

ITEC Level 2 Professional Conduct Unit 22.1 Recommended Learning Hours – 25 QCA Unit Number: J/101/2239	
Learning outcome Students will be able to:	Underpinning knowledge
1) Understand and explain the points of professionalism related to Beauty/Complementary or Sports Therapy and explain the appropriate professional appearance of the therapist	To include the importance of the following: <ul style="list-style-type: none"> • Appropriate attire – professional work wear (for sports therapy a polo shirt and clean tidy tracksuit bottoms), full flat shoes, socks with trousers, natural tights with skirts, no jewellery except a wedding band and stud earrings (must be removed or covered if using electrical equipment), short clean finger nails with no enamel • No body odour • No bad breath • No perfume • No chewing of gum or sucking of sweets • Hair neat, clean and tied back – not on the collar or face • Punctuality • Clean hygienic working surroundings and equipment • Appropriate client care and modesty • Sufficient equipment and products to perform the treatment fully • Only perform therapies in which one is qualified • Do not make false claims • Do not discuss or put down other salons/clinics • Only recommend treatments which are relevant and appropriate to the client • Refer clients where necessary • Do not diagnose
2) Understand, explain and maintain a professional working relationship with other students/therapists	To include the importance of the following points: <ul style="list-style-type: none"> • Only working within their own perimeters and professional boundaries • Not making false claims regarding treatments/products or other clinics/salons • Understanding when to refer clients to other therapists e.g. Physiotherapists, Counsellor • Understanding when a client may be contraindicated and when to get GP's permission to treat them
3) Understand and explain why it is necessary to build up a rapport with the medical profession	To include: <ul style="list-style-type: none"> • Understanding when a client may be contraindicated to treatment and at what point GP's permission should be sought • Educating the medical profession of the benefit of treatments as complementary to health care and the importance of working alongside them • Referral procedures
4) Understand and explain why it is necessary to build up a rapport with other therapists	To include: <ul style="list-style-type: none"> • Building up a support network of therapists qualified in other therapies to whom they can refer clients • Referring clients to Counsellors when appropriate • Being Professional when asked about other salon/clinics/therapists
5) Understand and explain the meaning of contraindications related to the treatment (Contraindications for each treatment are listed in the appropriate units)	To include: <ul style="list-style-type: none"> • The importance of showing knowledge and understanding of specific contraindications to each treatment as well as general contraindications • Knowing when not to treat • Knowing when and how to seek written permission to treat from a GP • Adapt the treatment to the individual's needs
6) Understand and explain the impact of advertising, whilst accepting the legal implications of the relevant laws	To include: <ul style="list-style-type: none"> • Raising the profile of the therapist/clinic/salon • Increasing public awareness of the treatments available • Educating the public in terms of what the treatments are • Methods of advertising: Local newspaper - Classified section, Mail-shots, Word of mouth, Radio, Posters • Appropriate talks and demonstration to groups

	<ul style="list-style-type: none"> • A talk should be designed and demonstrated to fellow students to help establish the rudiments of public speaking • The advantages and disadvantages of each of the above methods should be established
7) Understand and explain the necessity of having professional indemnity insurance	<p>To include:</p> <ul style="list-style-type: none"> • A definition of professional indemnity insurance; what it covers and the difference between a salon/clinic policy and for an individual therapist • The source of the insurance – Professional Associations • Full amount and cover
8) Understand and explain the need to ensure strict client confidentiality at all times other than with the consent of the client or when reporting treatments/clinical findings to a fellow therapist/medical practitioner	<p>To include:</p> <ul style="list-style-type: none"> • Professionalism • Do not discuss the personal details of a client with another therapist • Do not discuss the personal details of a client with another client • Ensure the client realises that the only reason information would be disclosed would be to ascertain permission to treat from a GP or other medically trained practitioner
9) Understand and explain the need for consent	<p>To include:</p> <ul style="list-style-type: none"> • Personal or written permission from the parent/guardian is recommended if treating a client under 16 years of age • From a guardian if a client is too ill to consent themselves • From a GP if the client is taking medication or contraindicated in any way
10) Understand and explain the contents of a First Aid box	<p>To include:</p> <ul style="list-style-type: none"> • Check the most recent publication from St Johns ambulance
11) Understand and explain why it is necessary to have an accident book	<ul style="list-style-type: none"> • To record any incident where somebody may hurt themselves • To state any action taken at the time of the accident • To document written evidence in case there is an insurance claim
12) Understand and explain how to complete an accident book	<p>To include:</p> <ul style="list-style-type: none"> • Date of accident • Time of accident • Nature of accident • Action taken • Signature of client and therapist
13) Understand and explain how to administer First Aid for the following:	<ul style="list-style-type: none"> • Fainting • Burns/Scalds • Epileptic fit • Bleeding • Hysteria • Heart Attack • Unconsciousness • Heat Exhaustion • Twisted Ankle • Asthma Attack • Diabetic Coma • Nose Bleed • Insect Sting • Hyperventilation • Migraine • Dizziness • Electric Shock • Electrical burns • Sun burn • Something in/on the eye, e.g. product
14) Understand, explain and demonstrate how to put a client into the recovery position	<p>Check with St Johns Ambulance/ St Andrews/Red Cross or equivalent for the current format</p>
15) Understand and explain when and how to call for medical assistance	<p>To include:</p> <ul style="list-style-type: none"> • Ensure the patient is in the recovery position • Ensure somebody stays with the patient • Dial for the emergency services (check the number depending upon the country therein)
16) Understand, explain and demonstrate how to supervise an evacuation of themselves and their clients in the case of a fire alarm	<ul style="list-style-type: none"> • Organise people to move swiftly and quietly out of the building • Ensure client modesty is preserved • Ensure belongings are left behind • They must ensure the nearest exit is used • Ensure the meeting point is made clear • A check list is completed of those present
17) Understand and explain the types of fire-fighting equipment required in a salon	<ul style="list-style-type: none"> • Foam • Water • Carbon Dioxide • Dry powder
18) Understand, explain and demonstrate how to carry out basic safety checks for electrical equipment	<p>To include:</p> <ul style="list-style-type: none"> • Regular servicing and checking of servicing records • Check that the wires are fully insulated within the plugs

	<ul style="list-style-type: none"> • Check that there are no trailing wires • Check there is no water in the vicinity of the electrical equipment • Check the equipment on self first before applying to the client
19) Understand and explain the importance of professionally checking electrical equipment on an annual basis	To include: <ul style="list-style-type: none"> • Ensuring no harm comes to the client or therapist during use of electrical treatments
20) Understand and explain the following hygienic terms:	<ul style="list-style-type: none"> • Septic • Antiseptic • Disinfectant • Sterile • Cross infection • Sterilisation • Aseptic • Bactericide • Bacteriostat • Fungicide • Fungistat • Pathogenic • Non-pathogenic • Toxins • Hygiene
21) Understand and explain briefly the following types of infection	To include: <ul style="list-style-type: none"> • Bacterial • Fungal • Viruses and infestations stating the basic characteristics for each one and giving relevant examples
22) Understand and explain the methods of sterilisation/sanitisation available relevant to the treatment	To include: <ul style="list-style-type: none"> • Chemical sterilising cabinet • UV cabinet • Autoclave • Hot bead • Chemical liquid and their most appropriate use
23) Understand and explain the advantages and disadvantages of each of the following:	To include: <ul style="list-style-type: none"> • Chemicals • Autoclave • Glass bead • Ultra Violet • Steam Cabinets
24) Understand and explain the reasons why personal hygiene is vital for the therapist	To include: <ul style="list-style-type: none"> • The appropriateness of professional appearance (see below) • No body odour • No bad breath
25) Understand and explain salon hygiene methods	To include the use of the following: <ul style="list-style-type: none"> • Septic • Antiseptic • Disinfectant • Aseptic • Bactericide • Bacteriostat • Fungicide • Fungistat • Chemical sterilising cabinet • UV cabinet • Autoclave • Hot bead • Chemical liquid and their most appropriate use
26) Understand and explain all aspects of waste disposal for the salon	To include: <ul style="list-style-type: none"> • Cin bin (for contaminated waste) • Sharps tin • Normal bin
27) Understand and explain the importance of being aware of blood transmitted diseases	To include: <ul style="list-style-type: none"> • Hepatitis A & B • HIV/AIDS
28) Understand, explain and design a consultation card relevant to the treatment	Sample enclosed for each treatment in the syllabus To include: <ul style="list-style-type: none"> • Name • Address • Telephone number (day and night) • GP • Medical history • Any contraindications to treatment (as listed below) • Client lifestyle • Client profile • The importance of planning a treatment programme bearing in mind the clients religious, moral and social beliefs • Home care advice • Product advice • Determining the nature and extent of the clients needs • Agreement to the course of action • Ascertain the clients consent to the treatment • Signature and date
29) Understand and explain why conversation should be ethical and client led	To include: <ul style="list-style-type: none"> • Not causing embarrassment to self, client or others • There may be issues the client does not want to discuss e.g. politics, religion, race, sex, financial, emotional • Never discuss other clients/clinics
30) Understand and explain the contraindications relevant to each treatment	To include: <ul style="list-style-type: none"> • The general contraindications to all treatments unless medical permission has been gained or the client has signed an informed consent stating that the treatment and its effects has been fully explained to them and confirm that they are willing to proceed without permission from their G.P. or specialist • Contraindications which may restrict treatment
31) Understand and explain the following terms:	<ul style="list-style-type: none"> • Client Modesty • Towel management • Client Care

32) Understand and explain the importance of keeping accurate client records	To include: <ul style="list-style-type: none"> • Contact details • Medical history and GP's number in case of illness or medication • Treatment plan in case there are any adverse reactions • Any adverse reactions at the time of treatment • Home care advice • Products used and sold to the client • Any individual client requirements
33) Understand and explain why effective client communication is vital	To include: <ul style="list-style-type: none"> • Ensuring that the correct information is taken from the client • Ensuring that the client gives sufficient detail regarding their health and background and realises the importance of gaining GP's permission in the relevant circumstances • Ensuring that the client feels able to confide in the therapist where necessary • Ensuring that the client feels secure in the knowledge that any discussion is confidential • Ensuring that the client signs the consultation form
34) Understand and explain how to deal with negative feedback	To include: <ul style="list-style-type: none"> • Allow the client to speak freely • Ascertain why the feedback is negative • Listen carefully • Do not interrupt • Do not argue • Try to make it a positive • Offer another/alternative treatment
35) Understand, explain and demonstrate effective questioning techniques	To include: <ul style="list-style-type: none"> • Good communication skills (asking open and/or closed questions where appropriate) • Trust • Professionalism, confidence and enthusiasm • Confidentiality
36) Understand, explain and demonstrate appropriate body language at all times	<ul style="list-style-type: none"> • Private comfortable area • Positive body language • Positioning of the client (no barriers between themselves and client)
37) Understand, explain and demonstrate the importance of completing each treatment in a commercially acceptable time	Times given on syllabus <ul style="list-style-type: none"> • Candidates must understand the time limit a salon owner would find commercially acceptable for each treatment to be completed based on the cost of the therapists time, products, heating lighting and general overheads required to operate a salon/clinic
38) Understand and explain the concept of a 'Code of Ethics' and its importance	To include: <ul style="list-style-type: none"> • The importance of becoming a member of a Professional Association/Society/Guild • A code of ethics is a code which governs the professional conduct of any member of the said Association/Society/Guild • Any member found not to be adhering to the Code of Ethics may be removed from the organisation
39) Understand and explain the importance of State Registration for the practising therapists	To include: <ul style="list-style-type: none"> • Statutory Regulation of the profession • National Occupational Standards • National Qualifications • Voluntary Regulatory Bodies • State Register of Qualified Therapists • Prince's Foundation for Integrated Health (UK only) • Benchmarks for good practise
40) Understand and explain the term Continual Professional Development	To include: <ul style="list-style-type: none"> • It may be mandatory if Statutory Regulation proceeds in certain professions • It means that therapists are required to attend a certain amount of training hours per year in order to remain registered • This can be obtained by attending lectures at exhibitions/conferences organised throughout the year or additional training courses/workshops

ITEC Level 2 Business Awareness

Unit 22.2

Recommended guided learning hours – 25

QCA Unit Number: J/101/2239

Learning outcome	Underpinning knowledge
Students will be able to: 1) Understand and explain the types of business	To include: • Sole trader • Partnership • Limited Company • Home visiting • Franchise
2) Understand and explain the advantages and disadvantages of each type of business	To include: • Sole trader • Partnership • Limited Company • Home visiting • Franchise • National Insurance contributions (UK only) • Personal tax (UK only) • Corporation tax (UK only)
3) 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): ♦ Health & Safety at Work Act ♦ The Management of Health & Safety at Work Regulations ♦ The Workplace (Health, Safety & Welfare) Regulations ♦ The Manual Handling Operations Regulations ♦ The Personal Protective Equipment at Work Regulations ♦ The Provision and Use of Work Equipment Regulations	• 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 • The employer needs to look carefully at the work environment and the activities taking place there and reduce/eliminate any risks • This regulation is concerned with the 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 & safety, suitable and clean floor coverings, furniture in good order, stairs/corridors free from obstructions, evacuation routes • Regulations concerned with lifting, lowering, pushing, pulling, carrying and moving loads • Employer has to provide personal protective equipment to every employee exposed to risk and adequate training in its Use • All equipment used in the workplace must be suitable for its purpose, staff adequately trained in its use, and maintenance

<ul style="list-style-type: none"> ◆ The Control of Substances Hazardous to Health Regulations (COSHH) ◆ The Electricity at Work Regulations ◆ Reporting of Injuries, Diseases and Dangerous Occurrences Regulations ◆ Data Protection Act ◆ Supply of Goods and Services Act ◆ Consumer Protection Act ◆ Trades Description Act ◆ Disability Discrimination Act ◆ Care Standards Act ◆ Understand and explain how to carry out a risk assessment 	<p>records kept up to date</p> <ul style="list-style-type: none"> • 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. • 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. • 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. • Protection of private information, particularly when stored electronically (check current law). • All goods sold must do what they claim they do. Could apply to therapy equipment or products. • Safeguards customers from products that are unsafe. Products must comply with safety standards. • Regulations state that products must be described accurately – covers weight, ingredients, sizes, quantity, country of origin. All cosmetics must have ingredients listed on the container. • Any client with a disability has equal access to all the services provided in the clinic/salon. Equal rights and access to everyone. Possible need to make reasonable adjustments to premises, e.g. wheelchair ramp. Possible need to arrange for staff and therapists to have disability awareness training • This act sets out a broad range of regulation making powers covering, amongst other matters, the management, staff, premises and conduct of social care and independent healthcare establishments and agencies. National Minimum Standards (issued as part of the Care Standards Act): Competence of the work force including their suitability, experience and qualifications • Examining the work place to identify anything that may be harmful, to include hazards relating to: The salon/clinic environment and the category of person at risk, equipment, cleaning and sterilising/sanitising products, products used in treatments and procedures for treatments. Assessing whether a risk is high, medium or low. How to reduce risks by taking precautions. Regular reviews of risk assessment.
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4) Understand and explain the licensing laws involved with establishing a business	To include: <ul style="list-style-type: none"> • Who to contact • Local and National bye laws • Treatments which may require licensing • Exemptions from Licensing
5) Understand, explain and demonstrate how to plan the interior of a treatment room	To include: A project whereby a plan of a salon/clinic must be produced incorporating the following: <ul style="list-style-type: none"> • Heating • Lighting • Ventilation • Plumbing, • Flooring • Interior décor • Equipment • Layout • Waste disposal • Laundry • Storage • Reception • Treatment areas • Relevant equipment and couches
6) Understand and explain the accounting systems required when running a business, including income, expenditure and VAT (UK only)	To include: <ul style="list-style-type: none"> • Basic profit and loss • Petty cash • Spreadsheets • Budget • Cash flow • Costing of treatments • Net profit • Gross profit
7) Understand and explain the importance of maintaining good working relationships	To include: <ul style="list-style-type: none"> • Personal effectiveness • With other therapists • As part of team • With clients • With suppliers
8) Understand and explain the purpose of a contract of employment and the main clauses that should be included within it	To include: <ul style="list-style-type: none"> • Job description • Hours of work • Salary and any commission structure • Holiday entitlement • Period of notice for either party • Disciplinary procedure • Maternity leave
9) Understand and explain the advantages and disadvantages of employing staff	To include: <ul style="list-style-type: none"> • Loyalty • Confidentiality • Trust • Absence • Enables more clients to be treated therefore larger client base • Enables more products to be sold • Requires more treatment rooms • Requires more capital investment • More overheads
10) Understand and explain the importance of developing and maintaining a good stock control system	To include: <ul style="list-style-type: none"> • Regular stock checks • Regular stock valuation • Regular rotation of stock i.e. ensure the newest products are stored at the back and oldest drawn forward • Regular ordering • Order products that sell through quickly and do not stand on the shelves
11) Understand and explain the importance of providing a retail service	To include: <ul style="list-style-type: none"> • Linking the treatment to the products and enabling clients to continue treating themselves at home • Encouraging clients to look after themselves • Extra revenue for the business • Encourages staff to sell if they work on commission

12) Understand and explain the basic principles of selling	To include: <ul style="list-style-type: none"> • Never pre-judging a customer • Good communication skills and enthusiasm • Good product knowledge • Never try to sell a product which is not suitable for the client • No pressure selling • How to close a sale • Choosing appropriate time in the treatment to introduce additional services and retail products • Allow time for clients to ask questions
13) Understand and explain the role of the receptionist	To include: <ul style="list-style-type: none"> • Scheduling Appointments • Appearance • Telephone Manner • Client Handling • Customer Service • Record Keeping • Sales Techniques – SWOT and PEST • How to close a sale • 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
14) Understand and explain the main forms of advertising and the advantages and disadvantages of each method	To include: <ul style="list-style-type: none"> • Newspapers • Leaflets • Mail shots • Word of Mouth • TV • Cinema • Radio • Posters • Talks • Demonstrations
15) Understand, explain and demonstrate how to plan a talk/demonstration	To include: <ul style="list-style-type: none"> • Role play should be encouraged during training a talk /demonstration should be planned and delivered • Ensure relevant products are available • Ensure a couch and model are available for demonstration purposes • Ensure bullet points have been prepared or cue cards to ensure the continuity of the talk • Ensure there is an introduction and conclusion • Take the appointment book • Take price lists • Take information on products available • Take a leaflet explaining the treatments available
16) Understand and explain how to cost a treatment	To include: <ul style="list-style-type: none"> • The time it takes • Overheads • Products used • Consumables used • Profit
17) Understand and explain the benefits of offering courses of treatments	To include: <ul style="list-style-type: none"> • Ensures that clients return to the salon/clinic • Ensures that cash is paid in advance • Improves cash flow • The client usually gets a discount for paying for the course
18) Understand and explain the basic security implications of the establishment relating to:	<ul style="list-style-type: none"> • People • Equipment • Stock • Cash • Confidential client records