



SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)

In accordance with regulation 24(c) of the National Standards Bodies Regulations of 28 March 1998, the Standards Generating Body (SGB) for

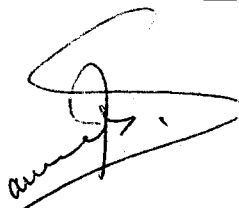
Hairdressing, Cosmetology and Beauty

Registered by NSB 11, Services, publishes the following qualifications and unit standards for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the qualification and unit standards upon which qualifications are based. The qualifications unit standards can be accessed via the SAQA web-site at www.saqa.org.za. Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, Hatfield Forum, 1067 Arcadia Street, Hatfield.

Comment on the unit standards should reach SAQA at the address *below and no later than 4 April 2004*. All correspondence should be marked **Standards Setting – SGB for Hairdressing, Cosmetology and Beauty** and addressed to

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SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**F E T Certificate: Beauty Technology - NQF Level 4**

Field:	Services
Sub-field:	Personal Care
Level:	4
Credit:	131 minimum
Issue date:	
Review date:	

Rationale for the Qualification

This FET Certificate in Beauty Technology: NQF Level 4 will assist in job creation within the Beauty and Cosmetology Industry as a whole and will lead to entrepreneurial opportunities for learners. It will also assist in enhancing of the self-image of each individual learner. An improved self-image leads to a more positive outlook and performance within the job market and society. In addition, this Qualification provides a framework for learners to develop competencies that will enable them to become competent in the Beauty and Cosmetology industry. It introduces some theoretical concepts, requires the application of a base of knowledge and (requires) a well-developed range of skills that will enable learners to be informed workers in the Beauty and Cosmetology industry.

The FET Certificate in Beauty Technology was also developed to assist in creating development, which will be safe and applicable to the learner and the Beauty and Cosmetology industry at large. It will open up diverse learning pathways. This Qualification will provide a balanced learning experience that allows flexible access to further education, lifelong learning, education and to productive employment in the Beauty and Cosmetology industry. The primary purpose of the FET Certificate in Beauty Technology is to develop the foundational, practical and reflexive competencies in a person required for a career in Beauty and Cosmetology.

The Unit Standards that cover the Qualification were clustered and sequenced to ensure that learners are able to develop competencies that begin with simple activities and move on to more complex activities. Central to the Qualification is the development of a culture of professionalism and service excellence in the Beauty and Cosmetology industry.

Learners working towards this FET Certificate in Beauty Technology will find that the acquisition of competence in the unit standards, which make up the Qualification, will add value to the job performance. This FET Certificate in Beauty Technology is intended to enhance the provision of service within the Beauty and Cosmetology Industry.

Purpose of the qualification

The purpose of the FET Certificate in Beauty Technology NQF Level 4: is to provide service excellence in the field of Beauty and Cosmetology. The Qualification is for people already employed and who intend to follow a career in Beauty and Cosmetology industry. It also serves as a more advanced Qualification into Beauty Technology operations. This FET Certificate in Beauty Technology will be registered at NQF Level 4.

The FET Certificate in Beauty Technology level 4 allows the individual to work towards a recognised qualification. It is flexible enough to be offered in formal education and as well as occupational directed workplace and training for learners already employed in the Beauty Technology industry. It aims to develop informed and skilled Beauty and Cosmetology people with the requisite skills, knowledge, values and attitudes.

The learners will be able to integrate the generic salon knowledge and skills with those specific to the Beauty and Cosmetology Industry, ensuring the business in which they operate runs smoothly and offers excellence in customer service. It also enables the learner to use competencies, which will grow the business. It will provide the broad knowledge, skills and values needed in the Beauty and Cosmetology Industry and will facilitate access to, and mobility and progression within, education and training and to progress along a learning path for learners who:

- Were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to further education and training.
- Have worked in the Beauty and Cosmetology Industry for many years, but have no formal qualification in Beauty and Cosmetology.
- Wish to extend their range of skills and knowledge of the industry so that they can become competent workers in this Industry.

The FET Certificate in Beauty Technology and Unit Standards is a building block that will lead to a more defined Beauty and Cosmetology learning path. The intention is:

- To promote the development of knowledge, skills and values that are required in the Beauty and Cosmetology Industry
- To release the potential of people
- To provide opportunities for people to move up the value chain

Access to the Qualification

Access to this FET Certificate in Beauty Technology is only limited by the learning assumed to be in place, therefore a learner can access the total Qualification and it must be noted that learners may also access any individual Unit Standard and obtain the credits issued against it. Furthermore, any learner who can provide evidence of the learning assumed to be in place has open access to this FET Certificate in Beauty Technology.

Rules of Combination

The qualification is made up of a combination of learning outcomes from Fundamental, Core and Elective components, totaling 131 Minimum credits.

Fundamental	60 credits	46%
Core	60 credits	46%
Elective	minimum 11 credits	8%
Total	Minimum 131 credits	100%

FUNDAMENTAL	CORE	ELECTIVE	TOTAL CREDITS
20 credits at Level 3 40 credits at Level 4	60 credits at Level 4	38 credits at Level 4 Learners must select a minimum of 11 credits from the Elective Unit Standards to make up the 131 credits required	
60 credits	60 credits	Minimum 11 credits	Minimum 131 credits

Learning assumed to be in place

The following is the learning assumed to be in place:

- Learners accessing this FET Certificate in Beauty Technology will have demonstrated competence against the Fundamental component of learning for Communication/Language and Mathematics/Numeracy at NQF Level 3.

Exit level Outcomes and Associated Assessment Criteria

On achieving this qualification, the learner will be able to:

1. Communicate verbally and in writing using a variety of formats with a range of stakeholders and role-players in the FET Beauty Technology industry in both first and second languages

Associated Assessment Criteria

- Audience needs and expectations are accommodated in both oral and verbal communication in both languages
- Language and texts interpreted and responded to in written communications in all contexts
- Communication in the business environment is conducted to facilitate understanding

2. Explain and use the basics of mathematics in both personal and business situations

Associated Assessment Criteria

- Uses for mathematics is described in both personal and business situations
- Mathematics is used and explained in both personal and business contexts

3. Contribute to and monitor the safety, hygiene and cleanliness within the hairdressing salon environment

Associated Assessment Criteria

- Information pertaining to HIV/AIDS is distributed in the workplace
- Sanitisation and sterilisation methods are monitored and managed in the workplace
- Occupational health and safety issues are monitored and controlled according to legislative requirements

4. Demonstrate an understanding of skin, hair and nail disorders and how to deal with them

Associated Assessment Criteria

- Disorders of the skin are explained and effects of treatments are described
- Disorders of the hair are explained and effects of treatments are described
- Disorders of nails are explained and effects of treatments are described

5. Establish, maintain and manage the administration, cash and sales activities in a salon

Associated Assessment Criteria

- Stock and stock levels are managed to optimise stock in a salon
- Cash systems, payments and procedures are monitored to ensure compliance to standards
- Sales are conducted to generate turnover and meet budget requirements

6. Demonstrate an understanding of the requirements of preparing for and performing a basic facial, back cleanse and massages for clients

Associated Assessment Criteria

- All the requirements of preparing for and performing a basic facial are implemented and followed
- All the requirements of preparing for and performing a back cleanse are implemented and followed
- A relaxing back and neck massage are prepared for and performed according to requirements
- A relaxing face and décolleté massage are prepared for and performed according to requirements

7. Demonstrate and apply an understanding of make-up application (these to clients)

Associated Assessment Criteria

- Special make-up techniques are explained and applied in accordance with requirements
- Theatre make-up techniques are explained and applied in accordance with requirements

8. Demonstrate an understanding of the requirements of starting and running a salon

Associated Assessment Criteria

- A plan for equipping and furnishing a salon is researched and developed
- A business plan for a salon is developed

Critical Cross-Field Outcomes

Unit Standard Title	Critical Cross-field Outcomes Supported by the Unit Standards							
	Solve problems / Make decisions	Team work	Organisation	Information	Communicate	Technology	Related Systems	Personal Development
Beauty - Technology Level 4- Core								
Demonstrate an understanding of the structure, growth and disorders of the skin, nails an hair	√	√		√	√	√		
Monitor and manage the sanitation and sterilization methods in the workplace	√			√	√	√	√	
Manage stock levels		√	√	√	√	√	√	
Prepare and perform a basic facial	√	√	√	√	√	√		
Prepare and perform a relaxing face and décolleté massage	√	√	√	√	√	√		
Demonstrate and apply the knowledge of basic application of special make-up techniques		√	√	√	√	√		
Prepare and perform a back cleanse			√	√	√	√		
Monitor cash systems and payments		√	√	√	√			
Conduct sales	√	√	√	√			√	
Level 4 – Electives								
Demonstrate and apply the knowledge of a basic application of theatre make-up			√	√	√	√		
Monitor occupational health and safety	√	√	√	√	√	√	√	
Prepare and perform a relaxing back and neck massage(to compliment the back cleanse)	√	√	√	√	√	√		
Research and plan for the equipping of a salon	√	√		√	√	√		
Develop a business plan for a salon	√	√		√	√	√	√	

International comparability

Benchmarking was done by comparison to Unit Standards / Outcomes of learning against:

New Zealand Qualifications Authority: National Certificate in Beauty Therapy - Level 4, with strands in Beautician and Nail Technology, Body Therapy and Electrology.

The following New Zealand unit standards were also compared:

- Demonstrate knowledge of chemistry in the application of beauty therapy services Level 4, 4 Credits
- Perform a depilatory wax service as an independent operator Level 4, 8 Credits
- Perform a nail augmentation service as an independent operator Level 4, 12 credits
- Perform body therapy services as an independent operator Level 4, 40 Credits
- Perform facial therapy services as an independent operator Level 4, 15 Credits

A direct comparison of the title, specific outcomes, assessment criteria and embedded knowledge was undertaken with each and the best practice points were highlighted and incorporated into each Unit Standard. However, where points were incorporated these were written in a South African context and at a level appropriate to South Africa.

Because of the difference in levels across the different countries, difficulty was found in making direct comparisons, level to level.

In general this Qualification and its component Unit Standards compare well with its international counterparts. The only major differences are in formatting, titles and scope of coverage or focus.

Integrated Assessment

Learning, teaching and assessment are inextricably linked. Whenever possible, the assessment of knowledge, skills, attitudes and values shown in the Unit Standards should be integrated.

Assessment of the communication, language, literacy and numeracy should be conducted in conjunction with other aspects and should use authentic Personal Care contexts wherever possible.

The term 'Integrated Assessment' implies that theoretical and practical components should be assessed together. During integrated assessments the assessor should make use of formative and summative assessment methods and assess combinations of practical, applied, foundational and reflexive competencies.

Assessors and moderators should make use of a range of formative and summative assessment methods. Assessors should assess and give credit for the evidence of learning that has already been acquired through formal, informal and non-formal learning and work experience.

Assessment should ensure that all specific outcomes, embedded knowledge and critical cross-field outcomes are evaluated. The assessment of the critical cross-field outcomes should be integrated with the assessment of specific outcomes and embedded knowledge.

Recognition of Prior Learning

The structure of this Unit Standard based Qualification makes the Recognition of Prior Learning possible, if the learner is able to demonstrate competence in the knowledge, skills, values and attitudes implicit in this Beauty and Cosmetology Qualification. Recognition of Prior Learning will be done by means of Integrated Assessment as mentioned in the previous paragraph.

This Recognition of Prior Learning may allow:

- For accelerated access to further learning
- Gaining of credits towards a qualification

All recognition of Prior Learning is subject to quality assurance by the relevant accredited Education and Training Quality Assurance Body and is conducted by a registered assessor.

Articulation possibilities

This FET Certificate in Beauty Technology lends itself to both vertical and horizontal articulation possibilities. These possibilities ensure both mobility and progression for the learner. The learning areas outlined in the Rationale for the Qualification indicates the articulation possibilities.

Horizontal articulation possibilities lie with other NQF level 4 Qualifications and Unit Standards in the Learning areas of Support Services, Client & Marketing Services, Communication & Department, and Aesthetics, for example (any of the four) National Certificates in Marketing at NQF Level 4.

Vertical progression can be achieved by embarking on the study of related NQF Level 5 Qualifications and Unit Standards. An example of such a Qualification is the National Diploma: Service Management.

Moderation Options

- Anyone assessing a learner or moderating the assessment of a learner against this Qualification must register as an assessor with the relevant Education and Training Quality Assurance (ETQA) Body.
- Any institution offering learning that will enable the achievement of this FET Certificate in Beauty Technology must be accredited as a provider with the relevant ETQA.
- Assessment and moderation of assessment will be overseen by the relevant ETQA according to the ETQAs policies and guidelines for assessment and moderation; in terms of agreements reached around assessment and moderation between ETQAs (including professional bodies); and in terms of the moderation guideline detailed immediately below.
- Moderation must include both internal and external moderation of assessments at exit level points of the Qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual Unit Standards as well as the integrated competence described in the Qualification.

Criteria for the registration of assessors

This FET Certificate in Beauty Technology will be internally assessed by a provider registered by the South African Qualifications Authority or a relevant accredited ETQA that has a Memorandum of Understanding with SAQA. The mechanisms and requirements for moderation will be contained in the regulations of the relevant ETQA.

For an applicant to register as an assessor, the applicant needs:

- To have achieved a minimum of a NQF Level 5 Qualification related to the focus area of Beauty and Cosmetology or an equivalent
- To have practical, relevant occupational experience in the focus area of Beauty and Cosmetology
- To be declared competent in all the outcomes of the National Assessor Unit Standards as stipulated by South African Qualifications Authority (SAQA)
- Detailed documentary proof of educational Qualification, practical training undergone, and experience gained by the applicant must be provided (Portfolio of evidence)

F E T Certificate: Beauty Technology at NQF Level 4

	Level 3	NLRD ID	Credits	Level 4	NLRD ID	Credits	Total	
Fundamental	<ul style="list-style-type: none"> Accommodate audience and context needs in oral communication Interpret and use information from texts Write texts for a range of communicative contexts Use language and communication in occupational learning programmes 	8968	5	<ul style="list-style-type: none"> Use mathematics to investigate and monitor the financial aspects of personal, business and national issues Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems Represent, analyse and calculate shape and motion in 2 and 3 dimensional space in different contexts Contribute to information distribution regarding HIV / AIDS in the workplace Use the writing process to compose texts required in the business environment Engage in sustained oral communication and evaluate spoken texts Read, analyse and respond to a variety of texts Write for a range of contexts 	9014	6	60	
		8969	5		9015	6		
		8970	5		9016	4		
		8973	5		8555	4		
				20			40	
	Core	<ul style="list-style-type: none"> Demonstrate an understanding of the structure, growth and disorders of the skin, nails and hair Monitor and manage the sanitation and sterilisation methods in the workplace Manage stock levels Prepare for and perform a basic facial Prepare and perform a relaxing face and décolleté massage Demonstrate and apply the knowledge of basic application of special make-up techniques Prepare and perform a back cleanse Monitor cash systems and payments Conduct sales 					8	60
							1	
							2	
							11	
							5	
						8		
						8		
						5		
						12		
						60		
TOTAL						60		

	Level 3	Level 4	NLRD ID	Credits	Total
Elective		<ul style="list-style-type: none"> • Demonstrate and apply the knowledge of a basic application of theatre make-up • Monitor occupational health and safety • Prepare and perform a relaxing back and neck massage • Research and plan for the equipping of a salon • Develop a business plan for a salon 	9243	5 8 11 6 8	
TOTAL				38	11

The learner must select a minimum of 11 credits from the Elective Unit Standards to make up the 131 credits required for the qualification

**UNIT STANDARDS FOR THE F E T CERTIFICATE:
BEAUTY TECHNOLOGY - NQF LEVEL 4**

**Unit Standards Titles at NQF Level 4
CORE**

1. Title Demonstrate an understanding of the structure, growth and disorders of the skin, nails and hair
2. Title Monitor and manage the sanitation and sterilisation methods in the workplace
3. Title Manage stock levels
4. Title Prepare for and perform a basic facial
5. Title Prepare and perform a relaxing face and décolleté massage
6. Title Demonstrate and apply the knowledge of basic application of special make-up techniques
7. Title Prepare and perform a back cleanse
8. Title Monitor cash systems and payments
9. Title Conduct sales

**Unit Standards Titles at NQF Level 4
Elective**

10. Title Demonstrate and apply the knowledge of a basic application of theatre make-up
11. Title Prepare and perform a relaxing back and neck massage
12. Title Research and plan for the equipping of a salon
13. Title Develop a business plan for a salon
- * Title Monitor occupational health and safety

**Unit Standards Titles and Specific Outcomes at NQF Level 4
CORE**

- | | | |
|------------------|--------------|---|
| 1. | Title | Demonstrate an understanding of the structure, growth and disorders of the skin, nails and hair |
| Specific Outcome | 1.1 | Describe the anatomical structure and function of the normal nail, skin and hair |
| Specific Outcome | 1.2 | Explain and describing abnormalities in the nail, skin and hair |
| Specific Outcome | 1.3 | List the microbes that cause disease of nails, skin and hair |
| Specific Outcome | 1.4 | List and explain the role of trauma as a cause of disease and abnormalities of skin, hair and nails |
| Specific Outcome | 1.5 | Define and describe basic terminology related to observation of abnormalities of the skin, hair and nails |
| Specific Outcome | 1.6 | Explain the reasons for referral of client with abnormalities of skin, hair and nails to health professionals |

- 2. Title** **Monitor and manage the sanitation and sterilisation methods in the workplace**
- Specific Outcome 2.1 Monitor sanitation methods in the work environment
 Specific Outcome 2.2 Monitor the maintenance of a clean and safe work environment
 Specific Outcome 2.3 Monitor and controlling the disposal of waste
- 3. Title** **Manage stock levels**
- Specific Outcome 3.1 Assess stock/product requirements
 Specific Outcome 3.2 Order/buy stock/products
 Specific Outcome 3.3 Receive, record, label/tag and store stock
- 4. Title** **Prepare for and perform a basic facial**
- Specific Outcome 4.1 Prepare the facial workstation according to organisational and hygienic requirements
 Specific Outcome 4.2 Record all relevant information on the Client Record Card for immediate use and to update for future consultations
 Specific Outcome 4.3 Assess the skin in order to perform a facial by utilising appropriate equipment and skin care products
 Specific Outcome 4.4 Perform exfoliation / deep cleansing of the face and décolleté using products and brush equipment
 Specific Outcome 4.5 Operate, manage and effectively use a facial steamer according to Manufacturer's instructions and organisational and hygienic requirements
 Specific Outcome 4.6 Select manage and apply a mask on the face and decollate according to organisational and hygiene requirements
 Specific Outcome 4.7 Select manage and apply a moisturizer on the face and decollate according to organisational and hygiene requirements
- 5. Title** **Prepare for and perform a relaxing face and décolleté massage**
- Specific Outcome 5.1 Prepare the workstation for a relaxing face and décolleté massage according to organisational and hygienic requirements
 Specific Outcome 5.2 Record all relevant information on the Client Record Card for immediate use and to update for future consultations
 Specific Outcome 5.3 Assess the skin and underlying structures in order to perform a massage
 Specific Outcome 5.4 Perform and manage a relaxing massage of the face and décolleté in accordance with organisational and hygienic requirements
- 6. Title** **Demonstrate and apply the knowledge of basic application of special make-up techniques**
- Specific Outcome 6.1 Prepare the workstation for film make-up application
 Specific Outcome 6.2 Prepare the client for film make-up application
 Specific Outcome 6.3 Perform and conclude fantasy make-up and character make-up to organisational and hygienic requirements
 Specific Outcome 6.4 Perform and conclude film make-up to organisational and hygienic requirements
 Specific Outcome 6.5 Deal with clients professionally

7.	Title	Prepare and perform a back cleanse
Specific Outcome	7.1	Prepare the workstation in accordance to organisational and hygienic requirements
Specific Outcome	7.2	Record all relevant information on the Client Record Card for immediate use and to update for future consultations
Specific Outcome	7.3	Assess the skin in order to perform a back cleanse by utilising appropriate equipment and products
Specific Outcome	7.4	Operate, manage and effectively use an appropriate steamer according to manufacturers instructions and organisational and hygienic requirements
Specific Outcome	7.5	Perform exfoliation / deep cleansing of the back using products and brush equipment
Specific Outcome	7.6	Select, manage, apply and remove a mask on the back according too organisational and hygiene requirements

8.	Title	Monitor cash systems and payments
Specific Outcome	8.1	Prepare denominations of money and distribute cash floats to points of sale
Specific Outcome	8.2	Receive and verifying incoming cash flow and monitor cashing-up procedures
Specific Outcome	8.3	Prepare and securing forms of payment received for depositing and collection
Specific Outcome	8.4	Processes payments for various types of stakeholders

9	Title	Conduct sales
Specific Outcome	9.1	Identify sales opportunities
Specific Outcome	9.2	Present and or demonstrate products and services to prospective customer
Specific Outcome	9.3	Negotiate and/or agree to terms and conditions of sales
Specific Outcome	9.4	Handle and deal with customer objections and concerns
Specific Outcome	9.5	Close the deal and create customer commitment

ELECTIVE

10.	Title	Demonstrate and apply the knowledge of a basic application of theatre make-up
Specific Outcome	10.1	Prepare the workstation for theatre make-up application
Specific Outcome	10.2	Prepare the client for theatre make-up application
Specific Outcome	10.3	Perform and conclude fantasy make-up and character make-up to organisational and hygienic requirements
Specific Outcome	10.4	Perform and conclude theatre make-up according to organisational and hygienic requirements
Specific Outcome	10.5	Deal with clients professionally
11.	Title	Prepare and perform a relaxing back and neck massage
Specific Outcome	13.1	Prepare the workstation for a face, neck and decollete massage

		according to organisational and hygienic requirements
Specific Outcome	13.2	Record all relevant information on the Client Record Card for immediate use and to update for future consultations
Specific Outcome	13.3	Assess the skin and underlying structures in order to perform a massage
Specific Outcome	13.4	Perform and manage a relaxing massage on the face, neck and décollete using products according to organisational and hygiene requirements

12. Title Research and plan for the equipping of a salon

Specific Outcome	12.1	Research and plan the layout of a salon
Specific Outcome	12.2	Research and plan for a safe working environment
Specific Outcome	12.3	Research and budget for equipment and products
Specific Outcome	12.4	Research and plan for branding

13. Title Develop a business plan for a salon

Specific Outcome	13.1	Analyse and describe the business and industry outlook
Specific Outcome	13.1	Analyse and describe products and markets
Specific Outcome	13.1	Design and present marketing and promotional plans
Specific Outcome	13.1	Design and present an operational plan
Specific Outcome	13.1	Design and present a financial plan for the new business

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

**National Certificate: Beauty Technology - NQF Level 3**

Field:	Services
Sub-field:	Personal Care
Level:	3
Credit:	130 minimum
Issue date:	
Review date:	

Rationale for the Qualification

The National Certificate in Beauty Technology – NQF Level 3 will assist in job creation within the Beauty and Cosmetology Industry (as a whole) and will lead to entrepreneurial opportunities for learners. It will also enhance the self-image of each individual learner as they become more self sufficient. An improved self-image leads to a more positive outlook and performance within the Beauty and Cosmetology job market and society at large. Furthermore, the Qualification will provide a means to set standards in the Beauty and Cosmetology industry and provide a mechanism for regulating the services provided from a quality and professional point of view.

The Qualification was also developed to assist in creating learning, which will be safe and applicable to the learner and the Beauty and Cosmetology industry at large. It will open up diverse learning pathways, for each learner.

The National Certificate in Beauty Technology: NQF Level 3 is also intended as a vehicle to fast track learners to acquire knowledge of the Beauty and Cosmetology industry that are required to build a pool of learners with the expertise to become self employed and to meet employment equity targets.

The Qualification is the first building block that can be developed further and will lead to a more defined Beauty Therapy learning path at NQF levels 4. It also focuses on the skills, knowledge, values and attitudes required to ensure further progression. The intention is:

- To promote the development of knowledge, skills and values that are required in the Beauty and Cosmetology Industry.
- To release the potential of people.
- To provide opportunities for people to move up the value chain.

It will provide the broad knowledge, skills and values needed in the Beauty and Cosmetology Industry and will facilitate access to, and mobility and progression within, education and training and to progress along a learning path for learners who:

- Were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to Further Education and Training.
- Have worked in the Beauty Industry for many years, but have no formal Qualification in Beauty and Cosmetology.
- Wish to extend their range of skills and knowledge of the industry so that they can become competent workers in the Beauty and Cosmetology Industry.

The Unit Standards that cover the above areas of learning were clustered and sequenced to ensure that learners are able to absorb the tasks given, starting with simple activities and becoming more complex as they gain experience and confidence.

The industry's need for clear directives, and market related skills in career advancement will be met by this Qualification

Purpose of the Qualification

The purpose of the Qualification is to instill and maintain service excellence within the industry of Beauty and Cosmetology. It is intended to empower learners to acquire knowledge, skills, attitudes and values required to operate professionally in the Beauty and Cosmetology industry and to respond to the changes of the Beauty and Cosmetology environment and the changing world of work.

This Qualification is for any individual who is, or wishes to be, involved in the Beauty and Cosmetology Industry. It also serves as an entry level Qualification into Beauty Technology operations.

Learners working towards this Qualification will find that the acquisition of competence in the Unit Standards, which make up the Qualification, will add value to the job performance. This Qualification is intended to enhance the provision of entry-level service within the Beauty and Cosmetology Industry. The learners will be able to integrate supervisory knowledge and skills with that specific to the Beauty and Cosmetology Industry. It also enables the learner to use competencies, which will grow the business.

Access to the Qualification

Access to this Qualification is only limited by the learning assumed to be in place, therefore a learner can access the total Qualification and it must be noted that learners may also access any individual Unit Standard and obtain the credits issued against it. Also any learner who can provide evidence of the learning assumed to be in place has open access to this Qualification.

Learning assumed to be in place

The following is the learning assumed to be in place:

- Learners accessing this Qualification will have demonstrated competence in mathematics/numeracy and communication/language at NQF Level 2.

Rules to Combinations

The qualification is made up of a combination of learning outcomes from Fundamental, Core and Elective components, totaling 130 minimum credits.

Fundamental	46 credits	35%
Core	79 credits	61%
Elective	Minimum 5	4%
Total	130 Minimum	100%

FUNDAMENTAL	CORE	ELECTIVE	TOTAL CREDITS
10 credits at Level 2 36 credits at Level 3	39 credits at Level 2 40 credits at Level 3	9 credits at Level 3 Learners must select a Minimum of 5 credits from the Elective Unit Standards to make up the 130 credits required	
46 credits	79 credits	5 Minimum	130 Minimum

Exit level Outcomes and Associated Assessment Criteria

On achieving this qualification, the learner will be able to:

- Communicate verbally and in writing using a variety of formats with a range of stakeholders and role-players in the Beauty Technology industry
Associated Assessment Criteria
 - Audience needs and expectations are accommodated in both oral and verbal communication
 - Language and texts are interpreted and written communications is used to respond in all contexts
- Explain and use the basics of mathematics in both personal and business situations
Associated Assessment Criteria
 - Uses for mathematics is described in both personal and business situations
 - Mathematics is used and explained in both personal and business contexts
- Demonstrate an understanding of HIV/AIDS and self management skills
Associated Assessment Criteria
 - HIV/Aids and its implications on people and the workplace are explained
 - Self-management skills are explained and applied to work and personal life situations
- Apply and carry out customer reception and consulting services in order to provide quality customer service
Associated Assessment Criteria
 - Incoming and outgoing telephone calls are handled according to salon requirements

- Customers are received and consulted with to determine their requirements and to provide the correct hairdressing service
- Salon reception and administrative procedures are provided
- Products and services of the business are displayed, promoted and sold to customers

5. Demonstrate an understanding of the Personal Care Sector and explain the organisation and services provided

Associated Assessment Criteria

- The personal care sector and its role are described
- The layout, services and facilities of the organisation are described
- Department and image are explained, applied and monitored
- Personal values and ethics are explained and applied to work situation

6. Operate and monitor the safety, cleanliness and hygiene within the salon environment

Associated Assessment Criteria

- Occupational health and safety practices are monitored and corrective action taken to rectify discrepancies
- Sanitisation and sterilisation practices are implemented and applied in the workplace
- Waste from the salon is disposed of as required by OH&S regulations
- First Aid is provided for if and when necessary

7. Conduct and perform pedicures and manicures for customers according to requirements and salon standards

Associated Assessment Criteria

- Pedicures are conducted as per requirements
- Manicures are conducted as per requirements
- An oil manicure is conducted as per requirements
- A paraffin foot and hand treatment is performed in accordance with customer requirements

8. Conduct and perform body hair removal treatments on customers according to requirements and salon standards

Associated Assessment Criteria

- Temporary hair removal by means of waxing is prepared for and performed in accordance with customer requirements
- Temporary hair removal by means of sugaring is prepared for and performed in accordance with customer requirements
- Temporary hair removal by means of threading is prepared for and performed in accordance with customer requirements
- The bleaching of body hair is prepared for and conducted in accordance with customer requirements

9. Conduct and perform eye lash and eyebrow services on customers according to requirements and salon standards

Associated Assessment Criteria

- Eyebrow and eye lash tinting services are performed according to requirements and salon standards
- Eyebrow grooming services are prepared for and conducted according to requirements and salon standards
- Semi-permanent eye lashes application is prepared for and applied according to requirements and salon standards

- Eye lash permanent waving is prepared for and performed according to requirements and salon standards

10. Demonstrate the application of day, evening, bridal and photographic make-up according to requirements and manufacturers instructions

Associated Assessment Criteria

- The customer is prepared for the specific type of make-up to be applied
- Day make up is applied following the manufactures instructions and to meet the customers requirements
- Evening make up is applied following the manufactures instructions and to meet the customers requirements
- Bridal make up is applied following the manufactures instructions and to meet the customers requirements
- Photographic make up is applied following the manufactures instructions and to meet the customers requirements

Critical Cross-Field Outcomes

Unit Standard Title	Critical Cross-field Outcomes Supported by the Unit Standards							
	Solve problems / Make decisions	Team work	Organisation	Information	Communicate	Technology	Related Systems	Personal Development
Apply safety, security and housekeeping		√		√	√			
Handle and dispose of waste							√	
Demonstrate an understanding of the Personal Care Sector and its role	√		√		√			
Describe layout, services and facilities of the organisation				√				
Process incoming and outgoing telephone calls		√			√			
Implement and apply sanitation to work environment, equipment and tools for public and personal protection		√	√			√		√
Demonstrate, monitor and manage deportment and the importance of image in the workplace	√				√		√	
Provide reception and administrative services	√				√	√		
Understand and apply personal values and ethics	√	√			√		√	√
Prepare for and perform a facial consultancy service	√	√	√	√	√	√		
Receiving and consulting with clients		√		√	√	√	√	
Perform pedicure	√	√	√	√	√	√		
Perform a manicure	√	√	√	√	√	√		
Prepare for and perform temporary hair removal by means of waxing	√	√	√	√	√	√		
Perform eyebrow and eye lash tinting	√	√	√	√	√	√		
Prepare for and conduct eyebrow grooming		√	√	√	√			√
Prepare for and apply, day, evening, bridal and photographic make-up			√	√	√	√		

Display, promote and sell products		√	√	√	√	√		
Level 3 – Electives								
Perform an oil manicure	√	√	√	√	√	√		
Perform a paraffin foot and hand treatment	√	√	√	√	√	√		
Prepare for and conduct bleaching of body hair	√	√	√	√	√			
Prepare for and apply semi-permanent eye lashes	√		√		√			
Prepare for and conduct eye lash permanent waving	√		√	√		√		
Prepare for and perform temporary hair removal by means of sugaring	√	√	√	√	√	√		
Prepare for and perform a temporary hair removal by means of threading	√	√	√	√	√	√		

International comparability

Benchmarking was done by comparison to Unit Standards/Outcomes of learning against:

- NVQ Qualifications from Britain: The NVQ's in Beauty Service – Levels 2 and 3.
- New Zealand Qualifications Authority: National Certificate in Beauty Services (Cosmetology) - Level 2
- New Zealand Qualifications Authority: National Certificate in Beauty Therapy - Level 4, with strands in Beautician and Nail Technology, Body Therapy and Electrology.

A direct comparison of the title, specific outcomes, assessment criteria and embedded knowledge was undertaken with each and the best practice points were highlighted and incorporated into each Unit Standard. However, where points were incorporated these were written in a South African context and at a level appropriate to South Africa.

Because of the difference in levels across the different countries, difficulty was found in making actual direct comparisons, level to level.

In general this Qualification and its component Unit Standards compare closely with their international counterparts. The only major differences are in formatting, titles and scope of coverage or focus.

Integrated Assessment

Learning, teaching and assessment are inextricably linked. Whenever possible, the assessment of knowledge, skills, attitudes and values shown in the Unit Standards should be integrated.

Assessment of the communication, language, literacy and numeracy should be conducted in conjunction with other aspects and should use authentic Personal care contexts wherever possible.

The term 'Integrated Assessment' implies that theoretical and practical components should be assessed together. During integrated assessments the assessor should make use of formative and summative assessment methods and assess combinations of practical, applied, foundational and reflexive competencies.

Assessors and moderators should make use of a range of formative and summative assessment methods. Assessors should assess and give credit for the evidence of learning that has already been acquired through formal, informal and non-formal learning and work experience.

Assessment should ensure that all specific outcomes, embedded knowledge and critical cross-field outcomes are evaluated. The assessment of the critical cross-field outcomes should be integrated with the assessment of specific outcomes and embedded knowledge.

Recognition of prior learning

The structure of this Unit Standard based Qualification makes the Recognition of Prior Learning possible, if the learner is able to demonstrate competence in the knowledge, skills, values and attitudes implicit in this Qualification. Recognition of Prior Learning will be done by means of Integrated Assessment as mentioned in the previous paragraph.

This Recognition of Prior Learning may allow:

- For accelerated access to further learning
- Gaining of credits towards a qualification

All recognition of Prior Learning is subject to quality assurance by the relevant accredited Education and Training Quality Assurance Body and is conducted by a registered assessor.

Articulation possibilities

This Qualification lends itself to both vertical and horizontal articulation possibilities. These possibilities ensure both mobility and progression for the learner. The learning areas referred to in the Rationale for the Qualification indicates the articulation possibilities.

Horizontal articulation possibilities lie with other NQF level 3 Qualifications and Unit Standards in the Learning areas of Support Services, Client & Marketing Services, Communication & Department, and Aesthetics, for example the National Certificate: Hospitality Reception at NQF Level 3.

Vertical progression can be achieved by embarking on the study of related NQF Level 4 Qualifications. Two examples of such Qualifications are the National Certificate: Customer Management (ID 20907) and the National Certificate: Marketing (ID 20191).

Moderation Options

This Qualification will be internally assessed by the provider and externally moderated by a moderator registered by a relevant ETQA. The mechanisms and requirements for moderation will be contained in the regulations of the relevant ETQA.

- Anyone assessing a learner or moderating the assessment of a learner against this Qualification must register as an assessor with the relevant Education and Training Quality Assurance (ETQA) Body.
- Any institution offering learning that will enable the achievement of this Qualification must be accredited as a provider with the relevant ETQA.
- Assessment and moderation of assessment will be overseen by the relevant ETQA according to the ETQA's policies and guidelines for assessment and moderation; in terms of agreements

reached around assessment and moderation between ETQAs (including professional bodies); and in terms of the moderation guideline detailed immediately below.

- Moderation must include both internal and external moderation of assessments at exit points of the qualification, unless ETQA policies specify otherwise. Moderation should encompass achievement of the competence described in the Qualification.

Criteria for registration of assessors

The Qualification will be internally assessed by the provider and moderated by a moderator registered by a relevant ETQA or by an ETQA that has a Memorandum of Understanding with the relevant ETQA.

For an applicant to register as an assessor, the applicant needs:

- To have successfully achieved a related NQF Level 4 Qualification or equivalent in the focus area of Beauty and Cosmetology
- To have gained practical, relevant occupational experience in this industry
- To be declared competent in all the outcomes of the National Assessor Unit Standards as stipulated by South African Qualifications Authority (SAQA)
- Detailed documentary proof of educational qualification, practical training undergone, and experience gained by the applicant must be provided (Portfolio of evidence)

National Certificate: Beauty Technology at NQF Level 3

Unit Standards at Level 2		Unit Standards at Level 3		Total			
NLRD ID	Credits	NLRD ID	Credits	NLRD ID	Credits		
<ul style="list-style-type: none"> Demonstrate an understanding of HIV / AIDS and its implications Demonstrate effective self management skills Provide first aid 		<ul style="list-style-type: none"> Accommodate audience and context needs in oral communication Interpret and use information from texts Write texts for a range of communicative contexts Use language and communication in occupational learning programmes Demonstrate understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations Use mathematics to investigate and monitor the financial aspects of personal and business issues Investigate life and work related problems using data and probabilities Describe, apply, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts 		<ul style="list-style-type: none"> 8494 4 7503 2 7854 4 9010 2 9011 5 9012 5 9013 4 		<ul style="list-style-type: none"> 8968 5 8969 5 8970 5 8973 5 9010 2 9011 5 9012 5 9013 4 	
Fundamental							
TOTAL		10		36			
Unit Standards at Level 2		Unit Standards at Level 3		Total			
NLRD ID	Credits	NLRD ID	Credits	NLRD ID	Credits		
<ul style="list-style-type: none"> Applying safety, security and housekeeping Handle and dispose of waste Demonstrate an understanding of the Personal Care Sector and its role Describe layout, service and facilities of the organisation Process incoming and outgoing telephone calls Implement and apply sanitation to work environment, equipment and tools for public and personal protection Demonstrate, monitor and manage department and the importance of image in the workplace Provide reception and administrative services Understand and apply personal values and ethics 		<ul style="list-style-type: none"> 8288 12 7612 1 7793 2 14349 1 2 5 2 2 10 4 		<ul style="list-style-type: none"> 8288 5 7612 1 7793 5 14349 5 2 5 10 1 1 10 2 			
Core							
TOTAL		39		40			
TOTAL				79			

Unit Standards at Level 2	Unit Standards at Level 3	Credits	NLRD ID	Credits	Total
Elective	<ul style="list-style-type: none"> • Perform an oil manicure • Perform a paraffin foot and hand treatment • Prepare for and apply semi-permanent eye lashes • Prepare for and conduct eye lash permanent waving • Perform temporary hair removal by means of sugaring • Perform temporary hair removal by means of threading • Prepare for and conduct bleaching of body hair 			1 1 1 1 2 2 1	5
TOTAL				9	5
The learner must select a minimum of 5 credits from the Elective Unit Standards to make up the 130 credits required for the qualification					

**UNIT STANDARDS FOR THE NATIONAL CERTIFICATE IN BEAUTY TECHNOLOGY
NQF LEVEL 3**

**Unit Standards Titles at NQF Level 2
Core**

- * Title Applying safety, security and housekeeping (ID8288)
- * Title Handle and dispose of waste (ID7612)
- * Title Describe layout, Services and Facilities of the organisation (ID7793)
- * Title Process incoming and outgoing telephone calls (ID14349)
- * Title Understand and apply personal values and ethic's (ID8416)
- 1. Title Provide reception and administrative services
- 2. Title Demonstrate an understanding of the Personal Care Sector and its role
- 3. Title Implement and apply sanitation to work environment, equipment and tools for public and personal protection
- 4. Title Demonstrate, monitor and manage deportment and the importance of image in the workplace

**Unit Standards Titles at NQF Level 3
Core**

- 5. Title Prepare for and perform a facial consultancy service
- 6. Title Receiving and consulting with clients
- 7. Title Perform a manicure
- 8. Title Perform a pedicure
- 9. Title Prepare for and perform temporary hair removal by means of waxing
- 10. Title Perform eyebrow and eye lash tinting
- 11. Title Prepare for and conduct eyebrow grooming
- 12. Title Prepare for and apply, day, evening, bridal and photographic make-up
- 13. Title Display, promote and sell products

**Unit Standards Titles at NQF Level 3
Elective**

- 14. Title Perform an oil manicure
- 15. Title Perform a paraffin foot and hand treatment
- 16. Title Prepare for and conduct bleaching of body hair
- 17. Title Prepare for and apply semi-permanent eye lashes
- 18. Title Prepare for and conduct eye lash permanent waving
- 19. Title Prepare for and perform temporary hair removal by means of sugaring
- 20. Title Prepare for and perform a temporary hair removal by means of threading

Unit Standards Titles and Specific Outcomes

Unit Standards Titles at NQF Level 2 Core

1.	Title	Demonstrate an understanding of the personal care sector
Specific Outcome	1.1	Explain and discuss the roles played by different bodies in the education and training of beauty consultants in manicure, pedicure, aesthetics and make-up
Specific Outcome	1.2	Explain and discuss the necessary standards and Qualifications needed and identify the structure under which the Personal Care Sector functions
Specific Outcome	1.3	Explore the learnership agreement
Specific Outcome	1.4	Describe and explain the requirements of the learner in the learnership
2.	Title	Implement and apply sanitation to work environment, equipment and tools for public and personal protection
Specific Outcome	2.1	Demonstrate the different methods of sanitation procedures performed in the work environment in accordance with organisational and hygienic requirements
Specific Outcome	2.2	Demonstrate and explain the importance of maintaining a clean and safe working environment
Specific Outcome	2.3	Demonstrate and explain the cleaning, sanitising and sterilizing of equipment, materials and tools in the work environment
Specific Outcome	2.4	Demonstrate the effective procedures for dealing with waste in the work environment
3.	Title	Demonstrate, monitor and manage deportment and get importance of image in the workplace
Specific Outcome	3.1	Demonstrate and explain an understanding of non-verbal communication and respond appropriately
Specific Outcome	3.2	Demonstrate and explain an understanding of body language and respond to body language situations
Specific Outcome	3.3	Demonstrate and explain an understanding of deportment
4.	Title	Provide reception and administrative services
Specific Outcome	4.1	Welcome, receive and attend to clients
Specific Outcome	4.2	Receive and make telephone calls and record information
Specific Outcome	4.3	Keep and process work place records
Specific Outcome	4.4	Calculate final price from services rendered and products purchased by Client
Specific Outcome	4.5	Receive, record and store stock
Specific Outcome	4.6	Receive and secure cash

**Unit Standards Titles at NQF Level 3
Core**

5.	Title	Prepare for and perform a facial consultancy service
Specific Outcome	5.1	Prepare the workstation according to organisation and hygienic Requirements
Specific Outcome	5.2	Record all relevant information in the Client Record Card for immediate use and to update for future consultations
Specific Outcome	5.3	Assess the skin by utilising appropriate equipment and skin care Products
Specific Outcome	5.4	Demonstrate an understanding of the relevant exfoliation / deep cleansing technique according to organisation, hygienic and safety requirements
Specific Outcome	5.5	Demonstrate an understanding of the relevant mask products and techniques according to organisational and hygienic requirements
Specific Outcome	5.6	Select and apply a moisturiser on the face and décolleté according to organisational and hygienic requirements
6.	Title	Receiving and consulting with clients
Specific Outcome	6.1	Receive clients and establish a relaxed relationship while caring for client's needs
Specific Outcome	6.2	Receive and deal with appointments
Specific Outcome	6.3	Consult with clients in a professional manner whilst analysing the treatment area
Specific Outcome	6.4	Reflect on own practice in the workplace and identify the underlying value relating to people how have a disability
7.	Title	Perform a pedicure
Specific Outcome	7.1	Prepare the workstation for a pedicure according to organisational requirements
Specific Outcome	7.2	Prepare the client for a pedicure treatment
Specific Outcome	7.3	Manage and perform a pedicure
Specific Outcome	7.4	Manage and perform application of nail colour
8.	Title	Perform a manicure
Specific Outcome	8.1	Prepare the workstation for a manicure according to organisational requirements
Specific Outcome	8.2	Prepare client for a manicure treatment
Specific Outcome	8.3	Manage and perform a manicure
Specific Outcome	8.4	Manage and perform buffing on nails
Specific Outcome	8.5	Manage and perform the application of nail colour
Specific Outcome	8.6	Manage and perform a French manicure (two tone manicure)

9.	Title	Prepare for and perform temporary hair removal by means of waxing
Specific Outcome	9.1	Prepare the temporary hair removal workstation according to organisational and hygienic requirements
Specific Outcome	9.2	Assess the hair growth and skin in order to perform a temporary hair removal service
Specific Outcome	9.3	Perform the removal of unwanted facial and body hair by means of sugaring depilation in accordance with organisational, hygienic and safety requirements
Specific Outcome	9.4	Perform the removal of unwanted facial and body hair by means of hot wax in accordance with organisational, safety and hygienic requirements
10.	Title	Perform eyebrow and eye lash tinting
Specific Outcome	10.1	Prepare the treatment room for eyelash and eyebrow tinting services
Specific Outcome	10.2	Prepare the client for eyelashes and eyebrow tinting
Specific Outcome	10.3	Manage and perform the colouring of eyelashes and eyebrows by means of tinting
Specific Outcome	10.4	Follow procedures and perform post tinting services.
11.	Title	Prepare for and conduct eyebrow grooming
Specific Outcome	11.1	Prepare the workstation for eyebrow grooming services in accordance with organisational and hygienic requirements
Specific Outcome	11.2	Prepare the client for eyebrow grooming
Specific Outcome	11.3	Perform and conclude eyebrow grooming according to organisational and hygienic requirements
12.	Title	Prepare for and apply day, evening, bridal and photographic make-up
Specific Outcome	12.1	Prepare the workstation for make-up application
Specific Outcome	12.2	Prepare the client for make-up application
Specific Outcome	12.3	Perform a day make-up according to organisational and hygienic requirements
Specific Outcome	12.4	Perform an evening make-up according to organisational and hygienic requirements
Specific Outcome	12.5	Perform a bridal make-up according to organisational and hygienic requirements
Specific Outcome	12.6	Perform a photographic make-up according to organisational and hygienic requirements
13.	Title	Display, promote and sell products
Specific Outcome	13.1	Set out and display products
Specific Outcome	13.2	Promote products to new and existing clients
Specific Outcome	13.3	Sell products to achieve target and stock movement

**Unit Standards Titles at NQF Level 3
Elective**

14.	Title	Perform an oil manicure
	Specific Outcome	14.1 Prepare the workstations for an oil manicure according to organisational requirements
	Specific Outcome	14.2 Prepare the client for an oil manicure
	Specific Outcome	14.3 Prepare for and perform an oil manicure
15.	Title	Perform a paraffin foot and hand treatment
	Specific Outcome	15.1 Preparing the workstation for a paraffin foot and hand treatment according to organisational procedures
	Specific Outcome	15.2 Preparing the client for a paraffin foot and hand treatment
	Specific Outcome	15.3 Performing a paraffin hand treatment
	Specific Outcome	15.4 Performing a paraffin foot treatment
16.	Title	Prepare for and conduct bleaching of body hair
	Specific Outcome	16.1 Prepare client for bleaching services
	Specific Outcome	16.2 Manage and perform bleaching services
	Specific Outcome	16.3 Discuss and explain the use of after care products and services
17.	Title	Prepare for and apply semi-permanent eye lashes
	Specific Outcome	17.1 Prepare the workstation for the application of semi-permanent eyelashes
	Specific Outcome	17.2 Prepare the client for the application of semi-permanent eyelashes
	Specific Outcome	17.3 Perform and conclude the service according to organisational requirements
18.	Title	Prepare for and conduct eyelash permanent waving
	Specific Outcome	18.1 Prepare the workstation for an eyelash permanent waving in accordance with organisational and hygienic requirements
	Specific Outcome	18.2 Prepare the client for an eyelash permanent waving
	Specific Outcome	18.3 Manage and perform an eyelash permanent waving
	Specific Outcome	18.4 Conclude the eyelash permanent waving service according to organisational requirements
19.	Title	Prepare for and perform temporary hair removal by means of sugaring
	Specific Outcome	19.1 Prepare the temporary hair removal workstation according to organisational and hygienic requirements
	Specific Outcome	19.2 Assess the hair growth and skin in order to perform a temporary hair removal service
	Specific Outcome	19.3 Perform the removal of unwanted facial and body hair by means of sugaring depilation in accordance with organisational, hygienic and safety requirements

20	Title	Prepare for and perform a temporary hair removal by means of threading
Specific Outcome	20.1	Prepare the temporary hair removal workstation according to organisational and hygienic requirements
Specific Outcome	20.2	Assess the hair growth and skin in order to perform a temporary hair removal service
Specific Outcome	20.3	Perform the removal of unwanted facial and body hair by means of sugaring depilation in accordance with organisational, hygienic and safety requirements

SOUTH AFRICAN QUALIFICATIONS AUTHORITY**Further Education & Training Certificate: Beauty (Nail Technology) - NQF Level 4**

Field:	Services
Sub-field:	Personal Care
Level:	4
Credit:	166 minimum
Issue date:	
Review date:	

Rationale for the qualification

The Beauty Industry is growing at an ever-increasing rate. Coupled to this growth is the emerging specialisation of beauticians in the field of Nail Technology. The FETC in Beauty (Nail Technology) at NQF Level 4 has been designed to meet the growing demand for Nail Technologists. The aim of the qualification is not only to provide learners with employment opportunities but also the competencies to be self-employed and create employment for others in the beauty industry. This qualification provides a framework for competencies that will enable them to become competent in the Beauty industry and as well as develop basic business acumen.

One of the biggest problems that the South African workplace is faced with is a dire lack of skills. Young entrants to the job market have had little to no exposure to generic business skills or the beauty industry, making a career in the beauty industry with no prior qualification very difficult. The FET Certificate in Beauty (Nail Technology) was developed to assist in creating development, which will be safe and applicable to the learner and the beauty industry at large. It will open up diverse learning pathways. This qualification will provide a balanced learning experience that allows flexible access to further education, lifelong learning and lead to productive employment. The primary purpose of the FET Certificate in Beauty (Nail Technology) is to develop the foundational, practical and reflexive competencies required for a career in beauty.

The Unit Standards that are used in the qualification were clustered and sequenced to ensure that learners are able to develop competencies that begin with simple activities and move on to more complex activities. Central to the qualification is the development of a culture of professionalism and service excellence in the beauty industry. Learners working towards this FET Certificate in Beauty (Nail Technology) will find that the acquisition of competence in the unit standards, which make up the qualification, will add value to the job performance. This FET Certificate in Beauty (Nail Technology) is intended to enhance the provision of service within the beauty industry.

The existing syllabus was taken into consideration and broad skills programmes were identified:

- Small Business Development & Management
- Client & Marketing Services
- Health and Safety
- Nail Enhancement Services
- Beauty Services

Purpose of the qualification

The purpose of this qualification is to allow any individual, wishing to pursue a career in beauty technology to gain access into this industry. The qualification is designed around core competencies required by a nail technologist and those competencies required in business. The qualification can be accessed by people who are already employed or have no prior experience and intend to follow a career in the Beauty Industry.

The beauty industry is an essential industry and by its very nature a constant supply of customers is ensured. This means there is a need to develop career paths in this field, and it is an industry constantly in need of skilled people.

The FET Certificate in Beauty (Nail Technology), NQF Level 4 allows the individual to work towards a recognised qualification. It is flexible enough to be offered in formal education and as well as occupational directed workplace training. The competencies included in the units standards making up this qualification will equip the learner with the knowledge, skills and attitudes needed to start and run an SMME, equip a salon, market the business, provide customer services and provide a range of nail enhancement and beauty services. In particular, holders of this qualification are able to operate as an independent beauty services operator or manage an established salon.

The learners will be able to integrate the generic salon knowledge and skills with those specific to the beauty industry, ensuring the business in which they operate runs smoothly and offers excellent customer service. It also enables the learner to use competencies, which will grow the business. It will provide the broad knowledge, skills and values needed in the beauty industry and will facilitate access to, and mobility and progression within, education and training and to progress along a learning path for learners who:

- Were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to further education and training.
- Have worked in the Beauty Industry for many years, but have no formal qualification in Beauty.
- Wish to extend their range of skills and knowledge of the industry so that they can become competent workers in this Industry.

Access to the Qualification

The learner can access the total qualification. It must also be noted that the learners may also access individual unit standard and obtain the credits issued against the unit standard. Any learner who can provide evidence of learning assumed to be in place has access to this qualification. No restrictions other than the learning assumed to be in place are prescribed.

Learning assumed to be in place

The following is the learning assumed to be in place:

- Learners accessing this FET Certificate in Beauty (Nail Technology) at NQF Level 4 will have to demonstrate competence against the Fundamental Components of learning for communication and mathematics at NQF level 3 or equivalent

Exit Level Outcomes and Associated Assessment Criteria:

On achieving this qualification, the learner will be able to:

1. Communicate verbally and in writing with a variety of stakeholders
Associated Assessment Criteria
 - Audience needs and expectations are accommodated in both oral and written forms of communication in two different languages
 - Information is Interpreted and used to respond to communication
 - A variety of texts is responded to by reading and analysing communication in all contexts
2. The use of mathematics in both personal and business situations
Associated Assessment Criteria
 - Mathematics is used in both personal and business contexts
 - Mathematics is explored in terms of geometrical relationships
 - Statistics and probability is used to solve life problems
3. Conduct marketing research and implement plans for the salon
Associated Assessment Criteria
 - Products and markets are analysed and described
 - Marketing and promotional plans are presented
 - Branding is researched and planned for
4. Research and implement plans to start and equip a salon
Associated Assessment Criteria
 - The legal requirements of a business is investigated and understood
 - The financial aspects of running a business is researched and implemented
 - A salon is planned and equipped according the business needs

5. Consult with the client in a professional manner

Associated Assessment Criteria

- Customer needs are identified and addressed
- Complaints and queries are effectively dealt with
- Customer service is constantly evaluated and improved

6. Manage the daily running of the salon

Associated Assessment Criteria

- Point of sale, cashing up procedures, security measures and deposits are managed
- Occupational health and safety procedures are monitored and controlled
- Sanitation and sterilisation methods are managed and monitored
- Sales are conducted and stock levels are managed

7. Prepare for and perform nail enhancement and beauty services

Associated Assessment Criteria

- Nail enhancement services, manicures and pedicures are performed to meet client needs and manufacturers' instructions
- Waxing, eyebrow grooming and eyelash tinting services are performed according to client needs and suppliers instructions

International Comparability

This qualification has been benchmarked with the following:

- National Certificate in Beauty Services (Nail Technology) level 4 registered with the New Zealand Qualifications Authority
- Certificate II in Nail Technology (Small Business) registered with the Australian Qualifications Authority
- Level 2 Certificate in Nail Treatments (Nail Technology and Nail Art) registered with the Vocational Training and Charitable Trust in the United Kingdom

Although this qualification has the same key performance elements as the rest of the qualifications, the qualification that was the most similar is the National Certificate in Beauty Services (Nail Technology) registered by the New Zealand Qualifications Authority. The differences between the South African Qualification and the New Zealand one is the NZ Qualification's electives are based on the anatomy and physiology of a human whereas the SA Qualification allows specialization into beauty services or nail augmentation services that would enhance their service offering. The SA Qualification also includes Nail Art and Air Brushing services which are growing international trends.

Due to differences in the level descriptors between the countries the levels cannot be directly compared however the qualifications appear to be of the same complexity. In general this qualification compares well with its international counterparts.

Integrated Assessment

Learners are expected to demonstrate competence in a way that integrates all outcomes, showing their ability to integrate concepts, ideas and actions across unit standards, in order to achieve competence that is grounded and coherent in relation to the purpose and exit level outcomes of the qualification. Assessors should make use of

formative and summative assessment methods and should assess combinations of practical, foundational and reflexive competencies.

Integrated assessment must assess the quality of the observable performance, as well as the quality of thinking that lies behind it. Assessment tools must thus encourage learners to explain the thinking and decision-making that underpin their performance. Assessment criteria in the unit standards are performance-based (applied competence as opposed to required knowledge only). Workplace experience may be recognised when awarding credits towards this qualification.

A broad range of task-orientated and theoretical assessment tools may be used, and the distinction between practical knowledge and disciplinary knowledge must be maintained.

Recognition of prior learning (RPL)

The structure of this unit standard based qualification makes it possible that the qualification can be achieved, in whole or in part, through the recognition of prior learning. Recognition of prior learning will include formal, informal and non-formal learning and workplace experience, in terms of the criteria laid out.

Any learner wishing to be directly assessed may arrange to do so, without participating in further training or education. All RPL is subject to quality assurance by the relevant accredited ETQA and is conducted by a registered assessor.

Recognition of Prior learning may allow:

- Accelerated access to further learning
- Gaining of credits towards a qualification

Articulation Possibilities

This qualification provides the learner with the flexibility to pursue different careers in the Beauty Industry. This FET Certificate in Beauty (Nail Technology) lends itself to both vertical and horizontal articulation possibilities. These possibilities ensure both mobility and progression for the learner.

The following is examples of articulation possibilities:

- Vertical articulation into Beauty Therapy at NQF level 5
- Horizontal articulation into a Beauty Therapy at NQF level 4 qualifying as a beautician.

Moderation Options

- Anyone assessing a learner or moderating the assessment of a learner against this Qualification must be registered as an assessor and moderator with the relevant Education & Training Quality Assurance (ETQA) Body.
- Any institution offering learning that will enable the achievement of this Qualification must be accredited as a provider with the relevant ETQA.
- Assessment and moderation of assessment will be overseen by the relevant ETQA according to the ETQA's policies and guidelines for assessment and moderation; in terms of agreements reached around assessment and moderation

between ETQA's (including professional bodies); and in terms of the moderation guideline detailed immediately below.

- Moderation must include both internal and external moderation of assessments at exit points of the qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual unit standards as well as the integrated competence described in the qualification.

Anyone wishing to be assessed against this Qualification may apply to be assessed by any assessment agency, assessor or provider institution that is accredited by the relevant ETQA.

Criteria for registration of assessors

For an applicant to register as an assessor, the applicant needs:

- To have a minimum of 2 (two) years practical, relevant occupational experience in Nail technology and Beauty
- Assessors must have achieved a minimum of an NQF Level 4 Qualification related to the focus area of Beauty (Nail Technology) or equivalent
- To be declared competent in all the outcomes of the National Assessor Unit Standards as stipulated by South African Qualifications Authority (SAQA)
- Detailed documentary proof of educational qualification, practical training undergone, and experience gained by the applicant must be provided (Portfolio of evidence)

	Level 3	Credits	Level 4	Credits	Total
Fundamental	<ul style="list-style-type: none"> Accommodate audience and context needs in oral communication (8968) 	5	<ul style="list-style-type: none"> Engage in sustained oral communication and evaluate spoken texts (8974) 	5	
	<ul style="list-style-type: none"> Interpret and use information from texts (8969) 	5	<ul style="list-style-type: none"> Write for a wide range of texts (8976) 	5	
	<ul style="list-style-type: none"> Write texts for a range of communicative contexts (8970) 	5	<ul style="list-style-type: none"> Use language and communication in occupational learning programmes (8979) 	5	
	<ul style="list-style-type: none"> Use language and communication in occupational learning programmes (8973) 	5	<ul style="list-style-type: none"> Read, analyse and respond to a variety of texts (8975) 	5	
	Second Language/ Communication	20	First Language/ Communication	20	40
			<ul style="list-style-type: none"> Use mathematics to investigate and monitor the financial aspects of personal, business and national issues (7468) 	6	
			<ul style="list-style-type: none"> Measure, estimate and calculate physical quantities and explore, critique and prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of the audit with increasing responsibilities (9016) 	4	
			<ul style="list-style-type: none"> Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems (9015) 	6	
Total				16	56

Level 4	Credits	Level 5	Credits	Total
Core				
<ul style="list-style-type: none"> Prepare for and apply gel nail technology 	10	<ul style="list-style-type: none"> Identify and manage areas of customer impact (10054) 	6	
<ul style="list-style-type: none"> Prepare for and apply fibre/silk nail technology 	10			
<ul style="list-style-type: none"> Prepare for and apply liquid and powder nail enhancement 	10			
<ul style="list-style-type: none"> Sanitation and sterilisation for hairdressing (11854) 	5			
<ul style="list-style-type: none"> Monitor occupational health and safety (9243) 	8			
<ul style="list-style-type: none"> Demonstrate an understanding of the structure, growth and disorders of the skin, nails and hair 	8			
<ul style="list-style-type: none"> Processing stock (8261) 	12			
<ul style="list-style-type: none"> Monitor cash systems in retail/wholesale (8276) 	12			
<ul style="list-style-type: none"> Conduct sales 	4			
<ul style="list-style-type: none"> Develop a business plan for a small business (10385) 	5			
<ul style="list-style-type: none"> Research and plan for the equipping of a salon 	6			

	Level 3	Credits	Level 4	Credits	Total
Core	<ul style="list-style-type: none"> • Perform a manicure. • Perform a pedicure 	5 5			
Total		106			106

• Please Note: Credits for Processing stock and Monitoring cash systems in retail/wholesale are extremely high and no doubt when reviewed a more appropriate credit value will be allocated

	Level 3	Credits	Level 4	Credits	Total
Electives	<ul style="list-style-type: none"> • Prepare and perform temporary hair removal by means of waxing • Perform eyebrow and eyelash tinting • Prepare eyebrow grooming • Prepare and perform nail art services 	10 1 1 4	<ul style="list-style-type: none"> • Prepare and perform nail services using an electric drill • Prepare and perform air brushing services 	4 6	Min. 4 Max. 26

Qualification	Fundamental	56
	Core	106
	Elective	4
Total		166

UNIT STANDRD TITLES**Fundamental Level 3**

- * Accommodate audience and contexts needs in oral communication (8968)
- * Interpret and use information from texts (8969)
- * Write texts for a range of communication contexts (8970)
- * Use language and communication in occupational learning programmes (8973)

Fundamental Level 4

- * Engage in sustained oral communication and evaluate spoken texts (8974)
- * Write for a range of texts (8976)
- * Use language and communication in occupational learning programmes (8979)
- * Read, analyse and respond to a variety of texts (8975)
- * Use mathematics to investigate and monitor the financial aspects of personal, business and national issues (7468)
- * Measure, estimate and calculate physical quantities and explore, critique and prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of the audit with increasing responsibilities (9016)

Core Level 4 & 5

1. Prepare for and apply gel nail technology
 2. Prepare for and apply fibre / silk nail technology
 3. Prepare for and apply liquid and powder nail enhancement
 4. Demonstrate an understanding of the structure, growth and disorders of skin, nails and hair
 5. Conduct sales
 6. Research and plan for the equipping of a salon
 7. Perform a Manicure
 8. Perform a Pedicure
- * Identify and manage areas of customer impact (10054)
 - * Monitor occupational health and safety (9243)
 - * Develop a business plan for a small business (10385)
 - * Processing stock (8261)
 - * Monitoring cash systems in retail/wholesale (8276)
 - * Sanitation and sterilization for hairdressing (11854)

Electives Level 3 & 4

9. Prepare and perform temporary hair removal
10. Perform eyebrow and eyelash tinting
11. Prepare eyebrow grooming
12. Prepare and perform nail art services
13. Prepare and perform nail services using an electric drill
14. Prepare and perform air brushing services

**Unit Standards and Specific Outcomes in the Further Education & Training
Certificate: Beauty (Nail Technology): NQF Level 4**

Title 1	Prepare for and apply gel nail technology
Specific Outcome 1	Prepare the workstation for a gel enhancement services according to organizational requirements
Specific Outcome 2	Prepare the nail plate according to manufacturer's recommendation
Specific Outcome 3	Apply, shape and blend artificial tips
Specific Outcome 4	Apply the sculpting form
Specific Outcome 5	Apply the gel nail enhancement according to client's needs
Specific Outcome 6	Fill and remove gel enhancement
Title 2	Prepare for and apply fibre / silk nail technology
Specific Outcome 1	Prepare the workstation for a fibre / silk nail enhancement services according to organizational requirements
Specific Outcome 2	Prepare the nail plate according to manufacturer's recommendation
Specific Outcome 3	Apply, shape and blend artificial tips
Specific Outcome 4	Apply nail repair and overlay
Specific Outcome 5	Apply the fibre / silk nails according to client's requirements
Specific Outcome 6	Fill and removal fibre / silk nails
Title 3	Prepare for and apply liquid and powder nail enhancement
Specific Outcome 1	Prepare the workstation for a liquid and powder nail enhancement services according to organizational requirements
Specific Outcome 2	Prepare the nail plate according to manufacturer's recommendation
Specific Outcome 3	Apply, shape and blend artificial tips
Specific Outcome 4	Apply the sculpting form

Specific Outcome 5 Apply the liquid and powder nail enhancement according to client's needs

Specific Outcome 6 Fill and removal of liquid and powder enhancements

Title 4 Demonstrate an understanding of the structure, growth and disorders of skin, nails and hair

Specific Outcome 1 Describe the basic anatomical structure and function of normal skin, hair and nails

Specific Outcome 2 Explain and describe abnormalities in appearance of skin, hair and nails

Specific Outcome 3 List the microbes that cause diseases of skin, hair and nails

Specific Outcome 4 List and explain the role of trauma as a cause of disease and abnormalities of skin, hair and nails

Specific Outcome 5 Define and describe basic terminology related to observation of abnormalities of skin, hair and nails

Specific Outcome 6 Explain the reasons for referral of clients with abnormalities of skin, hair and nails

Title 5 Conduct sales

Specific Outcome 1 Identify sales opportunities

Specific Outcome 2 Present and or demonstrate products and services to prospective customers

Specific Outcome 3 Negotiate and/or agree to terms and conditions of sales

Specific Outcome 4 Handle and deal with customer objections and concerns

Specific Outcome 5 Close the deal and create customer commitment

Title 6 Research and plan for the equipping of a salon

Specific Outcome 1 Research and plan the layout of a salon

Specific Outcome 2 Research and plan for a safe working environment

Specific Outcome 3 Research and budget for equipment and products

Specific Outcome 4 Research and plan for branding

Title 7	Perform Pedicure
Specific Outcome 1	Prepare the workstation for a pedicure according to organizational requirements
Specific Outcome 2	Prepare client for a pedicure treatment
Specific Outcome 3	Manage a perform a pedicure
Specific Outcome 4	Manage and perform the application of nail varnish
Title 8	Perform Manicure
Specific Outcome 1	Prepare the workstation for a manicure according to organizational requirements
Specific Outcome 2	Prepare client for a manicure treatment
Specific Outcome 3	Manage a perform a manicure
Specific Outcome 4	Manage and perform a temporary nail repair and buffing on the nails
Specific Outcome 5	Manage and perform the application of nail varnish
Specific Outcome 6	Manage and perform a French Manicure
Electives Level 3 & 4	
Title 9	Prepare and perform temporary hair removal by means of waxing
Specific Outcome 1	Prepare the temporary hair removal workstation according to organizational requirements
Specific Outcome 2	Assess the hair growth and skin in order to perform a temporary hair removal service
Specific Outcome 3	Perform the removal of unwanted facial and body hair by means of sugaring depilation in accordance with organizational, safety and hygienic requirements
Specific Outcome 4	Perform the removal of unwanted facial and body hair by means of hot wax in accordance with organizational, safety and hygienic requirements

and cuticle work after product application with an electric drill

Specific Outcome 3 Perform a French Back fill service with an electric drill

Title 14

Prepare and perform air brushing services

Specific Outcome 1 Prepare the workstation for air brushing services according to organizational requirements

Specific Outcome 2 Perform single colour application

Specific Outcome 3 Perform French application

Specific Outcome 4 Perform stenciling technique

Specific Outcome 5 Perform two colour fading application

SOUTH AFRICAN QUALIFICATIONS AUTHORITY**FET Certificate: Hairdressing - NQF Level 4**

Field:	Services
Sub-field:	Personal Care
Level:	4
Credit:	137 Minimum
Issue date:	
Review date:	

Rationale for the Qualification

The FET Certificate in Hairdressing at NQF Level 4 has been designed to meet the needs of those learners who are already involved in the hairdressing industry by giving them the opportunity to acquire new skills as well as enabling them to grow within their chosen profession. It will also provide learners with the opportunity to move into hairdressing specialties and enter hairdressing competitions.

It is therefore important that in line with government policy, that the need for industry specific, recognised Qualifications are addressed. There is a dire need to develop career paths in this industry, and this Qualification puts the final touches to this career path for the hairdressing industry.

The following key labour issues were taken into consideration:

- The unequal access to education and training as well as employment opportunities
- The skills shortage in the labour force
- The effects of race, gender and geographical location on advancement
- The unequal distribution of income
- The decline in levels of employment in South Africa

The existing syllabi were taken into consideration and broad skills programmes were identified:

- Support Services
- Client and Marketing Services
- Life Skills
- Communication

Many different roles and careers are accessible through this Qualification. They include and are not limited to:

- Hair Stylist
- Hairdresser Consultant
- Hairdresser Assistant
- Barber
- Marketing of products and services
- Merchandising of products and services
- Careers in the Retail Trade
- Sales of products and services

Purpose of the Qualification

This Qualification is for any individual who is involved in the Hairdressing Industry and wishes to further their careers. It also serves as a more advanced Qualification into Hairdressing operations and hairstyling techniques and follows on from the Level 3 Hairdressing Qualification.

The Core component develops competencies in workplace (salon) methodologies, safety and sanitisation practices, communications, general administration and more advanced hairdressing practices. The Elective component allows the learner to gain specialist knowledge, skills and insight in areas of hair relaxing services, enter and participate in hairdressing competitions and the requirements of opening a salon.

Through building their day to day functioning in a hairdressing salon as well as some general business competencies, the Qualification ensures that it will provide the broad knowledge, skills and values needed in the Hairdressing Industry and will facilitate access to, and mobility and progression within, education and training and to progress along a learning path for learners who:

- Were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to further education and training.
- Have worked in the Personal Care Sector for many years, but have no formal Qualification in Personal Care Sector.
- Wish to extend their range of skills and knowledge of the industry so that they can become competent workers in the Personal Care Sector.

The Qualification is the pinnacle of learning for the learners that have been developed and will lead to a more defined Hairdressing learning path. It also focuses on the skills, knowledge, values and attitudes required to progress further.

The intention is

- To promote the development of knowledge, skills and values that are required in the Personal Care Sector.
- To release the potential of people.
- To provide opportunities for people to move up the value chain.

The primary purpose of the Qualification is to develop the foundational, practical and reflexive competencies needed for a successful career in the extremely competitive hairdressing industry.

Central to the Qualification is the development of a culture of professionalism and service excellence in the hairdressing industry. This Qualification intends to produce employable persons with

marketable skills who can significantly contribute towards the national initiatives for developing the SMME sector. Most learners will be able to acquire (some form of) skills that they can employ to earn a living.

Access to the Qualification

Access to this Qualification is open, therefore a learner can access the total Qualification and any individual unit standard and obtain the credits issued against these. Also any learner who can provide evidence of the learning assumed to be in place has open access to this Qualification. No restrictions, other than the learning assumed to be in place are prescribed.

Rules of Combination

The qualification is made up of a combination of learning outcomes from Fundamental, Core and Elective components, totaling 137 Minimum credits.

Fundamental	60 credits	44%
Core	65 credits	47%
Elective	minimum 12 credits	9%
Total	Minimum 137 credits	100%

FUNDAMENTAL	CORE	ELECTIVE	TOTAL CREDITS
20 credits at Level 3 40 credits at Level 4	65 credits at Level 4	38 credits at Level 4 Learners must select a minimum of 12 credits from the Elective Unit Standards to make up the 137 credits required	
60 credits	65 credits	Minimum 12 credits	Minimum 137 credits

Learning assumed to be in place

The following is the learning assumed to be in place:

- Learner accessing the Qualification will have demonstrated competence against the standards in mathematics/numeracy and language/communication at NQF Level 3 or equivalent.

Exit level Outcomes and Associated Assessment Criteria

On achieving this qualification, the learner will be able to:

1. Communicate verbally and in writing using a variety of formats with a range of stakeholders and role-players in the hairdressing industry in two languages

Associated Assessment Criteria

- Audience needs and expectations are accommodated in both oral and verbal communication in both languages
- Language and texts are interpreted and responded to in writing in all contexts
- Communication in the business environment is conducted to facilitate understanding

2. Explain and use the basics of mathematics in both personal and business situations

Associated Assessment Criteria

- Uses for mathematics is described in both personal and business situations
- Mathematics is used and explained in both personal and business contexts

3. Monitor the safety and hygiene within the hairdressing salon environment

Associated Assessment Criteria

- Occupational health and safety practices are monitored and corrective action taken to rectify discrepancies
- The methods, techniques and practices of sanitisation and sterilisation are monitored in the hairdressing salon

4. Situate and provide hair perming, colouring and relaxing services according to requirements

Associated Assessment Criteria

- Hair colouring services are performed according to customer requirements and manufacturers instructions
- Hair perming services are performed according to customer requirements and manufacturers instructions
- Hair relaxing services are performed according to customer requirements and manufacturers instructions

5. Maintain and manage the administration, cash and sales activities in a salon

Associated Assessment Criteria

- General office administration practices and procedures are managed to meet salon requirements
- Cash systems, payments and procedures are monitored to ensure compliance to standards
- Sales are conducted to generate turnover and meet budget requirements

6. Demonstrate an understanding of the requirements and standards of competing in hairdressing competitions

Associated Assessment Criteria

- All the requirements and standards are explained in accordance with each competition
- Hairdressing competition techniques are applied in competition situations

7. Demonstrate an understanding of the requirements of starting and operating a salon

Associated Assessment Criteria

- A plan for equipping and furnishing a salon is researched and developed
- A business plan for a salon is developed

Critical Cross-Field Outcomes

Unit Standard Title	Critical Cross-field Outcomes supported by the Unit Standards							
	Solve problems / Make decisions	Team work	Organisation	Information	Communicate	Technology	Related Systems	Personal Development
National Certificate in Hairdressing NQF Level 4								
Core								
Monitor and manage the sanitation and sterilization methods in the workplace	√			√	√	√	√	
Monitor occupational health and safety	√	√	√	√	√	√	√	
Monitor customer satisfaction	√							√
Communicate in a business environment					√			
Colour and lighten hair	√		√	√	√	√		
Perform a hair perming service	√		√	√	√	√	√	√
Manage stock levels		√	√	√	√	√	√	
Manage general administration		√	√	√	√	√	√	
Monitor cash systems and payments		√	√	√	√			
Conduct sales in the hairdressing industry	√	√	√	√			√	
Elective								
Perform a hair relaxing service			√	√	√	√		√
Apply competition techniques	√	√	√	√				
Research and plan for the equipping of a salon	√	√	√	√	√	√		
Develop a business plan for a salon	√			√	√	√	√	√

International comparability

Benchmarking was done by comparison to Qualification / Unit Standards / Outcomes of learning against:

NZQA National Qualifications from New Zealand: -The National Certificate in Barbering – Level 5

- Apply barbering services under workplace conditions – Level 5
- Perform barbering services in a commercial salon. – Level 5
- Registered programs from the American Barber College
- Basic Barbering
- Postgraduate Barbering

NZQA National Qualifications from New Zealand – The National Certificate in Hairdressing Management with strands in Assessment of Hairdressing, Tutoring in Hairdressing and Salon Management – Level 4

A direct comparison of the title, specific outcomes, assessment criteria and embedded knowledge was undertaken with each and the best practice points were highlighted and incorporated into each unit standard. However the points incorporated were written in a South African context.

Because of the difference in levels across the different countries, difficulty was found in making actual direct comparisons, level to level.

Integrated Assessment

Because assessment practices must be open, transparent, fair, valid, and reliable and ensure that no learner is disadvantaged in any way whatsoever, an integrated assessment approach is incorporated into the Qualification.

Learning, teaching and assessment are inextricably linked. Whenever possible, the assessment of knowledge, skills, attitudes and values shown in the unit standards should be integrated.

Assessment of the communication, language, literacy and numeracy should be conducted in conjunction with other aspects and should use authentic Hairdressing contexts wherever possible.

A variety of methods must be used in assessment and tools and activities must be appropriate to the context in which the learner is working. Where it is not possible to assess the learner in the workplace or on-the-job, simulations, case studies, role-plays and other similar techniques should be used to provide a context appropriate to the assessment.

The term 'Integrated Assessment' implies that theoretical and practical components should be assessed together. During integrated assessments the assessor should make use of formative and summative assessment methods and assess combinations of practical, applied, foundational and reflexive competencies.

Assessors and moderators should make use of a range of formative and summative assessment methods. Assessors should assess and give credit for the evidence of learning that has already been acquired through formal, informal and non-formal learning and work experience.

Assessment should ensure that all specific outcomes, embedded knowledge and critical cross-field outcomes are evaluated. The assessment of the critical cross-field outcomes should be integrated with the assessment of specific outcomes and embedded knowledge.

Recognition of prior learning

The structure of this Unit Standard based Qualification makes the Recognition of Prior Learning possible, if the learner is able to demonstrate competence in the knowledge, skills, values and attitudes implicit in this Hairdressing Qualification. Recognition of Prior Learning will be done by means of an Integrated Assessment as mentioned in the previous paragraph.

This Recognition of Prior Learning may allow:

- For accelerated access to further learning
- Gaining of credits towards a unit standard

All recognition of Prior Learning is subject to quality assurance by the relevant accredited Education and Training Quality Assurance Body and is conducted by a registered workplace assessor.

Articulation possibilities

This Qualification lends itself to both vertical and horizontal articulation possibilities. These possibilities ensure both mobility and progression for the learner. The learning areas outlined in the Rationale for the Qualification indicates the articulation possibilities.

Horizontal articulation possibilities lie with other NQF level 4 Qualifications and Unit Standards in the Learning areas of:

- National Certificate: Beauty Technology – NQF Level 4 – (Draft)
- National Certificate: Afro Hairdressing – NQF Level 4 – NLRD 13717
- National Certificate: Ladies Hairdressing – NQF Level 4 – NLRD 20152

Vertical progression can be achieved by embarking on the study of related NQF Level 5 Qualifications:

- National Certificate: Retail and Wholesale, sales and service technology – NQF Level 5 – NLRD 13719

A learner could follow a career in:

- Hairdressing Salon Management
- Hair Salon Practitioner
- Hair Stylist
- Barber
- Hairdresser Consultant and Advisor
- Image and Department Advisor
- Marketing Assistant
- Retail and Wholesale Trade
- Senior Sales Assistant
- Senior Receptionist
- Stock Controller
- Cashiering Supervision

Note: The above is an indication rather than an exhaustive listing

Moderation Options

- Anyone assessing a learner or moderating the assessment of a learner against this Qualification must be registered as an assessor with the relevant Education and Training Quality Assurance (ETQA) Body.
- Any institution offering learning that will enable the achievement of this Qualification must be accredited as a provider with the relevant ETQA.
- Assessment and moderation of assessment will be overseen by the relevant ETQA according to the ETQA's policies and guidelines for assessment and moderation; in terms of agreements reached around assessment and moderation between ETQA's (including professional bodies); and in terms of the moderation guideline detailed immediately below.
- Moderation must include both internal and external moderation of assessments at exit points of the Qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual unit standards as well as the integrated competence described in the Qualification.

Anyone wishing to be assessed against this Qualification may apply to be assessed by any assessment agency, assessor or provider institution that is accredited by the relevant ETQA.

Criteria for registration of assessors

For an applicant to register as an assessor, the applicant needs:

- To have achieved a NQF Level 5 Qualification or equivalent
- To have the ability to obtain the Qualification for themselves
- A minimum of 2 (two) years' practical, relevant occupational experience
- To be declared competent in all the outcomes of the National Assessor Unit Standards as stipulated by South African Qualifications Authority (SAQA)
- Detailed documentary proof of educational Qualification, practical training undergone, and experience gained by the applicant must be provided (Portfolio of evidence)

FET CERTIFICATE: HAIRDRESSING – NQF LEVEL 4

	Level 3	ID NO.	Credit	Level 4	ID NO	Credit	Total	
Fundamental	Second language <ul style="list-style-type: none"> Accommodate audience and context needs in oral communication Interpret and use information from text Write texts for a range of communicative contexts Use language and communication in occupational learning programmes 	8968	5	Communication & Language <ul style="list-style-type: none"> Engage in sustained oral communication and evaluate spoken texts Read, analyse and respond to a variety of texts Write for a range of contexts Use the writing process to compose texts required in the business environment 	8974	5		
		8969	5		8975	5		
		8970	5		8976	5		
		8973	5		12153	5		
				20			20	40
					Mathematics <ul style="list-style-type: none"> Use mathematics to investigate and monitor the financial aspects of personal, business and national issues Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems Measure, estimate and calculate physical quantities and explore, critique and prove geometrical relationships in 2 and 3 dimensional space in he life and workplace of the audit with increasing responsibilities 	9014	6	
					9015	6		
					9016	4		
					Life Skills <ul style="list-style-type: none"> Contribute to information distribution regarding HIV/AIDS in the work place 	8555	4	16
				20			40	60
TOTAL								

Level 3	Level 4	ID NO.	Credit	ID NO.	Credit	Total
Core	<ul style="list-style-type: none"> • Monitor and manage the sanitation and serialization methods in the workplace • Monitor occupational health and safety • Monitor customer satisfaction • Communicate in a business environment • Colour and lighten hair • Perform a hair perming service • Manage stock levels • Manage general administration • Monitor cash systems and payments • Conduct sales in the hairdressing industry 				1	
				9243	8	
				7836	3	
				7784	6	
					12	
					12	
					2	
					4	
					5	
					12	
TOTAL					65	65
Elective	<ul style="list-style-type: none"> • Perform a hair relaxing service • Apply competition techniques • Research and plan for the equipping of a salon • Develop a business plan for a salon 				12	
					12	
					6	
					8	
TOTAL					38	12
Learners must select a minimum of 12 Credits from the 38 in the elective category to make up the 137 minimum Credits required for the Qualification						137

**UNIT STANDARDS IN NATIONAL CERTIFICATE: HAIRDRESSING
NQF LEVEL 4**

UNIT STANDARDS TITLES

Core

1. Title Monitor and manage the sanitation and sterilisation methods in the workplace
2. Title Colour and lighten hair
- * Title Monitor customer satisfaction ID7836
- * Title Monitor occupational health and safety (ID9243)
- * Title Communicate in a business environment (7784)
3. Title Perform a hair perming service
4. Title Manage stock levels
5. Title Manage general administration
6. Title Monitor cash systems and payments
7. Title Conduct sales in the beauty industry

Elective

8. Title Perform hair relaxing serviced
9. Title Apply competition techniques
10. Title Research and plan for the equipping of a salon
11. Title Develop a business plan for a salon

**UNIT STANDARDS AND SPECIFIC OUTCOMES FOR NATIONAL CERTIFICATE: HAIRDRESSING
NQF LEVEL 4**

UNIT STANDARDS AT NQF LEVEL 4

1. Title Monitor and manage the sanitation and sterilisation methods in the workplace

Specific Outcome	1.1	Monitoring sanitation methods in the work environment
Specific Outcome	1.2	Monitoring the maintenance of a clean and safe work environment
Specific Outcome	1.3	Monitoring and controlling the disposal of waste

2. Title Colour and lighten hair (basic Colouring)

Specific Outcome	2.1	Analyse the hair and scalp identify the natural colour of the hair and determine the required colour service
Specific Outcome	2.2	Perform a temporary hair colour service
Specific Outcome	2.3	Perform a semi and semi hair colour service
Specific Outcome	2.4	Perform a permanent colour service
Specific Outcome	2.5	Perform a lightening colour service

3. Title Perform a hair perming service

Specific Outcome	3.1	Prepare client for a workstation hair perming service
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Specific Outcome	3.2	Analyse the hair and scalp and select appropriate tools, equipment and products
Specific Outcome	3.3	Prepare hair for perming service
Specific Outcome	3.4	Perform perming application techniques
Specific Outcome	3.5	Rinse and finish of hair
Specific Outcome	3.6	Discuss, explain and apply the use of aftercare products and services
4.	Title	Manage stock levels
Specific Outcome	4.1	Asses stock/product requirements
Specific Outcome	4.2	Order/buy stock/products
Specific Outcome	4.3	Receive, record, label/tagging and storing stock
5.	Title	Manage general administration
Specific Outcome	5.1	Process payments
Specific Outcome	5.2	Co-ordinate and monitor promotional activities
6.	Title	Monitor cash systems and payments
Specific Outcome	6.1	Prepare denominations of money and distribute cash floats to points of sale handling transactions in retail/wholesale outlets
Specific Outcome	6.2	Receive and verify incoming cash flow and replenishing cash floats at points of sale in retail/wholesale outlets
Specific Outcome	6.3	Monitor cash up procedures and report transitional discrepancies occurring at points of sale in retail/wholesale outlets
Specific Outcome	6.4	Reconcile and balance cash received against payment details recorded at points of sale in retail/wholesale outlets
Specific Outcome	6.5	Prepare and secure cash and forms of payment received for depositing and collection in accordance with security procedures for retail/wholesale outlets
Specific Outcome	6.6	Process payments
7.	Title	Conduct sales in the hairdressing industry
Specific Outcome	7.1	Identify sales opportunities
Specific Outcome	7.2	Present and or demonstrate products and services to prospective customer
Specific Outcome	7.3	Negotiate and/or agree to terms and conditions of sales
Specific Outcome	7.4	Handle and deal with customer objections and concerns
Specific Outcome	7.5	Close the deal and create customer commitment
8.	Title	Perform a hair relaxing service
Specific Outcome	8.1	Prepare workstation and client for a hair relaxing service
Specific Outcome	8.2	Analyse the hair and scalp and select appropriate tools, equipment and products for a hair relaxing service
Specific Outcome	8.3	Prepare hair for relaxing service

Specific Outcome	8.4	Perform hair relaxing application techniques
Specific Outcome	8.5	Perform a neutralising procedure
Specific Outcome	8.6	Discuss, explain and apply the use of after care products
9.	Title	Apply competition techniques
Specific Outcome	9.1	Plan and prepare for hairdressing competition
Specific Outcome	9.2	Select dress, make-up and accessories of r hairdressing competition
Specific Outcome	9.3	Apply rules and criteria of sections
Specific Outcome	9.4	Practice and apply skills according to section criteria
10.	Title	Research and plan for equipment of a salon
Specific Outcome	10.1	research and plan for the layout of different salons
Specific Outcome	10.2	Research and plan for safe working environment
Specific Outcome	10.3	Research and budget for equipment and products
Specific Outcome	10.4	Research and plan for branding
11.	Title	Develop a business plan for a business in the hairdressing sector
Specific Outcome	11.1	Analyse and describe the business and industry outlook
Specific Outcome	11.2	Analyse and describe products and markets
Specific Outcome	11.3	Design and present marketing and promotional plans
Specific Outcome	11.4	Design and present an operations plan
Specific Outcome	11.5	Design and present a financial plan for the new business

SOUTH AFRICAN QUALIFICATIONS AUTHORITY**National Certificate: Hairdressing - NQF Level 3**

Field:	Services
Sub-field:	Personal Care
Level:	3
Credit:	121 Minimum
Issue date:	
Review date:	

Rationale for the Qualification

People who enter the hairdressing field job market have had little or no exposure to generic business skills and those specific skills related to the hairdressing industry, and therefore often fail to make a success of a career in the hairdressing industry. This qualification will address this skills gap.

As this Qualification will be linked to a learnership which in turn addresses the issue of job creation, particularly in the SMME sector the following key labour issues were taken into consideration:

- The unequal access to education and training as well as employment opportunities
- The skills shortage in the labour force
- The effects of race, gender and geographical location on advancement
- The unequal distribution of income
- The decline in levels of employment in South Africa

The unit standards were clustered and sequenced to ensure that learners are able to absorb knowledge and skills starting with simple activities and becoming more complex as they gain experience and confidence. Many different roles and careers are accessible and linked to this Qualification and therefore it will have a positive influence on many different economic activities. The roles and careers include and are not limited to:

Hair Stylist

- Hairdresser Consultant
- Hairdresser Assistant
- Barber
- Marketing of products and services
- Merchandising of products and services
- Careers in the Retail Trade
- Sales of products and services

Purpose of the Qualification

This Qualification is for any individual who is or wishes to be involved in the Hairdressing Industry. It also serves as a more advanced Qualification into Hairdressing operations, as it follows on from the level 2 Hairdressing Qualification.

The primary purpose of the Qualification was to develop the foundational, practical and reflexive competencies needed for a career in hairdressing.

Learners working towards this Qualification will find that the acquisition of competence in the unit standards, which make up the Qualification, will provide the learner with capabilities directly related to hairdressing and will be able to function within this industry. It will do this by equipping the learner with knowledge, practical skills and attitudes which enable the learner to continue to build a hairdressing career and enhance the provision of service to clients within the hairdressing industry.

Central to the Qualification is the development of a culture of professionalism and service excellence in the industry. This Qualification intends to produce employable persons with marketable skills who can significantly contribute towards the national initiatives for developing the SMME sector. It will also assist people to be able to become self-employed by providing them with skills which can be used to earn a living.

It will facilitate access to, and mobility and progression within, education and training and to progress along a learning path for learners who:

- Were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to further education and training.
- Have worked in the Personal Care Sector for many years, but have no formal Qualification in Personal Care Sector.
- Wish to extend their range of skills and knowledge of the industry so that they can become competent workers in the Personal Care Sector.

The Qualification has been designed to provide opportunities which can be developed further, will lead to a more defined Hairdressing learning and career path at this level, and can continue at NQF level 4. The intention is:

- To promote the development of knowledge, skills and values that are required in the Personal Care Sector.
- To release the potential of people to build careers for themselves.
- To provide opportunities for people to move up the value chain in this industry.

Access to the Qualification

Access to this Qualification is open, therefore a learner can access the total Qualification and any individual unit standard and obtain the credits issued against these.. Also any learner who can provide evidence of the learning assumed to be in place has open access to this Qualification. No restrictions, other than the learning assumed to be in place are prescribed.

Critical Cross-Field Outcomes

Unit Standard Title	Critical Cross-field Outcomes supported by the Unit Standards							
	Solve problems / Make decisions	Team work	Organisation	Information	Communicate	Technology	Related Systems	Personal Development
National Certificate in Hairdressing NQF Level 3								
Core								
Receiving and consulting with hairdressing clients	√	√	√	√	√	√	√	√
Demonstrate an understanding of issues affecting people with special needs		√	√		√		√	√
Identify customers of the business	√	√		√		√		√
Display, promote and sell products		√	√	√	√	√		
Cut and shape hair	√	√	√	√		√	√	
Demonstrate an understanding of the structure, growth and disorders of the skin, nails and hair	√	√		√	√	√		
Perform hair styling techniques	√		√	√	√		√	√
Demonstrated knowledge of selection and application of semi permanent hair colour	√	√	√	√		√		
Elective								
Conduct a hot towel treatment and shave, cut and trim facial hair	√	√	√	√	√		√	√
Apply advanced hair cutting techniques using professional cutting equipment	√	√	√	√	√		√	
Apply advanced hair cutting techniques using scissors, clippers, razors and cutting equipment	√	√	√	√	√		√	
Perform long hair style techniques	√	√	√	√				
Cut, style and dress hair in elementary styles	√	√	√	√	√			
Prepare for and apply, day, evening, bridal and photographic make-up			√	√	√	√		

Learning assumed to be in place

The following is the learning assumed to be in place:

- Learners accessing this Qualification will have demonstrated competence against unit standards in mathematics/numeracy and language/communication studies at NQF Level 2

Rules to Combinations

The qualification is made up of a combination of learning outcomes from Fundamental, Core and Elective components, totaling 121 minimum credits.

Fundamental	40 credits	33%
Core	57 credits	47%
Elective	Minimum 24	20%
Total	121 Minimum	100%

FUNDAMENTAL	CORE	ELECTIVE	TOTAL CREDITS
40 credits at Level 3	41 credits at Level 3 16 credits at Level 4	40 credits at Level 3 Learners must select a Minimum of 24 credits from the elective category to make up the 121 minimum credits required	
40 credits	57 credits	24 credits Minimum	121 credits Minimum

Exit level Outcomes and Associated Assessment Criteria

On achieving this qualification, the learner will be able to:

1. Communicate verbally and in writing using a variety of formats with a range of stakeholders and role-players in the hairdressing industry
Associated Assessment Criteria
 - Audience needs and expectations are accommodated in both oral and verbal communication
 - Language and texts are interpreted and used to respond in writing in all contexts
2. Explain and use the basics of mathematics in both personal and business situations
Associated Assessment Criteria
 - Uses for math's is described in both personal and business situations
 - Mathematics is explained and used in both personal and business contexts
3. Apply and conduct customer reception and consulting services.
Associated Assessment Criteria
 - Customers of the business are identified according to business profile
 - Customers are received and consulted with to determine their requirements and to provide the correct hairdressing service
 - The issues that affect people with special needs are explained and assisted where required
 - Products and services of the business are displayed, promoted and sold to customers
4. Demonstrate an understanding of and provide specific hairdressing services (to customers)
Associated Assessment Criteria
 - The structure, growth and disorders of the skin are explained and their effect on the hairdressing service to be provided are described
 - Hair is cut and shaped according to customer requirements and salon standards
 - Hairstyling techniques are performed in accordance with customer requirements and salon standards
 - The selection and application of semi-permanent hair colour is explained and colour is applied to customer hair in accordance with manufactures' requirements

5. Conduct and perform shaves and hot towel treatments

Associated Assessment Criteria

- Hot towel treatment is applied according to requirements and salon standards
- A shave is performed and facial hair is trimmed and cut in accordance with customer requirements

6. Demonstrate the application of day, evening, bridal and photographic make-up.

Associated Assessment Criteria

- The customer is prepared for the specific type of make-up to be applied according to requirements and manufacturers' instructions
- Day make up is applied following the manufactures instructions and to meet the customers requirements
- Evening make up is applied following the manufactures instructions and to meet the customers requirements
- Bridal make up is applied following the manufactures instructions and to meet the customers requirements
- Photographic make up is applied following the manufactures instructions and to meet the customers requirements

International Comparability

Benchmarking was done by comparison to Qualifications, Unit Standards and Outcomes of learning against:

NZQA National Qualifications from New Zealand: -The National Certificate in Barbering – Levels 2, 3 and 5

- Apply initial barbering techniques – Level 2
- Describe the development of barbering – Level 2
- Complete a haircut using barbering technique – Level 3
- Cut facial hair – Level 3
- Wet shave facial hair with a cutthroat razor using barbering techniques – Level 3

Registered programmes from the American Barber College

- Basic Barbering
- Postgraduate Barbering

A direct comparison of the titles, specific outcomes, assessment criteria and embedded knowledge was undertaken with each and the best practice points were highlighted and where applicable, incorporated into each unit standard or Qualification. However where the points were incorporated they were written in a South African context.

Because of the difference in levels across the different countries, difficulty was found in making actual direct comparisons, level to level.

Integrated Assessment

Because assessment practices must be open, transparent, fair, valid, and reliable and ensure that no learner is disadvantaged in any way whatsoever, an integrated assessment approach is incorporated into the Qualification.

Learning, teaching and assessment are inextricably lined. Whenever possible, the assessment of knowledge, skills, attitudes and values shown in the unit standards should be integrated.

Assessment of the communication, language, literacy and numeracy should be conducted in conjunction with other aspects and should use Hairdressing contexts wherever possible.

A variety of methods must be used in assessment and tools and activities must be appropriate to the context in which the learner is working. Where it is not possible to assess the learner in the workplace or on-the-job, simulations, case studies, role-plays and other similar techniques should be used to provide a context appropriate to the assessment.

The term 'Integrated Assessment' implies that theoretical and practical components should be assessed together. During integrated assessments the assessor should make use of formative and summative assessment methods and assess combinations of practical, applied, foundational and reflexive competencies.

Assessors and moderators should make use of a range of formative and summative assessment methods. Assessors should assess and give credit for the evidence of learning that has already been acquired through formal, informal and non-formal learning and work experience.

Assessment should ensure that all specific outcomes, embedded knowledge and critical cross-field outcomes are evaluated. The assessment of the critical cross-field outcomes should be integrated with the assessment of specific outcomes and embedded knowledge.

Recognition of prior learning

The structure of this Unit Standard based Qualification makes the Recognition of Prior Learning possible, if the learner is able to demonstrate competence in the knowledge, skills, values and attitudes implicit in this Hairdressing Qualification. Recognition of Prior Learning will be done by means of an Integrated Assessment as mentioned in the previous paragraph.

This Recognition of Prior Learning may allow:

- For accelerated access to further learning
- Gaining of credits towards a unit standard

All recognition of Prior Learning is subject to quality assurance by the relevant accredited Education and Training Quality and Assurance (ETQA) Body and is conducted by a registered workplace assessor.

Articulation possibilities

This Qualification lends itself to both vertical and horizontal articulation possibilities. These possibilities ensure both mobility and progression for the learner. The learning areas outlined in the Rationale for the Qualification indicates the articulation possibilities.

Horizontal articulation possibilities lie with other NQF level 3 Qualifications and Unit Standards in the Learning areas of:

- National Certificate: Beauty Technology – NQF Level 3

Vertical progression can be achieved by embarking on the study of related NQF Level 4 Qualifications:

- National Certificate: Afro Hairdressing – NQF Level 4 – NLRD 13717
- National Certificate: Ladies Hairdressing – NQF Level 4 – NLRD 20152

Moderation Options

- Anyone assessing a learner or moderating the assessment of a learner against this Qualification must be registered as an assessor with the relevant Education and Training Quality Assurance (ETQA) Body.
- Any institution offering learning that will enable the achievement of this Qualification must be accredited as a provider with the relevant ETQA.
- Assessment and moderation of assessment will be overseen by the relevant ETQA according to the ETQA's policies and guidelines for assessment and moderation; in terms of agreements reached around assessment and moderation between ETQA's (including professional bodies); and in terms of the moderation guideline detailed immediately below.
- Moderation must include both internal and external moderation of assessments at exit points of the Qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual unit standards as well as the integrated competence described in the Qualification.

Anyone wishing to be assessed against this Qualification may apply to be assessed by any assessment agency, assessor or provider institution that is accredited by the relevant ETQA.

Criteria for registration of assessors

For an applicant to register as an assessor, the applicant needs:

- To be in possession of at least a NQF Level 4 Qualification or equivalent
- A minimum of 2 (two) years' practical, relevant occupational experience
- To be declared competent in all the outcomes of the National Assessor Unit Standards as stipulated by South African Qualifications Authority (SAQA)
- Detailed documentary proof of educational Qualification, practical training undergone, and experience gained by the applicant must be provided (Portfolio of evidence)

	Level 3	ID NO.	Credits	Level 4	ID NO.	Credits	Total
Fundamental	Communication & Language	8968	5				20
		8969	5				
		8970	5				
		8973	5				
	Mathematics	9010	2				16
		9011	5				
		9012	5				
	Life Skills	9013	4				4
			4				
	TOTAL			40			40
Core			1	<ul style="list-style-type: none"> Demonstrate an understanding of issues affecting people with special needs Identify customers of the business Demonstrate an understanding of the structure, growth and disorders of the skin, nails and hair 	8570	4	
			2		10015	4	
			18			8	
			10				
			10				
TOTAL			41			16	57
Elective			4				
			3				
			3				
			10				
			10				
TOTAL			40			24	

Learners must select a minimum of 24 Credits from the elective category to make up the 121 minimum Credits required for the Qualification

**UNIT STANDARDS FOR NATIONAL CERTIFICATE: HAIRDRESSING
NQF LEVEL 3**

UNIT STANDARDS TITLES

Core (Level 3)

1. Title Receive and consult with clients
2. Title Display, promote and sell products
3. Title Cut and shape hair
4. Title Perform hairstyling techniques
5. Title Demonstrate knowledge of selection and application of semi permanent hair colour

Core (Level 4)

- 6 Title Demonstrate an understanding of the structure, growth and disorders of the skin, nails and hair
- * Title Demonstrate an understanding of issues affecting people with special needs
- * Title Identify customers of the business

Elective

7. Title Conduct a hot towel treatment and shave, cut and trim facial hair
8. Title Apply advanced hair-cutting techniques using professional cutting equipment
9. Title Apply advanced hair cutting techniques using scissors, clippers, razors and cutting equipment
10. Title Perform long hair-style techniques
11. Title Cut, style and dress hair in elementary styles
12. Title Prepare for and apply, day, evening, bridal and photographic make-up

**UNIT STANDARDS AND SPECIFIC OUTCOMES FOR
THE NATIONAL CERTIFICATE: HAIRDRESSING - NQF LEVEL 3**

- | | | |
|----|------------------|---|
| 1. | Title | Receive and consult with clients |
| | Specific Outcome | 1.1 Receive clients and establish a relaxed relationship while caring from client's needs |
| | Specific Outcome | 1.2 Receive and deal with appointments |
| | Specific Outcome | 1.3 Consult with clients in a professional manner whilst analysing the treatment area |
| 2. | Title | Display, promote and sell products |
| | Specific Outcome | 2.1 Set out and display product |
| | Specific Outcome | 2.2 Promote products to new and existing client |
| | Specific Outcome | 2.3 Sell products to achieve target and stock movement |

- | | | |
|------------------|-------|--|
| 3. | Title | Cut and shape hair |
| Specific Outcome | 3.1 | Prepare the workstation in accordance to organisational and hygienic requirements |
| Specific Outcome | 3.2 | Cut hair using a variety one length technique |
| Specific Outcome | 3.3 | Cut hair using a variety of layered hairstyle technique |
| Specific Outcome | 3.4 | Cut hair using a variety of graduation technique |
| Specific Outcome | 3.5 | Cut hair using clipper technique |
| 4. | Title | Demonstrate an understanding of the structure, growth and disorders of the skin, nails and hair |
| Specific Outcome | 4.1 | Describe the anatomical structure and function of the normal nail, skin and hair |
| Specific Outcome | 4.2 | Explain and describe abnormalities in the nails, skin and hair |
| Specific Outcome | 4.3 | List the microbes that cause disease of nails, skin and hair |
| Specific Outcome | 4.4 | List and explain the role of trauma as a cause of disease and abnormalities of skin, hair and nails |
| Specific Outcome | 4.5 | Define and describe basic terminology related to observation of abnormalities of the skin, hair and nails |
| Specific Outcome | 4.6 | Explain the reasons for referral of client with abnormalities of skin, hair and nails to health professionals |
| 5. | Title | Perform hair styling techniques |
| Specific Outcome | 5.1 | Prepare client and workstation for the relevant service to be performed |
| Specific Outcome | 5.2 | Perform a full head of finger waves using the fingers and comb only |
| Specific Outcome | 5.3 | Perform pin curls techniques |
| Specific Outcome | 5.4 | Demonstrate a comprehensive understanding of blow-dry techniques |
| Specific Outcome | 5.5 | Demonstrate a comprehensive understanding of roller setting techniques |
| Specific Outcome | 5.6 | Demonstrate a comprehensive understanding of toning techniques |
| 6. | Title | Demonstrate knowledge of selection and application of semi permanent hair colour |
| Specific Outcome | 6.1 | Prepare the client and work-station for relevant service to be performed |
| Specific Outcome | 6.2 | Describe semi-permanent hair colour |
| Specific Outcome | 6.3 | Prepare for application of semi permanent hair colour |
| Specific Outcome | 6.4 | Apply semi permanent hair colour |
| Specific Outcome | 6.5 | Complete semi permanent hair colour application |
| 7. | Title | Conduct a hot towel treatment, shave and trim facial hair |
| Specific Outcome | 7.1 | Prepare the workstation and client for applicable service to be provided according to organisational and hygienic requirements |
| Specific Outcome | 7.2 | Prepare and apply the hot towel treatment |
| Specific Outcome | 7.3 | Shave facial hair |
| Specific Outcome | 7.4 | Trim and cut facial hair |
| Specific Outcome | 7.5 | Complete and finish off the service provided |
| Specific Outcome | 7.6 | Discuss, explain and apply the use of after the sue of after care products and services |

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|------------------|-------|---|
| 8. | Title | Apply advanced hair-cutting techniques using professional cutting equipment |
| Specific Outcome | 8.1 | Prepare the workstation for haircutting according organisational requirements |
| Specific Outcome | 8.2 | Demonstrate knowledge of hair cutting using scissors |
| Specific Outcome | 8.3 | Preparing to cut hair using professional hair cutting equipment |
| Specific Outcome | 8.4 | Cut hair using appropriate cutting equipment |
| Specific Outcome | 8.5 | Complete haircutting process |
| 9. | Title | Apply advanced hair cutting techniques using scissors, clippers, razors and cutting equipment |
| Specific Outcome | 9.1 | Prepare the workstation for haircutting according organisational requirements |
| Specific Outcome | 9.2 | Demonstrate knowledge of hair cutting using scissors |
| Specific Outcome | 9.3 | Cut hair using scissor over comb technique |
| Specific Outcome | 9.4 | Cut hair using clipper technique |
| Specific Outcome | 9.5 | Cut hair using razor cutting technique |
| Specific Outcome | 9.6 | Complete haircutting process |
| 10. | Title | Perform long hair techniques |
| Specific Outcome | 10.1 | Prepare the workstation in accordance to organisational and hygienic requirements |
| Specific Outcome | 10.2 | Prepare to style hair |
| Specific Outcome | 10.3 | Style long hair into an elementary style |
| Specific Outcome | 10.4 | Complete long hair style procedure |
| 11. | Title | Cut, style and dress hair in elementary styles |
| Specific Outcome | 11.1 | Demonstrate an understand of the factors tat influence cutting and styling |
| Specific Outcome | 11.2 | Prepare to cut and style hair for elementary styles |
| Specific Outcome | 11.3 | Dress hair for elementary style |
| Specific Outcome | 11.4 | Complete dressing techniques |
| 12. | Title | Prepare for and apply, day, evening, bridal and photographic make-up |
| Specific Outcome | 12.1 | Prepare the workstation for make-up application |
| Specific Outcome | 12.2 | Prepare the client for make-up application |
| Specific Outcome | 12.3 | Perform a day make-up according to organisational and hygienic requirements |
| Specific Outcome | 12.4 | Perform an evening make-up according to organisational and hygienic requirements |
| Specific Outcome | 12.5 | Perform a bridal make-up according to organisational and hygienic requirements |
| Specific Outcome | 12.6 | Perform a photographic make-up according to organisational and hygienic requirements |

SOUTH AFRICAN QUALIFICATIONS AUTHORITY**National Certificate: Hairdressing - NQF Level 2**

Field:	Services
Sub-field:	Personal Care
Level:	2
Credit:	130 Minimum
Issue date:	
Review date:	

Rationale for the Qualification

Central to the rationale for this Qualification is the development of a culture of professionalism and service excellence in the hairdressing industry. This Qualification will provide for breadth and flexibility to match the needs of the learners, employers and industry as a whole. It will give the learners the key skills essential to be able to function effectively as flexible, adaptable and competitive hairdressers and for a lifelong career in hairdressing. These skills will make the learners employable and they will be able to make effective contributions to the hairdressing business by being able to apply the acquired knowledge and skills.

Job market entrants would have little or no exposure to generic hairdressing or self-management and therefore often fail to make a success of a career in hairdressing.

As the Qualification will be linked to a learnership which in turn addresses the issue of job creation, particularly in the SMME sector, the following key labour issues were taken into consideration:

- The unequal access to education and training as well as employment opportunities
- The skills shortage in the labour force
- The effects of race, gender and geographical location on advancement
- The unequal distribution of income
- The decline in levels of employment in South Africa

The following broad skills categories were identified:

- Support Services
- Client & Marketing Services
- Life Skills
- Communication

The unit standards were clustered and sequenced to ensure that learners are able to absorb tasks starting with simple activities and becoming more complex as they gain experience and confidence.

Many different roles and careers are accessible and linked to this Qualification. They include and are not limited to:

- Hair Stylist
- Hairdresser Consultant
- Marketing
- Merchandising
- Retail Trade
- Sales

Purpose of the Qualification

This Qualification is for any individual who is or wishes to be involved in the Hairdressing Industry. There are three Qualifications starting at level 2 and progressing to level 4. This Qualification will be registered at NQF Level 2 and is meant to serve as an introduction to the hairdressing industry and the basics of hairdressing.

Learners working towards this Qualification will find that the acquisition of competence in the unit standards, which make up the Qualification, will add value to learner's job. This Qualification is intended to enhance the provision of entry-level service within the Hairdressing Industry.

It will provide the broad knowledge, skills and values needed in the Hairdressing Industry and will facilitate access to, and mobility and progression within education and training to progress along a learning path for learners who:

- Were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to further education and training.
- Have worked in the Personal Care Sector for many years, but have no formal Qualification.
- Wish to extend their range of skills and knowledge of the industry so that they can become competent workers in the Personal Care Sector.

The Qualification has building blocks that can be developed further and will lead to a more defined Hairdressing learning path at various NQF levels. It also focuses on the skills, knowledge, values and attitudes required to progress further. The intention is

- To promote the development of knowledge, skills and values that is required in the Personal Care Sector.
- To release the potential of people.
- To provide opportunities for people to move up the value chain.

The primary purpose of the Qualification is to develop the foundational, practical and reflexive competencies needed for a career in hairdressing.

Access to the Qualification

Access to this Qualification is open, therefore a learner can access the total Qualification and any individual unit standard and obtain the credits issued against these. Also any learner who can provide evidence of the learning assumed to be in place has open access to this Qualification. No restrictions, other than the learning assumed to be in place are prescribed.

Rules to Combination

The qualification is made up of a combination of learning outcomes from Fundamental, Core and Elective components, totaling 130 minimum credits.

Fundamental	48 credits	37%
Core	56 credits	43%
Elective	Minimum 26	20%
Total	130 Minimum	100%

FUNDAMENTAL	CORE	ELECTIVE	TOTAL CREDITS
46 credits at Level 2 2 credits at Level 3	52 credits at Level 2 4 credits at Level 3	50 credits at Level 2 2 credits at Level 3 Learners must select a Minimum of 26 credits from the elective category to make up the 130 minimum credits required	
48 credits	56 credits	26 credits Minimum	130 credits Minimum

Learning assumed to be in place

The following is the learning assumed to be in place:

- Learners accessing this Qualification will have demonstrated competence against unit standards in mathematical/numeracy and language/communication studies at NQF Level 1

Exit level Outcomes and Associated Assessment Criteria

On achieving this Qualification, the learner will be able to:

1. Communicate in a basic way both verbally and in writing
Associated Assessment Criteria
 - Oral communication is maintained and adapted
 - Information is accessed and used to respond to texts in writing
2. Demonstrate an understanding of the basics of mathematics in both personal and community life
Associated Assessment Criteria
 - Numbers and number systems are used in calculations
 - Financial aspects of personal and community life are investigated and used
 - Basic mathematics is used to solve work related problems

3. Demonstrate an understanding of computer operation and self management skills

Associated Assessment Criteria

- A personal computer system is operated according to requirements
- Self management skills are implemented and applied
- HIV/AIDS and its implications are described

4. Apply and carry out general salon operations and processes

Associated Assessment Criteria

- Waste is handled and disposed of according to requirements
- Sanitation procedures are implemented and applied to the work environment, equipment and tools
- First aid is provided when and where required

5. Demonstrate an understanding of the personal care sector and own organisational workplace requirements

Associated Assessment Criteria

- The personal care sector is explained and own role within it described
- The organisations layout, services and facilities are described
- The importance of deportment and image in the hairdressing industry is explained
- Retailing in the hairdressing industry is described
- Personal values and ethics are explained and applied in the workplace

6. Conduct customer reception operations

Associated Assessment Criteria

- Clients are welcomed and the service requirements are established
- Reception and administrative services are provided for the salon
- Incoming and outgoing telephone calls are processed according to standard operating procedures

7. Apply and carry out hairdressing support functions and services

Associated Assessment Criteria

- Hairdressing tools and equipment are identified and their use explained and operation maintained
- Clients hair is shampooed, conditioned and treated according to clients established requirements
- Hair designs are finished off according to instructions
- The hair is molded and finger waved according to client requirements
- Perms are neutralized and after care products are applied
- Hair colouring is removed and after care products are applied

8. Apply and carry out specific hair services and specific hair and scalp treatments for clients

Associated Assessment Criteria

- Hair dreadlock and braiding techniques are performed on clients
- Hair extensions are applied and carried out according to client requirements
- Treatments are applied to the hair and scalp
- A basic head massage is performed

9. Demonstrate an understanding of the basics of make-up

Associated Assessment Criteria

- The history of make-up is explained and its affects on modern day make-up described
- Make-up is applied according to client requirements and skin type

Critical Cross-Field Outcomes

Unit Standard Title	Critical Cross-field Outcomes supported by the Unit Standards							
National Certificate: Hairdressing NQF Level 2	Solve problems / Make decisions	Team work	Organisation	Information	Communicate	Technology	Related Systems	Personal Development
Core								
Handle and dispose of waste							√	
Demonstrate an understanding of the Personal Care Sector and its role	√		√		√			
Describe layout, Services and Facilities of the organisation				√				
Process incoming and outgoing telephone calls		√			√			
Implement and apply sanitation to work environment, equipment and tools for public and personal protection		√	√			√		√
Demonstrate, monitor and manage deportment and the importance of image in the workplace	√				√		√	
Introduction to retailing in the hairdressing industry	√				√		√	
Shampoo, condition and treat hair	√	√	√	√	√	√		
Provide reception and administrative services	√				√	√		
Provide for first aid	√							√
Applying safety, security and housekeeping		√		√	√			
Identify, explain and maintain hairdressing tools and equipment	√	√	√	√				
Welcome clients and establish service to be rendered				√	√	√		
Understand and apply personal values and ethics	√	√			√		√	√
Elective								
Perform hair braiding and dreadlock techniques to hair	√	√	√	√	√	√	√	√
Finish off hair design	√	√	√	√	√			
Apply treatment to the hair and scalp	√	√	√	√	√	√		
Mould and finger wave the hair	√	√	√	√	√	√		
Perform advanced head massage and hair treatment	√	√	√	√	√			
Apply and perform hair extensions	√	√	√	√	√	√		√
Demonstrate the history and applying of make up			√	√	√	√		
Neutralize perms, and apply after care to hair	√	√	√	√	√			
Remove hair colouring and apply after care to hair	√	√	√	√	√			

International comparability

Benchmarking was done by comparison to Qualifications, Unit Standards and Outcomes of learning against:

NZQA National Qualifications from New Zealand: -The National Certificate in Barbering – Levels 2

- Apply initial barbering techniques – Level 2
- Describe the development of barbering – Level 2

NZQA National Qualifications from New Zealand: - The National Certificate in Salon Support – Level 2

- Apply basic hairdressing services
- Customer service, product sales and reception.

Registered programs from the American Barber College

- Basic Barbering
- Postgraduate Barbering

The British NVQ Level 2 Hairdressing Certificate and related units in the Mandatory and Optional groups of units

A direct comparison of the title, specific outcomes, assessment criteria and embedded knowledge was undertaken with each and the best practice points were highlighted and incorporated into each unit standard. However the points incorporated were written in a South African context.

Because of the difference in levels across the different countries, difficulty was found in making actual direct comparisons, level to level.

Integrated Assessment

Because assessment practices must be open, transparent, fair, valid, and reliable and ensure that no learner is disadvantaged in any way whatsoever, an integrated assessment approach is applied in this Qualification.

Learning, teaching and assessment are inextricably linked. Whenever possible, the assessment of knowledge, skills, attitudes and values shown in the unit standards should be integrated.

Assessment of the communication, language, literacy and numeracy should be conducted in conjunction with other aspects and should use authentic Beauty Therapy contexts wherever possible. A variety of methods must be used in assessment and tools and activities must be appropriate to the context in which the learner is working. Where it is not possible to assess the learner in the workplace or on-the-job, simulations, case studies, role-plays and other similar techniques should be used to provide a context appropriate to the assessment.

The term 'Integrated Assessment' implies that theoretical and practical components should be assessed together. During integrated assessments the assessor should make use of formative and summative assessment methods and assess combinations of practical, applied, foundational and reflexive competencies.

Assessors and moderators should make use of a range of formative and summative assessment methods. Assessors should assess and give credit for the evidence of learning that has already been acquired through formal, informal and non-formal learning and work experience.

Assessment should ensure that all specific outcomes, embedded knowledge and critical cross-field outcomes are evaluated. The assessment of the critical cross-field outcomes should be integrated with the assessment of specific outcomes and embedded knowledge.

Recognition of Prior Learning

The structure of this Unit Standard based Qualification makes the Recognition of Prior Learning possible, if the learner is able to demonstrate competence in the knowledge, skills, values and attitudes implicit in this Hairdressing Qualification. Recognition of Prior Learning will be done by means of an Integrated Assessment as mentioned in the previous paragraph.

This Recognition of Prior Learning may allow:

- For accelerated access to further learning
- Gaining of credits towards a unit standard

All recognition of Prior Learning is subject to quality assurance by the relevant accredited Education and Training Quality Assurance Body and is conducted by a registered workplace assessor.

Articulation possibilities

This Qualification lends itself to both vertical and horizontal articulation possibilities. These possibilities ensure both mobility and progression for the learner. The learning areas outlined in the Rationale for the Qualification indicates the articulation possibilities.

Horizontal articulation possibilities lay with other NQF level 2 Qualifications such as:

- National Certificate: Retail and Wholesale processes – NQF Level 2 –NLRD 13718

Vertical progression can be achieved by embarking on the study of related NQF Level 3 Qualifications:

- National Certificate: Hairdressing – NQF Level 3
- National Certificate: Beauty Technology – NQF Level 3

Moderation Options

- Anyone assessing a learner or moderating the assessment of a learner against this Qualification must be registered as an assessor with the relevant Education and Training Quality Assurance (ETQA) Body.
- Any institution offering learning that will enable the achievement of this Qualification must be accredited as a provider with the relevant ETQA.
- Assessment and moderation of assessment will be overseen by the relevant ETQA according to the ETQA's policies and guidelines for assessment and moderation; in terms of agreements reached around assessment and moderation between ETQA's (including professional bodies); and in terms of the moderation guideline detailed immediately below.
- Moderation must include both internal and external moderation of assessments at exit points of the Qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual unit standards as well as the integrated competence described in the Qualification.

Anyone wishing to be assessed against this Qualification may apply to be assessed by any assessment agency, assessor or provider institution that is accredited by the relevant ETQA.

Criteria for registration of assessors

For an applicant to register as an assessor, the applicant needs:

- To be in possession of at least a relevant qualification at NQF level 3
- A minimum of 2 (two) years' practical, relevant occupational experience
- To be declared competent in all the outcomes of the National Assessor Unit Standards as stipulated by South African Qualifications Authority (SAQA)
- Detailed documentary proof of educational Qualification, practical training undergone, and experience gained by the applicant must be provided (Portfolio of evidence)

National Certificate: Hairdressing at NQF level 2

	Level 2	ID NO.	Credits	Level 3	ID NO.	Credits	Total	
Fundamental	<i>Communication</i>							
	• Maintain and adapt oral communication	8962	5					
	• Access and use information from texts	8963	5					
	• Write for a defined text	8964	5					
	• Use language and communication in occupational learning programmes	8967	5				20	
	<i>Mathematics</i>							
	• Demonstrate an understanding of rational and irrational numbers and number systems, with in the context of relevant calculations	8982	3					
	• Use mathematics to investigate and monitor the financial aspects of personal and community life	8983	2					
	• Apply basic knowledge of statistics in order to investigate life and work related problems	9009	3					
	• Identify, describe, compare, classify, explore shape and motion in 2 and 3 dimensional shapes in different contexts	9008	3					
	• Work with a range of patterns and functions to solve problems	9007	5				16	
	<i>Computer Literacy</i>							
	• Operate a personal computer system	7547	6			7503	2	12
<i>Life Skills</i>								
• Demonstrate an understanding of HIV/Aids and its implications	8494	4						
TOTAL			46			2	48	

Core	<ul style="list-style-type: none"> • Handle and dispose of waste • Demonstrate an understanding of the Personal Care Sector and its role • Describe layout, Services and Facilities of the organisation • Process incoming and outgoing telephone calls • Implement and apply sanitation to work environment, equipment and tools for public and personal protection • Demonstrate, monitor and manage department and the importance of image in the workplace • Demonstrate an understanding of retailing in the hairdressing industry • Shampoo, condition and treat hair • Provide reception and administrative services • Applying safety, security and housekeeping • Identify, explain and maintain hairdressing tools and equipment • Welcome clients and establish service to be rendered • Understand and apply personal values and ethics 	<p>7612</p> <p>7793</p> <p>14349</p> <p>8288</p> <p>8416</p>	<p>1</p> <p>2</p> <p>1</p> <p>2</p> <p>5</p> <p>2</p> <p>5</p> <p>5</p> <p>10</p> <p>12</p> <p>2</p> <p>1</p> <p>4</p>	<ul style="list-style-type: none"> • Provide first aid 	<p>7854</p>	<p>4</p>			
	TOTAL		52			4	56		
	Elective	<ul style="list-style-type: none"> • Perform hair braiding and dreadlock techniques to hair • Finish off hair design • Apply treatment to the hair and scalp • Mould and finger wave the hair • Perform advanced head massage and hair treatments • Apply and perform hair extensions • Neutralize perms, and apply after care to hair • Remove hair colouring and apply after care to hair 		<p>8</p> <p>10</p> <p>2</p> <p>10</p> <p>5</p> <p>6</p> <p>6</p> <p>3</p>	<ul style="list-style-type: none"> • Explain the history and application of make up 		<p>2</p>		
		TOTAL		50			2	26	
		Learners must select a minimum of 26 credits from the electives							130

**UNIT STANDARDS NATIONAL CERTIFICATE: HAIRDRESSING
NQF LEVEL 2****UNIT STANDARDS TITLES****Core (Level 2)**

1. Title Demonstrate an understanding of the Personal Care Sector and its role
2. Title Implement and apply sanitation to work environment, equipment and tools for public and personal protection
3. Title Demonstrate, monitor and manage department and the importance of image in the workplace
4. Title Demonstrate an understanding of retailing in the hairdressing industry
5. Title Shampoo, condition and treatment of hair
6. Title Provide reception and administrative services
7. Title Identify explain maintain hairdressing tools and equipment
8. Title Welcome clients and establish service to be rendered
- * Title Handle and dispose of waste (ID7612)
- * Title Describe layout, Services and Facilities of the organisation (ID7793)
- * Title Process incoming and outgoing telephone calls (ID14349)
- * Title Applying safety, security and housekeeping (ID8288)
- * Title Understand and apply personal values and ethics (ID8416)

Core (Level 3)

- * Title Provide for first aid (ID7854)

Elective Level 2

9. Title Perform hair braiding and dreadlock techniques
10. Title Finish off hair design
11. Title Apply treatment to the hair and scalp
12. Title Mould and finger wave the hair
12. Title Perform advanced head massage and hair treatments
13. Title Apply and perform hair extensions
15. Title Neutralize perms, an apply after care to hair
16. Title Remove hair colouring and apply after care to hair

Elective (Level 3)

17. Title Explain the history and application of make-up

**UNIT STANDARDS AND SPECIFIC OUTCOMES FOR
THE NATIONAL CERTIFICATE: HAIRDRESSING - NQF LEVEL 2**

UNIT STANDARDS

1.	Title	Demonstrate an understanding of the personal care sector
Specific Outcome	1.1	Explain and discuss the roles played by different bodies in the education and training of beauty consultants in manicure, pedicure, aesthetics and make-up
Specific Outcome	1.2	Explain and discuss the necessary standards and Qualifications needed and identify the structure under which the Personal Care Sector functions
Specific Outcome	1.3	Explore the learnership agreement
Specific Outcome	1.4	Describe and explain the requirements of the learner in the learnership
2.	Title	Implement and apply sanitation to work environment, equipment and tools for public and personal protection
Specific Outcome	2.1	Demonstrate the different methods of sanitation procedures performed in the work environment in accordance with organisational and hygienic requirements
Specific Outcome	2.2	Demonstrate and explain the importance of maintaining a clean and safe working environment
Specific Outcome	2.3	Demonstrate and explain the cleaning, sanitising and sterilizing of equipment, materials and tools in the work environment
Specific Outcome	2.4	Demonstrate the effective procedures for dealing with waste in the work environment
3.	Title	Demonstrate, monitor and manage department and get importance of image in the workplace
Specific Outcome	3.1	Demonstrate and explain an understanding of non-verbal communication and respond appropriately
Specific Outcome	3.2	Demonstrate and explain an understanding of body language and respond to body language situations
Specific Outcome	3.3	Demonstrate and explain an understanding of department
4.	Title	Introduction to retailing in the hairdressing industry
Specific Outcome	4.1	Describe how marketing /retailing in the hairdressing industry works
Specific Outcome	4.2	Define the hairdressing industry
Specific Outcome	4.3	Identify and describe the role players in the hairdressing industry
Specific Outcome	4.4	Understand the marketing benefits within the hairdressing industry

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|-------------------|-------|---|
| 5. | Title | Shampoo, condition and treatment of hair |
| Specific Outcomes | 5.1 | Prepare the workstation for a shampoo or condition according to organisational requirements |
| Specific Outcome | 5.2 | Prepare client for shampoo or condition according to organisational requirements |
| Specific Outcome | 5.3 | Perform a shampoo and condition service |
| Specific Outcome | 5.4 | Finish of shampoo or condition hair |
| Specific Outcome | 5.5 | Perform a scallop massage |
| 6. | Title | Provide reception and administrative services |
| Specific Outcome | 6.1 | Welcome, receive and attend to clients |
| Specific Outcome | 6.2 | Receive and make telephone calls and record information |
| Specific Outcome | 6.3 | Keep and process work place records |
| Specific Outcome | 6.4 | Calculate final price from services rendered and products purchased by client |
| 7. | Title | Identify, explain and maintain hairdressing tools and equipment |
| Specific Outcome | 7.1 | Identify and explain hairdressing equipment and hand held tools |
| Specific Outcome | 7.2 | Maintain hairdressing equipment and hand held tools |
| Specific Outcome | 7.3 | Storage and safe keep of equipment and tools |
| 8. | Title | Welcome clients and establish service to be rendered |
| Specific outcome | 8.1 | Receive clients and establish a relaxed relationship while caring for client's needs |
| Specific outcome | 8.2 | Receive and deal with appointments |
| Specific outcome | 8.3 | Consult with clients in a professional manner whilst analysing the treatment area |
| 9. | Title | Perform hair dreadlock and braiding techniques to hair |
| Specific outcome | 9.1 | Prepare client and workstation for dreadlock and braiding techniques |
| Specific outcome | 9.2 | Perform dreadlock techniques on natural hair |
| Specific outcome | 9.3 | Perform dreadlock extension techniques on natural or chemically relaxed hair |
| Specific outcome | 9.4 | Perform braiding techniques using clients own hair |
| Specific outcome | 9.5 | Perform braiding techniques using braiding hair piece |
| Specific outcome | 9.6 | Discuss, explain and apply the use of after care products and services |
| 10. | Title | Finish off hair design |
| Specific outcome | 10.1 | Prepare to blow dry hair into elementary styles |
| Specific outcome | 10.2 | Blow dry hair into elementary style |
| Specific outcome | 10.3 | Air wave or tong into elementary style |
| Specific outcome | 10.4 | Complete follow up actions |

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11. Title Apply treatment to the hair and scalp
- Specific outcome 11.1 Prepare the workstation for a hair and scalp treatment
- Specific outcome 11.2 Demonstrate knowledge of hair and scalp treatment
- Specific outcome 11.3 Prepare client for the hair and scallop treatment
- Specific outcome 11.4 Treat head massage service
- Specific outcome 11.5 Perform head massage service
- Specific outcome 11.6 Complete follow up procedures
12. Title Mould and finger wave hair
- Specific outcome 12.1 Describe pincurls and elements of wave patterns
- Specific outcome 12.2 Mould and scale hair using a variety of techniques
- Specific outcome 12.3 Pin curl hair using a variety of techniques
- Specific outcome 12.4 Finger wave hair using moulding techniques
- Specific outcome 12.5 Complete follow up actions
13. Title Perform head massage
- Specific outcome 13.1 Prepare the workstation for a head massage according to organisational requirements
- Specific outcome 13.2 Demonstrate hair and scalp treatments
- Specific outcome 13.3 Prepare client for a head massage according to organisational requirements
- Specific outcome 13.4 Treat hair and scalp
- Specific outcome 13.5 Perform a head massage service
- Specific outcome 13.6 Complete follow up procedures
14. Title Apply and perform hair extensions
- Specific outcome 14.1 Prepare clients and workstation for hair extension services
- Specific outcome 14.2 Perform and manual hair extension using the weaving technique
- Specific outcome 14.3 Perform a manual hair extension procedure
- Specific outcome 14.4 Perform a mechanical hair extension procedure
- Specific outcome 14.5 Discuss, explain and apply the use of after care products and services
15. Title Explain the history and application of make-up
- Specific outcome 15.1 Identify and explain the different colour schemes
- Specific outcome 15.2 Describe and discuss the origins and development of make-up
- Specific outcome 15.3 Demonstrate an understanding of make-up periods in history
- Specific outcome 15.4 Demonstrate an understanding of make-up of the twentieth century

16.	Title		Neutralise perms and apply after-care to hair
	Specific outcome	16.1	Demonstrate knowledge of the neutralising process and its effect on the hair shaft
	Specific outcome	16.2	Prepare to neutralise a perm
	Specific outcome	16.3	Neutralise a perm
	Specific outcome	16.4	Complete follow up actions
17.	Title		Remove hair colouring and apply after care to hair
	Specific outcome	17.1	Prepare to remove hair colouring
	Specific outcome	17.2	Remove colour from hair and scalp
	Specific outcome	17.3	Complete follow up procedure
