Understand different accounting methods applicable to the hairdressing industry - Understand different types of financial record systems for hairdressing organizations, e.g.: inventory system, payroll system, bookkeeping system, etc. - Understand E-account book - E-account book and networked monitoring - Basic management principles for networked monitoring of E-account books - Characteristics of E-account book management - Tax deferral, payment and rebate under E-account book management mode - Master the organization's financial policy and procedures - Know about the organization's bookkeeping procedures and financial document retention system - Understand hairdressing-related accounting laws and regulations - Apply financial accounting - Adopt appropriate financial accounting methods to carry out related duties independently according to the organization's financial policy and procedures, including compiling ledgers, profit and loss statements, balance sheets and cash flow statements, managing routine bookkeeping records, etc. - Master financial supervision and financial management techniques - Submit financial reports to the supervisor in appropriate times - Exhibit professionalism - Ensure the financial information/data provided is accurate and correct - Prevent misappropriation of corporate assets and acts of theft professionally
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: - Apply financial accounting techniques to carry out routine financial accounting duties; and - Complete financial accounting duties according to procedures and requirements established by the organization.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Conduct Occupational Safety and Health Risk Assessment for the Hairdressing Industry
Code	105420L3
Range	This unit of competency (UoC) is applicable in hair salons and related workplaces. It involves analysis, judgement and assessment. Practitioners should be able to assess potential risks and hazards to occupational safety and health related to hairdressing business operation.
Level	3
Credit	6
Competency	Performance Requirements 1. Possess knowledge of occupational safety and health risk assessment for the hairdressing industry • Understand all kinds of occupational safety and health risks in hairdressing business operation ◦ Basic concept of risk ◦ The importance of risk assessment to prevention of accidents ◦ Basic procedures and methods of risk assessment ◦ Potential hazards of occupational safety and health and risks likely caused ◦ Relevant occupational safety and health regulations, e.g. according to the Occupational Safety and Health Ordinance, first aid kit is required in a workplace with more than 50 employees, and at least one of them possess first aid knowledge • Understand the potential occupational safety and health risks at the venue of operation and related risks for employees holding different positions 2. Conduct occupational safety and health risk assessment for the hairdressing industry • Classify all kinds of hairdressing working procedures and environments, and collect relevant information, e.g.: ◦ Properties and handling of hairdressing chemicals ◦ Characteristics and precautions for hairdressing instruments • Analyze the potential hazards to hairdressing working procedures, instruments and working environment, and conduct risk assessment: ◦ Conduct assessment according to the chances and channels of the potential hazards to happen, degree of damage and the consequences ◦ Assess the existing risk control method, chances of not working and the consequences; suggest improvements or remedies ◦ Take effective measures to eliminate or reduce the potential risks according to the assessment results 3. Exhibit professionalism • Comply with the requirements of relevant occupational safety and health legislation to protect the safety of employees
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:

	• Analyze effectively the potential hazards of different hairdressing working procedures, venues and equipment in the hairdressing industry; and • Conduct comprehensive risk assessment and take effective measures to eliminate or reduce the potential risks.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Implement Recruitment Procedures
Code	105421L3
Range	This unit of competency (UoC) is applicable in hair salons and related workplaces. It involves judgement and analysis. Practitioners should be able to implement recruitment procedures according to the current status of operation and future business development needs of the organization, so as to cater its manpower demand.
Level	3
Credit	6
Competency	Performance Requirements - Possess knowledge of recruitment procedures - Know about the operational structure and workflow of the organization - Understand recruitment procedures, criteria and terms of appointment of the organization - Know about different recruitment channels and their effects - Know about the requirements of existing regulations on recruitment, such as the Employment Ordinance, the Sex Discrimination Ordinance, the Family Status Discrimination Ordinance, the Personal Data (Privacy) Ordinance, etc. - Understand the staff wastage of the organization, and other internal and external factors - Understand the current human resources market situation, salary trend and objective condition of the organization - Master the skills of writing recruitment advertisements - Master the techniques of attracting and exploring competent people - Implement recruitment procedures - Identify manpower demand according to current and future business development of the organization - Identify job position demand according to the operational structure and needs of the organization, such as: - Precise requirements for the job position such as: educational level, working experience, professional qualifications, etc. - Form of employment of the job position such as: long-term/short-term contract, full-time/part-time, etc. - Promotion system - Establish a recruitment plan according to the guidelines of the organization - Deciding the recruitment budget - Selecting suitable recruitment channel, including: internal selection, external recruitment, etc. - Implement recruitment procedures according to corporate guidelines, including: carrying out preliminary selection; arranging interviews, oral examination, written examination and practical operation; and appraising the candidates - Accurately check and confirm that candidate to be employed for the professional position possesses relevant professional qualifications so as to comply with the legal requirements

	3. Exhibit professionalism • Comply with the Code of Practice on Employment relating to equal opportunities to understand how to comply with Sex, Disability and Family Status Discrimination Ordinances in employment process, so as to avoid breaching discrimination-related ordinances • Comply with the requirements of the Personal Data (Privacy) Ordinance on recruitment advertisements • Comply with the Code of Practice on Human Resource Management under the Personal Data (Privacy) Ordinance
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: • Implement effectively the established recruitment procedures of the organization according to relevant legal requirements as well as the current operation and future business development needs of the organization.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Deploy Staff
Code	105422L3
Range	This unit of competency (UoC) is applicable in hair salons and related workplaces. It involves judgement, assessment and analysis. Practitioners should be able to master the area of work and duties of all ranks of the organization at hairdressing-related workplaces; make appropriate recommendations to the management level on staff deployment according to the change in organization's manpower structure, the performance and development aspiration of staff, so as to bring out their strengths and facilitate the development of the organization.
Level	3
Credit	6
Competency	Performance Requirements 1. Possess knowledge of human resources management • Understand basic human resources management concept • Understand the organizational structure and the area of work and duties of all ranks of the organization • Master the human resources management policy of the organization, including: recruitment and appointment, work analysis, salary management, performance management, staff training, etc. • Understand different forms and principles of staff deployment • Understand the benefits of internal selection and promotion, such as: ◦ Enhancing staff's learning and working initiative ◦ Fostering staff's sense of belonging to the organization • Understand the effects of staff deployment on the organization, including: operational cost, change in organizational structure, etc. 2. Deploy staff • Confirm the manpower demand of different ranks, such as professional hairdressers, executives/personnel management staff, receptionists/ promotional staff, financial management staff, hairdressing product and equipment management staff, etc., according to the current operational status and future business development of the organization • Confirm the form of staff deployment according to the operation of the organization, such as promotion, secondment, posting, etc. • Make appropriate recommendations to the management level on staff deployment or internal promotion according to staff appraisal results • Review staff performance after deployment and the effect on the operation of the organization • Communicate with staff regularly to understand their views on deployment and record the process 3. Exhibit professionalism • Handle staff deployment fairly to prevent any abuse of power and establish a harmonious relationship with them
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:

	• Master the organizational structure and the areas of work and duties of all ranks of the organization; and • Make appropriate recommendations to the management level on staff deployment according to the current status and future business development of the organization and staff appraisal results, so as to bring out staff's strengths and facilitate the development of the organization.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Implement Salary Benchmark and Commission System
Code	105423L3
Range	This unit of competency (UoC) is applicable in hair salons and related workplaces. It involves assessment, judgement and analysis. Practitioners should be able to implement salary benchmark and commission system effectively according to the human resources management policy of the organization and relevant legal requirements, so as to retain and attract competent people and perform good personnel management.
Level	3
Credit	6
Competency	Performance Requirements 1. Possess knowledge of salary benchmark and commission system • Master the present situation and trend of the hairdressing labour market • Understand the method and basis of calculating salary of different ranks and salary forms of the hairdressing organization • Understand the organization's human resources management policy, salary structure and adjustment mechanism • Understand the definition of salary, including: basic wage, tips, commission, allowance, bonus, benefits, mandatory provident fund, etc. • Understand the basic principles of salary system and factors on consideration, including: fairness, reasonableness, competitiveness, etc. • Know about the legal requirements on salary system, such as the Minimum Wage Ordinance 2. Implement salary benchmark and commission system • Implement salary benchmark and commission system according to the organization's human resources management policy and relevant labour regulations, e.g. the calculation method is consistent, fair and reasonable, the salary and commission level of the organization is competitive in manpower market, etc. • Analyze the effects of salary adjustment on both the employers and the employees • Make use of effective communication channels to let the staff understand the salary calculation and adjustment criteria, and let them express their opinions on the system • Make recommendations to the management level on the adjustment of salary benchmark and commission system according to the manpower market situation, so as to retain and attract competent people, and encourage staff of all levels to actively support the operation of the company 3. Exhibit professionalism • Ensure the organization's salary benchmark and commission system comply with the legal requirements • Implement the organization's salary benchmark and commission system in a fair way
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Master the organization's human resources management policy;

	• Implement salary benchmark and commission system in a fair way according to the salary system of the organization, ensuring that the system complies with the requirements of labour regulations; and • Make appropriate recommendations to the management level on the adjustment of salary benchmark and commission system according to market changes and the operational needs of the organization, so as to retain and attract competent people.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Handle Staff Records
Code	105424L3
Range	This unit of competency (UoC) is applicable in hair salons and related workplaces. It involves judgement and analysis. Practitioners should be able to handle staff records correctly according to relevant legal requirements to protect the interest of both the employers and employees and to achieve good personnel management.
Level	3
Credit	6
Competency	Performance Requirements - Understand how to handle staff records - Understand ordinances relevant to the handling and keeping of staff records, such as the Employment Ordinance, the Mandatory Provident Fund Schemes Ordinance, the Inland Revenue Ordinance and the Personal Data (Privacy) Ordinance - Understand types of employment records that should be kept, such as: personal information, employment record, training record, records of body check, sick leave and medical claims, written record of disciplinary procedures, staff appraisal report, etc. - Understand the importance and methods of keeping employment records properly - Understand the consequences and liabilities for improper keeping and handling of staff records - Handle staff records - Handle the records of existing and ex-staff correctly and legally during personnel management routines according to corporate procedures and relevant legal requirements, including: - The requirements of Employment Ordinance: personal information, employment records, legal period of keeping - The requirements of Mandatory Provident Fund Schemes Ordinance: staff records, monthly contribution statement - The requirements of Inland Revenue Ordinance: personal information, employment record, position employed, amount of salary paid by cash, MPF contribution by the employee and the employer - The requirements of Personal Data (Privacy) Ordinance: principles of data protection, use, disclosure and transfer of data, security and deletion of data, declaration for collecting personal information - Keep the staff records properly according to legal requirements for future personnel matters and enquiries - Exhibit professionalism - Adhere to the Code of Practice on Human Resource Management under the Personal Data (Privacy) Ordinance in handling staff records - Ensure not to alter or delete the staff records in any circumstances

Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: • Master the legal requirements on handling of staff records, and handle staff records correctly and legally according to corporate procedures during personnel management routines to protect the interest of both the employers and employees.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairdressing Education & Training

Title	Master the Techniques for Practical Training for Hairdressing
Code	105448L3
Range	This unit of competency (UoC) is applicable in hairdressing training venues and related workplaces. Practitioners should be able to obtain and organize hairdressing-related practical training materials independently; design and provide training for less experienced colleagues so that they could enhance their skills and knowledge of practical operation; and make review and improvement based on training outcomes.
Level	3
Credit	6
Competency	Performance Requirements 1. Possess knowledge of practical training for hairdressing • Know about the practical training needs • Understand basic practical training techniques for hairdressing, e.g.: skills demonstration, practical arrangement, observation and coaching techniques • Master the design of training content and the techniques of reviewing outcomes • Understand the learning characteristics of different trainees and their common learning problems • Master the methods and techniques of effectively proposing improvements and solving learning problems • Master methods and characteristics of identifying training needs to draft and modify the training programme 2. Master the techniques for practical training for hairdressing • Use different ways to collect information on training needs • Confirm training goals according to the training targets, coverage and content • Design and conduct a systematic training programme • Illustrate various types of practical work with proper demonstrations and presentations before trainees • Guide and help trainees remove learning difficulties, and help them solve issues related to skills and customer relationship through demonstrations and presentations in practical operation • Observe the performance of trainees consistently assessments; offer advice and ways for improvement and follow up with the performance of trainees • Encourage and induce trainees to active learning, self-assessment and self-examination to achieve self-improvement • Conduct self-examination of outcomes based on the training process and the performance of trainees, and propose improvements for achieving training goals • Conduct training analysis and write report on training needs • Summarize trainees' training performance and the training outcomes 3. Exhibit professionalism • The training content and skills accommodate the development of the industry
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:

	• Master the techniques for practical training for hairdressing and design and provide skills training for less experienced colleagues; • Master the focus of practical training to guide and help trainees perform self-assessment and self-review for improvements; and • Conduct review of training outcomes and propose improvements for achieving training goals.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairdressing Education & Training

Title	Compile Training Materials
Code	105449L3
Range	This unit of competency (UoC) is applicable in hairdressing training venues and related workplaces. Practitioners should be able to obtain and organize hairdressing-related practical training materials independently; compile training materials for hairdressing practitioners in hairdressing training locations and relevant workplaces according to the training needs of the industry, training goals and objectives.
Level	3
Credit	6
Competency	Performance Requirements - Possess knowledge of compiling training materials - Understand the basic principles of compiling training materials - Education as the basis - Appropriate content depth and width - Content fitting in with modern scientific culture and technology - Equal emphasis to theory and practice - Systematic arrangement of training materials - Gradual teaching progress - Understand the types and purposes of general training materials, including text books, handouts, course outlines, reference books and magazines, supporting materials, etc. - Understand the methods, procedures and techniques of compiling various types of training materials, such as: text books, handouts and course outlines, procedures for practical hairdressing operation, etc. - Understand the legal requirements of the Copyright Ordinance on copyright content and material selection - Compile training materials - Compile training materials using compiling methods and procedures for different types of materials and basing on the training plan, goals and programme, including: Writing the outline, chapters and sections, main content of the training course, examination and modification of the main content of the procedures for practical hairdressing operation, etc. - Compile training materials according to the compilation principles - Comply with the requirements of the Copyright Ordinance on quoting from copyright materials when compiling training materials - Exhibit professionalism - Review the content of training materials regularly to ensure the applicability and timeliness of the training materials and information - Strictly comply with the Copyright Ordinance when compiling training materials
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:

	• Master the methods and procedures for compiling training materials and the Copyright Ordinance requirements; and • Compile training materials according to the training needs of the industry and training goals of the organization.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairdressing Education & Training

Title	Apply Teaching Techniques
Code	105450L3
Range	This unit of competency (UoC) is applicable in hairdressing training venues and related workplaces. Practitioners should be able to obtain and organize hairdressing-related practical training materials independently; and select suitable teaching techniques according to trainees' level and the training goals.
Level	3
Credit	6
Competency	Performance Requirements - Understand various types of teaching techniques - Understand popular teaching and training methods, including: theory learning, skills demonstration, technical instruction, role play, case study, discussion, visit, etc. - Understand popular supporting materials and their applications, including: projection materials, audio/visual materials, computer and multimedia materials, etc. - Understand the considerations for selecting teaching and training methods, including: trainees, training goals, environment, resources and equipment allocation, etc. - Understand popular teaching techniques - Personal teaching techniques - Presentation technique using body language and tone appropriately - How to overcome pressure and communicate with trainees properly - Adjust personal concepts to avoid being too humble or too boastful - Time control - Course induction technique - Questioning technique - Hand-out/textbook design technique - Conclusion technique - Apply teaching techniques - Apply appropriate teaching techniques according to the characteristics of different trainees, the training goals and needs, so as to achieve the objectives of education and training and improve training quality - Apply different training methods flexibly to achieve the training goals - Master language organization and presentation skills - Balance the interaction effectively between over-active and over-quiet trainees - Exhibit professionalism - The teaching techniques applied meet the needs of trainees
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: Understand the goals and effects designed for the training course and master all kinds of teaching techniques; and

	• Plan the classroom arrangement effectively and apply different teaching techniques appropriately according to different training goals, trainees' characteristics and needs, so as to achieve the training goals and improve training quality.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairdressing Education & Training

Title	Master Class Management
Code	105451L3
Range	This unit of competency (UoC) is applicable in hairdressing training venues and related workplaces. It involves analysis and judgement, and requires management skills. Practitioners should be able to adopt appropriate methods for different targets so as to realize effective class management and facilitate smooth teaching.
Level	3
Credit	6
Competency	Performance Requirements - Understand the class management methods for hairdressing training - Understand the aims and importance of class management for hairdressing training - Understand the needs of the targets of class management, including: students, teaching materials, teaching environment, time, etc. - Understand the characteristics of students of different ages and from different clusters - Understand the usual types of students that are problematic and the ways to deal with them, such as: picking fault unfairly, whispering, keeping silent, etc. - Understand various class management methods and techniques, such as: - Ways to satisfy the learning and psychological needs of students - Techniques to attract the attention of students - Ways to develop the positive learning attitude of students - Useful techniques to enforce discipline - Techniques to control the teaching tempo and sessions - Reasonable matching of class structure with context - Techniques to create favourable class environment and atmosphere - Understand the importance of good and effective communication between teachers and students - Apply the knowledge and skills of class management for hairdressing training - Apply different teaching methods to suit trainees of different age and background - The importance of using gesture and voice to present the training content - Understand trainees' expectation on the class and the training course - Master the knowledge and skills of class management and make appropriate adjustments for different targets, and adopt appropriate management methods and good communication skills to realize effective class management and to facilitate smooth teaching - Act flexibly and deal with unexpected incidents properly - Master the educational activities inside and outside the class - Analyze the problems encountered in executing class management, identify appropriate solutions and file the records for future reference

	3. Exhibit professionalism • Create favourable learning atmosphere to develop the positive learning attitude of students and arouse their interest of the class and the training course
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Master knowledge of class management for hairdressing training and, according to different targets, adopt appropriate methods to execute class management and to realize the training goals; and • Act flexibly and deal with unexpected incidents properly, conduct analysis on class management to locate the problems and work out the solutions accordingly, and file the records for future reference.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairdressing Education & Training

Title	Master Training Preparations
Code	105452L3
Range	This unit of competency (UoC) is applicable in hairdressing training venues and related workplaces. Practitioners should be able to independently implement the requirements on training preparations in normal hairdressing training according to the training content and environment needs, so as to optimize the training process and enhance the training performance.
Level	3
Credit	6
Competency	Performance Requirements - Understand the requirements on training preparations - Understand the preparations for training and their purposes, such as: - Ascertain the goal of entire training - Formulate the training schedule/plan - Ascertain the goals and requirements for each phase of the course - Set relevant competency standards - Research data and references - Analyze and handle teaching materials - Compile training hand-outs, cases and assignments - Know the background and number of trainees - Prepare different teaching and training methods - Arrange resources, equipment, venue, supporting materials, etc. for the course - Understand the requirements and considerations for the preparations - Understand the factors hindering the implementation of preparation work - Understand the possible consequences caused by inadequate training - Carry out training preparations - Master the areas and requirements for training preparations, implement the preparations correctly in order to assist in conducting effective training and achieve the goals - Master the standard requirements and considerations for all training preparations, such as: - Analyzing and handling teaching materials, e.g. highlighting the mains points, from the easy to the complicated, etc. - Compiling training hand-out, e.g. correct content, absorbing new information, etc. - Teaching method, e.g. case study, in-person demonstration, etc. - Exhibit professionalism - Respect intellectual property to in preparing training materials to avoid oneself or the organization from falling into the trap of infringement
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to:

	• Master and correctly carry out preparations for all kinds of training in order to optimize the training process, enhance the training performance and achieve the training goal.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairdressing Education & Training

Title	Implement Training Venue and Facility Management
Code	105453L3
Range	This unit of competency (UoC) is applicable in hairdressing training venues and related workplaces. It requires independent working ability, analysis, evaluation and judgement. Practitioners should be able to implement training venue and facility management effectively according to the types and user guidelines of related training venues and facilities as well as the course programmes and areas covered, and conduct reviews regularly.
Level	3
Credit	3
Competency	Performance Requirements - Possess knowledge of training venue and facility management - Understand the types of hairdressing training venues, including: classroom, hands-on practice location, laboratory, administrative office (including teaching staff's office and common room), etc. - Understand the types of hairdressing training facilities, including: teaching equipment, equipment and tools for practice, facilities for office routines, training materials and books, computer, basic internet facilities, etc. - Understand the considerations for choosing hairdressing training venues and facilities, such as: course programme and areas covered, course objectives, environmental safety of the venues, safe use of facilities, etc. - Understand guidelines of the hairdressing training centre/organization for venues and facilities - Understand the importance of recording the rate and conditions of using the hairdressing training venues and facilities - Implement training venue and facility management - Master the knowledge of training venue and facility management and guidelines of the training organization, and implement training venue and facility management according to the course programme and areas covered - Conduct reviews regularly according to the records of the rate and conditions of using the hairdressing training venues and facilities; re-arrange the venues and facilities when necessary - Inspect and maintain venue facilities regularly to ensure normal operation - Make the best use of the venue and the advantage of it to benefit the learning environment - Assess the possibility of loss of the venue facilities and equipment - Suggest improvements once problems are found for the training venue system - Provide performance assessment for the training venue management - Exhibit professionalism - Ensure the training venue and equipment meet the safety requirements and prevent improper use of the venue and facilities
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:

	• Master knowledge of hairdressing training venue and facility management and guidelines of the training organization, and implement training venue and facility management according to the course programme and areas covered; and • Conduct reviews regularly according to the records of the rate and conditions of using the hairdressing training venues and facilities; re-arrange the venues and facilities when necessary for best management result.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairstyle Design & Professional Techniques

Title	Mastering Fast Cut Hairdressing Techniques
Code	111544L3
Range	This UoC is applicable to fast cut haircutting related workplaces. It enables practitioners, who must possess judgment and analytical skills, to master fast cut haircutting techniques and design the required hairstyle for clients within a professional and reasonable timeframe.
Level	3
Credit	5
Competency	Performance Requirements Understand knowledge of fast cut hairdressing and hairstyling design • Explain hairstyling design knowledge for speed haircutting, including: ◦ Understand the client's desired length and style ◦ Understand the characteristics of layered hairstyles at different hair lengths • Describe the usage techniques and effects of various cutting tools ◦ scissors/thinning shears ◦ clippers/electric clippers • Describe basic cutting techniques (e.g., blunt cutting, clipper over comb, thinning, point cutting, slide cutting) • Explain short hair fast cut techniques, including: ◦ The relationship between four basic layers and lifting angles for hair lengths from 0cm to 15cm (approx. 6 inches) ◦ Trimming the hairline ◦ Two-section parting for men's and women's haircuts • Explain electric clipper fast cutting techniques, including: ◦ How to use clippers for fast cutting ◦ Clipper hairstyle designs: fade / flat / zero ◦ Hairstyle choices for men and women Apply fast cut hairdressing techniques • Select appropriate fast cut hairdressing tools and styling products based on client requirements. • Apply speed haircutting techniques, considering factors such as client requirements and hair condition (or by reference to styling photos), and adhering to personal and operational hygiene codes, to complete the desired hairstyle within a professionally acceptable time frame (e.g., 15 minutes). • Monitor the client for any adverse reactions during the service and take remedial actions according to established procedures. • Review and refine the fast cut haircut result. • Advise the client on post-service care methods. Exhibit professionalism • Ensure the correct application of fast cut haircutting techniques in daily work.

Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: • Employ client communication skills to understand the client's hairstyle requirements. • Employ the use of fast cut haircutting tools to assist in hairstyle design. • Employ fast cut hairdressing techniques and, based on the client's requirements and operational hygiene codes, complete the desired hairstyle for the client within a professional and reasonable timeframe (e.g., 15 minutes).
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Fast Cut Hair Salon Operations, Safety, and Customer Relationship Management
Code	111546L3
Range	This UoC is applicable to fast cut hair salons. It enables practitioners to execute operational procedures, adhere to general safety rules for salon equipment, and handle customer service effectively.
Level	3
Credit	3
Competency	Performance Requirements Explain the relevant knowledge for fast cut hair salon operations and customer relationship management, including: • Salon operational requirements (reference may be made to relevant Hong Kong government information on business registration and company incorporation) ◦ Defining market positioning ◦ Location selection ◦ Capital requirements and budgetary control ◦ Equipment procurement and staff recruitment ◦ Business registration • Knowledge of general salon safety rules and regulations ◦ Explain general salon safety rules and relevant hygiene regulations. • Knowledge of customer relationship management principles ◦ Explain basic customer service protocols for a fast cut hair salon (e.g., staff grooming standards, interpersonal skills, characteristics of different customer types, interpreting customer behaviour and mood). ◦ Explain salon guidelines for handling customer complaints. Apply relevant knowledge within a standard hairdressing salon environment • Establish a fast cut hair salon in compliance with relevant legal regulations and business operational requirements • Apply public hygiene knowledge and operate equipment safely. ◦ Perform routine disinfection and sanitation work for general hairdressing premises, equipment, and tools correctly, in accordance with relevant hygiene laws and codes. ◦ Apply relevant rules and regulations to complete tasks assigned by supervisors and effectively prevent accidents resulting from safety negligence. • Apply customer relationship management techniques. ◦ Utilize effective interpersonal communication skills to establish and maintain high-quality customer service relationships and introduce or recommend suitable hair care products or speed haircut services to clients. ◦ Handle general customer complaints effectively in accordance with the salon's complaint handling guidelines, such as by calming emotions, offering compensation, making apologies, etc.

	Exhibit professionalism • Adhere to relevant public health ordinances. • Utilize good interpersonal communication skills to establish and maintain quality customer service relationships. • Comply with the Personal Data (Privacy) Ordinance when collecting customer information.
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: • Apply relevant knowledge to establish a fast cut hair salon and meet its operational requirements in compliance with relevant regulations. • Adhere to established personal and operational hygiene codes and relevant health regulations to perform daily disinfection and cleaning of the salon premises, equipment, and tools. • Comply with the general safety rules for salon equipment. • Employ customer relationship management techniques to maintain good relationships with clients. • Handle general customer complaints effectively according to the salon's established procedures.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hair & Scalp Care

Title	Master the Ways to Prevent Hair-related Diseases
Code	105359L4
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. It involves non-routine duties, and requires judgement and analysis, so as to advise customers on how to prevent hair diseases, and take preventive measures against infectious diseases in daily routines.
Level	4
Credit	6
Competency	Performance Requirements - Understand hair-related diseases and their prevention - Understand hair-related diseases knowledge, including: - Nature and characteristics of hair diseases, e.g.: congenital, pathological, etc. - Types of hair diseases, e.g.: head lice, capitis, dandruff, bald head, folliculitis, psoriasis, hair loss, etc. - Causes of different types of hair diseases, e.g.: infectious diseases, infection, disorders, etc. - Essentials for healthy hair, e.g.: diet, environment, health, hairdressing products, etc. - Know about infectious diseases, including: - Types and transmission routes of pathogens - Infectious diseases caused by different pathogens, e.g.: pathogen, viruses, parasites, etc. - General symptoms, pathologies, incubation period, etc. of general infectious diseases - Understand the ways to prevent general hair diseases, e.g.: eliminate the source of disease, enhanced personal immunity, etc. - Master the general ways to prevent hair diseases - Give advices to customers on how to prevent hair-related diseases according to their hair condition and care needs, and suggest customers to seek treatment from professionals accordingly - Master the causes and transmission routes of different hair diseases, and take relevant preventive and control measures according to health legislation and guidelines when providing hair services to prevent the occurrence and spread of diseases - Exhibit professionalism - Know about legislation on the prevention and control of infectious diseases, and take relevant preventive measures in daily hair treatment routines.
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: - Master knowledge of hair-related diseases and ways to prevent different diseases, provide appropriate preventive measures and advices to customers according to their hair conditions and care needs, and suggest customers to seek treatment from professionals accordingly; and - Identify the symptoms and transmission routes of different infectious diseases, and take procedures and measures accordingly in daily hair treatment routines to prevent the infection, occurrence and spread of diseases.

Remark	
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Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hair & Scalp Care

Title	Master the Contraindications of Hair Transplant
Code	105360L4
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. It requires judgement and analysis. Practitioners should be able to correctly explain the contraindications of hair transplant to customers, and give appropriate advice on hair transplant and care.
Level	4
Credit	6
Competency	Performance Requirements - Understand hair transplant knowledge - Possess basic knowledge of hair, e.g.: - Form of hair - General hair diseases, etc. - Know about the types of abnormal hair loss, e.g.: extensive, partial (circular baldness, male baldness), etc. - Understand causes of hair loss and the care methods, including: - Congenital, e.g. genetic disease - Physiological, e.g. pregnancy, childbirth, menopause - Pathological, e.g.: endocrine disorders, hormones, pressure, medications, chemicals, etc. - Understand hair transplant knowledge, including: - Types of hair transplant, e.g. scar-free, hidden scar, etc. - Different methods and techniques of hair transplant - Factors affecting hair transplant effects - Contraindications of hair transplant, e.g.: skin diseases, allergies, etc. - Know about the functions, correct usage and contraindications of different hair transplant tools/equipment - Apply hair transplant knowledge - Master knowledge of hair science, analyze customers' hair condition, causes of hair loss and hair transplant needs, and recommend appropriate hair transplant methods to them - Master the contraindications of hair transplant and provide appropriate health advice to customers according to different causes of hair loss and hair transplant methods - Explain to customers correctly the noting points for hair transplant and the contraindications - Exhibit professionalism - Understand the professional qualification requirements on providing hair transplant in Hong Kong
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: Apply hair science and hair transplant knowledge to analyse customers' hair condition, causes of hair loss and hair transplant needs, and recommend appropriate hair transplant methods to them; and

	• Explain to customers correctly the contraindications of hair transplant according to the causes of their hair loss and hair transplant methods they choose.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairstyle Design & Professional Techniques

Title	Apply Professional Hair cutting and Blow-drying Techniques to Design Hairstyles
Code	105372L4
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. It requires some creativity and judgement. Practitioners should be able to apply hair cutting and blow-drying techniques to design trendy hairstyles suitable for the customer's style.
Level	4
Credit	9
Competency	Performance Requirements - Understand professional hair cutting and blow-drying and hairstyle design techniques - Possess knowledge of professional hairstyle design, e.g.: - Characteristics of different hairstyle designs (e.g.: feathered hair is gradually layered down to the shoulders with disconnect cutting) - Prevalent trend (prevalent length and layer of the season) - Factors affecting design results - Image creation (matching with the clothing and makeup) - Characteristics of different professionals and age groups - Understand professional knowledge of hair cutting and blow-drying, e.g.: - Analysis of face shapes and facial features - Analysis of hair texture and it noting points, e.g.: natural curly hair, permed or straightened hair - Effects of different cutting angles - Understand different hair cutting and blow-drying techniques and their effects, e.g.: lines, texture, volume and layers, etc. - Know about customer communication techniques in order to confirm customer requirements - Apply professional hair cutting and blow-drying and design techniques for hairstyle design - Master the prevalent trend and apply hair cutting and blow-drying techniques to design original and trendy hairstyles suitable for the customer's image according to customer's face shape, facial features, etc. - Explain the aftercare to customers - Exhibit professionalism - Examine the design result and customer's level of satisfaction during and after the service, and rectify the deviations in design result - The hair cutting and blow-drying styles designed meet the customer requirements
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: - Master the characteristics and results of different hairstyle designs, consider external factors such as customers' face shapes and facial features, etc., and apply professional hair cutting, blow-drying and design techniques to design trendy hairstyles for customers highlighting their own personalities; and - Provide aftercare advice to customers.

Remark	
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Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairstyle Design & Professional Techniques

Title	Apply Professional Perming Techniques to Design Hairstyles
Code	105373L4
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. It requires some creativity and judgement. Practitioners should be able to apply perming techniques to design appropriate hairstyles for customers.
Level	4
Credit	6
Competency	Performance Requirements 1. Understand perming and hairstyle design techniques • Understand different types of perming techniques and their effects • Know about the history and development of perming techniques • Understand how perming affects the change of hairstyles • Understand the relationship between different perming techniques and hairstyle design • Understand the relationship between different perming products and equipment and hairstyle design • Understand the communication techniques in order to confirm customer needs and provide feasible design 2. Apply professional perming techniques for hairstyle design • Apply professional perming and hairstyle design techniques to design aesthetic hairstyles for customers suiting their personal image according to their physical features and requirements • Communicate with and recommend hairstyling to customers from a professional perspective, and explain clearly the characteristics of design • Examine and retouch perm results 3. Exhibit professionalism • The perming styles designed meet customer requirements
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Master perming and hairstyle design techniques, and • Apply professional perming techniques to design image-fitting and aesthetic hairstyles for customers according to factors such as their head/face shapes, occasions they will attend, etc.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairstyle Design & Professional Techniques

Title	Apply Professional Hair Bleaching and Colouring Techniques to Design Hairstyles
Code	105374L4
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. It requires some creativity and judgement. Practitioners should be able to apply hair bleaching and colouring techniques to create new hairstyles for customers.
Level	4
Credit	6
Competency	Performance Requirements - Understand professional hair bleaching, colouring and design techniques - Understand professional hair bleaching and colouring techniques, including: - Analysis of hair texture, hair colour and skin colour - Matching colour tones with hair texture, hair colour, skin colour and face shape - Relationship between base colours and colour tones and the effects when used together - Types of bleaching and the contemporary development of popular techniques - Factors affecting the bleaching results and ways to correct them - Effects of bleaching techniques on colour - Application of hair bleaching and colouring techniques on colour correction - Highlighting with base colour and design effects - Understand possible problems and conditions caused by bleaching/colouring and ways of correction - Understand how bleaching/colouring changes hairstyles - Understand the ingredients, functions and safe use of different bleaching agents/hair colourants, e.g.: - Effects of acidic and alkaline colourants on hair texture - Relationship between hydrogen peroxide and bleaching agents/hair colourants and colour control techniques - How to choose appropriate bleaching agents/hair colourants for customers - Master customer communication techniques to confirm customer requirements on hair colour and hairstyles, so as to recommend acceptable designs to them - Apply professional hair bleaching and colouring techniques to design hairstyles - Assess and analyze factors such as hairstyles, hair texture, hair colour and skin colour, etc. of customers, and choose appropriate colouring products and colours according to customer requirements - Communicate properly with customers to design new hairstyles for customers from a professional angle, and explain clearly the characteristics of the hairstyles designed - Apply professional bleaching/colouring and styling techniques to perform bleaching/colouring service for customers according to correct procedures of using the bleaching/colouring products, and complete the colour designs within a specified time - Observe if there are any side effects occurred to the customers or deviation in effects during the service, and make remedies according to established procedures - Examine whether the overall bleaching/colouring effects produced the desire colours

	3. Exhibit professionalism • Ensure the bleaching/colouring products and tools selected comply with the safety and environmental standards
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Analyze and assess hair texture, hair colour and skin colour, etc. customers, and apply professional hair bleaching/colouring and design techniques to design appropriate the desired colours and hairstyles for customers; and • Apply professional bleaching/colouring techniques and follow the procedures of the bleaching products correctly to complete hairstyles with new hair colour effects within a reasonable time according to customer needs.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairstyle Design & Professional Techniques

Title	Design Evening Hairstyles
Code	105375L4
Range	This unit of competency (UoC) is applicable in salons. It involves some creative and non-routine activities that require judgement and analysis. Practitioners should be able to to design evening hairstyles for customers.
Level	4
Credit	6
Competency	Performance Requirements 1. Understand evening hairstyle design techniques • Understand short hair evening hairstyle design techniques, e.g.: ◦ Preparations for setting, e.g.: hand rolling, pin curl, finger wave, blow-drying and line positioning, etc. ◦ Techniques for setting hair with insufficient length, e.g. back-combing, mix use of wigs, etc. ◦ Headdress assembly ◦ Short hair roll ◦ Short hair plaiting ◦ Usage of fixing products • Possess knowledge of evening hairstyle design, including: ◦ Matching evening hairstyles with makeup and clothing ◦ How to highlight the body shape with evening hairstyles ◦ Essence of traditional evening hairstyling ◦ Features of avant-garde evening styles and occasions • Understand preliminary techniques for different designs of evening hairstyle, e.g.: teasing, razor cutting, hair extension and matching hairpieces with real hair, etc. • Understand the features and effects of the mixed use of different hair updo techniques, e.g.: twisting, roll, loop, plaiting, etc. • Know how to choose ornaments for evening styles, e.g.: ◦ Choose appropriate hairpieces for customers as hair ornaments ◦ Choose simple ornaments for evening styles ◦ Techniques of assembling headdress and hairpieces for short hair evening styles • Understand the use of headdress ◦ Meanings of different headdresses and different numbers and colours of them ◦ Taboos for wearing headdress ◦ Matching headdresses evening hairstyles and customers

	2. Design evening hairstyles • Apply professional hair updo and evening hairstyle design techniques to design an original evening hairstyle within a reasonable time to match customer's image, face shape and facial features, hair texture and clothing as well as the occasion to attend • Communicate with the customer properly to explain clearly from a professional angle the characteristics of the evening hairstyle designed • Observe if there are any side effects occurred to the customers or deviations occurred during the service, and make remedies according to established procedures • Master different hair ornament design techniques to design hair ornaments for evening hairstyles for customers • Examine and retouch the result of evening hairstyle design • Explain the aftercare to the customer 3. Exhibit professionalism • The evening hairstyles designed meet customer requirements
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Master different preparations and evening hairstyling techniques and make use of headdresses to set satisfactory evening hairstyles for customers with different hair length; and • Analyze the characteristics of customer's appearance, and consider the clothing and occasion to attend; apply different hair updo and evening hairstyle design techniques to design an original evening hairstyle within the specified time that highlights the personal image of the customer.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Image & Style Design

Title	Design Hairstyles to Match the Overall Image
Code	105384L4
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. It involves some creative and non-routine activities and requires skillful techniques and judgment. Practitioners should be able to design hairstyles that suit customer's unique temperament and image.
Level	4
Credit	9
Competency	Performance Requirements - Possess knowledge of designing hairstyles to meet the overall image - Understand the concept and purpose of hairstyle design - Understand the basic principles of hairstyle design, e.g.: the principles of shading, symmetry, balance, harmony, contrast, proportion, rhythm and unity - Understand factors of consideration for design styles and their importance, e.g.: - Customer's profession, background, personalities, preference and age - Customer's head, face, body shape and skin colour - Customer's hair texture and colour - Seasonal and currently popular designs - Understand the steps of executing hairstyle design, including: - Communicating with the customer - Drawing sketches - Image positioning - Confirming the design - Design hairstyles to match the overall image - Master hairstyling techniques and follow correct steps to execute image styling for customers - Observe and communicate with the customers to understand occasions they will attend, their clothing and makeup, etc. - Analyze the objective conditions, personal styles and characteristics of the customers, and draw the designs and sketches - Modify and adjust the design according to preliminary design results and customers' opinions, and work out the image positioning - Execute the confirmed styling design - Master the image positioning methods and their characteristics, e.g.: profession positioning, personality positioning - Master the characteristics and hairstyling techniques for different image styles to execute hairstyling for the customers according to their personal styles and occasions, such as classic, trendy, avant-garde, etc.

	3. Exhibit professionalism Recommend to customers from a professional angle hairstyle designs fitting their overall image, and explain clearly the characteristics of the styles designed
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: - Master knowledge and techniques for personal image hairstyling, and - Master the basic principles and techniques for personal image hairstyling; apply different styling techniques (e.g.: perming, colouring, hair cutting and blow-drying and evening hairstyling) to perform styling for customers and design hairstyles fitting with their overall image, character, appearance and occasions/environment.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Image & Style Design

Title	Master Techniques of Participating in Hairdressing Contest and Hairstyle Demonstration Show
Code	105385L4
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. It involves some creative and non-routine activities that requires judgement, analysis and evaluation. Practitioners should be able to plan their own progress of work and design hairstyles for contests/demonstration shows.
Level	4
Credit	6
Competency	Performance Requirements - Possess knowledge of hairdressing contest and demonstration show - Understand the basic requirements of hairdressing contest/demonstration show on hairstyle design, e.g.: - Be creative in the ideas of design - Highlight the themes with the overall effects - Match with the costume - Understand the procedures of hairstyling in hairdressing contest/demonstration show, e.g.: - Confirm the theme - Draw the sketch of the hairstyle - Be familiar with the contest rules - Know about factors affecting hairstyle design, e.g.: - Theme and content of contest/show - Design and size of the stage - Distance from the stage to audience - Colour of lighting - Know about currently popular hairstyles and styling techniques - Understand colour science theories and creative colour matching techniques - Understand the methods and techniques of the matching of makeup, clothing and hairstyles - Design hairstyles for contest and demonstration show - Make preparations for hairdressing contest/demonstration show, including: - Select models - Think about the makeup and clothing to match with the hairstyles - Choose appropriate headdress and hairstyling products - Apply hairstyling knowledge and techniques to design hairstyles for contest according to factors such as contest rules, theme and content, setting, etc. - Apply different hairstyling techniques integratedly to design hairstyles appropriate for demonstration show according to factors such as the theme and content, setting, and stage design of demonstration show, etc. and fitting with the makeup, clothing and physical features of the models

	3. Exhibit professionalism • Ensure the designs comply with the requirements on intellectual property • Ensure the designs comply with the contest rules
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Master different hairstyling and colour matching techniques; • Master the design and production techniques for different hairpieces and hair ornaments; • Apply different hairstyling and colour matching techniques integratedly to complete creative and good-looking hairstyle design within the contest time according to the theme and rules of contest; and • Apply appropriate hairstyling techniques to demonstrate hairstyle design in the demonstration show within the specified time according to the show's theme and content, stage setting and design, makeup and clothing, models characteristics, etc.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Image & Style Design

Title	Master the Relationship between Hairstyle Design Theory and Cultural Characteristics of Different Regions
Code	105386L4
Range	This unit of competency (UoC) is applicable in the hairdressing industry and related hairstyling projects. It involves some creative and non-routine activities. Practitioners should be able to make judgement and analysis in selecting and making reference to information, so as to provide distinctive hairstyle designs to customers.
Level	4
Credit	9
Competency	Performance Requirements 1. Possess knowledge of hairstyle design theory and cultural characteristics of different regions • Understand hairstyle design theory • Understand cultural characteristics of styles in different regions and their social and cultural background, e.g.: ◦ Styling characteristics of movie characters in different regions ◦ Impacts of movie and art culture of different regions on fashionable hairstyle design • Understand how the differences between Chinese and western cultures and their development relate to hairstyle design • Know about the information research, analysis and methods and purposes of classification of cultural characteristics of different regions 2. Master the relationship between hairstyle design theory and cultural characteristics of different regions • Analyze the relationship of hairstyle design with social and cultural background and artistic characteristics, and use creativity to form the hairstyle design framework • Apply knowledge of hairstyle design and cultural characteristics of different regions to assess the factors affecting them and how they affect the fashion trend of society 3. Exhibit professionalism • Ensure the styles designed match with or highlight the cultural characteristics of different regions, so that the styling of characters can have a greater sense of the contemporary
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Master hairstyle design theory and knowledge of cultural characteristics of different regions; and • Apply hairstyle design theory and knowledge of cultural characteristics of different regions in the hairdressing industry and related hairstyling projects to form creative hairstyle design frameworks highlighting cultural characteristics of different regions.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Image & Style Design

Title	Hairstyle Design for Stage/Media Production
Code	105387L4
Range	This unit of competency (UoC) is applicable in workplaces related to hairstyle design for stage/media production. It involves some creative and non-routine activities, and requires some judgement and analysis. Practitioners should be able to provide hairstyle designs for stage/media production to customers.
Level	4
Credit	9
Competency	Performance Requirements 1. Possess knowledge of hairstyle design for stage/media production • Understand factors of consideration and noting points for creating hairstyle design for stage/media production, e.g.: ◦ Background of the times ◦ Personalities and characteristics of the characters ◦ Related makeup, clothing and headdress ◦ Size and environment of the stage ◦ Lighting effects ◦ Distance of audience, etc. • Understand techniques of creating hairstyle design for stage/media production • Understand production procedures for hairstyle design for stage/media production, including: ◦ Preparations for customers, models or characters ◦ Analysis of head shape, face shape, facial features, hair colour and hair texture of customers, models or characters ◦ Panning and drawing proposals such as styling work chart, design flow chart, etc. • Know about popular types of hairstyling products and tools for stage/media production and their functions • Understand related legislation and safety rules, and daily cleaning and maintenance of tools and equipment • Know about the reasons and the importance of documenting and keep the information on production

	2. Create hairstyle design for stage/media production • Conduct information research on the characters, background of the times, etc., and analyze the characteristics of the characters, theme of the play and scene environment, etc. to confirm and design relevant hairstyles, and prepare the proposal • Make preparations for hairstyle design, e.g.: ◦ Tools ◦ Make the required headdress ◦ Choose appropriate styling products, tools and equipment, etc. • Master knowledge and techniques for hairstyle design for stage/media production and create appropriate hairstyle designs according to the confirmed styling proposal to match with the design, clothing and physical characteristics of the customers, models or characters 3. Exhibit professionalism • The media makeup style created matches with and highlights the image of the character
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Master knowledge and techniques for hairstyle design for stage/media production, conduct information research and analysis on the characters, background of the times, etc.; and • Create appropriate hairstyle designs for customers or models or characters according to their requirements and images, stage scenes, analysis of related information, etc., following the codes of practice for personal and working hygiene, and keep the record of the design.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Image & Style Design

Title	Produce Hair Ornaments and Pros (Stage Performance/Hairdressing Contest)
Code	105388L4
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. It involves some creative and non-routine activities, and requires some judgement and analysis. Practitioners should be able to design new hair ornaments and pros for performers and models.
Level	4
Credit	9
Competency	Performance Requirements 1. Possess knowledge of hair ornaments and pros for stage performance/hairdressing contest • Possess knowledge of hair ornaments and pros, e.g.: ◦ Types and styles of hair ornaments and pros ◦ Steps of measuring the head size of performers/models ◦ Properties of the materials of different types of hair ornaments and pros ◦ Production methods and techniques for different types of hair ornaments and pros ◦ Correct steps of wearing and removing hair ornaments and pros • Understand knowledge and techniques of producing hairpieces, including: ◦ Types and styles of hairpieces (traditional, currently popular, avant-garde, etc.) ◦ Types, texture and properties of materials commonly used for hairpieces ◦ Identification methods and analyzing techniques for different wig materials ◦ Important points for determining the size of hairpiece ◦ Hairpiece production techniques currently popular ◦ Functions and safe use of hairpieces ◦ Factors affecting the overall effects ◦ Different care methods and techniques for hairpieces ◦ Correct disposal • Understand the points to note for designing hair ornaments and pros for stage performance/hairdressing contest, e.g.: ◦ Characteristics of the characters ◦ Content of the performance ◦ Physical features, makeup and clothing of the performers ◦ Design of the performance items ◦ Size and environment of the stage ◦ Lighting effects ◦ Rules and procedures for the hairdressing contest ◦ Distance of the audience, etc.

	2. Apply techniques of producing hair ornaments and pros • Apply knowledge and techniques of producing different hair ornaments and pros to produce distinctive and aesthetically beautiful hair ornaments and pros to match with the overall styles according to factors such as the content of stage performance, stage design, characteristics of the characters, etc., and in compliance with the codes of personal and hygiene practice • Follow hairdressing contest rules and procedures, accumulate hands-on experience, discuss with others, conduct in-depth and extensive information research on real cases of the contest, and apply techniques of producing hair ornaments and pros (hairpieces) to produce hair ornaments and pros for hairdressing contest according to the process and form of the contest 3. Exhibit professionalism • The hair ornaments and pros produced comply with the requirements of the stage performance/hairdressing contest • Dispose the hairpieces correctly after the show/contest
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Master knowledge and techniques of producing different types of hair ornaments and pros for stage performance/hairdressing contest according to information gathered, and choose appropriate materials and styles for the hair ornaments and pros; • Analyze the hair conditions of performers, and apply knowledge and techniques of producing different types of hair ornaments and pros for stage performance to produce appropriate hair ornaments and pros for performers according to the content and requirements of the stage performance; and • Apply different methods and techniques of producing hair ornaments and pros to design and produce appropriate hair ornaments and pros for models according to their hair condition as well as the rules and requirements of the hairdressing contest, so as to participate in the contest.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Marketing & Customer Service

Title	Promote Salon Services and Develop Business
Code	105401L4
Range	This unit of competency (UoC) is applicable in salons and related business locations. It involves analysis, judgement and assessment. Practitioners should be able to apply good marketing and promotion techniques to promote salon services and develop business according to the organization's business development goals and market development trend.
Level	4
Credit	9
Competency	Performance Requirements 1. Possess knowledge of business promotion • Understand the organization's business development goals and marketing strategy • Master marketing and promotion techniques • Understand the advantages and disadvantages of different publicity media • Master hairdressing market status and development trend • Understand the restrictions on salon promotion • Master the organization's products and services • Master the procedures for formulation of promotion plan 2. Promote salon services and develop business • Analyze salon' business development potentials to determine the focus of promotion activities • Confirm the target group of customers and analyze factors affecting promotion performance, e.g.: promotion venue, seasonal factor, types and age of customers, etc. • Formulate and execute the promotion plan, including: promotion methods, channels, cost, manpower required and schedule of promotion activities • Monitor, assess and analyze effectiveness of the promotional activities, and take corrective measures accordingly in order to achieve the established goals 3. Exhibit professionalism • Do not use discriminative wording in advertisements or promotional activities to avoid breaching the discrimination-related ordinances, e.g. the Sex Discrimination Ordinance, the Disability Discrimination Ordinance and the Race Discrimination Ordinance • Ensure that customers can get correct and adequate information during the promotional activities
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Promote hairdressing service, and enhance the organization's hairdressing business through effective publicity channels according to the organization's business development goals and market development trend; and • Formulate effective promotion plan and activities according to the organization's marketing and promotion goals, so as to promote the organization's service development.

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Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Marketing & Customer Service

Title	Promote Hairdressing Products and Explore Business Opportunities
Code	105402L4
Range	This unit of competency (UoC) is applicable in salons and product sales departments of the hairdressing industry. It involves judgement and analysis. Practitioners should be able to explore hairdressing products in the market that can enhance the organization's business, and formulate publicity plans for the products in order to develop business.
Level	4
Credit	9
Competency	Performance Requirements 1. Possess knowledge of product promotion and business development • Understand the organization's business goals and marketing strategy • Master marketing and promotion techniques • Understand different publicity channels • Master the characteristics and development trend of hairdressing products • Understand basic techniques for business analysis, e.g.: identifying new business, risk analysis, etc. • Understand the organization's business development plan • Master formulation procedures for promotion plan 2. Promote hairdressing products and explore business opportunities • Analyze and evaluate factors affecting the sales of hairdressing products, including: customer demand, market potentials, investment capacity of the organization, risk factors, etc. • Explore to find new hairdressing products with potentials, including: ◦ Applicability to local market ◦ Explore the form, term and conditions of cooperation with the supplier (e.g. franchisee, distributor and dealer) ◦ Pricing of products • Formulate hairdressing product promotion plan, including: selecting appropriate promotion channels and forms of promotional activities, estimating promotion expenses, organizing promotional activities, etc. • Coordinate, supervise and evaluate effectiveness of the promotional activities, and take corrective measures to accordingly, so as to achieve the established goals for the activities 3. Exhibit professionalism • Do not use discriminative wording in advertisements or promotional activities to avoid breaching the discrimination-related ordinances, e.g. the Sex Discrimination Ordinance, the Disability Discrimination Ordinance and the Race Discrimination Ordinance • Ensure that customers can get correct and adequate information during the promotional activities
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to:

	• Select hairdressing products with development potentials, and formulate and execute appropriate promotion plans in order to enhance the organization’s business development.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Marketing & Customer Service

Title	Formulate Customer Service Scheme
Code	105403L4
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. It involves analysis, evaluation and judgement. Practitioners should be able to formulate customer service scheme according to the organization's operational policies and market development trend, so as to provide quality service, so as to enhance the image of corporate branding and develop business.
Level	4
Credit	9
Competency	Performance Requirements - Understand customer service requirements of the hairdressing industry - Understand the criteria and requirements on high quality customer service of the industry - Understand the strengths of and challenges faced by the organization - Understand the organization's policies and future development of hairdressing services - Understand the changes in the industry and market environment - Formulate customer service scheme - Formulate a customer service scheme for the industry - Design service operation system - System blueprint and framework - Key service personnel scheme - Design routine operation scheme for the organization - Code of practice and staff discipline for customer service - Workflow and steps for designing hairdressing services - Service environment management, such as the hygiene and lighting of salon - Position the customer service of the organization and identify target customers - Formulate electronic customer service scheme for the organization - Corporate website and database - Procedures for handling electronic enquiries - Establish customer service assessment mechanism, such as: rewarding and penalty mechanism for staff - Master market changes and adjust the customer service scheme - Exhibit professionalism - Give priority to customer interests and adhere to the Personal Data (Privacy) Ordinance when considering and formulating customer service management strategies
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: - Formulate customer service scheme effectively to strengthen and develop corporate business; and - Master the hairdressing market changes and adjust the customer service scheme to enhance competitiveness.

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Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Apply Laws for Salon Operation on the Mainland
Code	105425L4
Range	This unit of competency (UoC) is applicable to employees responsible for the operation on the Mainland. It involves judgement and analysis. Practitioners should be able to manage the operation of salons on the Mainland legally according to formalities and legislation of salon operation there, so as to facilitate the organization's business opportunities and potentiality for development.
Level	4
Credit	6
Competency	Performance Requirements - Possess knowledge of salon operation on the Mainland - Understand the current condition of hairdressing service market on the Mainland - Know about business registration ordinances of the Mainland - Know about government departments for the regulation of salons on the Mainland - Understand formalities and legal requirements for setting up and operating salons on the Mainland - Understand formalities and labour regulations related to staff recruitment on the Mainland - Understand basic accounting system and taxation regulations of the Mainland - Master the differences between the Mainland and Hong Kong in the laws for regarding salon operation - Apply laws for salon operation on the Mainland - Apply the laws for salon operation on the Mainland to manage the operation legally and effectively, including: - Business registration and relevant government departments - Staff recruitment procedures and terms of employment, e.g.: salary, working hours, etc. - Qualification requirements for hairstylists to working on the Mainland - Taxation regulations, including: commercial establishments, employees, etc. - Laws for daily operation of salons, e.g.: sewage discharge, fire safety, etc. - Requirements on the sales of hairdressing products/services - Points to note for Hong Kong people working on the Mainland, e.g.: accommodation, working hours, etc. - Set the allocation of resources and conduct risk assessment according to the system structure on the Mainland - Reflect to and seek help from the government departments on the Mainland when problems occur - Exhibit professionalism - Adhere to laws for salon operation on the Mainland to prevent irregularities
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: - Master the legal requirements on salon operation on the Mainland; and - Operate and manage salons on the Mainland legally and effectively according to laws for salon operation there.

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Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Execute Operational Procedures for the Import and Export of Hairdressing Products
Code	105426L4
Range	This unit of competency (UoC) is applicable in industry-related workplaces. It involves judgement and analysis. Practitioners should be able to execute operational procedures for the import and export of hairdressing products in familiar working environment for salon use or retail.
Level	4
Credit	3
Competency	Performance Requirements - Possess knowledge of the import and export of hairdressing products - Understand Hong Kong import and export regulations - Understand basic terminology for import and export, e.g.: - FOB (Free on Board) - CFR (Cost and Freight) - CIF (Cost, Insurance and Freight) - BL (Bills of Lading) - Understand customs formalities for the import and export of hairdressing products - Understand corporate procedures for the import and export of hairdressing products - Understand the operational procedures for air-freight and sea-freight systems - Execute procedures for the import and export of hairdressing products - Execute procedures for the export of hairdressing products according to corporate procedures or customer requirements, e.g.: - Correctly label products that need special care, e.g.: dangerous goods, chemicals, etc., and attach the relevant documents - Complete the customs documents required and ensure their submission on time - Complete the documents required and send to the customers with the products or by other means - Arrange the collection of hairdressing products for delivery and pack them properly - Track the goods to ensure punctual delivery - Complete internal administrative procedures - Execute procedures for the import of hairdressing products according to corporate procedures, including: - Negotiate with suppliers to confirm the shipping details - Complete customs declaration formalities on arrival of goods - Arrange to receive the goods - Complete internal administrative procedures, follow up the quantity, quality and packing of goods and countercheck with the specifications of the product orders

	3. Exhibit professionalism • Establish good partnership with suppliers/agents • Prevent any abuse of power or corruption, such as abuse/misappropriation of the organizational assets and theft
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Handle the import and export of hairdressing products correctly according to customs requirements and corporate procedures; and • Complete import and export documents and formalities required according to the types of hairdressing products.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Execute Inventory Procedures
Code	105427L4
Range	This unit of competency (UoC) is applicable to staff of the inventory control and management department in the hairdressing industry. It involves judgement and analysis. Practitioners should be able to execute established inventory procedures of the organization in generally familiar working environment to ensure that the related operating procedures have been followed through.
Level	4
Credit	6
Competency	Performance Requirements 1. Possess knowledge of inventory management • Understand the general standard of inventory management • Understand the special requirements of the organization for inventory procedures such as appropriate storage area and time for inventory and protection measures/methods • Understand the inventory procedures of the organization, e.g. inventory documents, stock-taking, etc. • Understand the actual operation of the inventory system of the organization • Understand the duties and authority of inventory employees 2. Execute inventory procedures • Handle inventory matters correctly in accordance with the organization's inventory procedures and relevant requirements, including: ◦ Dispatch goods e.g. by using the first-in-first-out principle (FIFO) ◦ Record and handle damaged goods ◦ Execute stock-taking ▪ Regular stock-taking or sudden inspections ▪ Accurate records of stock-taking results ▪ Inventory system processing ▪ Report system in case of discrepancies ▪ Treatment for goods received during stock-taking ◦ Adopt the inventory procedures and documents to ensure the accuracy of the inventory record ▪ Check records of goods returned and exchanged ▪ Check records of goods sent back to warehouse ▪ Take stock of goods and keep record as soon as possible (before the deadline) after receiving and delivering goods ▪ Attach the approved deliver order to every inventory record as a supporting document when dispatching goods ▪ File vouchers in serial codes (or other designated format) to facilitate checking • Analyze the purpose and characteristics of the inventory and suggest the best inventory solution

	3. Exhibit professionalism • Prevent abuse/misappropriation of corporate assets and acts of theft professionally • Comply with the requirements on the occupational safety and health and the environmental protection ordinances when executing inventory procedures
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Master and correctly execute the established inventory procedures of the organization according to the actual needs; and • Use the inventory system correctly to ensure the accuracy of the inventory record.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Apply Information Management
Code	105428L4
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. Practitioners should be able to master the latest information technology data of the hairdressing industry, accurately assess the needs of the organization and use suitable information management system for effective management, and better economic performance and sales and service quality.
Level	4
Credit	6
Competency	Performance Requirements - Understand information management knowledge relevant to the hairdressing industry - Understand the knowledge of the latest and commonly-used information technology systems of the industry, such as: - E-commerce system - Customer relation management system - Application of software relevant to the hairdressing industry - Understand the applications and strengths of relevant information technology management system - Understand the basic composition and accessories of relevant information technology management system, including software and hardware - Understand the operation of relevant information technology management system - Understand the importance of information management system and information security management to the organization - Understand the security risks brought by the information management system and their consequences, such as: financial losses, legal liabilities, customer loss, damage to business reputation - Apply information management system - Master the most common information management system for the industry; select and use suitable information management system according to the overall operation, resources and business needs of the organization for better economic performance, sales and service quality, customer relation management, etc., so as to meet the market need and the future development of the organization - Effectively implement information security management to protect the benefits of the organization and customers - Maintain substantial and good communication with the software suppliers to ensure that the information management system of the organization operates properly and keeps abreast of the time - Exhibit professionalism - Keep abreast of the latest legislation on information privacy and information security to ensure that the information provided does not violate the Privacy Ordinance
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:

	• Master the latest and most common information technology data and system for the hairdressing industry; and • Select and use suitable information management system according to factors such as business policy and financial status of the organization, market environment, etc., and effectively implement information security management to enhance the competitiveness of the organization and work efficiency, and improve customer relation management and sales and service quality.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Execute Risk Management in Business Locations
Code	105429L4
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. It involves analysis, evaluation and judgement. Practitioners should be able to executive risk management effectively to protect the personal safety of employees and customers and to maintain normal business operation of the organization.
Level	4
Credit	6
Competency	Performance Requirements - Possess knowledge of risk management - Understand the structure and business policy of the organization - Aim of the organization - Strength of the organization (management team, financial status, etc.) - Potentiality in sales and profit - Marketing means - Management team, etc. - Understand risk assessment concepts, e.g.: avoid losses, reduce losses, transfer risks, etc. - Understand methods and tools required for risk identification - Understand the legal requirements on hairdressing business locations, e.g.: - Occupational safety and health - Storage of dangerous chemicals - Execute risk management in business locations - Identify potential risk factors for the business locations according to risk management policy established by the organization, e.g. hairdressing products and chemicals, electrical installations, hairdressing equipment, fire facilities in the business locations, etc. - Explain to employees on corporate procedures for handling risks, and post related guidelines in the business locations or assign someone in charge to reduce risks - Formulate control measures and execute contingency procedures according to different types of risks, e.g.: - Prepare first aid kit and train the employees - Report equipment damage - Buy appropriate insurance to reduce risks, liabilities and losses caused by accidents - Regularly review and renew the risk procedures to ensure compliance with the legal requirements - Exhibit professionalism - Formulate risk management measures to minimize the interference with the business and operation of the organization, so as to reduce the operational risk and protect the interest of the organization
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:

	• Assess different risks and hazards of business locations, and formulate risk management measures accordingly; and • Take risk management measures to reduce potential risks, and regularly review and renew the risk management policy to comply with the legal requirements.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Execute Financial Management
Code	105430L4
Range	This unit of competency (UoC) is applicable in salon-related workplaces. Practitioners should be able to make appropriate judgement in the submission, selection and report of information or data; effectively implement financial management to control expenditure and formulate budget; assess and submit information/data relating to cost, expenditure and profits, so as to enhance the economic performance of the outlet/organization.
Level	4
Credit	6
Competency	Performance Requirements - Possess knowledge of financial management - Possess knowledge of accounting for limited liability organization - Understand the organization's internal audit theory and procedures - Understand financial management concepts, such as the importance of financial forecast - Understand different assumptions in financial forecasts, and capital requirements, sources of funds, purposes of funds, risks and solutions, etc. - Understand risk management concepts - Understand local taxation regulations and legal requirements, e.g. tax provisions for salons, minimum wage, provident fund, etc. - Understand the application of information technology - Execute financial management for salon - Apply financial management knowledge to compile comprehensive financial statement for salon, including: comprehensive balance sheets, comprehensive profit and loss statements, comprehensive cash flow statements, etc., and apply appropriate information technology to assist the financial management - Control expenditure of salon business effectively, e.g. staff expense, wear and tear, daily expenses of the salon, etc. - Conduct risk assessment and execute risk management effectively, e.g. credit risk management, etc. - Analyze salon business financial data and prepare budget, including: - Set budget according to the business turnover and expenditure of the previous year - Set annual business turnover and estimate expenditure - Compile business turnover reports - Estimate and submit weekly/monthly business turnover - Compare the business turnover with that of last month/last season/last year - Exhibit professionalism - Monitor the financial reports compiled regularly to ensure their accuracy and timeliness - Prevent any abuse of power or corruption by the manipulation of financial management when managing financial resources of the organization

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Accurately assess and analyze salon business financial data and prepare budget, and execute financial management; and • Apply information technology and risk management knowledge to execute financial management for the salon effectively, so as to enhance its economic performance.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Formulate Procedures and Requirements for Managing the Environmental Hygiene of the Business Locations
Code	105431L4
Range	This unit of competency (UoC) is applicable in hairdressing business locations. It involves careful thinking, judgement, assessment and analysis. Practitioners should be able to analyze and review the operation and environmental hygiene of salons so as to formulate procedures and requirements for managing the environmental hygiene of the business locations.
Level	4
Credit	6
Competency	Performance Requirements - Possess knowledge of environment hygiene management - Understand regulations and standards related to environmental hygiene of the hairdressing industry - Understand the knowledge and legal requirements for preventing infectious diseases - Understand the hygiene and sanitation issues related to the operation and services of the organization, such as: - Environmental hygiene of the business locations, including: water supply and drainage system, lighting system, cooling and heating systems, ventilation system, power supply system, anti-slip facilities, first aid equipment, etc. - Hygiene practices for hairdressing tools, equipment and materials - Personal hygiene, appearance and gear of the employee - Handling of contaminated objects (e.g. towels) and waste - Understand the benefits of constant standardization, organization, rectification and cleaning - Formulate procedures and requirements for managing the environmental hygiene of the business locations - Analyze the operation and service flow of the organization; take into consideration of the environment, equipment and staff to evaluate the possibility and seriousness of cross-infection in different activities - Formulate effective codes of cleaning and sanitation, working procedures and guidelines such as the environmental hygiene, equipment hygiene and employees' personal hygiene for the business locations, according to the hygienic standard requirements and cross-infection evaluation - Regularly monitor the execution of the hygienic procedures to ensure the thorough implementation - Formulate review procedures to fine-tune deviations and make improvements - Formulate reporting procedures and information recording system in order to provide data for double-check and evidence for the effectiveness of operation - Formulate emergency procedures e.g. assisting hygiene departments with the investigation, prevention and control should there be an infection case happen in the organization - Introduce to all staff the environmental hygiene management procedures and requirements of the organization - Exhibit professionalism - Comply with the requirements of relevant hygiene laws, and request employee to follow

Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: Analyze and review the operation and environmental hygiene of the organization, formulate procedures and requirements for managing the environmental hygiene of the business locations in order to prevent infectious diseases from happening and transmitting.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Promote Environmental Awareness in the Organization
Code	105432L4
Range	This unit of competency (UoC) is applicable in hair salons and related workplaces. It involves careful thinking, judgement and analysis. Practitioners should be able to refer to and apply existing environmental regulations of Hong Kong and guidelines of the environmental groups to formulate measures and standards for the organization in order to enhance the employees' environmental awareness.
Level	4
Credit	6
Competency	Performance Requirements 1. Possess knowledge of environmental protection • Understand the importance of environment protection • Understand the effect of enhancing employees' environmental awareness on the organization • Master the requirements of the existing general environmental legislation, including: Water Pollution Control Ordinance, Air Pollution Control Ordinance, Waste Disposal Ordinance, Noise Control Ordinance, Ozone Layer Protection Ordinance, Hazardous Chemicals Control Ordinance, etc. • Understand guidelines and measures released or recommended by the Hong Kong Environmental Protection Department and other environmental groups as reference for the hairdressing industry, e.g.: ◦ The Environmental Guide for Smart Business and the Environmental Requirements – Specific Industries/Trades from the Hong Kong Environmental Protection Department ◦ Hong Kong Observatory's Hong Kong Awards for Environmental Excellence ◦ Friends of the Earth's Waste No Food Scheme ◦ World Wild Fund's Earth Hour ◦ Greenpeace's Car Free Day, etc. • Understand the employees' attitude and awareness for environmental protection 2. Formulate the organization's environmental guidelines and measures • Formulate measures to reduce energy consumption, and encourage the management and the employees to take part in environmental protection, e.g.: lighting system, air-conditioning equipment, water consumption, electricity consumption, etc. • Promote environmental measures and products to employees through effective means, including: energy-saving products, LED or energy efficient compact fluorescent bulbs, shampoos and hair sprays with environmental protection features, etc. • Review with the management and the employees regularly on the organization's performance in environmental protection in order to enhance their environmental awareness • Liaise and cooperate with environmental groups, encourage the employees to take part in the environmental activities organized by these groups, obtain the latest environmental information and introduce the information to the employees • Give the organization's old furniture and tools (e.g. plastic bottles for hairdressing) to these groups for recycle and re-use

	3. Exhibit professionalism • Ensure the environmental guidelines and measures formulated comply with the requirements of the existing legislation
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: • Apply and refer to existing environmental regulations and guidelines of Hong Kong to formulate environmental measures and standards in order to enhance the employee's environmental awareness and promote the organization's performance in environmental protection.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Manage Staff Relations
Code	105433L4
Range	This unit of competency (UoC) is applicable in the hairdressing industry. It requires analysis and judgement. Practitioners should be able to manage staff relation effectively, so as to bring out the full potential of the hairdressing professionals of the organization and to enhance the performance of staff management.
Level	4
Credit	9
Competency	Performance Requirements 1. Possess knowledge of managing staff relations • Understand the importance of managing staff relations properly to the organization • Understand general theories of hairdressing staff relation management, such as: personnel management techniques, staff motivation methods, staff counselling techniques, team management, etc. • Know about techniques of managing hairdressing employees, e.g.: styles of professional hair stylists, promotion ladder and turnover of hairdressing employees, etc. • Understand how to create fair competition and to handle disputes/grievances among teams 2. Execute staff relations management • Execute staff relations management according to corporate policies ◦ Develop staff's basic skills, including: understanding the needs of individual staff members, applying communication skills to have good communication with staff, building up staff's self-confidence and gaining staff's trust and commitment ◦ Motivate staff, e.g. help to bring out their full potential, develop staff to enhance performance, build up partnership with them, set up models, provide incentives and promotion ◦ Counsel staff, e.g. understand their needs and coach them appropriately, handle their personal problems (e.g. late for work, EQ, pressure management, etc.) ◦ Team management, including: setting team goal, analyzing the strength of the team, strengths and weaknesses of team members, liaising effectively and building up team spirit ◦ Build up team spirit by means of in-house and outreach activities organized by the organization ◦ Design campaigns for the employees to gain recognition and respect • Follow up and handle cases affecting the management of staff relations, such as employment disputes, sexual harassment, personal privacy, bribery, etc. • Master the changes of market environment, adjust staff relations management strategies and maintain good relations with staff so as to enhance the performance of the hairdressing professionals 3. Exhibit professionalism • Ensure staff relations are managed in a fair and just way to avoid causing staff dissatisfaction and to establish harmonious relations with them • Comply with the Code of Practice on Human Resource Management under the Personal Data (Privacy) Ordinance

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Execute staff relations management effectively to bring out the full potential of the employees; • Maintain good staff relations to bring out team spirit; and • Propose adjustments to staff relations management strategies according to the changes of market environment, so as to enhance the performance of the hairdressing professionals.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Appraise Staff Performance
Code	105434L4
Range	This unit of competency (UoC) is applicable to management ranks of the organization. It requires analysis, judgement and evaluation. Practitioners should be able to master the functional areas of staff at all levels at hairdressing-related workplaces; conduct performance appraisals and write appraisal reports in an objective manner according to the performance appraisal system set by the organization so as to achieve effective human resources management.
Level	4
Credit	6
Competency	Performance Requirements 1. Possess knowledge of staff appraisal • Understand the operational structure of the hairdressing organization • Understand the functional areas of all departments • Understand the performance appraisal system and standards of the organization, including: form, method and procedure of appraisal, requirements on the appraiser, appraisal time, rating standards and definition, appeal mechanism for the appraisee, etc. • Understand the purpose and importance of performance appraisal, such as the efficiency of the organization/department and personal efficiency of staff • Understand different types of performance appraisal, and the structure and characteristics of the design for performance management • Understand the content of general performance appraisals, including: knowledge and professional ability, work efficiency, work attitude, team relationship, personal conduct, etc. • Understand the reward and penalty mechanism of the organization • Understand different ways of performance appraisal 2. Appraise staff performance • Select a suitable appraisal method according to the performance appraisal standards and procedures of the organization • Follow the work goals, plans and standards of the department the staff member working in to conduct a fair and objective appraisal and write the appraisal report for the staff member • Inform the staff member concerned about the appraisal result through proper communication channel and make recommendations on improvement when necessary • Establish appeal mechanism for staff to make their appeals on the appraisals • Take suitable follow-up actions according to the appraisal result, such as: giving reward or penalty, counselling, training, etc. • File the appraisal report properly according to procedures

	3. Exhibit professionalism • Conduct appraisals and write appraisal reports impartially • Comply with the Code of Practice on Human Resource Management under the Personal Data (Privacy) Ordinance
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Conduct performance appraisals in an objective manner and write the appraisal reports according to the appraisal procedures of the organization; and • Take suitable measures to follow up, such as: giving reward or penalty, counselling, retraining, etc.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Formulate Staff Training Guidelines
Code	105435L4
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. It requires analysis and judgement. Practitioners should be able to formulate staff training guidelines with respect to business and social needs to ensure that staff members of all ranks receive suitable hairdressing professional training continuously to meet the human requirement standards of the organization and improve quality of hairdressing professionals.
Level	4
Credit	6
Competency	Performance Requirements - Possess knowledge of staff training - Understand steps of formulating staff training guidelines and the importance of formulating the guidelines to the organization - Understand the concept of hairdressing staff training, such as the objectives, methods and content of training - Understand the qualities and skills required of staff of all functional areas in the organization and their training - Understand the characteristics, functions and techniques of different training modes, e.g. supervisory theory study, teaching, interactive, project study, practical, etc. - Understand the organization's business motives, aims and concept - Understand the characteristics and process of the organization's daily and monthly routines as well as its operation in different periods of time, e.g. cleaning of hairdressing tools/equipment, etc. - Formulate staff training guidelines - Assist the management level to formulate staff training guidelines according to the business needs of the organization and the training needs of individual ranks, including: - Identify functional needs of individual ranks, such as skills, techniques, etc. - Identify requirements on teachers - Decide training method, such as: distance learning, classroom teaching, on-site teaching, etc. - Decide training location, hours and facility needs - Set the range and level of training, such as: elementary, intermediate and advance levels - Set examination rules, assessment standards and method, such as the weight and method of hairdressing theory written examination and practical skill examination for individual ranks - Review the training performance regularly and submit recommendations for improving the training guidelines to accommodate human resource needs of the organization - Keep the staff training guidelines properly for future reference by relevant personnel - Exhibit professionalism - The training content caters the development and market needs of the industry

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Master the organization's business strategy and apply specialized knowledge in staff training, to formulate timely staff training guidelines according to the training needs of different ranks of the organization; and • Review the training results regularly and submit recommendations for improving the training guidelines so as to accommodate human resource needs of the organization.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Formulate Staff Working Guidelines
Code	105436L4
Range	This unit of competency (UoC) is applicable in the hairdressing industry. It requires analysis, judgement and evaluation. Practitioners should be able to formulate and implement internal staff guidelines according to the established overall operational strategy of the organization to ensure its normal operation.
Level	4
Credit	6
Competency	Performance Requirements - Possess knowledge of staff guidelines - Understand the purposes, noting points and basic procedures for formulating staff guidelines - Understand the organization's business motives, aims and concept - Understand the characteristics and process of the organization's daily and monthly routines as well as its operation in different periods of time, e.g. cleaning of hairdressing tools/equipment, etc. - Understand items to be covered by the staff guidelines, e.g.: - Professional manner and behavior, e.g.: how to deal with customers/co-workers, be punctual, polite and tidy, etc. - Routine duties and authority - Procedures for handling customer enquiries, e.g.: making appointments, receiving deposits, etc. - Laws, regulations and standards for the hairdressing industry - Safety rules and emergency procedures in business locations and the reporting system - Declaration of interest - Code of conduct and relevant penalties - Understand the range of service provided by professional hair stylists and relevant staff - No judgement on medical conditions (e.g. folliculitis) - May suggest customers to seek professional medical advice or help - Formulate staff working guidelines - Formulate staff working guidelines in a reasonable and legal way and file them properly according to the established overall operational strategy of the organization - Let the staff members understand the content of the working guidelines through proper communication mechanism - Know how to manage the working guidelines and to encourage staff to strictly adhere to the guidelines - Update the staff guidelines regularly according to changes in the industry and actual operational needs of the organization (e.g. human resources and system of the organization) - Exhibit professionalism - Ensure the working guidelines formulates do not violate the laws
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:

	• Formulate internal staff guidelines according to the established overall operational strategy of the organization and let the staff members understand the content of the guidelines through proper communication mechanism to ensure the quality of operation of the organization; and • Update the staff guidelines according to changes in the industry and actual operational needs of the organization.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Handle General Labour Disputes
Code	105437L4
Range	This unit of competency (UoC) is applicable to staff responsible for management duties. It requires analysis, judgement and evaluation. Practitioners should be able to master the rules and regulations on labour relations, give clear guidelines and direction to employees, perform good personnel management, and handle general labour disputes effectively.
Level	4
Credit	6
Competency	Performance Requirements 1. Possess knowledge of employment relationship • Understand the serious consequences for not handling labour disputes properly • Understand ordinances related to employment relationship and related statutory bodies, including: ◦ Structure of the Labour Department and relevant ordinances, e.g.: Labour Relations Ordinance, Employment Ordinance, Employment Ordinance, Employees' Compensation Insurance Levies Ordinance, Occupational Safety and Health Ordinance, etc. ◦ Structure of the Mandatory Provident Fund Schemes Authority and the Mandatory Provident Fund Schemes Ordinance ◦ Structure of the Privacy Commissioner for Personal Data and the Personal Data (Privacy) Ordinance ◦ Equal Opportunities Commission and relevant ordinances, e.g.: Sex Discrimination Ordinance, Disability Discrimination Ordinance, Family Status Discrimination Ordinance ◦ Structure of the Independent Commission Against Corruption and the Prevention of Bribery Ordinance • Understand the penalties for violating relevant ordinances and regulations on employment relationship 2. Handle general labour disputes • Master good personnel management skills, establish different communication channels to reduce unnecessary labour disputes and legal proceedings • Comply with and quote relevant legal provisions during human resources management routines to handle general labour disputes, such as: employment relationship, calculation and payment of wages and commissions, minimum wage, forfeiture of pay, deployment arrangement, immediate dismissal, severance payment, long service payment, mandatory provident fund contributions, etc. • Handle general labour disputes with the Labour Relations Division according to relevant rules and regulations • Handle injuries at work correctly according to legal requirements, such as: report accidents on time, pay the instalments and relevant medical expenses, medical clearance and handling procedures • File the details of each labour dispute case properly

	3. Exhibit professionalism • Handle each labour dispute case in the mutual interest of both the employer and the employees according to the legal requirements of Hong Kong on labour matters
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: • Master the legislation on employment relationship and handle general labour disputes effectively to protect the mutual interest of the employer and employees.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairdressing Education & Training

Title	Formulate Training Assessment Criteria and Assessment Reports
Code	105454L4
Range	This unit of competency (UoC) is applicable in hairdressing training venues and related workplaces. It involves analysis, evaluation and judgement. Practitioners should be able to formulate comprehensive and objective training assessment criteria and assessment reports for the training materials, techniques, etc. according to the training goals established by the organization to ensure effectiveness of staff training.
Level	4
Credit	6
Competency	Performance Requirements 1. Possess knowledge of training assessment criteria and assessment report • Understand training purposes and performance targets • Know about factors affecting trainees' learning result • Understand the purpose, functions and noting points for formulating assessment criteria • Master various assessment methods and their pros and cons, factors affecting the assessment criteria and their consequences • Understand the basic principles and noting points for writing training programmes • Understand the purposes and functions of writing assessment reports • Understand the content requirements and criteria for assessment reports • Understand the concepts and theories for analyzing training assessment • Understand various types of training assessment and their characteristics 2. Formulate training assessment criteria and assessment reports • Formulate comprehensive and objective assessment criteria and choose appropriate training assessment methods and tools according to the established training goals and the expected training results • Formulate practical assessment methods, including the rating criteria • Design survey questionnaire to collect assessment data, and analyze the collected data to improve training quality and effects • Establish a sound mechanism for monitoring and review to ensure the consistency and objectiveness • Set the format and standard of training assessment report • Build proper communication channels to exchange view with the staff on training assessment criteria and assessment report • Keep the training assessment criteria and assessment reports properly for further reference • Evaluate the sustainability of the assessment methods 3. Exhibit professionalism • Ensure that the assessment criteria and assessment report are fair, objective and comprehensive
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:

	• Formulate criteria, requirements and items for an objective and comprehensive training assessment and training assessment report according to the training and assessment goals; and • Propose constructive solutions according to the assessment results, and keep the assessment report properly for reference of training course development.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairdressing Education & Training

Title	Master Skills of Serving as Judges in Hairdressing Contests
Code	105455L4
Range	This unit of competency (UoC) is applicable in hair salons and related workplaces. It involves hairdressing-related professional techniques and methods as well as analysis, evaluation and judgement. Practitioners should be able to provide professional advice to help formulate assessment guidelines and make actual judgement when serving as judges in hairdressing contests.
Level	4
Credit	6
Competency	Performance Requirements - Understand judgement skills for hairdressing contests - Master theoretical knowledge and experience in a range of professional hairdressing techniques - Understand the aim, significance and general rules of hairdressing contests - Master various themes of hairdressing contests and their judgement methods and criteria - Understand the qualifications and skills required of contestants - Understand the mind-set and psychological quality of the contestants - Understand professional qualifications and attitude that a contest judge should possess, e.g.: objective, fair, just, open-minded towards innovation, etc. - Make reference to the basic requirements and assessment guidelines of international contests - Understand job ethics and code of conduct - Serve as judges in hairdressing contests - Obtain the aim of contest and information required - Provide professional advice to help formulate assessment guidelines and rules of the hairdressing contest - Use the professional judgement skills and experience to help to conduct the hairdressing contest smoothly - Master the items of contest and the proportion of time allocated - Explain the contest rules clearly and in detail - Explain in detail the conditions of scoring or violating rules by contestants - Make fair and just judgement in the contest - Give professional, impartial and encouraging opinions or improvement advice to contestants afterwards, and suggest post-contest improvements on performance - Review the judgement experience for every hairdressing contest and make improvement on the arrangements and assessment guidelines for the next contest - Exhibit professionalism - Serve as judges in hairdressing contests in a fair and just attitude to keep the contests fair - Abide by ethical conduct to prevent corruption and misconduct behavior, and to avoid conflict of interest

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Provide professional advice to help formulate assessment guidelines and make fair and just judgement in hairdressing contests; and • Give participants professional and positive encouragement and advice after the contests.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairdressing Education & Training

Title	Evaluate Hairdressing Course Content
Code	105456L4
Range	This unit of competency (UoC) is applicable in hair salons and hairdressing course providers. It requires analysis, evaluation and judgement. Practitioners should be able to master hairdressing training development trend, and evaluate relevant hairdressing course content according to the training plan and goals of the course providers and the level of trainees; modify the course progress and teaching techniques according to actual needs.
Level	4
Credit	6
Competency	Performance Requirements 1. Possess knowledge of course hairdressing evaluation • Understand the development trend of the hairdressing industry, such as: new technology, new techniques, new products, trend, etc. • Understand the training plan and goals of the organization • Understand the methods and importance of course content evaluation • Understand the types, uses and complication of general course content • Understand the basic requirements, and policy and direction of compiling training course content • Understand the content of hairdressing courses provided by competitors in the market and their strengths and weaknesses • Master the legal requirements of the Copyright Ordinance on copyright content and subject matter of the course • Know about relevant courses of other countries and their latest development 2. Evaluate hairdressing course content • Conduct relevant course content evaluation objectively according to the training objectives of the organization and the development trend of the hairdressing industry • Master the factors and methods for course content review, such as: training goal, trainee's quality, evaluation method, etc. • Collect, consolidate and analyze stakeholders' opinions • Conduct course content evaluation at different training stages according to the actual status and needs of trainees, and make modifications according to the actual situation so as to achieve the ultimate goal of training and meet the market development • Evaluate to see if the course content articulates with other relevant courses 3. Exhibit professionalism • The course content meets the development trend of the hairdressing industry • Ensure the course content does not violate the Intellectual Property Ordinance
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Master the hairdressing training course demand and the development trend of the industry; and

	• Master various techniques of evaluating hairdressing courses, and conduct course content evaluation regularly according to the training goal of the organization and the development of the hairdressing industry, ensuring the timeliness, suitability and practicality of the course content.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairdressing Education & Training

Title	Assess the Performance of Trainers, Trainees and Training Course
Code	105457L4
Range	This unit of competency (UoC) is applicable in hair salons and hairdressing course providers. It requires analysis, evaluation and judgement. Practitioners should be able to master the techniques of assessing the performance of the training course, trainers and trainees; assess the performance of trainers and the training course progress for training performance analysis.
Level	4
Credit	6
Competency	Performance Requirements 1. Possess knowledge of the performance assessment of training course, trainers and trainees • Master the knowledge and techniques for training course assessment, including: ◦ Phase goals, overall goal, and requirements of the course ◦ Purpose and importance of assessing training course progress and performance ◦ Methods, techniques and criteria commonly used for assessing course progress and performance • Understand the knowledge and techniques for the performance assessment of trainers and trainees, including: ◦ Purpose, areas and basic criteria for assessing the performance of trainers and trainees ◦ Popular methods and techniques of assessing the performance of trainers and trainees, and relevant concerns ◦ Common factors affecting the performance of trainers and trainees ◦ Common types and characteristics of trainees ◦ Characteristics and teaching attitude that a good trainer should possess • Understand the effects of the performance of trainers and trainees on training course progress • Understand the importance of coordinating with the educational activities inside and outside the classroom • Understand problems for trainers and trainees in the execution of training and coaching

	2. Assess the performance of trainers, trainees and training course • Confirm training goals and select appropriate training methods according to the trainers, training target, area and content • Set an appropriate proportion for theoretical knowledge and skills operation • Assess at different stages whether the progress meets the goal • Adjust the course content according to the actual needs and changes so as to achieve the ultimate training goal • Master the characteristics of the assessee's behaviour and select suitable method for performance assessment • Employ all kinds of assessment techniques to assess trainees' performance at different phases; the trainers could adjust their teaching techniques according to actual needs so as to improve the training quality • Employ all kinds of assessment techniques to assess trainers' performance in order to improve the teaching quality • Record information on the assessment of the course progress and the performance of trainees and trainers, and keep the results properly for future reference • Communicate with trainees and trainers regularly on their and the course performance • Organize and analyze the execution of different training methods and problems generated, and suggest improvements 3. Exhibit professionalism • Assess the performance of trainees, trainers and the training course in a fair and just way.
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Master the knowledge and techniques of assessing the performance of the training course, trainers and trainees; • Accurately assess the course progress at different stages, and adjust the course content according to the actual needs so as to enhance the training performance; and • Record and keep the documents on the performance of trainees and trainers for future reference.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairstyle Design & Professional Techniques

Title	Create Trendy Perm Design
Code	105376L5
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. Practitioners should be able to perform tasks with creativity, make critical analyses, evaluation and judgement, so as to design unique and trend-leading perms for customers that attract others to imitate.
Level	5
Credit	6
Competency	Performance Requirements - Possess knowledge of trendy perm design - Understand the essential factors for trendy perm design and knowledge of information research, e.g.: - Launch of new perming products - Development of new perming techniques - Launch of new tools, equipment - Commercial marketing by product manufacturers - Understand steps for creating trendy perms, e.g.: - Prevalent techniques of the season - Ingredients and contraindications of new perming products - Use of new and old perming equipment - Techniques of using new products - Customer needs - Design new patterns to match - Possess knowledge of appreciation, e.g.: - Appreciate the work with language (in terms of technique, appearance, feeling, etc.) - Introduce the design techniques - Create perming trend - Master the creation methods and steps for trendy perm design and apply different design and perming techniques integrately to create for customers trend-leading perm designs widely accepted and imitated by others - Apply flexibly different perm design, expression and promotion techniques to generate a same series of perm design according to customers' attributes, so as to make the customers satisfied and willing to try, and to set the trend direction - Exhibit professionalism - The perms designed are original and unique
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: Apply different perming techniques integrately and use new perming products and matching techniques to design trend-leading perms accepted by the customers.

Remark	
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Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairstyle Design & Professional Techniques

Title	Create Trendy Hair Colour Design
Code	105377L5
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. Practitioners should be able to perform tasks with creativity, make critical analyses, evaluation and judgement, so as to create unique and trend-leading hair colour designs for customers.
Level	5
Credit	6
Competency	Performance Requirements - Possess knowledge of trendy hair colour design - Understand essential factors for trendy hair colour design and know the channels of information research, e.g.: - Match with the colour of the next fashion season - Launch of new bleaching/colouring products - Launch of new colours - Commercial marketing by product manufacturers - Understand the procedures for applying trendy bleaching/colouring techniques, e.g.: - Trendy colours of the season - Ingredients and contraindications of new bleaching/colouring products - Techniques of using new and old colouring equipment - Techniques of using new products - Design new colour match - Possess knowledge of appreciation, e.g.: - Vocabulary for description - Appreciate the work with language (in terms of technique, appearance, feeling, etc.) - Introduce the design techniques - Create the trend in hair colouring - Master the methods and steps of creating trendy hair colour design, and apply different design and colouring techniques integratedly to create for customers trend-leading hair colour designs widely accepted and imitated by others - Apply different colouring design, expression and appreciation techniques flexibly to generate a same series of trend-leading hair colour design according to features of the customers, so as to make the customers satisfied and willing to try, and to set the trend direction - Exhibit professionalism - The hair colour design created is original and unique
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: Apply different bleaching/colouring techniques integratedly and use new colouring products and matching techniques to create trend-leading new colour match and hair colouring techniques accepted

	by the customers; and • Introduce and explain to industry counterparts the concepts and techniques of the trendy hair colour design.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Hairstyle Design & Professional Techniques

Title	Create Trendy Evening Hairstyles
Code	105378L5
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. Practitioners should be able to perform tasks with creativity, make critical analyses, evaluation and judgement, so as to for customers design unique and trend-leading evening hairstyles.
Level	5
Credit	6
Competency	Performance Requirements 1. Understand the setting of trendy evening style • Understand essential factors for trendy evening hairstyles and knowledge of marketing media, e.g.: ◦ Characteristics of the new fashion season ◦ Trend development, e.g. fashion icons ◦ Commercial marketing (shows of the hairstyling trade) • Understand how to create evening hairstyles, including: ◦ Information research ◦ Conceive the theme of creation ◦ Draw the sketch of the hairstyle ◦ Apply different techniques for evening hairstyles, ◦ Unique matching ◦ Try repeatedly on different customers ◦ Collect customer feedback for improvement • Possess knowledge of appreciation, e.g.: ◦ Vocabulary for description ◦ Appreciate the work with language (in terms of technique, appearance, feeling, etc.) ◦ Charm the customers Create trendy evening hairstyles • Apply various hairstyle design techniques integratedly to create trend-setting evening hairstyles for customers according to their individual characteristics • Master the techniques of designing different evening hairstyles, according to features of the customers, and apply different design, expression and appreciation techniques to generate a same series of trend-leading evening hairstyles • Draw public attention extensively through different marketing media 3. Exhibit professionalism • The trendy evening hairstyles created are original and unique
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: • Master the trend and apply different design techniques to create a trend-leading and popular evening hairstyle that matches the clothing, highlights the creation style and characteristics of the hair stylist,

	and becomes an example to be imitated and followed by industry counterparts.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Image & Style Design

Title	Create Hairstyles for Shows
Code	105389L5
Range	This unit of competency (UoC) is applicable in hairstyle design and related media campaigns. It requires judgement, analysis and creativity. Practitioners should be able to create hairstyles for demonstration shows.
Level	5
Credit	9
Competency	Performance Requirements - Understand techniques for on-the-spot creation of hairstyles for shows - Understand techniques for on-the-spot hairstyling show demonstration, e.g.: - Identify the purpose of the show and target audience - Form and scale of the show - Select appropriate models - Time control - Assess environment variables and form contingency measures - Contemporary trend - Understand different hairstyling techniques - Know about techniques of matching different wigs, hair ornaments and pros, etc. - Know about good communication and presentation skills - Create hairstyles for shows - Apply different hairstyling techniques integrately and make use of appropriate accessories such as hair ornaments and pros, etc. to create new hairstyles for shows according to the purposes and themes of the shows - Apply techniques for demonstration of hairstyles for shows to demonstrate and introduce to customers the design concepts and characteristics (e.g.: colours, lines, shapes, textures, overall aesthetics and visual effects, etc.) of the hairstyles created - Apply good presentation skills to explain to audience/customers the styling concepts, characteristics of design, etc. in an interesting way to achieve the promotion effect - Exhibit professionalism - Ensure hairstyles for shows created comply with the intellectual property ordinances
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: - Apply different hairstyling techniques and related knowledge to create hairstyles for shows according to the purposes of the shows and needs of the target audience; and - Apply on-the-spot hairstyling and presentation techniques effectively to introduce to the audience the concepts and characteristics of the hairstyles created for shows, and make positive response to questions related to hairdressing and hairstyling, etc.
Remark	

Specification of Competency Standards
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Unit of Competency.

Functional Area - Image & Style Design

Title	Analyze and Appreciate Hairstyle Trends
Code	105390L5
Range	This unit of competency (UoC) is applicable in the hairdressing and related hairstyling trend promotion activities. It requires judgement, analysis and evaluation. Practitioners should be able to analyze and appreciate hairstyle trends, so as to provide information on hairstyle trends for customer reference.
Level	5
Credit	9
Competency	Performance Requirements - Understand techniques of analyzing hairstyle trends and new hairdressing technology - Understand techniques for information research and analysis, e.g.: - Information research methods and channels - Source and selection of information - Consolidation of information - Techniques and methods for information analysis - Identification of first-hand and second-hand information - Factors affecting the accuracy of information - Possess knowledge of hairstyle trends, including: - Definition and indicators of trend - Acceptance by the industry, customers, etc. - Scope, degree and range of influence - Ideas of styling trends in different regions, e.g.: practical, avant-garde, innovative - Factors affecting trend indicators - Understand the development and trend of hairdressing technology in different regions - Understand local and overseas intellectual property and copyright legislation and related requirements - Analyze hairstyle trends - Apply information research and analysis techniques to analyze the hairstyle trends and development of hairdressing technology from multiple angles, set up a database for customer and industrial reference and for designing trendy hairstyles - Apply hairstyle trend analysis techniques to set the direction of trendy hairstyle design, and identify the target group of customers, the market positioning, etc. - Exhibit professionalism - Ensure the information provided on hairstyle trends complies with the intellectual property and copyright ordinances
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: Set up a database of hairstyle trends and new hairdressing technology for industrial reference, and help create innovative hairstyle designs; and

	• Apply the results of hairstyle trend analyses to set the hairstyle design direction, the target group of customers, the market positioning, etc., so as to lead the trend and enhance the cost effectiveness.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Marketing & Customer Service

Title	Promote Hairdressing Brands
Code	105404L5
Range	This unit of competency (UoC) is applicable in the hairdressing industry. It involves planning, analysis and judgement. Practitioners should be able to Integrate the professional knowledge of marketing and branding strategy applicable to the hairdressing industry to promote hairdressing brands; introduce and promote foreign brands, so as to enhance target markets' knowledge of the organization, its hairdressing products and corporate image.
Level	5
Credit	9
Competency	Performance Requirements - Possess knowledge of consumers and brands - Possess knowledge of brands - Understand consumer preference, e.g. influence of trends and culture on consumer behaviour, causes of changes in consuming pattern, etc. - Understand the value and connotation of brands - Understand the history of international hairdressing brands and new hairdressing brands - Promote hairdressing brands - Analyze the development history and trend of international hairdressing brands - Communicate and cooperate with overseas hairdressing product brand agents in order to introduce and promote foreign hairdressing brands - Master brand management and marketing strategies, including: brand positioning, establishing unique image and value of the brand, sales channels for the brands, brand management methods, etc. - Comply with the rules and regulations on intellectual property of brands and relevant products in order to protect the organization's interests - Branding strategy management - Ascertain that branding is a long-term goal for corporate development - Understand the core value of the brands - Maintain brand image and product quality in the process of promotion - Exhibit professionalism - Do not use discriminative wording in advertisements or promotional activities to avoid breaching the discrimination-related ordinances, e.g. the Sex Discrimination Ordinance, the Disability Discrimination Ordinance and the Race Discrimination Ordinance - Ensure that customers can get correct and adequate information during the promotional activities
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: Integrate the professional knowledge of marketing and branding strategy to promote hairdressing brands;

	• Introduce and promote foreign brands so as to effectively enhance the reputation of the organization and its hairdressing brands, so as to promote the sales of the hairdressing products and services; and • Comply with the requirements on intellectual property of brands and relevant products.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Marketing & Customer Service

Title	Formulate Market Research Plans
Code	105405L5
Range	This unit of competency (UoC) is applicable in the hairdressing industry. Practitioners should be able to critically analyze, evaluate and consolidate hairdressing product/service market research information, and formulate effective market research plans, so as to achieve the market research objectives set by the organization.
Level	5
Credit	9
Competency	Performance Requirements - Possess knowledge of hairdressing product/service market research - Understand the objectives of hairdressing product/service market research, such as: - New product/service development - Sales and marketing - Understand hairdressing product/service market research methods and techniques - Understand the market information system of hairdressing products/ services - Formulate hairdressing product/service market research plans - Formulate an effective market research plan according to the hairdressing product/service market research needs of the organization, including: - Setting market research target - Selecting suitable market research methods - Formulating a market research plan and its implementation procedures - Assessing the performance of the market research plan - Formulate market research management plan - Formulate market research monitoring plan - Exhibit professionalism - Handle the information/data professionally to ensure its accuracy - The market research plans formulated cater to the latest development of the industry
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: - Formulate, by collecting and analyzing hairdressing product/service market research information, effective market research plans according to the market research needs of the organization; and - Formulate market research management and monitoring plans, so as to achieve the market research objectives set by the organization.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Marketing & Customer Service

Title	Formulate Marketing Plans
Code	105406L5
Range	This unit of competency (UoC) is applicable in the hairdressing industry. It involves planning, analysis, evaluation and management, etc. Practitioners should be able to base on the analysis of the competitive market environment and actual sales experience for hairdressing products/services to formulate effective marketing plans according to the resources and target of the organization, so as to achieve its sales target.
Level	5
Credit	9
Competency	Performance Requirements - Understand hairdressing product/service market and sales methods - Understand the competitive market environment for hairdressing products/ services - Understand the sales methods, channels and procedures for hairdressing products/services - Understand customers' consumer psychology - Understand the market information system of hairdressing products/ services - Formulate marketing plans - Formulate effective marketing plans according to the resources and goals of the organization, including: - Set sales target - Select suitable sales methods and channels - Select sales districts and teams - Formulate implementation procedures for the marketing plans - Assess the performance of the marketing plans - Formulate ways to manage and monitor the marketing plans - Exhibit professionalism - The organization's policies meet the latest development of the industry
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: - Formulate effective marketing plans according to the resources and goals of the organization; and - Formulate ways to manage and monitor the marketing plans so as to achieve the sales target of the organization.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Marketing & Customer Service

Title	Assess Customer Service Scheme and Performance Indicators
Code	105407L5
Range	This unit of competency (UoC) is applicable in the hairdressing industry. Practitioners should be able to critically analyze, assess and consolidate information on customer service scheme and performance indicators, so as to improve customer service, develop business and enhance corporate branding image.
Level	5
Credit	6
Competency	Performance Requirements - Understand details of customer service indicators - Understand the formulation of customer service indicators, such as: - Quantification of service indicators - Customer's standard for quality - Customer's knowledge - Service expectation - Deviations between customer's standard quality and service expectation - Improvement to service quality - Service edge - Assess customer service scheme and performance indicators - Master the checking and assessment of customer service scheme, including the principle, scope, method, procedure and workflow, confidentiality and limitation, etc. - Formulate and quantify performance indicators of customer service, basing on the business turnover, number of visits by the customers, profit returns, number of complaints, and proportion of new customers to customer loss - Formulate assessment items for customer service scheme, including the scope, method and procedures of assessment, follow-up and improvements to service management, etc. - Exhibit professionalism - Assess customer service scheme and performance indicators regularly to ensure its accuracy and timeliness - The assessment criteria formulated can improve customer service standard
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: - Master the concept of customer service quality assurance; and - Assess customer service scheme and performance indicators effectively according to strategic objectives of the organization so as to improve customer service and develop business.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Formulate Warehousing Management
Code	105438L5
Range	This unit of competency (UoC) is applicable in the warehousing department of the hairdressing industry. It involves planning, analysis and judgement, and some management duties. Practitioners should be able to formulate appropriate warehousing management plans for the warehousing department in the hairdressing business to optimize the warehouse operation to cater the warehousing and accessing needs of goods.
Level	5
Credit	6
Competency	Performance Requirements 1. Possess knowledge of inventory management • Understand the properties of hairdressing products and their storage and transportation requirements, such as: temperature and humidity control • Understand regulations related to warehousing management, such as: handling of dangerous goods, requirements on occupational safety, health and environment • Understand the characteristics of warehouses, such as: area, floor load and external infrastructure of an isolated warehouse or outlet-associated warehouse • Understand the internal and external strengths and weaknesses as well as time and other warehousing restrictions of the warehouse (e.g. parking restrictions or charges that may increase the cost of incoming and out-going of goods) • Understand the requirements on stock flow, stock level and stock types

	2. Formulate warehousing management • Formulate a warehouse management plan according to the nature of the warehouse, storage requirements for hairdressing products and relevant regulations, such as: ◦ Hairdressing product delivery procedure ◦ Ways of collecting different inventories, such as: first-in-first-out, last-in-last-out, minimum quantity, etc. ◦ Bar code system showing inventory storing locations ◦ Standards for accessing hairdressing products ◦ Standards for warehousing environment and monitoring guidelines ◦ Management of the warehouse fire prevention and security system, and guidelines on implementation ◦ Use relevant warehousing software system for data input and record ◦ Insurance arrangement for warehouse and inventories, and guidelines on implementation • Make preparations and follow up properly, including in/out list for goods and streaming of goods • Formulate stocktaking guidelines • Formulate different contingency for emergencies for all areas • Formulate performance indicators for warehousing management • Formulate effective resources management system and service standard and attitude for related supporting staff • Review the performance of warehousing management and suggest improvements 3. Exhibit professionalism • Prevent misappropriation of corporate assets and acts of theft professionally
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Formulate a warehouse management plan according to the nature of the warehouse, storage requirements for hairdressing products and relevant regulations; and • Improve warehousing management regularly according to its performance indicators.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Formulate Risk Management for Hairdressing Business Operation
Code	105439L5
Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. It involves planning, analysis, evaluation and judgement, and some management duties. Practitioners should be able to master industry-related risks and contingency measures to formulate a comprehensive and effective risk management plan.
Level	5
Credit	6
Competency	Performance Requirements 1. Understand risk management theory • Understand background, history and management team of the organization • Understand the organization's shareholding structure and the composition of its board of directors and advisors • Understand market opportunities (the industry, market scale, potentials and specific markets), marketing strategies for products or services (different combinations of market strategies, including that of product, price, market positioning, location, etc.), competition strategy and competition analysis in order to reduce operational risks • Understand risk management theory, including: ◦ Definition of risk management ◦ The importance of risk management ◦ Purpose and methods of investment risk management, e.g.: avoid losses, reduce losses, transfer risks, information management, retain risks • Understand the organization's facilities, e.g. office, plant, equipment and other tangible assets • Understand modern risk management ◦ Current development of risk management ◦ Way of handling risks ◦ Post-crisis risk management strategy • Understand elements, ways and tools to identify risks and the exposure of risks • Understand risk assessment concepts, e.g.: risk measurement, the importance of risk assessment etc. • Understand ways to control risks and the importance of risk control, including: ◦ Advance assessment of risks ◦ Pre-risk control and post-risk financial compensation

	2. Formulate risk management plan • Master risk solutions, identify potential risk issues and its timing • Master different procedures and aspects of hairdressing services, apply risk management knowledge and techniques such as risk assessment tools and review mechanism to formulate a risk management plan • Assess different workflows, instruments, tools and facilities of hairdressing services, conduct risk assessment and formulate a contingency plan 3. Exhibit professionalism • Formulate risk management policy in the overall interest of organization, customers and business partners
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Master and apply risk management knowledge and techniques to analyze different hairdressing services objectively and rationally, assess different ways of handling risks and crises, and formulate an effective and comprehensive risk management plan; and • Set the insurance coverage according to protection needs.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Formulate Financial Management Strategies
Code	105440L5
Range	This unit of competency (UoC) is applicable in the hairdressing industry. Practitioners should be able to critically analyze and assess the organization's various kinds of financial management problems, and formulate the most cost-effective financial management plan by integrating relevant information/data such as cost, expenditure and profit.
Level	5
Credit	6
Competency	Performance Requirements 1. Possess knowledge of financial management and operation of the hairdressing industry • Understand the operation of the hairdressing industry • Possess knowledge of financial management of the hairdressing industry, e.g. financial management objectives • Understand techniques of analysing financial reports of the hairdressing industry, e.g.: balance sheets, profit and loss statements, cash flow statements, forecasting statements, etc. • Understand financial planning and forecasting methods for the hairdressing industry • Understand capital budgeting methods for the hairdressing industry, e.g. principles of investment, net present value method, profitability index • Understand the calculation of project cash flow in the hairdressing industry, including: relevant cash flow, additional cash flow, operational cash flow, etc. • Understand financial forecast ◦ Different assumptions for financial forecast ◦ Profit and loss statements ◦ Balance sheets ◦ Cash flow statements ◦ Breakeven analysis and funding needs (the best and the worst scenario) ◦ Funding source ◦ Use of funds, etc. • Understand risk and return theory, such as: ◦ System risk and non-system risk ◦ The relation between risk and expected return • Understand the concept of crisis management • Understand the application of information technology

	2. Formulate financial management for the hairdressing industry • Master financial management techniques to formulate a comprehensive financial management strategy and plan for the organization in a changing business environment, including: ◦ Analyze financial statements ◦ Formulate capital budgeting and cost control plan ◦ Formulate business risk and return management plan ◦ Implement financial planning to control the business cycle and cash flow and master cash budgeting ◦ Formulate the management plan of operating capital, such as: control cash income and expenses, control inventory, draw up credit policy and analysis ◦ Draw up crisis management plans ◦ Formulate plans to apply information technology in financial management 3. Exhibit professionalism • Ensure the financial information/data provided is accurate and correct • Prevent professionally any abuse of power or corruption by the manipulation of financial management
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Master knowledge of financial management for the hairdressing industry according to the characteristics of the industry, and formulate a comprehensive financial management policy and plan to enhance the organization's economic benefit; and • Apply appropriate knowledge of information technology and crisis management to formulate financial management plan according to the actual operation of the organization.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Review Staff Salary Benchmark and System
Code	105441L5
Range	This unit of competency (UoC) is applicable to management staff in the hairdressing industry. It involves analysis, evaluation and judgement. Practitioners should be able to master the operational development, human resources policy and the hairdressing manpower market changes when facing the changeable environment of daily operation; review the salary benchmark and system of the organization, so as to retain and attract competent staff and improve business performance and create good corporate image.
Level	5
Credit	6
Competency	Performance Requirements - Possess knowledge of staff salary benchmark and system - Master the operational structure and workflow of the organization - Understand the salary system and adjustment mechanism of the organization - Master the human resources market situation and the salary trend of the industry - Understand the meaning and importance of effective salary management, e.g. retain and attract competent staff, motivate staff, improve business performance, create good corporate culture and image, etc. - Understand the future business development, staff wastage and the change in manpower structure of the organization - Understand the method of salary review and factors of consideration - Understand the requirements of existing regulations on salary system - Review staff salary benchmark and system - Master salary review techniques and review the salary benchmark and system of the organization in the changeable environment of daily operation according to the operation and human resources policy of the organization as well as the prevailing manpower market and the development trend of the industry, including: internal fairness, market reasonableness, personal fairness (such as years of service, performance assessment, personal qualifications and personal skills), etc. - Review the salary structure including basic salary, commission, bonus, allowance, benefits, etc. according to the salary management system of the organization, work appraisal format and market changes - Assess the salary index of the organization and the market situation, so as to avoid issues such as high salary, great salary difference, etc. - Formulate the salary structure and index according to assessment results and review according to the actual situation - Establish good communication mechanism to let the staff members understand the organization's salary benchmark and system

	3. Exhibit professionalism • Balance the interests of the organization and the staff in the review process • The salary benchmark and system formulated accommodate the latest development of the market
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Master the human resources policy and salary system of the organization; and • Regularly review the salary benchmark and system of the organization in the changeable environment of daily operation according to its human resources and the hairdressing manpower market changes, so as to retain and attract competent staff.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Review Staff Discipline and Rules and Regulations
Code	105442L5
Range	This unit of competency (UoC) is applicable in the hairdressing industry. Practitioners should be able to fully master and review regularly the discipline and rules and regulations of the organization, and make analysis and evaluation critically according to actual needs in a routine business environment with possibility of changes, so as to ensure that these rules and regulations meet the operational needs of the organization and relevant legal requirements.
Level	5
Credit	6
Competency	Performance Requirements 1. Possess knowledge of staff discipline and rules and regulations\ • Understand modern human resources management pattern and its importance • Understand the culture, objectives and mission of the organization • Understand the effect of good staff discipline and comprehensive rules and regulations on staff and the organization • Understand the discipline and rules and regulations of the organization, including: job ethical standard, personal conduct standard, training system, attendance system, reward and penalty system, etc. • Understand the operational structure and pattern of the organization • Understand the importance of staff complaint mechanism • Understand the legal requirements on hairdressing business operation • Understand the staff performance appraisal mechanism of the organization • Understand the work ethics, attitude, direction and habits, etc. of staff of different times 2. Review staff discipline and rules and regulations • Review the existing staff discipline and rules and regulations of the organization in a routine business environment with possibility of changes according to the changes in internal and external environments to see if such rules and regulations meet the actual needs • Collect opinions from staff of all levels through proper communication channels, and analyze the opinions for use as data of reference in reviews • Regularly review the reporting mechanism for disciplinary issues of the organization, and regularly review its effectiveness and fairness • Review and modify staff discipline and rules and regulations according to changes in law • Ensure through effective staff communication mechanism that they fully understand the modified staff discipline and rules and regulations 3. Exhibit professionalism • The staff discipline and rules and regulations formulated comply with the legal requirements of Hong Kong
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:

	• Fully master the staff discipline and rules and regulations of the organization; and • Regularly review the staff discipline and rules and regulations of the organization in a routine business environment with possibility of changes according to the actual needs of the organization and changes in environment, so as to enhance staff efficiency and corporate image.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Review Staff Posts and Duties
Code	105443L5
Range	This unit of competency (UoC) is applicable to management staff in the hairdressing industry. Practitioners should be able to critically analyze, re-organize, evaluate and integrate the human resources management strategies of the hairdressing organization, and to review staff posts and duties regularly or when necessary to fit in with the corporate development.
Level	5
Credit	6
Competency	Performance Requirements 1. Possess knowledge of staff posts and duties • Understand modern human resources management pattern • Know about personnel management skills • Know about the operational structure of the organization and functions of different departments, including: post definition, major authority and responsibilities and qualification requirements (such as academic qualifications, skills, experience, etc.) • Understand human resources planning of the organization, including: ◦ Future organizational structure, manpower recruitment and replenishment plan ◦ Manpower supply and demand balancing plan ◦ Staff training scheme ◦ Manpower utilization plan, including: restructuring job functions and posts, designating and reshuffling work duties, expanding or reducing area of work, promotion and deployment, checking and adjusting manpower • Understand the prevailing hairdressing manpower market and its development trend • Understand the status of and measures taken by competitors 2. Review staff posts and duties • Master the performance management system of the organization and collect sufficient and useful data as benchmarks for review, including: performance management flow, report management system, departmental and personal performance appraisal system, etc. • Master the human resources management strategy of the organization and conduct regular review on staff posts and duties according to established work analysis and review procedures • Restructure and reshuffle the posts and duties according to the review results to ensure that the action is effective, reasonable and timely • Ensure through effective staff communication mechanism that they fully understand the latest arrangement on staff posts and duties 3. Exhibit professionalism • Keep abreast of the latest development of the hairdressing manpower market and conduct review
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to:

	• Master the organization's human resources management policy; and • Master corporate procedures for work analysis and review, review the operational performance of the organizational structure, and restructure and reshuffle the arrangement of posts and duties when necessary to fit in with the corporate development.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Formulate Staff Recruitment, Deployment and Attendance Procedures
Code	105444L5
Range	This unit of competency (UoC) is applicable to management staff of the organization. It involves critical planning, analysis, evaluation and judgement, and some management duties. Practitioners should be able to fully master human resources management knowledge and formulate staff recruitment, deployment and attendance procedures suitable for the hairdressing organization in order to tie in with the corporate resources management strategy.
Level	5
Credit	9
Competency	Performance Requirements 1. Possess knowledge of staff recruitment and deployment • Understand modern human resources management pattern and its importance, and personnel management skills • Understand the organization's human resources plan, operational structure and functions of different departments • Master labour regulations and relevant legal requirements of Hong Kong • Understand the pros and cons of different recruitment means, including internal and external recruitment • Understand the content requirements, uses and importance of proper staff records • Understand human resources conditions and measures of the industry • Understand the competency requirements and duties of each job position

	2. Formulate staff recruitment, deployment and attendance procedures • Accurately analyze and formulate human resources plan of the organization, including: ◦ Forecasting the business development of the organization and the staff and grade demand ◦ Assessing staff wastage of the organization, including: internal and external factors ◦ Anticipating the change in organizational structure caused by internal promotion ◦ Conduct analysis and assessment on the characteristics of each job position • Formulate staff recruitment, deployment and attendance procedures according to the human resources management strategy of the organization and in compliance with relevant legal requirements, including: ◦ Setting the criteria for the scale, scope of recruitment and the criteria for the selection of recruitment means ◦ Formulating the methods of collecting job applicants' information, the procedures of handling the information and interview arrangement procedures ◦ Setting the standard for recruitment selection of all ranks, e.g.: setting examination items and examination criteria ◦ Formulating interview guidelines for interviewers and examiners ◦ Formulating attendance checking method, assessment criteria and penalty for breaking the rules ◦ Formulating criteria and procedures for promotion and deployment ◦ Setting human resources management information system and proper staff records • Ensure through means of communication that the people concerned fully understand the staff recruitment, deployment and attendance procedures of the organization 3. Exhibit professionalism • Comply with the Code of Practice on Employment relating to equal opportunities and the Sex, Disability and Family Status Discrimination Ordinances in the employment process, so as to avoid breaching discrimination-related ordinances • Ensure the staff recruitment, deployment and attendance procedures formulated meet the requirements of the labour regulations
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Formulate appropriate staff recruitment, deployment and attendance procedures to tie in with the human resources management strategy of the organization according to the organization's present situation and future business development and in compliance with relevant requirements of labour regulations; and • Ensure through means of communication that the people concerned fully understand the staff recruitment, deployment and attendance procedures of the organization.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Handle Complicated Labour Disputes
Code	105445L5
Range	This unit of competency (UoC) is applicable to management staff in the hairdressing industry. It involves critically planning, analysis, evaluation and judgement, and some management duties. Practitioners should be able to master Hong Kong's labour regulations and relevant rules and regulations, court system and its jurisdiction, and legal procedures related to labour disputes of the industry; and quote relevant ordinances correctly to handle complicated labour disputes.
Level	5
Credit	9
Competency	Performance Requirements 1. Possess knowledge of Hong Kong's court system and legal procedures • Understand Hong Kong's court system, jurisdiction and types and authority of processing cases of labour disputes, including: Court of Final Appeal, High Court, District Court, Magistracy, Labour Tribunal, Minor Employment Claims Adjudication Board, etc. • Understand the claiming procedures and limitations for as well as legal rights that can be exercised by employers and employees in labour disputes of different natures • Understand the procedures for handling claim cases by different statutory bodies and time limit for making such claims • Understand the judgement details of previous cases of labour disputes 2. Handle complicated labour disputes • Master the procedures for handling money dispute cases between employers and employees by different statutory bodies as references for handling complicated labour disputes for the organization: ◦ Labour Tribunal, including: claim amount and limit of the number of claimants, conciliation meeting, working on a conciliation arrangement, hearing, review judgement, etc. ◦ Minor Employment Claims Adjudication Board, including: claim amount and limit of the number of claimants, legal procedures, hearing, review judgement, handling of appeal, etc. • Master legal procedures related to claims for work injury compensation, such as: ◦ Procedures for issuing the Certificate of Review of Assessment by the Employees' Compensation Assessment Board and the legal consequences ◦ Compensation and legal procedures for cases of death caused by work injuries or accidents • Master the legal procedures by Equal opportunities Commission for handling sex, pregnancy and disability discrimination • Master the appeal mechanism and legal procedures for labour dispute cases • File the details, judgement, etc. of each complicated labour dispute case properly 3. Exhibit professionalism • Consider legal advice when facing complicated disputes in order to reduce the organization's risk and seek for a favourable judgement

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Master legal procedures related to handling of labour disputes; and • Handle complicated labour disputes according to the legal procedures of different statutory bodies.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Formulate Staff Training System and Policy
Code	105446L5
Range	This unit of competency (UoC) is applicable in the hairdressing industry. It involves planning, analysis, evaluation and judgement, and some management duties. Practitioners should be able to formulate staff training system and policy to meet the future human resources needs of various departments of the organization.
Level	5
Credit	9
Competency	Performance Requirements - Understand staff training system and policy - Understand the organizational structure of the organization and functions of various departments - Understand the competency requirements for different job positions - Understand the training demand analysis, selection of training method, training system management, performance system management and staff performance appraisal - Understand the basic theory of human resources management, such as staff recruitment, training, salary, benefits, labour regulations, etc. - Understand professional qualifications recognized by the industry - Understand training schemes recognized by the government and the industry e.g. skills upgrading scheme for the hairdressing industry - Understand tradesman qualifications recognized by salons and their training requirements - Master competitors' staff training and policy details - Formulate staff training system and policy - Use different ways to collect information on training demand - Set training objectives and select appropriate training methods according to the training target, coverage and content - Assess future manpower needs according to the development of the industry - Assess the competency level of the existing staff of the organization and analyze the deviations between the competency of the existing staff and the expectations in competency; identify the training projects needed, candidates and priorities - Formulate training projects according to the internal succession/promotion plans of the organization - Select suitable training modes such as internal training, study during spare time, on-the-job training, out-sourced training, etc. according to special requests of the departments, capability for internal training and training market supply - Ensure that training resources are sufficient and the business operates normally during training - Assess staff training results and review the effectiveness of the staff training system and policy - Exhibit professionalism - Ensure the training system and policy formulated meet the development trend of the industry

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Assess and analyze the deviations between the competency of the existing staff and the expectations in competency, identify the training projects needed and candidates, and formulate the staff training system and policy of the organization to meet the needs of various departments and industry development; • Select suitable training modes and ensure that all departments operate normally during training; and • Assess staff training results and review the staff training system and policy.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Image & Style Design

Title	Create Trendy Hairstyles
Code	105391L6
Range	This unit of competency (UoC) is applicable in the hairdressing and related hairstyling trend promotion activities. It requires critical assessment and creativity. Practitioners should be able to create new trendy hairstyles and lead the development of hairstyle trend.
Level	6
Credit	9
Competency	Performance Requirements - Possess knowledge of creating trendy hairstyles - Possess knowledge of creating trendy hairstyles, e.g.: - Development trend of hairstyle design - Assessment of how the development of trendy hairstyle design affect the overall operation of the industry - New development of hairdressing technology - New inventions of hairstyling aids - Understand factors affecting hairstyle creation, e.g.: - Micro factors, e.g.: industry evaluation, preference of target group of customers, exploration of potential customers, etc. - Macro factors, e.g.: national values, social and cultural development, international recognition, etc. - Apply innovative hairstyling techniques and technology - Confirm hairstyle design direction, target group of customers and market positioning, etc., study innovative hairstyle design techniques, and plan and try the styling effects according to hairstyle trend analyses and research reports - Choose or introduce new products, materials, tools, equipment or technology to put into practice different and innovative hairstyling effects - Share information on trendy hairstyles and discuss actively the development of innovative hairstyling techniques and technology with counterparts of the industry on professional sharing sessions or promotion activities - Exhibit professionalism - Ensure the new hairstyle designs comply with the intellectual property and copyright ordinances - Share the creative ideas in a professional manner with the industry counterparts in order to promote the development of the hairdressing industry
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: Apply new hairstyling techniques, skills and knowledge to create trendy hairstyles to lead the hairstyle trends and hairdressing market; and

	• Introduce the design concepts of the trendy hairstyles created, new products, materials, tools, equipment or technology, etc. to industry counterparts in the hairdressing and related hairstyling trend promotions.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Marketing & Customer Service

Title	Formulate Customer Service Management Strategies
Code	105408L6
Range	This unit of competency (UoC) is applicable in the hairdressing industry. It involves critical analysis, evaluation, judgement and planning. Practitioner should be able to formulate effective customer service management strategies according to the corporate mission and objectives, so as to suit the customer needs, to enhance corporate brand image, profits and business development.
Level	6
Credit	6
Competency	Performance Requirements 1. Possess knowledge of customer service management • Understand the importance of formulating customer service management strategies • Understand customer service management theories ◦ Total customer service package and service delivery package ◦ Concept of service market e.g. market opportunity ◦ Strategies of service operation e.g. resources allocation analysis ◦ Identifying target customers ◦ Customer service and communication management matrix ◦ Service demand and supply strategy ◦ Measurement of service quality

	2. Formulate customer service management strategies • Apply customer service management knowledge to formulate effective customer service management strategies according to the corporate objectives ◦ Formulate customer service management plans ▪ Service management operation and process matrix ▪ Content, package, quality and pricing of service ▪ Customer service promotion strategy and communication matrix strategy ▪ Electronic and internet service strategy ◦ Formulate external and internal service management logic strategies to change the service culture of the organization ▪ Strategies to change the organizational structure or system e.g. recruitment, training, reward and penalty, staff commitment, etc. ▪ Master the scope of customer service audits e.g. customers, staff, the management, the public, etc. ◦ Identify shortcomings of service according to the service quality benchmarks, formulate structural quality improvement strategies to put forward the customer service quality assurance • Formulate long-term customer service development and global customer service strategies, such as: ◦ Expanding local customer service strategies ▪ Single/diversified products strategy ▪ Centralized or district diversification strategy ◦ Franchise ◦ Customer service strategy for Mainland China or overseas 3. Exhibit professionalism • Give priority to customer interests and adhere to the Personal Data (Privacy) Ordinance when considering and formulating customer service management strategies • Ensure the organization's policies cater to the latest development of the industry
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Formulate effective customer service management strategies according to the corporate mission and objectives, so as to suit the customer needs; and • Formulate effective customer service management strategies to enhance corporate brand image, profits and business development, which benefits the development of the organization in the long run.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Marketing & Customer Service

Title	Formulate Customer Relation Management Strategies
Code	105409L6
Range	This unit of competency (UoC) is applicable in the hairdressing industry. It involves critical analysis, evaluation, judgement and planning. Practitioners should be able to formulate effective customer relation management strategies applicable to the hairdressing industry, according to the corporate mission and objectives, so as to retain existing customers, attract new customers, and find potential customers to develop corporate business.
Level	6
Credit	6
Competency	Performance Requirements - Possess knowledge of customer relation management - Understand customer relation management theories - Market and customer orientation of the industry - Gains and purposes of customer relations, e.g. retaining and winning customers, customer profits, etc. - Characteristics of customer relations in the hairdressing industry - Understand customer relation management strategies for the hairdressing industry - Deal management strategy - Relation management strategy, such as: partnership, consultant, affiliation, functional relationship, etc. - Supplier and customer promotion - Understand the customer information system management strategy - Formulate customer relation management strategies - Formulate effective customer relation management strategies according to the corporate objectives - Formulate the customer relation management framework - Formulate methods, procedures and workflow of maintaining customer relation management, such as: customer screening criteria, ways to explore new customers, classification of customers, assessment and remedies for customer wastage, handling and follow-up procedures for customer complaints, etc. - Make use of the advantage in customer relation to create and maintain long-lasting customer relations in order to keep the market edge - Master the organizational revamping strategy for customer relations, including: study and strengthening of customer relations, market development, commitment and feedback to customer relations, remedies for customer relations, etc. - Apply customer information technology to implement customer relation strategies, e.g. formulation of system procedures, analysis of relation and business opportunities, commercial network, E-market promotion, development and upgrade of hardware

	3. Exhibit professionalism • Give priority to customer interests and adhere to the Personal Data (Privacy) Ordinance when considering and formulating customer service management strategies • Ensure the organization's policies cater to the latest development of the industry
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Master the professional knowledge of customer relation management; and • Formulate effective customer relation management strategies according to the corporate objectives, and review and consolidate relevant information and data in order to make analysis, judgement and assessment, so as to enhance corporate image and business development, which benefits the development of the organization in the long run.
Remark	

Specification of Competency Standards
for the Hairdressing Industry.
Unit of Competency.

Functional Area - Operational Management

Title	Formulate Operational Management Strategies
Code	105447L6
Range	This unit of competency (UoC) is applicable in the hairdressing industry. It involves complex planning, analysis, evaluation and judgement, and management duties. Practitioners should be able to analyze and review the operational situation and goals of the organization, and formulate effective overall operational management system and strategies.
Level	6
Credit	6
Competency	Performance Requirements - Understand the background and operational management functions of the organization - Understand the history and course of development of the organization, its value, goals and mission, strengths/weaknesses and challenges faced, future development, workflow control of daily operation, etc. - Understand the operational management functions of the organization, such as: - Planning, coordinating and determining daily operation of the organization - Mastering management control methods - Establishing governance culture - Enhancing efficiency and effectiveness of corporate management - Improving the organizational structure of the organization - Updating corporate system to tie in with modernized management - Understand strategic management theory - Understand different risks, including market risks and those in the execution of the plan - Formulate operational management system and strategies - Analyze the strengths of organization and assess the social situation and the competition environment and trend of the industry in order to set operational goals for the organization - Employ operational management skills to formulate operational management strategies according to the operational goals of the organization, including: business development strategies, operational strategies, human resources management strategies, financial management strategies, risk management strategies, communication mechanism, resources allocation strategies, ways of marketing, etc. - Manage the working team effectively - Conduct financial, opportunity and risk forecasts - Devise a strategic assessment and monitoring mechanism - Review the performance of the operational management system and strategies - Adjust the strategies according to the development needs of the organization - Adjust the strategies according to the change of the external environmental factors such as: economy, technology, politics, social culture, etc.

	3. Exhibit professionalism Undertake the management duties in a professional way to ensure the operational management strategies formulated meet the development trend of the industry
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: Analyze and integrate different kinds of information, formulate effective overall operational management system and strategies for the organization, and devise a comprehensive monitoring mechanism.
Remark	

Generic Level Descriptors				
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
1	- Employ recall and demonstrate elementary comprehension in a narrow range of areas with dependency on ideas of others - Exercise basic skills - Receive and pass on information - Use, under supervision or prompting, basic tools and materials. - Apply learnt responses to solve problems - Operate in familiar, personal and/or everyday contexts - Take some account, with prompting, of identified consequences of actions.	- Operate mainly in closely defined and highly structured contexts - Carry out processes that are repetitive and predictable - Undertake the performance of clearly defined tasks - Assume a strictly limited range of roles.	- The ability to perform tasks of routine and repetitive nature given clear direction - Carry out directed activity under close supervision - Rely entirely on external monitoring of output and quality	- Use very simple skills with assistance — for example: - Take some part in discussions about straightforward subjects - Read and identify the main points and ideas from documents about straightforward subjects - Produce and respond to a limited range of simple, written and oral communications, in familiar/routine contexts - Carry out a limited range of simple tasks to process data and access information - Use a limited range of very simple and familiar numerical and pictorial data - Carry out calculations, using whole numbers and simple decimals to given levels of accuracy.

Generic Level Descriptors				
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
2	- Apply knowledge based on an underpinning comprehension in a selected number of areas - Make comparisons with some valuation and interpret available information - Apply basic tools and materials and use rehearsed stages for solving problems. - Operate in familiar, personal and/or everyday contexts - Take account the identified consequences of actions.	- Choose from a range of procedures performed in a number of contexts, a few of which may be non-routine - Co-ordinate with others to achieve common goals.	- The ability to perform a range of tasks in predictable and structured contexts - Undertake directed activity with a degree of autonomy - Achieve outcomes within time constraints - Accept defined responsibility for quantity and quality of output subject to external quality checking.	- Use skills with some assistance—for example: - Take active part in discussions about identified subjects - Identify the main points and ideas from documents and reproduce them in other contexts - Produce and respond to a specified range of written and oral communications, in familiar/routine contexts - Carry out a defined range of tasks to process data and access information - Use a limited range of familiar numerical and graphical data in everyday contexts - Carry out calculations, using percentages and graphical data to given levels of accuracy.

Generic Level Descriptors				
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
3	- Apply knowledge and skills in arrange of activities, demonstrating comprehension of relevant theories - Access, organize and evaluate information independently and make reasoned judgements in relation to a subject or discipline - Employ a range of responses to well defined, but sometimes unfamiliar or unpredictable, problems - Make generalizations and predictions in familiar contexts.	- Operate in a variety of familiar and some unfamiliar contexts, using a known range of technical or learning skills - Select from a considerable choice of predetermined procedures - Give presentations to an audience	- The ability to perform tasks in a broad range of predictable and structured contexts which may also involve some non-routine activities requiring a degree of individual responsibility - Engage in self-directed activity with guidance/evaluation - Accept responsibility for quantity and quality of output - Accept well defined but limited responsibility for the quantity and quality of the output of others	- Use a wide range of largely routine and well practiced skills — for example: - Produce and respond to detailed and complex written and oral communication in familiar contexts, and use a suitable structure and style when writing extended documents. - Select and use standard applications to obtain, process and combine information - Use a wide range of numerical and graphical data in routine contexts, which may have some non-routine elements.

Generic Level Descriptors				
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
4	- Develop a rigorous approach to the acquisition of a broad knowledge base, with some specialist knowledge in selected areas - Present and evaluate information, using it to plan and develop investigative strategies - Deal with well defined issues within largely familiar contexts, but extend this to some unfamiliar problems - Employ a range of specialised skills and approaches to generate a range of responses.	- Operate in a range of varied and specific contexts involving some creative and non-routine activities - Exercise appropriate judgement in planning, selecting or presenting information, methods or resources - Carry out routine lines of enquiry, development of investigation into professional level issues and problems.	- The ability to perform skilled tasks requiring some discretion and judgement, and undertake a supervisory role - Undertake self-directed and a some directive activity - Operate within broad general guidelines or functions - Take responsibility for the nature and quantity of own outputs - Meet specified quality standards - Accept some responsibility for the quantity and quality of the output of others.	- Use a wide range of routine skills and some advanced skills associated with the subject/discipline — for example: - Present using a range of techniques to engage the audience in both familiar and some new contexts - Read and synthesize extended information from subject documents; organize information coherently, convey complex ideas in well-structured form - Use a range of IT applications to support and enhance work - Plan approaches to obtaining and using information, choose appropriate methods and data to justify results & choices - Carry out multi-stage calculations.

Generic Level Descriptors				
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
5	- Generate ideas through the analysis of abstract information and concepts - Command wide ranging, specialized technical, creative and/or conceptual skills - Identify and analyse both routine and abstract professional problems and issues, and formulate evidence-based responses - Analyse, reformat and evaluate a wide range of information - Critically analyse, evaluate and/or synthesize ideas, concepts, information and issues - Draw on a range of sources in making judgments.	- Utilise diagnostic and creative skills in a range of technical, professional or management functions - Exercise appropriate judgement in planning, design, technical and/or supervisory functions related to products, services, operations or processes.	- Perform tasks involving planning, design, and technical skills, and involving some management functions - Accept responsibility and accountability within broad parameters for determining and achieving personal and/or group outcomes - Work under the mentoring of senior qualified practitioners - Deal with ethical issues, seeking guidance of others where appropriate.	- Use a range of routine skills and some advanced and specialized skills in support of established practices in a subject/discipline, for example: - Make formal and informal presentations on standard/mainstream topics in the subject/discipline to a range of audiences - Participate in group discussions about complex subjects; create opportunities for others to contribute - Use a range of IT applications to support and enhance work - Interpret, use and evaluate numerical and graphical data to achieve goals/targets.

Generic Level Descriptors				
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
6	- Critically review, consolidate, and extend a systematic, coherent body of knowledge - Utilise highly specialised technical research or scholastic skills across an area of study - Critically evaluate new information, concepts and evidence from a range of sources and develop creative responses - Critically review, consolidate and extend knowledge, skills practices and thinking in a subject/discipline - Deal with complex issues and make informed judgements in the absence of complete or consistent data/information.	- Transfer and apply diagnostic and creative skills in a range of situations - Exercise appropriate judgement in complex planning, design, technical and/or management functions related to products, services operations or processes, including resourcing and evaluation - Conduct research, and/or advanced technical or professional activity - Design and apply appropriate research methodologies.	- Apply knowledge and skills in a broad range of professional work activities - Practice significant autonomy in determining and achieving personal and/or group outcomes - Accept accountability in related decision making including use of supervision - Demonstrate leadership and/or make an identifiable contribution to change and development.	- Communicate, using appropriate methods, to a range of audiences including peers, senior colleagues, specialists - Use a wide range of software to support and enhance work; identify refinements to existing software to increase effectiveness or specify new software - Undertake critical evaluations of a wide range of numerical and graphical data, and use calculations at various stages of the work.

Generic Level Descriptors				
Level	Knowledge & Intellectual Skills	Processes	Application, Autonomy & Accountability	Communications, IT & Numeracy
7	- Demonstrate and work with a critical overview of a subject or discipline, including an evaluative understanding of principal theories and concepts, and of its broad relationships with other disciplines - Identify, conceptualise and offer original and creative insights into new, complex and abstract ideas and information - Deal with very complex and/or new issues and make informed judgements in the absence of complete or consistent data/information - Make a significant and original contribution to a specialised field of inquiry, or to broader interdisciplinary relationships.	- Demonstrate command of research and methodological issues and engage in critical dialogue - Develop creative and original responses to problems and issues in the context of new circumstances.	- Apply knowledge and skills in a broad range of complex and professional work activities, including new and unforeseen circumstances - Demonstrate leadership and originality in tackling and solving problems - Accept accountability in related decision making - High degree of autonomy, with full responsibility for own work, and significant responsibility for others - Deal with complex ethical and professional issues.	- Strategically use communication skills, adapting context and purpose to a range of audiences - Communicate at the standard of published academic work and/or critical dialogue - Monitor, review and reflect on own work and skill development, and change and adapt in the light of new demands - Use a range of software and specify software requirements to enhance work, anticipating future requirements - Critically evaluate numerical and graphical data, and employ such data extensively.

List of changes for Second Edition

Functional Area	Major Functional Area	Title of the Unit of Competency (Old Edition)	Code (Old Edition)	Level (Old Edition)	Revision Details (New Edition)
Marketing and Customer Service	Marketing	Apply Knowledge of Hairdressing Market to Carry Out General Sales and Promotion*			New unit, Code: 105392L1, (Level 1)
		Promote Hairdressing Products and Services to Customers in Salons	HDZZBM102A	(Level 1)	Relocate from the functional area of “Operational Management” to the functional area of “Marketing and Customer Service” and change title to “Sell professional hairdressing products and services to customers” (105393L1)
		Sell Hairdressing Products, Tools and Equipment to Salons	HDZZBM202A	(Level 2)	Relocate from the functional area of “Operational Management” to the functional area of “Marketing and Customer Service” Code: 105396L2
		Knowledge of Market Survey and Analysis	HDZZBM303A	(Level 3)	Relocate from the functional area of “Operational Management” to the functional area of “Marketing and Customer Service” and change title to “Conduct market research and analysis” (105399L3)
		Promote Salon Services and Develop Business	HDZZBM401A	(Level 4)	Relocate from the functional area of “Operational Management” to the functional area of “Marketing and Customer Service” Code: 105401L4
		Promote Hairdressing Products and Explore Business Opportunities	HDZZBM402A	(Level 4)	Relocate from the functional area of “Operational Management” to the functional area of “Marketing and Customer Service” Code: 105402L4
		Promote Hairdressing Brands*			New unit, Code: 105404L5, (Level 5)
		Formulate Market Research Plans*			New unit, Code: 105405L5, (Level 5)
		Formulate Marketing Plans*			New unit, Code: 105406L5, (Level 5)

* New unit of competency

Functional Area	Major Functional Area	Title of the Unit of Competency (Old Edition)	Code (Old Edition)	Level (Old Edition)	Revision Details (New Edition)
	Customer Service	Apply Basic Knowledge of Customer Service*			New unit, Code: 105394L1, (Level 1)
		Receive Customers	HDZZCS103A	(Level 1)	Enrich/change content/format, Code: 105395L1
		Develop Effective Working and Interpersonal Relationship	HDZZCS203A	(Level 2)	Enrich/change content/format and change title to “Customer relationship skills” (105397L2)
		Understand Quality Customer Service for Hairdressing	HDZZCS204A	(Level 2)	Enrich/change content/format and change title to “Master quality customer service” (105398L2)
		Handle Customer Complaints and Suggestions	HDZZCS302A	(Level 3)	Enrich/change content/format, Code: 105400L3
		Manage and Use Customer Records	HDZZBM304A	(Level 3)	Delete and incorporate the content into “Receive customers” (105395L1) and “Formulate customer service scheme” (105403L4)
		Formulate Customer Service Scheme*			New unit, Code: 105403L4, (Level 4)
		Assess Customer Service Scheme and Performance Indicators*			New unit, Code: 105407L5, (Level 5)
		Formulate Customer Service Management Strategies*			New unit, Code: 105408L6, (Level 6)
		Formulate Customer Relation Management Strategies*			New unit, Code: 105409L6, (Level 6)

* New unit of competency

Functional Area	Major Functional Area	Title of the Unit of Competency (Old Edition)	Code (Old Edition)	Level (Old Edition)	Revision Details (New Edition)
Marketing and Customer Service		Basic Communication with Customers in English	HDZZCS101A	(Level 1)	Delete as it is a generic competency
		Basic Communication with Customers in Putonghua	HDZZCS102A	(Level 1)	Delete as it is a generic competency
		Communicate with Salon Customers in English on Hairdressing Services and Relevant Enquiries	HDZZCS201A	(Level 2)	Delete as it is a generic competency
		Communicate with Salon Customers in Putonghua on Hairdressing Services and Relevant Enquiries	HDZZCS202A	(Level 2)	Delete as it is a generic competency
		Business Correspondence in English	HDZZCS301A	(Level 3)	Delete as it is a generic competency
		Business Correspondence in Chinese	HDZZCS303A	(Level 3)	Delete as it is a generic competency

Functional Area	Major Functional Area	Title of the Unit of Competency (Old Edition)	Code (Old Edition)	Level (Old Edition)	Revision Details (New Edition)
Hairstyle Design and Professional Techniques	Hair Cutting and Blow-drying	Master Techniques for Head Massage	HDZZDP108A	(Level 1)	Combine and change title to “Apply shampooing and head massage techniques” (105353L1), and put under the functional area of “ Hair and Scalp Care”
		Shampooing and Conditioning	HDZZDP101A	(Level 1)	
		Understand Winding and Blow-drying	HDZZDP102A	(Level 1)	Enrich/change content/format, put under the functional area of “ evening hairstyle design” and change title to “Help perform winding and blow-drying” (105363L1)
		Basic Knowledge in Hair Cutting and Blow-drying	HDZZDP107A	(Level 1)	Combine and change title to “Help perform basic hair cutting and blow-drying” (105364L2), Level 2
		Knowledge of Hair Cutting and Blow-drying	HDZZDP205A	(Level 2)	
		Apply Cutting and Blow-drying Techniques	HDZZDP206A	(Level 2)	
		Apply Hair Cutting and Blow-drying Knowledge for Hairstyle Design	HDZZDP305A	(Level 3)	Combine and change title to “Master hair cutting and blow-drying techniques” (105368L3)
		Apply Hair Cutting and Blow-drying Skills for Hairstyle Design	HDZZDP306A	(Level 3)	
		Knowledge of Professional Hair Cutting and Blow-drying and Hairstyle Design	HDZZDP405A	(Level 4)	Combine and change title to “Apply professional hair cutting and blow-drying techniques to design hairstyles” (105372L4)
		Master Professional Cutting and Blow-drying Techniques for Hairstyle Design	HDZZDP406A	(Level 4)	

Functional Area	Major Functional Area	Title of the Unit of Competency (Old Edition)	Code (Old Edition)	Level (Old Edition)	Revision Details (New Edition)
	Perming	Understand Basic Perming techniques	HDZZDP103A	(Level 1)	Combine and change title to “Help perform basic perming” (105361L1)
		Basic Perming Techniques	HDZZDP104A	(Level 1)	
		Understand Perming	HDZZDP201A	(Level 2)	Combine and change title to “Apply basic perming techniques” (105365L2), Level 2
		Apply Perming Techniques	HDZZDP202A	(Level 2)	
		Apply Perm Knowledge to Design Hairstyle	HDZZDP301A	(Level 3)	Combine and change title to “Master perming techniques” (105369L3)
		Apply Perm Techniques to Hairstyle Design	HDZZDP302A	(Level 3)	
		Knowledge of Professional Perming	HDZZDP401A	(Level 4)	Combine and change title to “Apply professional perming techniques to design hairstyles” (105373L4)
		Master Techniques of Professional Perming	HDZZDP402A	(Level 4)	
		Design Trendy Perms*			New unit, Code: 105376L5, (Level 5)

* New unit of competency

Functional Area	Major Functional Area	Title of the Unit of Competency (Old Edition)	Code (Old Edition)	Level (Old Edition)	Revision Details (New Edition)
Hairstyle Design and Professional Techniques	Colouring	Understand Basic Colouring Techniques	HDZZDP105A	(Level 1)	Combine and change title to “Help perform basic colouring” (105362L1)
		Master Basic Colouring Techniques	HDZZDP106A	(Level 1)	
		Techniques for Colouring and Changing Colour Intensity	HDZZDP203A	(Level 2)	Combine and change title to “Master basic bleaching, colouring and highlighting techniques” (105366L2)
		Master Techniques for Covering Grey Hair, Colouring, Bleaching and Highlighting	HDZZDP204A	(Level 2)	
		Knowledge in Bleaching, Colouring and Highlighting Skills and Ways of Colour Correction	HDZZDP303A	(Level 3)	Combine and change title to “Master bleaching, colouring and highlighting skills and ways of colour correction” (105370L3)
		Perform the Entire Procedure of Bleaching and Colouring; Apply Skills for Highlighting and Ways of Colour Correction	HDZZDP304A	(Level 3)	
		Knowledge of Professional Bleaching and Hair Colouring	HDZZDP403A	(Level 4)	Combine and change title to “Apply professional hair bleaching and colouring techniques to design hairstyles” (105374L4)
		Master Techniques for Bleaching and Colouring	HDZZDP404A	(Level 4)	
		Create Trendy Hair Colour Design*			New unit, Code: 105377L5, (Level 5)

* New unit of competency

Functional Area	Major Functional Area	Title of the Unit of Competency (Old Edition)	Code (Old Edition)	Level (Old Edition)	Revision Details (New Edition)
	Evening Hairstyle Design	Understand Winding and Blow-drying	HDZZDP102A	(Level 1)	Relocate from the function of “ hair cutting and blow-drying” to the function of “ Evening Hairstyle Design” and change title to “Help perform winding and blow-drying” (105363L1)
		Understand Basic Evening Hairstyles	HDZZDP207A	(Level 2)	Combine and change title to “Apply basic evening hairstyling techniques” (105367L2)
		Apply Basic Evening Hairstyling Techniques	HDZZDP208A	(Level 2)	
		Understand Basic Concepts of Design	HDZZDP209A	(Level 2)	Enrich/change content/format, put under the functional area of “Image and Style Design” and change title to “Basic concepts of design” (105379L2)
		Employ Basic Skills for Hairstyle Design	HDZZDP309A	(Level 3)	Enrich/change content/format, put under the functional area of ”Image and Style Design” and change title to “ Basic hairstyle design” (105380L3)
		Design Hairstyles Matching Head and Face Shapes	HDZZDP210A	(Level 2)	Delete and incorporate the content into “ Basic hairstyle design” (105380L3)
		Techniques for Traditional and Trendy Evening Hairstyling	HDZZDP307A	(Level 3)	Combine and change title to “Apply traditional and trendy evening hairstyling techniques” (HDZZDP304)
		Apply Traditional and Trendy Evening Hairstyling Techniques	HDZZDP308A	(Level 3)	
		Apply Hair Put-up Knowledge for Evening Hairstyle	HDZZDP407A	(Level 4)	Combine and change title to “Design evening hairstyles” (105375L4)
		Master Hair Put-up Techniques to Design Evening Hairstyles	HDZZDP408A	(Level 4)	

Functional Area	Major Functional Area	Title of the Unit of Competency (Old Edition)	Code (Old Edition)	Level (Old Edition)	Revision Details (New Edition)
		Create Trendy Evening Hairstyles*			New unit, Code: 105378L5, (Level 5)
		Design Hairstyles to Match the Overall Image	HDZZDP409A	(Level 4)	Change credits and content/format, put under the functional area of "Image and Style Design", Code: 105384L4
		Participate in Hairdressing Contest and Hairstyle Demonstration Show	HDZZDP410A	(Level 4)	Enrich/change content/format, put under the functional area of "Image and Style Design" and change title to "Master techniques of participating in hairdressing contest and hairstyle demonstration show" (105385L4)

* New unit of competency

Functional Area	Major Functional Area	Title of the Unit of Competency (Old Edition)	Code (Old Edition)	Level (Old Edition)	Revision Details (New Edition)
Hair and Scalp Care	Increasing Hair Volume Artificially	Knowledge of Wigs	HDZZHS101A	(Level 1)	Combine and change title to “Apply basic care techniques for wigs” (Level 1, 105354L1)
		Master Basic Techniques for Wig Care	HDZZHS201A	(Level 2)	
		Hair Extension	HDZZHS301A	(Level 3)	Enrich/change content/format and change title to “Carry out different hair extension procedures” (105356L2), and change to Level 2
		Use of Wig for Hairstyle Design	HDZZHS302A	(Level 3)	Combine and change title to “Master wig moulding, wearing and touch-up techniques” (105358L3)
		Master Wig Design Techniques	HDZZHS401A	(Level 4)	
	Hair and Scalp Care	Apply Shampooing and Head Massage Techniques*		(Level 1)	Relocate from the functional area of “Hairstyle Design and Professional Techniques” to the functional area of “hair and Scalp Care”, change title to “Apply shampooing and head massage techniques” (105353L1)
		Knowledge of Hair and Scalp	HDZZHS102A	(Level 1)	Combine and change title to “Master general care methods and procedures for hair and scalp” (Level 2, 105355L2)
		Master General Techniques for Hair and Scalp Care	HDZZHS202A	(Level 2)	
		Intensive Care for Hair and Scalp	HDZZHS303A	(Level 3)	Combine and change title to “Handle general problems of hair and scalp” (Level 3, 105357L3)
		Handle Problems of Hair and Scalp	HDZZHS402A	(Level 4)	
		Master the Contraindications of Hair Transplant*			New unit, Code: 105360L4, (Level 4)
		Master the Ways to Prevent Hair-related Diseases*			New unit, Code: 105359L4, (Level 4)

* New unit of competency

Functional Area	Major Functional Area	Title of the Unit of Competency (Old Edition)	Code (Old Edition)	Level (Old Edition)	Revision Details (New Edition)
Hairdressing Education and Training	Practical Training	Supervise Hairdressing Practitioners in Salons	HDZZTR301A	(Level 3)	Enrich/change content/format and change title to “Master the techniques for practical training for hairdressing” (105448L3)
		Develop Curricula for Professional Hairdressing Courses and Implement Training	HDZZTR402A	(Level 4)	Delete and split into: ● Compile training materials * (Level 3, 105449L3) ● Formulate training assessment criteria and assessment reports* (Level 4, 105454L4)
		Comments on Skills and Hairstyles and Serve as Judges in Contests	HDZZTR401A	(Level 4)	Enrich/change content/format and change title to “Master skills of serving as judges in hairdressing contests” (Level 4, 105455L4)
	Training Techniques	Apply Teaching Techniques*			New unit, Code: 105450L3, (Level 3)
		Master Training Preparations*			New unit, Code: 105452L3, (Level 3)
	Training Assessment	Evaluate Hairdressing Course Content*			New unit, Code: 105456L4, (Level 4)
		Assess the Performance of Trainers, Trainees and Training Course*			New unit, Code: 105457L4, (Level 4)
	Training Resources	Implement Training Venue and Facility Management*			New unit, Code: 105453L3, (Level 3)
		Master Class Management*			New unit, Code: 105451L3, (Level 3)

* New unit of competency

Functional Area	Major Functional Area	Title of the Unit of Competency (Old Edition)	Code (Old Edition)	Level (Old Edition)	Revision Details (New Edition)
Operational Management		Basic Operation of Applications Software and the Internet	HDZZBM101A	(Level 1)	Delete as it is a generic competency
		Promote Hairdressing Products and Services to Customers in Salons	HDZZBM102A	(Level 1)	Put under the functional area of “Marketing and Customer Service”, and change title to “Sell professional hairdressing products and services to customers” (105393L1)
		Handle Documents and Information with Computers	HDZZBM201A	(Level 2)	Delete as it is a generic competency
		Sell Hairdressing Products, Tools and Equipment to Salons	HDZZBM202A	(Level 2)	Put under the functional area of “Marketing and Customer Service”, Code: 105396L2
		Knowledge of Market Survey and Analysis	HDZZBM303A	(Level 3)	Put under the functional area of “Marketing and Customer Service” and change title to “Conduct market research and analysis” (105399L3)
		Manage and Use Customer Records	HDZZBM304A	(Level 3)	Delete and incorporate the content into “Receive customers” (105395L1) and “Formulate customer service scheme” (105403L4)
		Promote Salon Services and Develop Business	HDZZBM401A	(Level 4)	Put under the functional area of “Marketing and Customer Service”, Code: 105401L4
		Promote Hairdressing Products and Explore Business Opportunities	HDZZBM402A	(Level 4)	Put under the functional area of “Marketing and Customer Service”, Code: 105402L4
	Operation Management	Apply General Business Regulations*			New unit, Code: 105414L2, (Level 2)
		Understand Relevant Laws for Salons Operation on the Mainland	HDZZBM407A	(Level 4)	Combine and change title to “Apply laws for salon operation in the mainland”, Code: 105425L4
		Understand Relevant Laws for Marketing Hairdressing Equipment on the Mainland	HDZZBM408A	(Level 4)	

* New unit of competency

Functional Area	Major Functional Area	Title of the Unit of Competency (Old Edition)	Code (Old Edition)	Level (Old Edition)	Revision Details (New Edition)
		Plan Purchase and Keep Stock of Salon Products	HDZZBM203A	(Level 2)	Enrich/change content/format and change title to “Execute purchasing and inventory procedures for salon products” (105415L2)
		Understand Logistics of Import and Export of Hairdressing Products	HDZZBM406A	(Level 4)	Enrich/change content/format and change title to “Execute operational procedures for the import and export of hairdressing products”, Code: 105426L4
		Execute Inventory Procedures*			New unit, Code: 105427L4, (Level 4)
		Formulate Warehousing Management*			New unit, Code: 105438L5, (Level 5)
		Apply Information Management*			New unit, Code: 105428L4, (Level 4)
		Understand Liabilities Borne by Salons and Insurance Plans Needed	HDZZBM405A	(Level 4)	Enrich/change content/format and change title to “Execute risk management in business locations” (105429L4)
		Formulate Risk Management for Hairdressing Business Operation*			New unit, Code: 105439L5, (Level 5)
		Formulate Operational Management Strategies*			New unit, Code: 105447L6, (Level 6)
	Financial Management	Handle Daily Income and Expenses of Salons with Bookkeeping	HDZZBM305A	(Level 3)	Enrich/change content/format and change title to “Apply financial accounting” (105419L3)
		Understand Financial Management in Salons	HDZZBM403A	(Level 4)	Combine and change title to “Execute financial management” (105430L4)
		Understand Financial Management for Hairstyle Product Companies	HDZZBM404A	(Level 4)	
		Formulate Financial Management Strategies*			New unit, Code: 105440L5, (Level 5)

* New unit of competency

Functional Area	Major Functional Area	Title of the Unit of Competency (Old Edition)	Code (Old Edition)	Level (Old Edition)	Revision Details (New Edition)
	Job Ethics, Occupational Safety and Health, Environmental Protection	Apply Job Ethics and Staff Code of Practice*			New unit, Code: 105410L1, (Level 1)
		Apply Knowledge of Public Health*			New unit, Code: 105411L1, (Level 1)
		Apply General Safety Rules for Salon Equipment*			New unit, Code: 105412L1, (Level 1)
		Apply the Safety Rules for General Hairdressing-related Electrical Appliances*			New unit, Code: 105413L1, (Level 1)
		Apply Industry-related Occupational Safety and Health, Environment Protection and Dangerous Goods Regulations*			New unit, Code: 105416L2, (Level 2)
		Identify Labels and Common Ingredients of Hairdressing Products*			New unit, Code: 105417L2, (Level 2)
		Conduct Occupational Safety and Health Risk Assessment for the Hairdressing Industry*			New unit, Code: 105420L3, (Level 3)
		Formulate Procedures and Requirements for Managing the Environmental Hygiene of the Business Locations*			New unit, Code: 105431L4, (Level 4)
		Promote Environmental Awareness in the Organization*			New unit, Code: 105432L4, (Level 4)

* New unit of competency

Functional Area	Major Functional Area	Title of the Unit of Competency (Old Edition)	Code (Old Edition)	Level (Old Edition)	Revision Details (New Edition)
	Human Resources Management	Handle Human Resources Issues in Salons	HDZZBM301A	(Level 3)	Delete as the content is too broad
		Handle Human Resources Issues in Hairstyle Product Companies	HDZZBM302A	(Level 3)	Delete as the content is too broad
		Apply General Labour Regulations*			New unit, Code: 105418L2, (Level 2)
		Implement Recruitment Procedures*			New unit, Code: 105421L3, (Level 3)
		Deploy Staff*			New unit, Code: 105422L3, (Level 3)
		Implement Salary Benchmark and Commission System*			New unit, Code: 105423L3, (Level 3)
		Handle Staff Records*			New unit, Code: 105424L3, (Level 3)
		Manage Staff Relations*			New unit, Code: 105433L4, (Level 4)
		Appraise Staff Performance*			New unit, Code: 105434L4, (Level 4)
		Formulate Staff Training Guidelines*			New unit, Code: 105435L4, (Level 4)
		Formulate Staff Working Guidelines*			New unit, Code: 105436L4, (Level 4)
		Handle General Labour Disputes*			New unit, Code: 105437L4, (Level 4)
		Review Staff Salary Benchmark and System*			New unit, Code: 105441L5, (Level 5)
		Review Staff Discipline and Rules and Regulations*			New unit, Code: 105442L5, (Level 5)
		Review Staff Posts and Duties*			New unit, Code: 105443L5, (Level 5)
		Formulate Staff Recruitment, Deployment and Attendance Procedures*			New unit, Code: 105444L5, (Level 5)
		Handle Complicated Labour Disputes*			New unit, Code: 105445L5, (Level 5)
		Formulate Staff Training System and Policy*			New unit, Code: 105446L5, (Level 5)

* New unit of competency

Functional Area	Major Functional Area	Title of the Unit of Competency (Old Edition)	Code (Old Edition)	Level (Old Edition)	Revision Details (New Edition)
Image and Style Design		Understand Basic Concepts of Design	HDZZDP209A	(Level 2)	Relocate from the functional area of “Hairstyle Design and Professional Techniques” to the functional area of “Image and Style Design” and change title to “Basic concepts of design” (105379L2)
		Design Hairstyles Matching Head and Face Shapes	HDZZDP210A	(Level 2)	Delete and incorporate the content into “Basic hairstyle design” (105380L3)
		Employ Basic Skills for Hairstyle Design	HDZZDP309A	(Level 3)	Relocate from the functional area of “Hairstyle Design and Professional Techniques” to the functional area of “Image and Style Design” and change title to “Basic hairstyle design” (105380L3)
		Design Hairstyles to Match the Overall Image	HDZZDP409A	(Level 4)	Relocate from the functional area of “Hairstyle Design and Professional Techniques” to the functional area of “Image and Style Design”, Code: 105384L4
		Participate in Hairdressing Contest and Hairstyle Demonstration Show	HDZZDP410A	(Level 4)	Relocate from the functional area of “Hairstyle Design and Professional Techniques” to the functional area of “Image and Style Design”, and change title to “Master techniques of participating in hairdressing contest and hairstyle demonstration show”, Code: 105385L4
		Hairstyle Designs for Photographic Effects*			New unit, Code: 105381L3, (Level 3)
		Master the Development of Culture and Style of Hair Ornaments in Different Areas*			New unit, Code: 105382L3, (Level 3)
		Apply Colour Science to Image and Style Design*			New unit, Code: 105383L3, (Level 3)
		Master the Relationship between Hairstyle Design Theory and Cultural Characteristics of Different Regions*			New unit, Code: 105386L4, (Level 4)

* New unit of competency

Functional Area	Major Functional Area	Title of the Unit of Competency (Old Edition)	Code (Old Edition)	Level (Old Edition)	Revision Details (New Edition)
		Hairstyle Design for Stage/Media Production*			New unit, Code: 105387L4, (Level 4)
		Produce Hair Ornaments and Pros (Stage Performance/ Hairdressing Contest)*			New unit, Code: 105388L4, (Level 4)
		Create Hairstyles for Shows*			New unit, Code: 105389L5, (Level 5)
		Analyze and Appreciate Hairstyle Trends*			New unit, Code: 105390L5, (Level 5)
		Create Trendy Hairstyles*			New unit, Code: 105391L6, (Level 6)

* New unit of competency

Functional Area	Major Functional Area	Title of the Unit of Competency (Old Edition)	Code (Old Edition)	Level (Old Edition)	Revision Details (New Edition)
Generic Functional Area of Hairdressing industry		Understand Professional Ethics, Hygiene, Safety Use of Electrical Appliances and Chemicals	HDZZGS101A	(Level 1)	Delete and split into: ● Apply job ethics and staff code of practice* (Level 1, 105410L1) ● Apply knowledge of public health* (Level 1, 105411L1) Put them under the functional area of “Operational Management”
		Understand the General Use and Applications of Hairdressing Products, Tools and Equipment	HDZZGS102A	(Level 1)	Enrich/change content/format and change title to “Apply general safety rules for salon equipment” (Level 1, 105412L1), put under the functional area of “Operational Management”
		Chinese and Western History and Development of Hairdressing	HDZZGS103A	(Level 1)	Enrich/change content/format, put under the functional area of “Image and Style Design” and change title to “Master the development of culture and style of hair ornaments in different areas” (Level 3, 105382L3)
		Understand Ingredients, Applications and Things-to-note on Labels of Hairdressing Products	HDZZGS104A	(Level 1)	Enrich/change content/format and change title to “Identify labels and common ingredients of hairdressing products”, change to level 2 (105417L2) and put under the functional area of “Operational Management”
		Basic Concepts in Quality	HDZZGS201A	(Level 2)	Delete
		Knowledge in Prevailing Technology and Techniques in Hairdressing	HDZZGS301A	(Level 3)	Delete

* New unit of competency

List of changes for Third Edition

Units of competency newly added:

Functional area	Unit of competency	Level	Credit
Hairstyle Design & Professional Techniques	Mastering Fast Cut Hairdressing Techniques (111544L3)	3	5
Hair & Scalp Care	Understanding Basic Hair and Scalp Care Knowledge for Fast Cut Haircutting Services (111545L2)	2	1
Operational Management	Fast Cut Hair Salon Operations, Safety, and Customer Relationship Management (111546L3)	3	3