



**Amendments to ITEC Level 2 Business Awareness  
from October 1<sup>st</sup> 2007**

**Syllabus amendments (any changes have been highlighted in bold)**

2005 Learning Outcome Number	2005 Learning Outcome	2007 Learning Outcome	2007 Learning Outcome Number
3	<p><i>Understand and explain each of the following acts and their relevance to operating a salon/clinic (countries outside the UK should teach the relevant equivalent regulations):</i></p> <ul style="list-style-type: none"> <li>◆ <i>Health &amp; Safety at Work Act</i></li> <li>◆ <i>The Management of Health &amp; Safety at Work Regulations</i></li> <li>◆ <i>The Workplace (Health, Safety &amp; Welfare) Regulations</i></li> <li>◆ <i>The Manual Handling Operations Regulations</i></li> <li>◆ <i>The Personal Protective Equipment at Work Regulations</i></li> <li>◆ <i>The Provision and Use of Work Equipment Regulations</i></li> <li>◆ <i>The Control of Substances Hazardous to Health Regulations (COSHH)</i></li> <li>◆ <i>The Electricity at Work Regulations</i></li> <li>◆ <i>Reporting of Injuries, Diseases and Dangerous Occurrences Regulations</i></li> <li>◆ <i>Data Protection Act</i></li> <li>◆ <i>Supply of Goods and Services Act</i></li> <li>◆ <i>Consumer Protection Act</i></li> <li>◆ <i>Trades Description Act</i></li> <li>◆ <i>Disability Discrimination Act</i></li> <li>◆ <i>Understand and explain how to carry out a risk assessment</i></li> </ul>	<p><i>Understand and explain each of the following acts and their relevance to operating a salon/clinic (countries outside the UK should teach the relevant equivalent regulations):</i></p> <ul style="list-style-type: none"> <li>◆ <i>Health &amp; Safety at Work Act</i></li> <li>◆ <i>The Management of Health &amp; Safety at Work Regulations</i></li> <li>◆ <i>The Workplace (Health, Safety &amp; Welfare) Regulations</i></li> <li>◆ <i>The Manual Handling Operations Regulations</i></li> <li>◆ <i>The Personal Protective Equipment at Work Regulations</i></li> <li>◆ <i>The Provision and Use of Work Equipment Regulations</i></li> <li>◆ <i>The Control of Substances Hazardous to Health Regulations (COSHH)</i></li> <li>◆ <i>The Electricity at Work Regulations</i></li> <li>◆ <i>Reporting of Injuries, Diseases and Dangerous Occurrences Regulations</i></li> <li>◆ <i>Data Protection Act</i></li> <li>◆ <i>Supply of Goods and Services Act</i></li> <li>◆ <i>Consumer Protection Act</i></li> <li>◆ <i>Trades Description Act</i></li> <li>◆ <i>Disability Discrimination Act</i></li> <li>◆ <b><i>Care Standards Act</i></b></li> <li>◆ <i>Understand and explain how to carry out a risk assessment</i></li> </ul>	3
3	<p>Underpinning knowledge</p> <ul style="list-style-type: none"> <li>• <i>The employer and employees have a duty of care towards all other persons on the premises and therefore must provide; safe handling, transportation and storage of substances, safe systems of work, safe equipment, safe access and exit, information, training and supervision, all necessary personal protective equipment free of charge, safe working environment with adequate facilities</i></li> <li>• <i>The employer needs to look carefully at the work environment and the activities taking place there and reduce/eliminate any risks</i></li> <li>• <i>This regulation is concerned with the</i></li> </ul>	<p>Underpinning knowledge</p> <ul style="list-style-type: none"> <li>• <i>The employer and employees have a duty of care towards all other persons on the premises and therefore must provide; safe handling, transportation and storage of substances, safe systems of work, safe equipment, safe access and exit, information, training and supervision, all necessary personal protective equipment free of charge, safe working environment with adequate facilities</i></li> <li>• <i>The employer needs to look carefully at the work environment and the activities taking place there and reduce/eliminate any risks</i></li> <li>• <i>This regulation is concerned with the</i></li> </ul>	3

	<p><i>employer ensuring; adequate ventilation in the working area (natural or artificial), ventilation temperature control and lighting, cleanliness/waste disposal, maintenance of workplace and equipment, hygiene/washing facilities, adequate toilets, drinking water supply, storage of clothing, sufficient workspace, rest facilities, eating facilities, safe glazing, appointed member of staff for health &amp; safety, suitable and clean floor coverings, furniture in good order, stairs/corridors free from obstructions, evacuation routes</i></p> <ul style="list-style-type: none"> <li>• <i>Regulations concerned with lifting, lowering, pushing, pulling, carrying and moving loads</i></li> <li>• <i>Employer has to provide personal protective equipment to every employee exposed to risk and adequate training in its use</i></li> <li>• <i>All equipment used in the workplace must be suitable for its purpose, staff adequately trained in its use, and maintenance records kept up to date</i></li> <li>• <i>Regulations in place to protect those who have to handle hazardous substances. A substance is deemed hazardous when it can cause harm to the body when inhaled, ingested, in contact with skin, absorbed through skin, injected into body or introduced via cuts. Employers need to reduce/control risk through alternative products where possible, or train staff thoroughly in its use.</i></li> <li>• <i>Regulations cover installation and maintenance and use of electrical systems and equipment to prevent injury/death. Systems/equipment should be regularly checked by qualified professional and staff trained in correct use/electrical safety.</i></li> <li>• <i>Any personal injury to an employee at work should be recorded and reported to the local enforcement officer in writing; Death, Major injury, more than 24 hours in hospital, incapacity for more than 3 calendar days. All accidents should be recorded in Accident Book and investigated to prevent recurrence.</i></li> <li>• <i>Protection of private information, particularly when stored electronically (check current law).</i></li> <li>• <i>All goods sold must do what they claim they do. Could apply to therapy equipment or products.</i></li> </ul>	<p><i>employer ensuring; adequate ventilation in the working area (natural or artificial), ventilation temperature control and lighting, cleanliness/waste disposal, maintenance of workplace and equipment, hygiene/washing facilities, adequate toilets, drinking water supply, storage of clothing, sufficient workspace, rest facilities, eating facilities, safe glazing, appointed member of staff for health &amp; safety, suitable and clean floor coverings, furniture in good order, stairs/corridors free from obstructions, evacuation routes</i></p> <ul style="list-style-type: none"> <li>• <i>Regulations concerned with lifting, lowering, pushing, pulling, carrying and moving loads</i></li> <li>• <i>Employer has to provide personal protective equipment to every employee exposed to risk and adequate training in its use</i></li> <li>• <i>All equipment used in the workplace must be suitable for its purpose, staff adequately trained in its use, and maintenance records kept up to date</i></li> <li>• <i>Regulations in place to protect those who have to handle hazardous substances. A substance is deemed hazardous when it can cause harm to the body when inhaled, ingested, in contact with skin, absorbed through skin, injected into body or introduced via cuts. Employers need to reduce/control risk through alternative products where possible, or train staff thoroughly in its use.</i></li> <li>• <i>Regulations cover installation and maintenance and use of electrical systems and equipment to prevent injury/death. Systems/equipment should be regularly checked by qualified professional and staff trained in correct use/electrical safety.</i></li> <li>• <i>Any personal injury to an employee at work should be recorded and reported to the local enforcement officer in writing; Death, Major injury, more than 24 hours in hospital, incapacity for more than 3 calendar days. All accidents should be recorded in Accident Book and investigated to prevent recurrence.</i></li> <li>• <i>Protection of private information, particularly when stored electronically (check current law).</i></li> <li>• <i>All goods sold must do what they claim they do. Could apply to therapy equipment or products.</i></li> </ul>	
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6	<p>Underpinning knowledge To include:</p> <ul style="list-style-type: none"> <li>• Basic profit and loss</li> <li>• Petty cash</li> <li>• Spreadsheets</li> <li>• Budget</li> <li>• Cash flow</li> <li>• Costing of treatments</li> </ul>	<p>Underpinning knowledge To include:</p> <ul style="list-style-type: none"> <li>• Basic profit and loss</li> <li>• Petty cash</li> <li>• Spreadsheets</li> <li>• Budget</li> <li>• Cash flow</li> <li>• Costing of treatments</li> <li>• <b>Net profit</b></li> <li>• <b>Gross profit</b></li> </ul>	6
12	<p>Underpinning knowledge To include:</p> <ul style="list-style-type: none"> <li>• Never pre-judging a customer</li> <li>• Good communication skills and enthusiasm</li> <li>• Good product knowledge</li> <li>• Never try to sell a product which is not suitable for the client</li> <li>• Don't be too pushy</li> </ul>	<p>Underpinning knowledge To include:</p> <ul style="list-style-type: none"> <li>• Never pre-judging a customer</li> <li>• Good communication skills and enthusiasm</li> <li>• Good product knowledge</li> <li>• Never try to sell a product which is not suitable for the client</li> <li>• <b>No pressure selling</b></li> <li>• <b>How to close a sale</b></li> <li>• <b>Choosing appropriate time in the treatment to introduce additional services and retail products</b></li> <li>• <b>Allow</b></li> </ul>	12

		<i>time for clients to ask questions</i>	
13	<p>Underpinning knowledge  <i>To include:</i></p> <ul style="list-style-type: none"> <li>• <i>Scheduling Appointments</i></li> <li>• <i>Appearance • Telephone Manner</i></li> <li>• <i>Client Handling • Customer Service</i></li> <li>• <i>Record Keeping • Sales Techniques</i></li> <li>• <i>Product Knowledge • Treatment Knowledge • Taking money and logging payments</i></li> </ul>	<p>Underpinning knowledge  <i>To include:</i></p> <ul style="list-style-type: none"> <li>• <i>Scheduling Appointments</i></li> <li>• <i>Appearance • Telephone Manner</i></li> <li>• <i>Client Handling • Customer Service</i></li> <li>• <i>Record Keeping • Sales Techniques</i></li> <li>- <b><i>SWOT and PEST • How to close a sale</i></b></li> <li>• <i>Product Knowledge • Treatment Knowledge • Taking money and logging payments • Preparing treatment rooms before and after treatment • Setting up of couch, trolley and other equipment • All tools prepared using correct hygiene procedures</i></li> </ul>	13