

**THE REPUBLIC OF KENYA**

**OCCUPATIONAL STANDARD**

**FOR**

**COSMETOLOGIST LEVEL 5**

**OCCUPATIONAL STANDARD CODE:** 1012 454A

Copyright2025

All rights reserved. No part of this Curriculum may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods without the prior written permission of …….., except in the case of brief quotations embodied in critical reviews and certain other non-commercial uses permitted by copyright law. For permission requests, write to the ……….., at the address below:

**FOREWORD**

Provision of quality education and training is fundamental to the Government’s overall strategy for socio-economic development. Quality education and training contribute to achievement focused on Kenya’s development blueprint and sustainable development goals.

Reforms in the education and training sector are necessary for achievement of Kenya Vision 2030 and meeting the provisions the Constitution of Kenya. The education sector had to be aligned to the Constitution and this resulted in formulation of the Policy Framework for Reforming Education and Training (Sessional Paper No. 1 of 2019). A key feature of this policy is the change in the design and delivery of TVET training. This policy document requires that training in TVET be competency based, curriculum development be industry led, certification be based on demonstration of competence and mode of delivery that allows for multiple entry and exit in TVET programs.

These reforms demand that Industry takes a leading role in curriculum development to ensure the curriculum addresses its competence needs. It is against this background that this Curriculum has been developed.

It is my conviction that this curriculum will play a great role towards development of competent human resource for the Cosmetology sector’s growth and sustainable development.

**PREFACE**

Kenya Vision 2030 aims to transform the country into a newly industrializing, middle-income country providing high quality life to all its citizens by the year 2030. Kenya intends to create a globally competitive and adaptive human resource base to meet requirements of a rapidly industrializing economy through life-long education and training. TVET has a responsibility of facilitating the process of inculcating knowledge, skills and worker behavior necessary for catapulting the nation to a globally competitive country, hence the paradigm shift to embrace Competency Based Education and Training (CBET).

The Technical and Vocational Education and Training Act No. 29 of 2013 and the Sessional Paper No. 1 of 2019 on Reforming Education and Training in Kenya, emphasized the need toreform curriculum development, assessment and certification. This called for a shift to CBET to address the mismatch between skills acquired through training and skills needed by industry as well as increase the global competitiveness of Kenyan labor force.

This curriculum has been developed in adherence to the Kenya National Qualification Framework and CBETA standards and guidelines. The curriculum is designed and organized into Units of Learning with Learning Outcomes; suggested delivery methods, training/learning resources and methods of assessing the trainee’s achievement. The curriculum is competency-based and allows multiple entry and exit to the course.

I am grateful to the Council Members, Council Secretariat, Cosmetology NSSC, expert workers and all those who participated in the development of this curriculum.

**ACKNOWLEDGEMENT**

This curriculum has been designed for competency-based training and has independent units of learning that allow the trainee flexibility in entry and exit. In developing the curriculum, significant involvement and support was received from industry and various organizations.

I appreciate National Cosmetology Sector Skills Committee who enabled the development of this curriculum. I recognize with appreciation the role of the SSC in ensuring that competencies required by the industry are addressed in this curriculum.

I also thank all stakeholders in the Cosmetology sector for their valuable input and all those who participated in the process of developing this curriculum.

I am convinced that this curriculum will go a long way in ensuring that workers in Cosmetology sector will acquire competencies that will enable them perform their work more efficiently

**TABLE OF CONTENTS**

Contents

**[FOREWORD](#_Toc197100211)** [3](#_Toc197100211)

[**ACKNOWLEDGEMENT** 5](#_Toc197100212)

[**TABLE OF CONTENTS** 6](#_Toc197100213)

[**ACRONYMS** 7](#_Toc197100214)

[**KEY TO UNIT CODE** 8](#_Toc197100215)

[COURSE OVERVIEW 9](#_Toc197100216)

[**PROVIDE PLAITING AND BRAIDING SERVICE** 11](#_Toc197100217)

[**PROVIDE MANICURE AND PEDICURE SERVICE** 20](#_Toc197100218)

[PROVIDE MAKE-UP SERVICES 26](#_Toc197100219)

[CONDUCT HAIR ADDITION SERVICE 31](#_Toc197100220)

[PERFORM HAIR STYLING SERVICE 36](#_Toc197100221)

[**PERFORM NAIL CARE SERVICES** 42](#_Toc197100222)

[**PROVIDE DREAD LOCKING SERVICE** 47](#_Toc197100223)

[**PROVIDE HAIR REMOVAL SERVICE** 51](#_Toc197100224)

[APPLY COMMUNICATION SKILLS 56](#_Toc197100225)

[**DEMONSTRATE DIGITAL LITERACY** 61](#_Toc197100226)

[CONDUCT HAIR CUTTING SERVICE 70](#_Toc197100227)

[**PROVIDE FACIAL TREATMENT** 76](#_Toc197100228)

[**APPLY WORK ETHICS AND PRACTICES** 81](#_Toc197100229)

[**DEMONSTRATE ENTREPRENEURIAL SKILLS** 87](#_Toc197100230)

**ACRONYMS**

NEMA National Environment Management Authority

OSH Occupation Safety and Health

OSHA Occupation Safety and Health Act

OSHS Occupational Safety and Health standard

PPE Personal Protective Equipment

TVET Technical and Vocational Education and Training

**KEY TO UNIT CODE**

**Sector / Industry**

**Sub Sector**

**Occupational Area**

**Version Control**

**Unit of Competence Number**

**ISCED level, Programme Orientation and Level of Completion**

xx

x

xxx

x

x

x

COURSE OVERVIEW

Cosmetology Level 5 Occupation standard (OS) consists of competencies that an individual must achieve to enable him/her to provide cosmetology services. The OS comprises of plaiting and braiding service, barbering service, manicure and pedicure service, make up service, hair additions service, hair styling service, nail care service, dread locking services, hair removal service, hair cutting, facial treatment and digital literacy

**SUMMARY OF UNITS OF COMPETENCY**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **UNIT CATEGORY** | **Unit code** |  | | **Unit Title** |
| **CORE** | 1012 251 01A | Provide Plaiting and Braiding Service | | 140 |
| **CORE** | 1012 251 02 A | Conduct Barbering Service | | 80 |
| **CORE** | 1012 251 03 A | Provide Manicure and pedicure service | | 80 |
| **CORE** | 1012 351 04A | Provide Make up service | | 80 |
| **CORE** | 1012 351 05A | Conduct Hair additions service | | 120 |
| **CORE** | 1012 351 06A | Perform Hair styling service | | 100 |
| **CORE** | 1012 451 07A | Perform Nail care service | | 100 |
| **CORE** | 1012 451 08A | Provide Dread locking services | | 120 |
| **CORE** | 1012 451 09A | Provide Hair removal service | | 80 |
| **CORE** | 1012 451 10A | Conduct Hair cutting | | 110 |
| **CORE** | 1012 451 11A | Provide Facial treatment | | 100 |
| **BASIC** | 0031 451 02A | Apply Communication skills | | 40 |
| **BASIC** | 0611 451 01A | Demonstrate Digital Literacy | | 40 |
| **BASIC** | 0417 451 03A | Apply Work ethics practices | | 40 |
| **BASIC** | 0413 451 04A | Demonstrate Entrepreneurial skills | | 40 |
|  |  | **Total** | | **1270** |
|  |  | **Industrial Attachment** | | **480** |
|  |  | | **GRAND TOTAL 1750** | |

The core units of learning are independent of each other and maybe taken independently. The total duration of the course is **1,750 hours** inclusive of industrial attachment.

**PROVIDE PLAITING AND BRAIDING SERVICE**

UNIT CODE**:** 1012 251 01A

**UNIT DESCRIPTION**

This unit covers the competencies required to provide plaiting and braiding services. It involves preparing for plaiting and braiding, performing plaiting and braiding and post plaiting and braiding procedure.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function** | **PERFORMANCE CRITERIA**  These are assess-able statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Prepare for plaiting and braiding service | * 1. Client consultation is carried out as per work procedure.   2. ***Personal protective gear*** are selected and donned as per work requirement.   3. Client is draped as per service requirement   4. Hair and scalp are analyzed as per work procedures**.**   5. ***Plaiting and braiding Tools and equipment*** are assembled and prepared as per work requirement.   6. ***Plaiting and braiding products and supplies*** are prepared as per manufactures instruction |
| 1. Perform plaiting and braiding service | 1. ***Client’s hair and scalp are prepared*** as per service requirements. 2. ***Plaiting and braiding procedure*** is performed as per client requirement. 3. After care advice is provided based on service offered. |
| 1. Perform post plating and braiding procedure | 1. Braiding and plaiting tools and equipment are cleaned and disinfected as per work procedures. 2. Work station is cleaned and waste disposed as per work procedure. 3. ***Braiding and plaiting recyclable supplies*** are cleaned, disinfected and stored as per work procedure. |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| * + - 1. Personal protective gear may include but not limited to: | * Apron * Face shield * Draper * Towel |
| * + - 1. Plaiting and braiding tools and equipmentmay include but not limited to: | * Crotchet needle * Assorted combs * Scissors * Weaving needles * Blow dryer * Head dummy |
| * + - 1. Plaiting and braiding products and suppliesmay include but not limited to: | * Threads * Hair pieces * Shampoos * Conditioners * Hair food/cream * Braids spray * Sheen spray * Mousse wrap * Moulding gel |
| * + - 1. Client’s hair and scalp preparations may include but not limited to: | * Undoing * Shampooing * Conditioning * Blow drying |
| * + - 1. Plaiting and braidingprocedure may include but not limited to: | * Plain lines /cornrows * Twisting * Three strands * Piece line * Zulu/bantu knots * Crocheting |
| * + - 1. Plaiting and braiding recyclable supplies may include but not limited to***:*** | * Apron * Draper * Towel |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Hygiene and sanitation in plaiting and braiding
* Consultation and client care in plaiting and braiding
* Hair, skin and scalp analysis in plaiting and braiding
* Plaiting and braiding techniques
* Plaiting and braiding products and supplies
* Plaiting and braiding tools and equipment
* Waste disposal in plaiting and braiding
* Ethical issues in cosmetology

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication
* Interpersonal
* Time management
* Problem solving
* Creativity
* Organizational
* Shampooing
* Plaiting
* Sectioning
* Styling
* Twisting
* Braiding

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Carried out client consultation as per work procedure.   2. Analyzed hair and scalp as per work procedure**.**   3. Set up workstation for plaiting and braiding service.   4. Performed plaiting and braiding procedure as per client requirement.   5. Cleaned and disinfected plaiting and braiding tools and equipment as per work procedure. |
| 1. Resource Implications | The following resources **must** be provided:  2.1Acess to relevant workplace where assessment can take place  2.2 Appropriately simulated environment where assessment can take place  2.3 Materials relevant to the proposed assessment activity or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Practical assessment   2. Project   3. Third party report   4. Portfolio of evidence   5. Oral assessment   6. Written assessment   7. Case study |
| 1. Context of Assessment | Assessment could be conducted:   1. Workplace 2. Simulated workplace |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**CONDUCT BARBERING SERVICE**

**UNIT CODE:** 1012 251 02A

**UNIT DESCRIPTION**

This unit covers the competencies required to conduct barbering services. It involves preparing for barbering service, performing barbering service and post barbering procedure.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| ELEMENT  These describe the key outcomes which make up workplace function | PERFORMANCE CRITERIA  These are assess-able statements which specify the required level of performance for each of the elements.  *Bold and italicized terms* *are elaborated in the Range* |
| * + - 1. Prepare for barbering service | * 1. Client consultation is carried out as per workplace procedure.   2. ***Personal protective gear*** is selected and donned as per work requirement.   3. Client is draped as per service requirement   4. Hair and scalp are analyzed as per work procedures.   5. ***Barbering tools and equipment***are assembled and prepared as per work requirement.   6. ***Barbering products and supplies***are prepared as per manufacturer’s instructions |
| 1. Perform barbering service | 1. Client’s hair preparation is carried out as per service requirement. 2. ***Barbering procedure*** is performed as per client requirement. 3. ***Barbering associated service***is offered as per client requirement 4. Barbering after care advice is provided as per service offered |
| 1. Perform post barbering procedure | * 1. Barbering tools and equipment are cleaned and disinfected as per work procedure.   2. Barbering work station is cleaned and waste managed and disposed as per work procedure.   3. ***Barbering recyclable supplies*** are cleaned, disinfected and stored as per work procedure |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Personal protective gearmay include but not limited to: | * Gloves * Apron/ dust coat * Face shield * Mask * Gown * Cutting collar * Neck strip * Draper |
| 1. Barbering tools and equipment may include but not limited to: | * Clippers – Bald   \_Henn   * Sterilizer * Towel warmer * Smoother * Barbering chair * Washing unit * Mirror * Extension cable * Water heating kettle * Brushes   + Clipper brush   + Neck brush   + Powder brush * Set of combs * Scissors * Razors * Tint bowl * Mini basin * Spray water bottle |
| 1. Barbering products and suppliesmay include but not limited to: | * Spirit (methylated/surgical) * Powder * Hair creams * Shampoos * Conditioners * Massage oils * After shave * Shaving creams * Hair spray * Clipper oil |
| 1. Barbering procedure may include but not limited to: | * Bald * Fade * Level * Creative * Beard shaving |
| 1. Barbering associated servicemay include but not limited to***:*** | * Shampooing * Conditioning * Head and shoulder massage |
| 1. Recyclable suppliesmay include but not limited to: | * Gowns * Towels * Aprons * Cutting collar |

**REQUIRED KNOWLEDGE AND SKILLS**

This section describes the skills and knowledge required for this unit of competency.

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Hygiene and sanitation in barbering
* Consultation and client care in barbering
* Hair, skin and scalp analysis in barbering
* Barbering techniques
* Massage in barbering
* Barbering products and supplies
* Barbering tools and equipment
* Waste disposal in barbering
* Ethical issues in cosmetology

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication
* Interpersonal
* Time management
* Problem solving
* Creativity
* Organizational
* Shaving
* Shampooing
* Massage
* Styling

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Carried out client consultation as per workplace procedure.   2. Analyzed hair and scalp as per work procedures**.**   3. Set up barbering workstation as per workplace procedure   4. Performed barbering procedure as per client requirement.   5. Cleaned and disinfected barbering tools and equipment as per work procedure. |
| 1. Resource Implications | The following resources **should** be provided:  2.1Acess to relevant workplace where assessment can take place  2.2 Appropriately simulated environment where assessment can take place  2.3 Materials relevant to the proposed assessment activity or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Practical assessment   2. Project   3. Third party report   4. Portfolio of evidence   5. Oral assessment   6. Written assessment   7. Case study |
| 1. Context of Assessment | Assessment could be conducted:   1. Workplace 2. Simulated workplace |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**PROVIDE MANICURE AND PEDICURE SERVICE**

**UNIT CODE:** 1012 251 03A

**UNIT DESCRIPTION**

This unit covers the competencies required to provide manicure and pedicure service. It involves preparing for manicure and pedicure service, performing manicure and pedicure and post manicure and pedicure procedures.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assess-able statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Prepare for manicure and pedicure service | 1. 1. Client consultation is carried out as per work procedure. 2. ***Personal protective gear*** are selected and donned as per work requirement. 3. Client is draped for manicure and pedicure as per service requirement 4. Nail and skin are analyzed as per service requirement**.** 5. ***Manicure and pedicure ttools and equipment*** are assembled and prepared as per work requirement. 6. ***Manicure and pedicure products and supplies*** are prepared as per work procedure.   . |
| 1. Perform manicure and pedicure service | 1. Client’s skin and nails are prepared as per service requirement. 2. ***Manicure and pedicure*** ***procedure*** is performed as per client requirement. 3. After care advice is provided based on service offered. |
| 1. Perform post manicure and pedicure service procedure | 1. ***3.1*** Manicure and pedicure tools and equipment are cleaned and disinfected as per work procedures. 2. Work station is cleaned and waste disposed as per work procedure. 3. ***Manicure and pedicure recyclable supplies*** are cleaned, disinfected and stored as per work procedure. |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Manicure and pedicur*e* ***tools, and equipment*** may include but not limited to: | * Files * Buffers * Nail brushes * Spatulas * Manicure/pedicure set * Orange stick * Nail peg * Nail scissors * Nail buffer * Corn slicers * Pumice stone * Foot Scrapers * Foot smoother * Cotton wool * Absorbent towels * Foot spa |
| 1. manicure and pedicure ***products and supplies*** may include but not limited to: | * Scrub * Soap/Shower gel * Cuticle cream/gel * Nail polish remover * Nail polish * Sanitizer * Disinfectant * Antiseptic * Dry quick polish * Bowls * Towels * Massage oil * Moisturizers |
| 6. ***manicure and pedicure procedure*** may include but not limited to: | * Basic manicure and pedicure * warm oil manicure * Paraffin wax * Polish application * Gel * Enamel * Nail art techniques * Glitters * Stickers * Stencil * Stamping * Creativity drawing |
| 8.***Recyclable*** supplies may include but not limited to: | * Aprons * Towels * Drapers * Files * Buffers * Nail brushes * Spatulas |

**REQUIRED KNOWLEDGE AND SKILLS**

This section describes the knowledge and skills required for this unit of competency.

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Structurer of the nail, lower and upper limb
* Manicure and pedicure products and Supplies
* Manicure and pedicure tools and equipment
* Nail and skin hygiene and sanitation
* Consultation and client care in Manicure and pedicure
* nail art designs
* basic massage techniques

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication
* Interpersonal
* Problem solving
* Organization
* Technical
* Nail Buffing
* Nail trimming
* Nail filing
* Polish application
* Cuticle care
* Nail art

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills range.

|  |  |
| --- | --- |
| 1. Critical aspects of competency | Assessment requires evidence that the candidate:   1. Analyzed nail and skin as per service requirement. 2. Assembled and prepared manicure and pedicure tools and equipment as per work requirement. 3. Prepared manicure and pedicure products and supplies as per work procedure. 4. Performed manicure and pedicure procedure as per client requirement. 5. Cleaned and disinfected manicure and pedicure tools and equipment as per work procedures. 6. Cleaned work station and disposed waste as per work procedure. |
| 1. Resource implications | The following resources should be provided:  2.1 Appropriately simulated environment where assessment can take place  2.2 Access to relevant work environment  2.3Resources relevant to the proposed activities or tasks |
| 1. Methods of assessment | Competency in this unit may be assessed through:  3.1 Practical assessment  3.2 Project  3.3 Portfolio of evidence  3.4 Written assessment  3.5 Oral assessment |
| 4.Context of assessment | 4.1 This competency may be assessed may be assessed in a workplace or a simulated workplace |
| 1. Guidance information+3n for assessment | Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

## PROVIDE MAKE-UP SERVICES

**UNIT** CODE: 1012 351 04A

**UNIT DESCRIPTION**

This unit covers the competencies required to provide make-up service. It involves preparing for make-up service; performing make-up service and perform post make up procedure.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function** | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Prepare for makeup service | 1. Client consultation is carried out as per work procedure. 2. Personal protective gears are selected and donned as per work requirement. 3. Client is draped for skin make up as per service requirement. 4. Client’s skin is analyzed for makeup service as per work procedure**.** 5. ***Skin make up*** ***tools and equipment*** are assembled and prepared as per work requirement. |
| 1. Perform make up service | 1. Client’s skin is prepared for make up as per service requirements. 2. ***Skin make up procedure*** is performed as per client requirement. 3. Skin make up after care advice is provided as per service offered. |
| 1. Perform post skin make up procedure. | 1. ***Skin make up tools and equipment*** are cleaned and disinfected based on work procedure. 2. Skin make up work station is cleaned and waste disposed as per workplace procedure. 3. ***Skin make up recyclable supplies*** are cleaned, disinfected and stored as per workplace procedure. |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Skin make up products and suppliesmay include but not limited to; | * Sanitizers * Cleansers * Toners * Primer * Moisturizers * Make up foundation * Face Powder * Concealer * Bronzer * Blusher * Highlighter * Mascara * Eye shadow * Eyeliner * Setting spray * Assorted towels * Gowns * Disposable rubber gloves * Apron |
| 1. Skin make up tools and equipment may include but not limited to; | * Make -up brushes * Make up sponges * Spatulas * Applicator * Make up coach * Trolley * Magnifying lamp |
| 1. Skin make up proceduremay include but not limited limited to: | * Day make up * Evening * Office * Fantasy * Runway * Themed * Bridal * Studio * Special effect * Eyebrow shaping   + Tweezing   + Threading   + Razor * Face painting * Henna tattooing * Micro blending * Ear lobe piecing |
| 1. Skin make up recyclable supplies may include but not limited to: | * Aprons * Towels * Drapers * Make up sponges * Make up brushes |
| 5. waste management | * Land fills * Burning * Composting * Use of waste bins |

**REQUIRED KNOWLEDGE AND SKILLS**

This section describes the knowledge and skills required for this unit of competency.

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Health and safety in skin makeup
* Skin makeup products and supplies
* Skin types
* Skin makeup service tools and equipment
* Colour selection
* Skin makeup trends
* Types of skin makeup

**Required skills**

The individual needs to demonstrate the following skills:

* Communication
* Creativity
* Interpersonal
* Time management
* Problem solving

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills range.

|  |  |
| --- | --- |
| 1. Critical aspects of competency | Assessment requires evidence that the candidate:   1. Analyzed client’s skin for makeup service as per work procedure**.** 2. Assembled and preparedskin make up tools and equipmentas per work requirement. 3. Prepared skin make upproductsand suppliesbased on work requirement. 4. Performed skin make up procedure as per client requirement. 5. Provided skin make up after care advice as per service offered. 6. Cleaned and disinfected skin make up tools and equipment based on work procedure. 7. Cleaned skin make up work station and disposed waste as per workplace procedure. |
| 1. Resource implications | The following resources **should** be provided:  2.1 Appropriately simulated environment where assessment can take place   * 1. Access to relevant work environment   2.3 Resources relevant to the proposed activities or tasks |
| 1. Methods of assessment | Competency in this unit may be assessed through:   * 1. Practical assessment   2. Portfolio of evidence   3. Written assessment   4. Oral assessment   5. Project |
| 1. Context of assessment | Assessment could be conducted:   * 1. Workplace   2. Simulated workplace |
| 1. Guidance information for assessment | 1. Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

## CONDUCT HAIR ADDITION SERVICE

**UNIT CODE:** 1012 351 05A

**UNIT DESCRIPTION**

This unit covers the competencies required to conduct hair addition service. It involves Preparing for hair addition service, performing hair addition and post hair addition service procedure.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function** | **PERFORMANCE CRITERIA**  These are assess-able statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Prepare for hair addition service | * 1. Client consultation is carried out as per workplace procedure.   2. ***Personal protective gear*** are selected and donned as per work requirement.   3. Client is draped as per service requirement   4. Hair and scalp are analyzed as per work procedure**.**   5. ***Hair addition*** ***tools and equipment*** are assembled and prepared as per work requirement.   6. ***Hair addition*** ***products and supplies*** are prepared as per manufacturer's instruction |
| 1. Perform hair addition service | * 1. ***Client’s hair preparation*** is carried out as per service requirement.   2. ***Hair addition procedure*** is performed as per client requirement and work procedure.   3. ***Finishing aids*** is applied as per client’s specification and work procedure.   4. After care advice is provided as per service offered. |
| 1. Perform post hair addition service procedure | 1. Hair addition tools and equipment are cleaned and disinfected as per workplace procedure. 2. Work station is cleaned and waste managed and disposed as per workplace procedure. 3. ***Recyclable supplies*** are cleaned, disinfected and stored as per workplace policy. |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Personal protective gear may include but not limited to: | * Drapers * Towels * Aprons * Ear muffs * Face shield |
| 1. Hair addition tools and equipmentmay include but not limited to: | * Crotchet hook * Assorted combs * Scissors * Assorted weaving needle * Blow dryer * Hood dryers * Head dummies |
| 1. Hair addition products and suppliesmay include but not limited to: | * Braids * Thread * Shampoo * Conditioners * Hair food * Braids spray * Sheen spray * Mouse wrap * Molding gel * Treatment |
| 1. Preparation of clients’ hairfor hair addition service may include but not limited to: | * Undoing * Shampooing * Conditioning * Trimming * Blow drying |
| 1. Hair additions proceduremay include but not limited to: | * Ghanaians * Ethiopian lines * Drop lines * Weaving |
| 1. Finishing aids may include but not limited to: | * Braids spray * Sheen spray * Mousse * Braid cleanser * Curl moisturizer |
| 1. Recyclable supplies may include but not limited to: | * Aprons * Drapers * Towels |

**REQUIRED KNOWLEDGE AND SKILLS**

This section describes the skills and knowledge required for this unit of competency.

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Hygiene and sanitation in hair addition.
* Health and safety in hair addition.
* Consultation and client care in hair addition.
* Hair, skin and scalp analysis
* Styling
* Trichology
* Shampooing and conditioning
* Hair addition associated products
* Hair addition tools and equipment

**Required Skills**

The individual needs to demonstrate the following skills:

* Design
* Communication
* Time management
* Problem solving
* Analytical
* Hair addition techniques
* Sstyling techniques
* Record keeping

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Carried out client consultation as per workplace procedure.   2. Draped client as per service requirement   3. Analyzed hair and scalp as per work procedure**.**   4. Set up hair addition workstation as per work requirement   5. Carried out client’s hair preparation as per service requirement.   6. Performed hair addition procedure as per client requirement and work procedure.   7. Cleaned and disinfected hair addition tools and equipment as per workplace procedure. |
| 2. Resource Implications | The following resources **must** be provided:  2.1Acess to relevant workplace where assessment can take place  2.2 Appropriately simulated environment where assessment can take place  2.3 Materials relevant to the proposed assessment activity or tasks |
| 3. Methods of Assessment | Competency may be assessed through:  3.1Practical assessment   * 1. Project   2. Third party report   3. Portfolio of evidence   3.5Oral assessment   * 1. Written assessment   2. Case study |
| 1. Context of Assessment | Assessment could be conducted:  4.1 Workplace  4.2 Simulated workplace |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

## PERFORM HAIR STYLING SERVICE

**UNIT CODE:** 1012 351 06A

**UNIT DESCRIPTION**

This unit covers the competencies required to perform hair styling. It involves preparation for hair styling, performing hair styling service and post hair styling service.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function** | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Prepare for hair styling | 1. Client consultation is carried out as per workplace procedure. 2. ***Personal protective gear*** is selected and donned as per work requirement. 3. Client is draped for hair styling as per service requirement. 4. Hair and scalp are analyzed as per work procedures. 5. ***Hair styling Tools and equipment***are assembled and prepared as per work requirement. 6. ***Hair styling products and supplies*** are prepared as per manufacturer's instruction |
| 1. Perform hair styling service | 1. Client’s ***hair preparation*** is carried out*as* per service requirement. 2. ***Styling procedure*** is performed as per the client requirement. 3. After care advice is provided as per service offered |
| 1. Perform post hair styling service | 1. Tools and equipment are cleaned and disinfected as per manufacturers’ instructions. 2. Work station is cleaned and waste disposed as per work procedure. 3. ***Recyclable supplies*** are cleaned, disinfected and stored as per work procedure. |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. ***Personal protective gear*** may include but not limited to: | * Apron * Draper * Towels * Gloves * Ear muffs/caps * Face shield * shower cap |
| 1. ***Hair styling Tools and equipment*** may include but not limited to: | **Equipment**   * Hood dryer * Head steamer * Stove tong * Professional trolley * Sterilizing cabinet   **Tools**   * Blow dryer * Flat iron * Curling iron * Crimping iron * Tint bowls * Tint brush * Set of combs * Blow styling brush * Styling pins * Sectioning clips * Rollers * Rods * Spatula |
| 1. ***Hair styling products and supplies*** may include but not limited to: | * Shampoo * Conditioner * hair food * hair sprays * setting lotions * mounding gel * spritz * mousse * hair moisturizers * styling gel * curl activator gel * disinfectant * cotton wool * dust bin * dust pan * broom/mop |
| 1. ***hair preparation*** may include but not limited to: | * Shampooing * Conditioning * Straightening |
| 1. ***Styling procedure*** may include but not limited to: | * Thermal styling * roller setting * Gel styling * Themed styling * Natural hair styling * Hair addition styling * Pin curls * Finger waves * Dreadlocks * Straw set * Zulu/ bantu knots * Twists * folds * Twist outs |
| 1. ***Recyclable supplies*** may include but not limited to: | * Aprons * Drapers * Towels * Ear muffs/caps * Face shields |

**REQUIRED KNOWLEDGE AND SKILLS**

This section describes the knowledge and skills required for this unit of competency.

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* hygiene and sanitation in hair styling
* health and safety in hair styling
* ethics and etiquette in cosmetology
* Consultation and client care
* Principles of hair, skin and scalp analysis
* Hair trimming and styling techniques
* Trichology
* Shampooing and conditioning
* Hair styling products
* Hair styling tools and equipment
* Waste disposal in hair styling.
* Emerging issues in hair styling
* Required Skills

The individual needs to demonstrate the following skills:

* Creativity
* Communication
* Interpersonal
* Time management
* Team work
* Complaints handling
* Negotiation
* Analytical
* Problem solving
* Critical thinking
* Organizational
* Entrepreneurial

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   1. Carried out client consultation as per workplace procedure. 2. Analyzed hair and scalp as per work procedure. 3. Set up hair styling workstation as per work requirement. 4. Prepared client’s hair as per service requirement. 5. Performed styling procedure as per client requirement. 6. Cleaned and disinfected workstation, tools and equipment and disposed waste as per work procedure. |
| 1. Resource Implications | The following resources **must** be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed assessment activity or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   1. Practical assessment 2. Written assessment 3. Portfolio of evidence 4. Third party report 5. Oral questioning 6. Project. |
| 1. Context of Assessment | Assessment could be conducted:   1. Workplace 2. Simulated workplace environment |
| 1. Guidance information for assessment | 1. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**PERFORM NAIL CARE SERVICES**

**UNIT CODE:** 1012 451 07A

**UNIT DESCRIPTION**

This unit covers the competencies required to conduct nail care service. it involves Preparing for nail care service, performing nail care service and perform post nail care service procedure.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace functions | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements  ***(Bold and italicized terms are elaborated in the range)*** |
| 1. Prepare for nail care service | 1.1 Client consultation is carried out as per work procedure.  1.2 Personal protective gears are selected and donned as per work requirement.  1.3 Client is draped for nail care as per service requirement  1.4 Nail and skin are analyzed as per service requirement**.**  ***1.5 Nail care Tools and equipment*** are assembled and prepared as per work requirement.  ***1.6 Nail care products and supplies*** are prepared as per work procedure. |
| 2. Perform nail care service | 2.1 Client’s skin and nails are prepared as per service requirements.  ***2.2 Nail care*** ***procedure*** is performed as per client requirements.  2.3 After care advice is provided based on service offered |
| 3. Perform post nail care service procedure | 3.1 Nail care tools and equipment are cleaned and disinfected as per work procedures.  3.2 Work station is cleaned and waste disposed as per work procedure.  ***3.3 Nail care recyclable supplies*** are cleaned, disinfected and stored as per work procedure |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| * + - 1. Nail care toolsand equipmentmay include but not limited to: | 1. **Tools**  * Nail file * Acrylic brushes * Glass bowls * Nail brushes * Spatulas * Manicure set * Orange stick * Nail peg * Nail scissors * Nail buffer * Disposable razors * Cotton wool * Absorbent towels * Stamping kits * Nail dummy * Bowls * Nail drills * Towels  1. **Equipment**  * UV/ LED lamps * Table light * Sterilizing cabinet * Foot spa |
| * + - 1. Nail care products and supplies may include but not limited to: | * Massage oil * Soap/Shower gel * Cuticle cream/gel * Nail polish remover * Nail polish * Acetone * Sanitizer * Disinfectant /Antiseptic * Dry quick polish * Moisturizers |
| * + - 1. Nail care procedure may include but not limited to: | * Nail extension * Nail refill * Nail gel builder * Nail acrylic application * Fiberglass application * Nail reconstruction * Gum gel application |
| * + - 1. Nail care recyclable supplies may include but not limited to: | * Aprons * Towels * Drapers * Nail files * Nail buffer * Foot scraper * Pumice stones * Foot smoother * Nail clippers |

**REQUIRED KNOWLEDGE AND SKILLS**

This section describes the knowledge and skills required for this unit of competency.

**Required Knowledge**

The individual needs to demonstrate knowledge of: 

* Hand and leg anatomy
* Nail care products and Supplies
* Nail care tools and equipment
* Nail and skin hygiene and sanitation
* Consultation and client care in nail care
* Skin and nail analysis
* Nail art designs
* Basic massage techniques

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication
* Interpersonal
* Problem solving
* Analytical
* Organization
* Technical

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills range.

|  |  |
| --- | --- |
| 1. Critical aspects of competency | Assessment requires evidence that the candidate:  1.1 Analyzed nail and skin as per service requirement.  1.2 Assembled and prepared nail care tools and equipment as per work requirement.  1.3 Prepared nail care products and supplies as per work procedure.  1.4 Performed nail care procedure as per client requirement.  1.5 Cleaned and disinfected nail care tools and equipment as per work procedures.  1.6 Cleaned work station and disposed waste as per work procedure. |
| 1. Resource implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place   2. Access to relevant work environment   3. Resources relevant to the proposed activities or tasks |
| 1. Methods of assessment | Competency in this unit may be assessed through:   1. Practical assessment 2. Project 3. Portfolio of evidence 4. Written assessment 5. Oral assessment |
| 1. Context of assessment | 1. This competency may be assessed may be assessed in a workplace or a simulated workplace |
| 1. Guidance information for assessment | 1. Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

**PROVIDE DREAD LOCKING SERVICE**

**UNIT CODE: 1012 451 08A**

**UNIT DESCRIPTION**

This unit covers the competencies required to provide dread locking service. It involves preparing for dread locking service, performing dread locking and post dread locking service procedure.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function** | **PERFORMANCE CRITERIA**  These are **assessable** statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Prepare for dread locking service | 1.1 Client consultation is carried out as per workplace procedure.  1.2 ***Personal protective gear*** are selected and donned as per work requirement.  1.3 Client is draped as per service requirement  1.4 Hair and scalp are analyzed as per work procedures.  1.5 ***Dread locking*** ***tools and equipment*** are assembled and prepared as per work requirement.  1.6 ***Dread locking products and supplies*** are prepared as per manufactures instruction |
| 1. Perform dread locking service | 2 .1 ***Client’s hair and scalp are prepared*** as per service requirements.  2 .2 ***Dread locking procedure*** is performed as per client requirement.  2 .3 After care advice is provided based on service offered. |
| 1. Perform post dread locking service procedure | 3.1 Dread locking tools and equipment are cleaned and disinfected as per work procedure.  3.2 Work station is cleaned and waste disposed as per work procedure.  3.3 ***Dread locking recyclable supplies*** are cleaned, disinfected and stored as per work procedure. |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Personal protective gear may include but not limited to: | * Apron * Ear muffs/cap * Draper * Face shield |
| 1. Dread locking tools and equipment may include but not limited | * Hood dryer * Assorted combs * Face shields * Tint bowl * Tint brush * Sectioning clips * Spatulas * Weaving needle * Crotchet needle |
| 1. Dread locking products and supplies may include but not limited | * Shampoos * Conditioners * Finishing products * Moulding gel * Dreads spray * Hair polisher * Cotton wool * Weaving thread * Curling sponge * Spritz |
| 1. Preparation of clients’ hair for natural hair care include but not limited to: | * Shampooing * Conditioning * Towel blotting * Sectioning * Drying |
| 1. Dread locking proceduremay include but not limited to: | * Natural locks * Baby locks/Rugged * Sister locks * Artificial locks * Lock knots * Faux locks |
| 1. Dread locking recyclable suppliesmay include but not limited to: | * Apron * Draper * Towel |

**REQUIRED KNOWLEDGE AND SKILLS**

This section describes the skills and knowledge required for this unit of competency.

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Hygiene and sanitation in dread locking.
* Consultation and client care in dread locking
* Hair, skin and scalp analysis in dread locking
* Shampooing and conditioning
* Dread locking care products and supplies
* Waste disposal in dread locking

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication
* Interpersonal
* Shampooing
* Dread-locking
* Styling

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:  1.1 Carried out client consultation as per workplace procedure.  1.2 Draped client as per service requirement  1.3 Analyzed hair and scalp as per work procedure.  1.4. Set up dread locking workstation as per work requirement.  1.5Performed dread locking procedure as per client requirement.  1.6 Cleaned and disinfected dread locking tools and equipment as per work procedure. |
| 1. Resource Implications | The following resources must be provided:  2.1Acess to relevant workplace where assessment can take place  2.2 Appropriately simulated environment where assessment can take place  2.3 Materials relevant to the proposed assessment activity or tasks |
| 1. Methods of Assessment | Competency may be assessed through:  3.1 Practical assessment  3.2 Project  3.3 Third party report  3.4 Portfolio of evidence  3.5 Oral assessment  3.6 Written assessment |
| 1. Context of Assessment | Assessment could be conducted:   1. Workplace 2. Simulated workplace |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**PROVIDE HAIR REMOVAL SERVICE**

**UNIT CODE:** 1012 451 09A

**UNIT DESCRIPTION**

This unit covers the competencies required to prepare hair removal service. It involves client consultation, skin analysis, waxing, use of depilatory creams and electrolysis.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace functions | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements  ***(Bold and italicized terms are elaborated in the range)*** |
| 1. Prepare for hair removal service | 1. Client consultation is carried out as per workplace procedure. 2. Personal protective gears are selected and donned as per work requirement. 3. Client is draped for hair removal as per service requirement. 4. Client’s skin is analyzed for hair removal as per work procedures**.** 5. ***Hair removal*** ***tools and equipment*** are assembled and prepared based on work requirement. 6. ***Hair removal***  ***products and supplies*** are prepared as per manufactures instruction |
| 1. Perform hair removal service | 1. Client’s skin is prepared for hair removal as per service requirements. 2. ***Hair removal*** ***procedure*** is performed as per client’s need and work procedure. 3. Hair removal after care advice is provided based on service offered. |
| 1. Perform hair removal post service procedure | 1. ***Hair removal tools and equipment*** are cleaned and disinfected as per work procedure. 2. Work station is cleaned and waste disposed based on work procedure. 3. ***Recyclable supplies*** are cleaned, disinfected and stored as per workplace procedure. |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Hair removal Tools and equipment may include but not limited to: | * Wax warmer * Laser machine * Electrolysis machine * Photo epilation machine * Scissors * Orange sticks * Tweezers * Laser comb * Spatula * Couch/ bed |
| 1. Hair removal products and supplies may include but not limited to: | * Hair removal wax * Anti-inflammatory creams * Numbing creams/spray * Depilatory creams * Talcum powder * Soothing products * Surgical spirit * Antiseptic solutions * Skin lotions/ moisturizers |
| 1. Hair removal procedure may include but not limited to: | * Waxing * Use of depilatory creams * Laser treatment * Electrolysis |
| 1. Hair removal Recyclable supplies may include but not limited to: | * Aprons * Towels * Drapers * Eyebrow scissors * Tweezers * Eyebrow brushes |

**REQUIRED KNOWLEDGE AND SKILLS**

This section describes the knowledge and skills required for this unit of competency.

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Skin anatomy
* Hair anatomy
* Hair removal techniques
* Skin and hair conditions
* Hair removal tools and equipment
* Hair removal products
* Hygienic hair removal procedures
* Ethics and etiquette

**Required skills**

The individual needs to demonstrate the following skills:

* Communication
* Problem solving
* Interpersonal
* Analytical
* Designing
* Hair removal techniques

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills range.

|  |  |
| --- | --- |
| 1. Critical aspects of competency | Assessment requires evidence that the candidate:   1. Carried out client consultation as per workplace procedure. 2. Analyzed client’s skin for hair removal as per work procedures. 3. Assembled and prepared hair removal tools and equipment based on work requirement. 4. Prepared hair removal products and supplies as per manufactures instruction 5. Prepared client’s skin for hair removal as per service requirements. 6. Performed hair removal procedure as per client’s need and work procedure. 7. Provided hair removal after care advice based on service offered 8. Cleaned and disinfected hair removal tools and equipment as per work procedure. 9. Cleaned work station and disposed waste based on work procedure. |
| 1. Resource implications | The following resources should be provided:   1. Appropriately simulated environment where assessment can take place 2. Access to relevant work environment 3. Resources relevant to the proposed activities or tasks |
| 1. Methods of assessment | Competency in this unit may be assessed through:   1. Practical assessment 2. Portfolio of evidence 3. Third party reports 4. Written assessment 5. Oral assessment 6. Project |
| 1. Context of assessment | This competency may be assessed may be assessed in a   1. workplace 2. simulated workplace |
| 1. Guidance information for assessment | 1. Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

# APPLY COMMUNICATION SKILLS

**UNIT CODE**: **0031 451 02A**

**UNIT DESCRIPTION**

This unit covers the competencies required to demonstrate communication skills. It involves applying communication channels, applying written communication skills, applying non-verbal skills applying oral communication skills, applying group communication skills.

**ELEMENTS AND PERFORMANCE CRITERIA**

| **ELEMENT**  These describe the key outcomes that make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| --- | --- |
| 1. Apply communication channels | 1. Specific communication channels are identified and applied based on workplace requirements. 2. Challenges are identified and addressed as per the operational standards of the organization. 3. Communication channels are evaluated to meet workplace needs. |
| 1. Apply written communication skills | * 1. Types of written communication are identified and applied according to the workplace requirements.   2. Written communication needs are identified and implemented according to workplace procedures.   3. Written communication guidelines are analyzed, evaluated, and revised based on workplace needs. |
| 1. Apply non-verbal communication skills | 3.1 Existing non-verbal communication techniques are identified and applied based on organization policy.  3.2 Non-verbal communication techniques are articulated and modeled to enhance inclusivity according to workplace requirements. |
| 1. Apply oral communication skills | 4.1 Types of oral communication are identified and established as per organization policy.  4.2 Pathways of oral communication are identified and established as per organization policy.  4.3 Pathways of oral communication are reviewed according to organization procedures.  4.4 Pathways of oral communication are maintained according to the organization standards. |
| 1. Apply group communication skills | 1. Group communication strategies are appliedbased on the workplace needs. 2. Groups are organized in accordance with workplace procedures. 3. Effective questioning, listening and non-verbal communication techniques are used as per needs.   5.4 Group communication challenges are identified and addressed according to the workplace needs. |

**RANGE**

This section provides the work environment and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

| **Variable** | **Range** |
| --- | --- |
| 1. Communication strategies may include but not limited to: | * Language switch * Comprehension check * Repetition * Asking confirmation * Paraphrasing * Clarification request * Translation * Restructuring * Generalization |
| 1. Effective group interaction may include but not limited to: | * Identifying and evaluating what is occurring within an interaction in a non-judgmental way. * Using active listening. * Making decision about appropriate words, behavior. * Putting together response which is culturally appropriate. * Expressing an individual perspective. * Expressing own philosophy, ideology and background and exploring impact with relevance to communication |
| 1. Situations may include but not limited to: | * Establishing rapport * Eliciting facts and information * Facilitating resolution of issues * Developing action plans |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Active listening
* Interpretation
* Negotiation
* Writing
* Oral skills
* Creative thinking
* Critical thinking
* Decision making
* Analytical
* Innovation
* Conflict skills
* Leadership
* Problem solving skills
* Management
* Organizational
* Teamwork

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Communication process
* Dynamics of groups
* Styles of group leadership
* Key elements of communications strategy
* Principles of effective communication
* Turn-taking techniques
* Conflict resolution techniques
* Work planning
* Work organization
* Company policies
* Company operations and procedure standards
* Fundamental rights at the workplace
* Personal hygiene
* Accountability
* Workplace problems and how to deal with them

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills, knowledge, and range.

|  |  |
| --- | --- |
| 1. Critical aspects of Competency. | Assessment requires evidence that the candidate:   * 1. Identified and applied specific communication channels based on workplace requirements.   2. Identified and applied specific written communication correspondence according to the workplace requirements.   3. Applied and developed non-verbal strategies to communicate in all areas of the workplace requirements.   4. Established pathways of oral communication as per workplace policy.   5. Applied group communication strategies based on workplace needs. |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place. 2. Appropriately simulated environment where assessment can take place. 3. Resources relevant to the proposed activity or tasks. |
| 1. Methods of Assessment | Competency in this unit may be assessed through:   * 1. Practical   2. Project   3. Portfolio of evidence   4. Third party evidence   5. Written assessment   6. Oral assessment |
| 1. Context of Assessment | 1. Competency may be assessed in a Workplace or simulated workplace. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**DEMONSTRATE DIGITAL LITERACY**

**UNIT CODE: 0611 451 01A**

**UNIT DESCRIPTION:**

This unit covers the competencies required to demonstrate digital literacy. It involves operating computer devices, solving tasks using the Office suite, managing data and information, performing online communication and collaboration, applying cyber security skills, performing online jobs and applying job entry techniques.

**ELEMENTS AND PERFORMANCE CRITERIA**

| **ELEMENT**  These describe the key outcomes that make up workplace functions | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements  ***(Bold and italicized terms are elaborated in the range)*** |
| --- | --- |
| 1. Operate computer devices | * 1. C***omputer device*** usage is determined as per workplace requirements.   2. ***Computer hardware*** is identified according to job requirements.   3. ***Computer software*** is identified according to workplace requirements.   4. Computer devices are turned on or off as per the correct workplace procedure.   5. ***Mouse techniques*** are applied in solving tasks as per workplace requirements.   6. Keyboardtechniques are applied in solving tasks as per workplace requirements.   7. Computer files and folders are created and managed as per workplace requirements.   8. ***Internet connection option***s are identified and applied in connecting computer devices to the Internet.   9. ***External devices*** are identified and connected to the computer devices as per the work requirement. |
| 1. Solve tasks using Office suite | 1. ***Word processing concepts***are applied in solving workplace tasks as per job requirements. 2. Worksheet data is entered and prepared in accordance with work procedures. 3. Worksheet data is built and edited in accordance with workplace procedures. 4. ***Data manipulation*** on a worksheet is undertaken in accordance with work requirements. 5. Worksheets are saved and printed in accordance with job requirements. 6. ***Electronic presentation concepts***are applied in solving workplace tasks as per job requirements. |
| 1. Manage data and information | * 1. Office ***internet services*** are identified and applied in accordance with office procedures.   2. ***Internet access applications*** are determined in accordance with office operation procedures.   3. Internet search is performed as per job requirements.   4. Online digital content is downloaded in accordance with workplace requirements.   5. Digital content is identified and backed up in accordance with workplace procedures. |
| 1. Perform online communication and collaboration | * 1. Netiquette principles are observed as per work requirements.   2. Electronic mail communication is executed in accordance with workplace policy.   3. Digital content copyright and licenses are identified and applied according to workplace policies and regulatory requirements.   4. ***Online*** ***collaboration tools*** are applied in accordance with workplace policies and regulatory requirements. |
| 1. Apply cybersecurity skills | * 1. ***Data protection*** and ***privacy*** is classified in accordance with workplace policies and regulatory requirements.   2. ***Internet security threats*** are identified as per workplace policies and regulatory requirements.   3. Computer threats and crimes are detected in accordance to Information Management security guidelines   4. Cyber security control measures are applied in accordance with workplace policies and regulatory requirements. |
| 1. Perform online jobs | * 1. ***Online job platforms*** are identified as per the job requirements.   2. Online accounts and profiles are created in accordance with the work requirements.   3. Online jobs are identified according to the bidder’s skillset.   4. Online digital identity is managed according to industry best practices.   5. Online job bidding is done as per the specific job requirements.   6. Online tasks are executed according to the job requirements.   7. Personal online payment account is managed in accordance with financial regulations. |
| 1. Apply job entry techniques | * 1. ***Job opportunities*** are sought based on competencies.   2. A winning resume/CV is developed as per job advertisement.   3. An application/cover letter is developed based on the job advertisement.   4. ***certificates and testimonials*** are organized as per resume.   5. ***Interview skills*** are demonstrated as per job advertisement. |

**RANGE**

This section provides a work environment and conditions to which the performance criteria apply. It allows for a different work environment and situations that will affect performance.

| **Variable** | **Range** |
| --- | --- |
| 1. Computer devices may include but not limited to: | * Desktops * Laptops * Smartphones * Tablets * Smartwatches |
| 1. Computer hardware may include but not limited to: | * The System Unit E.g. Motherboard, CPU, casing, * Input Devices e.g. Pointing, keying, scanning, voice/speech recognition, direct data capture devices. * Output Devices e.g. hardcopy output and softcopy output * Storage Devices e.g. main memory e.g. RAM, secondary storage (Solid state devices, Hard Drives, CDs & DVDs, Memory cards, Flash drives * Computer Ports e.g. HDMI, DVI, VGA, USB type C etc. |
| 1. Computer software may include but not limited to: | * System software e.g. Operating System (Windows, Macintosh, Linux, Android, iOS) * Application Software e.g. Word Processors, Spreadsheets, Presentations etc. * Utility Software e.g. Antivirus programs |
| 1. Mouse techniques may include but not limited to: | * Clicking * Double-clicking * Right-clicking * Drag and drop |
| 1. Internet connection options may include but not limited to: | * Mobile Networks/Data Plans * Wireless Hotspots * Cabled (Ethernet/Fibre) * Dial-Up * Satellite * ISDN (Integrated Services Digital Network) |
| 1. External devices may include but not limited to: | * Printers * Projectors * Smart Boards * Speakers * External storage drives * Digital/Smart TVs |
| 1. Word processing concepts may include but not limited to: | * Creating word documents * Editing word documents * Formatting word documents * Saving word documents * Printing word documents |
| 1. Data manipulation may include but not limited to: | * Use of formulae * Use of functions * Sorting * Filtering * Visual representation using charts |
| 1. Electronic presentation concepts may include but not limited to: | * Creating slides * Editing slides * Formatting slides * Applying slide effects and transitions * Creating and playing slideshows * Saving presentations * Printing slides and handouts |
| 1. Internet services may include but not limited to: | * Communication Services * Information Retrieval Services * File Transfer * World Wide Web Services * Web Services * Directory Services * Automatic Network Address Configuration * Newsgroup * Ecommerce |
| 1. Internet access applications/software may include but not limited to: | * Browsers * Email Apps * e-commerce Apps |
| 1. Online collaboration tools may include but not limited to: | * Online Storage * Online productivity applications * Online meetings, * Online learning environments, * Online calendars * Social networks |
| 1. Data protection and privacy may include but not limited to: | * Confidentiality of data/information * Integrity of data/information * Availability of data/information |
| 1. Internet security threats may include but not limited to: | * Malware attacks * Social engineering attacks * Software supply chain attacks * Advanced persistent threats (APT) * Distributed denial of service (DDoS) * Man-in-the-middle attack (MitM) * Password attacks * IoT Attacks * [Phishing Attacks](https://onlinedegrees.sandiego.edu/top-cyber-security-threats/#phishing-attacks) * [Ransomware](https://onlinedegrees.sandiego.edu/top-cyber-security-threats/#ransomware) |
| 1. Online job platforms may include but not limited to: | * Remotask * Data annotation.tech * Cloudworker * Upwork * Oneforma * Appen |
| 1. Job opportunities may include but not limited to: | * Self-employment * Service provision * product development * salaried employment |
| 1. Certificates and testimonialsmay include but not limited to: | * Academic credentials * Letters of previous employments/ services rendered * Letters of commendation * Certifications of participation * Awards |
| 1. Interview skills may include but not limited to: | * Listening skills * Grooming * Language command * Articulation of issues * Body language * Time management * Honesty * Generally knowledgeable in current affairs and technical area |

**REQUIRED KNOWLEDGE AND SKILLS**

This section describes the knowledge and skills required for this unit of competency.

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Computer Hardware and Software Concepts
* Computer Security Concepts (Data security and privacy)
* Cyber security threats and control measures
* Understanding Computer Crimes
* Detection and protection against computer crimes
* Laws governing protection of ICT in Kenya
* Digital Identity Management
* Netiquette Principles
* Fundamentals of Copyright and Licenses
* Word processing;
* Functions and concepts of word processing;
* Documents and tables creation and manipulations;
* Document editing;
* Document formatting;
* Word processing utilities
* Spreadsheets;
* Meaning, types and importance of spreadsheets;
* Components of spreadsheets;
* Functions, formulae, and charts, uses and layout;
* Data formulation, manipulation and application to cells;
* Editing & formatting spreadsheets;
* Presentation Packages;
* Types of presentation Packages.
* Creating, formulating, running, editing, printing and presenting slides and handouts
* Networking and Internet;
* Internet connectivity.
* Browser and digital content management;
* Managing data, information, and digital content
* Electronic mail and World Wide Web
* Fundamentals of Online Working;
* Online Profile Management;
* e-Portfolio Management;
* Online Jobs Bidding;
* Online Payment Systems;
* Job entry techniques
* Job searching sites
* Interview preparation skills
* Interview handling

**Required skills**

The individual needs to demonstrate the following skills:

* Active listening
* Keyboard Skills
* Mouse Skills
* Analytical skills
* Creativity
* Interpretation Skills
* Communication
* Spreadsheet operations (applying fundamental operations such as addition, subtraction, division and multiplication)
* Computer Use Safety Skills
* Document Editing Skills
* Document Formatting Skills
* Document Printing Skills
* Netiquette Skills
* Internet Browsing Skills
* Problem Solving Skills
* Online Collaboration Skills
* Cybersecurity Skills
* CV writing
* grooming

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge, and skills range.

|  |  |
| --- | --- |
| 1. Critical aspects of competency | ***Assessment requires evidence that the candidate:***   * 1. Operated computer devices as per workplace policies and regulations.   2. Solved tasks using the office suite as per workplace policies and regulations.   3. Manage data and information as per workplace policies and regulations.   4. Performed online communication and collaboration as per workplace policies and regulations.   5. Applied cybersecurity skills in accordance with workplace policies and regulations.   6. Executed online tasks according to the job requirements.   7. Searched for job opportunity based on competencies.   8. Prepared job requirement documentations based on job opportunity.   9. Demonstrated interview skills based on the job opportunity. |
| 1. Resource implications | The following resources should be provided:   * 1. Appropriately simulated environment where assessment can take place.   2. Access to relevant work environments where assessment can take place.   3. Resources relevant to the proposed activities or task. |
| 1. Methods of assessment | Competency in this unit may be assessed through:   * 1. Practical   2. Project   3. Portfolio of evidence   4. Third party evidence   5. Written assessment   6. Oral assessment |
| 1. Context of assessment | * 1. Competency may be assessed in a Workplace or simulated workplace.. |
| 1. Guidance information for assessment | * 1. Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

CONDUCT HAIR CUTTING SERVICE

**UNIT CODE** 1012 451 10A

**UNIT DESCRIPTION**

This unit covers the competencies required to conduct hair cutting service. It involves preparation for hair cutting service, performing hair cutting service and hair cutting post service procedure.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the **key outcomes** which make up **workplace function** | **PERFORMANCE CRITERIA**  These are assess-able statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Prepare for hair cutting service | 1. Client consultation is carried out as per workplace procedure. 2. ***Personal protective gear*** is selected and donned as per work requirement. 3. Client is draped for hair cutting as per service requirement 4. Hair and scalp are analyzed as per work procedure**.** 5. ***Hair cutting*** ***tools and equipment*** are assembled and prepared as per work requirement. 6. ***Hair cutting*** ***products and supplies*** are prepared as per manufactures instruction |
| 1. Perform hair cutting service | 1. Client’s ***hair preparation*** is carried out as per service requirement. 2. ***Hair cutting procedure*** is performed as per client requirement. 3. ***Hair cutting technique*** is performed as per work procedure. |
| 1. Perform hair cutting associated service | 1. Client is prepared for hair cutting associated service as per service requirement 2. ***Hair cutting associated*** ***services*** are performed as per client’s specification. 3. Hair cutting after care advice is given as per service offered |
| 1. Perform post hair cutting service | 1. Tools and equipment are cleaned and disinfected as per workplace procedure. 2. Work station is cleaned and waste disposed as per workplace procedure. 3. ***Recyclable supplies*** are cleaned, disinfected and stored as per workplace policy. |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variables** | **Range** |
| 1. Personal protective gear may include but not limited to: | * Apron * Draper * Towels * Surgical Gloves * Ear muffs/caps * Face shield * Shower cap * Face mask * Low heeled leather closed shoes |
| 1. Hair cutting tools and equipment for may include but not limited to: | * Assorted Clippers * Sterilizing cabinet * Smoother * Barber chair * Shampooing unit * Mirrors * Blow drier * Extension cable * Water heaters * Foam brushes * Clipper brush * Tint brush * Neck brush * Cutting Scissors * Thinning * Serrated * Cutting razors * Assorted combs * Tint bowls * Mini basin * Water spray bottle * Hand held brow dry * Hood drier * Flat iron * tongs |
| 1. Hair cutting products and supplies may include but not limited to: | * Surgical Spirit * Shampoo * Conditioner * Massage oil * Setting and styling aids * Finishing aids * Cotton wool |
| 1. Hair preparationmayinclude and limited to: | * Undoing * Combing |
| 1. ***Hair cutting procedure*** may include but not limited to: | * Graduated * Layered * One length |
| 1. Hair cutting techniques may include but not limited to: | * Free hand clipper * Clipper over comb * Clipper with guard * Scissor over comb * Razoring * Texturizing * Slide cutting * Point cutting * Club cutting |
| 1. Recyclable supplies may include but not limited to: | * Gowns * Towels * Aprons * Cutting collar |

**REQUIRED KNOWLEDGE AND SKILLS**

This section describes the knowledge and skills required for this unit of competency.

**Required Knowledge**

* The individual needs to demonstrate knowledge of:
* Hygiene and sanitation in hair cutting
* Health and safety in hair cutting
* Ethics and etiquette in hair cutting
* Consultation and client care in hair cutting
* Principles of hair, skin and scalp analysis
* Principles of hair cutting styles
* Trichology
* Shampooing and conditioning
* Hair cutting and associated products
* Hair cutting tools and equipment
* Waste disposal in hair cutting
* Emerging issues in hair cutting
* Hair cutting techniques

**Required Skills**

The individual needs to demonstrate the following skills:

* Creativity
* Communication
* Interpersonal
* Time management
* Team work
* Complaints handling
* Conflict resolution
* Negotiation
* Analytical
* Problem solving
* Critical thinking
* Organizational
* Entrepreneurial
* Hair cutting techniques

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   1. Carried out client consultation as per workplace procedure. 2. Analyzed hair and scalp as per work procedure. 3. Set up hair cutting workstation as per work requirement. 4. Prepared client’s hair as per service requirements. 5. Performed hair cutting procedure as per client requirement. 6. Performed hair cutting associated service as per client’s specification. 7. Cleaned and disinfected workstation, tools and equipment and disposed waste as per work procedure. |
| 1. Resource Implications | The following resources **must** be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed assessment activity or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   1. Practical assessment 2. Portfolio of evidence 3. Third party report 4. Written assessment 5. Oral questioning 6. Interview 7. Project |
| 1. Context of Assessment | Assessment could be conducted:   1. Work place 2. Simulated workplace environment |
| 1. Guidance information for assessment | * 1. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**PROVIDE FACIAL TREATMENT**

**UNIT CODE:** 1012 451 11A

**UNIT DESCRIPTION**

This unit covers the competencies required to provide facial treatment. It involves performing client consultation, skin analysis, superficial cleansing, carrying out facial skin care and post service procedures for facial treatment.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace functions | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements  ***(Bold and italicized terms are elaborated in the range)*** |
| 1. Prepare for facial treatment | 1. Client consultation is carried out according to work procedure. 2. Personal protective gears are selected and donned based on work requirement. 3. Client is draped for facial treatment as per service requirement 4. Skin is analyzed as per work procedure**.** 5. ***Facial treatment tools and equipment*** are assembled and prepared based on work requirement. 6. ***Facial treatment products and supplies*** are prepared as per manufacturer’s instruction |
| 1. Perform facial treatment | 1. Client’s skin preparation is carried out as per service requirements. 2. ***Facial treatment*** ***procedure*** is performed as per client requirement. 3. After care advice is provided based on service offered. |
| 1. perform post facial treatment | 1. Facial treatment tools and equipment are cleaned and disinfected according to work procedure. 2. Work station is cleaned and waste disposed based on work procedure. 3. ***Recyclable supplies*** are cleaned, disinfected and stored as per workplace policy. |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Facial treatment Tools and equipment may include but not limited to: | * Facial bed /Facial seat * Facial steamer * Facial electric machines * extractor * Facial massager * Magnifying lamp * Spatula * Product trolley * Mini bowl * Small bowl |
| 1. Facial treatment products and supplies may include but not limited to: | * Facial Cleanser * Facial Toner * Facial Scrubber/exfoliator * Massage oil * Facial Mask * Skin Moisturizer * Antiseptic/Disinfectant * Cotton wool * Face towel * Facial tissues * Distilled water |
| 1. Facial treatment procedures may include but not limited to: | * Preservative * Corrective * Acne treatment * Bio-lift * Electrotherapy * Faradic * Galvanic * Microdermabrasion |
| 1. Facial treatment recyclable supplies may include but not limited to: | * Towels * Head bands * Gowns * Shower capes * Bed sheets * Pillows * Comedone extractor |

**REQUIRED KNOWLEDGE AND SKILLS**

This section describes the knowledge and skills required for this unit of competency.

**Required knowledge**

* The individual needs to demonstrate knowledge of:
* Facial anatomy and physiology
* health and safety in facial treatment
* Skin disease and disorders
* Skin care routine
* Massage techniques for facial treatment
* Tools and equipment for facial treatment
* Facial product and supplies
* Ethics and etiquette
* Data protection and privacy

**Required skills**

* The individual needs to demonstrate the following skills:
* Communication
* Operation of facial treatment equipment
* Analytical
* Interpersonal
* Time management

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills range.

|  |  |
| --- | --- |
| 1. Critical aspects of competency | Assessment requires evidence that the candidate:   1. Analyzed Skin as per work procedure**.** 2. Assembled and prepared facial treatment tools and equipment based on work requirement. 3. Prepared facial treatment products and suppliesas per manufacturer’s instruction 4. Carried out client’s skin preparation as per service requirements. 5. Performed facial treatment procedure as per client requirement. 6. Provided after care advice based on service offered 7. Cleaned and disinfected facial skin tools and equipment as per work procedures. 8. Cleaned work station and disposed waste as per work procedure. |
| 1. Resource implications | The following resources should be provided:   1. Appropriately simulated environment where assessment can take place 2. Access to relevant work environment 3. Resources relevant to the proposed activities or tasks |
| 1. Methods of assessment | Competency in this unit may be assessed through:   1. Practical assessment 2. Portfolio of evidence 3. Written assessment 4. Oral assessment 5. Project |
| 1. Context of assessment | This competency may be assessed may be assessed in a   1. workplace 2. simulated workplace |
| 1. Guidance information for assessment | 1. Holistic assessment with other units relevant to the industry sector and workplace job role is recommended. |

**APPLY WORK ETHICS AND PRACTICES**

**UNIT CODE:** **0417 451 03A**

**UNIT DESCRIPTION**

This unit covers competencies required to effectively apply work ethics and practices. It involves the ability to: conduct self-management, promote ethical work practices and values, promote teamwork, manage workplace conflicts, maintain professional and personal development, apply problem-solving and promote customer care.

**ELEMENTS AND PERFORMANCE CRITERIA**

| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in Range*** |
| --- | --- |
| 1. Apply self-management skills | 1. Personal vision, mission and goals are formulated based on potential and concerning organization objectives and strategic plan 2. Self-esteem and a positive self-image are developed and maintained based on value 3. Emotional intelligence and stress management are demonstrated as per workplace requirements. 4. Assertiveness is developed and maintained based on the requirements of the job. 5. Accountability and responsibility for one's actions are demonstrated based on workplace instructions. 6. Time management, attendance and punctuality are observed as per the organization’s policy. 7. Personal goals are managed as per the organization’s objective 8. Self-strengths and weaknesses are identified based on personal objectives 9. Motivation, initiative and proactivity are utilized as per the organization policy 10. Individual performance is evaluated and monitored according to the agreed targets. |
| 1. Promote ethical work practices and values | 1. Integrity is demonstrated as per acceptable norms 2. Codes of conduct is applied as per the workplace requirements 3. Policies and guidelines are observed as per the workplace requirements 4. Professionalism is exercised in line with organizational policies |
| 1. Promote Team work | 3.1 ***Teams*** are formed to enhance productivity based on organization’s objectives  3.2 Duties are assigned to teams under the organization policy.  3.3 Team activities are managed and coordinated as per set objectives.  3.4 Team performance is evaluated based on set targets as per workplace policy.  3.5 ***Conflicts*** are resolved between team members in line with organization policy.  3.6 Gender and diversity-related issues are identified and mainstreamed in accordance with workplace policy.  3.7 Healthy ***relationships*** are developed and maintained in line with the workplace.  3.8 Adaptability and flexibility are applied in dealing with team members as per workplace policies |
| 1. Maintain professional and personal development | 4.1 ***Personal growth and development*** needs are identified and assessed in line with the requirements of the job.  ***4.2 Training and career opportunities*** are identified and utilized based on job requirements.  4.3 ***Resources*** for training are mobilized and allocated based on organizations and individual skills needs.  4.4 Licenses and certifications relevant to the job and career are obtained and renewed as per policy.  4.5 Recognitions are sought as proof of career advancement in line with professional requirements.  4.6 Work priorities and personal commitments are balanced and managed based on the requirements of the job and personal objectives.  4.7 Dynamism and on-the-job learning are embraced in line with the organization’s goals and objectives. |
| 1. Apply Problem solving skills | 5.1 ***Creative, innovative*** and practical solutions are developed based on the problem  5.2 Independence and initiative in identifying and solving problems are demonstrated based on the requirements of the job.  5.3 Team problems are solved as per the workplace guidelines  5.4 Problem-solving strategies are applied as per the workplace guidelines  5.5 Problems are analyzed and assumptions tested as per the context of data and circumstances |
| 1. Promote Customer Care | 6.1 Customers' needs are identified based on their characteristics  6.2 Customer ***feedback*** is allowed and facilitated in line with organization policies.  6.3 Customer concerns and complaints are analyzed and resolved in line with the set organizational culture.  6.4 Proactive customer outreach programs are implemented as per organizational policies  6.5 Customer retention strategies are developed and implemented in line with the organizational policy |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

| **Variable** | **Range** |
| --- | --- |
| 1. Feedback may include but not limited to: | * Verbal * Written * Informal * Formal |
| 1. Conflicts include but are not limited to: | * Interpersonal Conflict. * Intrapersonal Conflict. * Intergroup Conflict. * Intragroup Conflict. |
| 1. Relationships may include but not limited to: | * Man/Woman * Trainer/trainee * Employee/employer * Client/service provider * Husband/wife * Boy/girl * Parent/child * Sibling relationships |
| 1. Team may include but not limited to: | * Small work group * Staff in a section/department * Inter-agency group * Virtual teams |
| 1. Personal growth may include but not limited to: | * Growth in the job * Career mobility * Gains and exposure the job gives * Net workings * Benefits that accrue to the individual as a result of noteworthy performance |
| 1. Personal objectives may include but not limited to: | * Long term * Short term * Broad * Specific |
| 1. Trainings and career opportunities may include but not limited to | * Participation in training programs * Serving as Resource Persons in conferences and workshops * Capacity building |
| 1. Resource may include may but not limited to: | * Human * Financial * Technology |
| 1. Creative and innovative may include but not limited to: | * New ideas * Original ideas * Different ideas * Methods/procedures * Processes * New tools |
| 1. Emerging issues may include but not limited to: | * Artificial Intelligence * Data confidentiality * National cohesion * Open offices |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Active listening
* Critical thinking
* Organizational
* Negotiation
* Monitoring
* Evaluation
* Problem solving
* Decision Making
* Leadership
* Creative/innovative thinking
* Adaptability
* Conflict management
* Emotional intelligence
* Teamwork

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Work values and ethics
* Company policies and procedures
* Company operations, procedures and standards
* Flexibility and adaptability
* Concept of time and leisure time
* Decision making
* Work planning
* Organizing work
* Monitoring and evaluation
* Record keeping
* Gender and diversity mainstreaming
* Drug and substance abuse
* Professional growth and development
* creativity
* Innovation
* problem solving
* customer care
* mentoring and coaching.
* Emerging issues

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical aspects of Competency | Assessment require evidence that the candidate:   * 1. Applied self-management skills as per organizational procedures.   2. Promoted ethical practices and values as per organizational procedures.   3. Promoted Teamwork as per workplace assignments.   4. Maintained professional and personal development as per organizational procedures.   5. Applied Problem-solving skills based on work requirements.   6. Identified customer needs based on their characteristics.   7. Gave back Customer feedback in line with organization policies. |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place. 3. Resources relevant to the proposed activity or tasks. |
| 1. Methods of Assessment | Competency in this unit may be assessed through:   1. Observation 2. Oral questioning 3. Written test 4. Portfolio of Evidence 5. Interview 6. Third party report |
| 1. Context of Assessment | Competency may be assessed:   1. Workplace 2. Simulated environment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

**DEMONSTRATE ENTREPRENEURIAL SKILLS**

**UNIT CODE : 0413 451 03A**

**UNIT DESCRIPTION**

This unit covers the competencies required to demonstrate an understanding of entrepreneurship. It involves applying financial literacy skills, applying entrepreneurial concept, identifying entrepreneurial opportunities, applying business legal aspects, innovating business strategies and developing business plan.

**ELEMENTS AND PERFORMANCE CRITERIA**

| **ELEMENT**  These describe the key outcomes that make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements that specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in Range*** |
| --- | --- |
| 1. Apply Financial Literacy Skills | 1. **Sources of personal and business** ***funds*** are identified as per financial procedures and standards 2. Personal finances are managed as per financial procedures and standards 3. Savings are managed as per financial procedures and standards 4. Debts are managed as per financial procedures and standards 5. Investments are undertaken as per financial procedures and standards 6. Insurance services are procured as per financial procedures and standards |
| 1. Apply entrepreneurial concept | 1. Entrepreneurs and Business persons are distinguished as per principles of entrepreneurship 2. ***Types of entrepreneurs*** are identified as per principles of entrepreneurship 3. Ways of becoming an entrepreneur are identified as per principles of Entrepreneurship 4. ***Characteristics of Entrepreneurs*** are identified as per principles of Entrepreneurship 5. Salaried employment and self-employment are distinguished as per principles of entrepreneurship 6. ***Requirements for entry into self-employment*** are identified according to business procedures and standards 7. Roles of an Entrepreneur in an enterprise are determined according to business procedures and standards 8. **Contributions of entrepreneurship** to National development are identified as per business procedures and standards |
| 1. Identify entrepreneurial opportunities | 1. Business ideas are identified as per business procedures and standards 2. Factors to consider when evaluating business opportunity viability are explored based on business procedure and standards 3. Entrepreneurial opportunities are evaluated as per business procedures and standards 4. Business ideas and opportunities are generated as per business procedures and standards 5. Business life cycle is analysed as per business procedures and standards |
| 1. Apply business legal aspects | 1. ***Forms of business ownership*** are identified as per legal procedures and practices 2. Business Registration and Licensing processes are identified as per legal procedures and practices 3. Types of Contracts and Agreements are analysed as per legal procedures and practices 4. Employment Laws are identified as per legal procedures and practices 5. Taxation laws are identified as per legal procedures and practices |
| 1. Innovate Business strategies | 1. Business innovation strategies are determined by the organization standards 2. Creativity in business development is demonstrated in accordance with business standards 3. ***Innovative business standards***  are developed as per business principles 4. Linkages with other entrepreneurs are created as per best practice 5. ICT is incorporated in business growth and development as per best practice |
| 1. Develop Business Plan | 1. Business idea is described as per business procedures and standards 2. Business description is developed as per business plan format 3. Marketing plan is developed as per business plan format 4. Organizational/Management plan is prepared in accordance with business plan format 5. Production/operation plan is prepared in accordance with business plan format 6. Financial plan is prepared in accordance with the business plan format 7. Executive summary is prepared in accordance with business plan format 8. Business plan is presented as per best practice 9. Business ideas are incubated as per institutional policy. |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

| **Variable** | **Range** |
| --- | --- |
| 1. Sources of personal funds mayinclude but not limited to: | * Salary/Wages * Investments * Savings * Inheritance * Government Benefits |
| 1. Sources of business finance mayinclude but not limited to: | * Equity Financing * Debt Financing, * Personal Savings/Investment * Retained Earnings * Grants and Subsidies * Crowdfunding * supplier Credit: * Leasing and Asset Financing: |
| 1. Types of entrepreneurs may include but not limited to: | * Innovators * Imitators * Craft * Opportunistic * Speculators |
| 1. Characteristics of Entrepreneurs may include but not limited to: | * Creative * Innovative * Planner * Risk taker * Networker * Confident * Flexible * Persistent * Patient * Independent * Future oriented * Goal oriented |
| 1. Requirements for entry into self-employment may include but not limited to | * Technical skills * Management skills * Entrepreneurial skills * Resources * Infrastructure |
| 1. Forms of businesses ownership may include but not limited to: | * Sole proprietorship * Partnership * Limited companies * Cooperatives |
| 1. Innovative business standards may include but not limited to: | * New products * New methods of production * New markets * New sources of supplies * Change in industrialization |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Analytical
* Management
* Problem-solving
* Root-cause analysis
* Communication

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Decision making
* Business communication
* Change management
* Competition
* Risk
* Net working
* Time management
* Leadership
* Factors affecting entrepreneurship development
* Principles of Entrepreneurship
* Features and benefits of common operational practices, e. g., continuous improvement (kaizen), waste elimination,
* Conflict resolution
* Health, safety and environment (HSE) principles and requirements
* Customer care standards
* Basic financial management
* Business strategic planning
* Impact of change on individuals, groups and industries
* Government and regulatory processes
* Local and international market trends
* Product promotion standards
* Market and feasibility studies
* Government and regulatory processes
* Local and international business environment
* Relevant developments in other industries
* Regional/ County business expansion standards

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   1. Identified Sources of personal and business finance as per financial procedures and standards 2. Managed Personal finances as per financial procedures and standards 3. Made Investment decisions as per financial procedures and standards 4. GeneratedBusiness ideas and opportunities based on business procedure and standards 5. Analysed business life cycle based on business procedure and standards 6. Determined business innovative standards as per business principles 7. Developed and presented a business plan as per regulatory framework. |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place |
| 1. Methods of Assessment | Competency may be assessed through:   * Practical * Project * Third party evidence * Written assessment * Oral assessment |
| 1. Context of Assessment | Competency may be assessed in a Workplace or simulated environment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |